

## SOR-RL Release 4.6 - Outline of Changes to System Functionality for Service Providers

Go-live date: Sunday July 31st, 2022

Change Summary	Description of functionality before 4.6	Release 4.6 Resolution
Change of default level for Children's COVID categories	<p>COVID-19-specific categories were implemented in SOR-RL for children's service providers in February 2021. At the time, there was significant focus on COVID-19 information and as such most COVID-19-specific categories were Level 1 by default. Over time, and with new COVID-19 variants, there is now less emphasis on asymptomatic or mild COVID-19 cases, and greater focus on those resulting in hospitalizations. Children's service providers have also expressed frustration and an unnecessary administrative burden to report less severe COVID-19 cases to the ministry within required timelines.</p> <p>Note: Adult service providers do not use the COVID-19-specific categories, but rather more general categories to report COVID-19 incidents. Most of these categories are Level 2 by default but may be elevated to Level 1 based on the presence of additional risk factors/conditions.</p>	The SO Level of all COVID-19 Confirmed Positive categories and the COVID-19 Confirmed Outbreak category are now Level 2 by default.
New symbol for fields and sections that are required before the SOR can be closed	Some users were not aware of which fields and sections were not required for the initial submission of the SOR but were mandatory before the closure of the SOR, which resulted in much back and forth between the ministry and service providers, and ultimately, in delays in "closing" SORs.	A new yellow caution symbol now appears beside all fields and sections that are not required on submission of the SOR but are required before the SOR can be set as "No further action required" by the ministry.
New sections identifying outstanding items required prior to submission and prior to closing SOR	Users expressed difficulty identifying information that was outstanding in an SOR and was required before the SOR could be submitted or set to "No Further Action Required". This resulted in much back and forth between the ministry and service providers, and ultimately, in delays in "closing" SORs.	New collapsible sections now appear at the top of the "Serious Occurrence report summary" page and the "Serious Occurrence update" page listing any outstanding or missing items prior to submission in a red colour, and outstanding items prior to closing a SOR in a yellow colour. Each section will only appear if there are outstanding items identified within.
Change to restraint debrief response options to allow SORs to be closed when debriefs cannot be completed	In some situations, a debrief related to a restrictive intervention could not be completed. However, the SOR could not be set as "No further action required" by the ministry unless a "Yes" was indicated in response to the "Debrief completed after restraint" questions. An "N/A" option had been added to this question but did not resolve the underlying issue.	The Debrief information section of the "Restrictive intervention" category is now enhanced and includes a new "No, cannot be completed" response option for the three debrief audiences (individuals involved, service provider staff, individuals who witnessed the incident), as well as other improvements to labels, options, etc. A SOR with a Restrictive Intervention category can now be set to "No Further Action Required" by the ministry with a response of either "Yes" or "No, cannot be completed" to the debrief questions, where the explanation for an incomplete debrief is valid. A "No, cannot be completed" response and explanation for the incomplete debrief are highlighted in the Category Details section on the "Serious Occurrence report summary".

<p>Increase in character limit for Serious Occurrence Description textbox to 12,000</p>	<p>In some cases, service providers were unable to include all the necessary details or policy requirements in the description text box of a SOR as the limit was set to 3,500 characters.</p>	<p>The "Serious Occurrence Description" textbox now has a character limit of to 12,000. Note: Most incident descriptions should continue to remain below 3,500 characters. The increased text box character limit should only be utilized in rare instances where the incident described is significantly complex. Incident descriptions should always be condensed for brevity and, as a whole, should be concise and succinct. Regulations outline that no information which goes beyond what is necessary to achieve the intended purpose be included in an SOR. Service Providers should use their judgement in including relevant information within the incident description but should exclude information or details which are not directly relevant or necessary for reporting purposes. A balance must be found between providing too little information and too much information.</p>
<p>Addition of new "Type" for an assault where the individual has been assaulted</p>	<p>The "Assault Type" field options for the "Assault" subcategory under the "Serious Individual Action" category did not reflect all reportable scenarios, such as where the individual has been assaulted by a community member/family member/other (i.e., they are not the assaulter). This resulted in some service providers selecting the incorrect "Assault type" option.</p>	<p>An "Other on individual" option is now available in the "Assault type" dropdown list for the "Serious Individual Action   Assault" category, and requires the "Please specify:" textbox to be completed.</p>
<p>Modification of "Last update date" in SOR Status Report to reflect date/time of initial submission or update to the SOR</p>	<p>The "Last Update Date" column in the SOR Status Report was noted as not being useful as it reflected the last date the SOR was accessed by any external or internal user, regardless of whether the user updated, revised, or added a comment to the SOR.</p>	<p>The "Last update date" column on the "Last Update Date" column in the SOR Status Report now only reflects the date the service provider initially submits the SOR or submits an update to the SOR.</p>
<p>Change to submission confirmation message of an SOR that has been revised</p>	<p>The message of confirmation displayed after a user submitted a revision to an SOR under the status "Additional Information/Revision Required" incorrectly used the word "updated": "Your Serious Occurrence Report (SO202200261) has been successfully updated". This was not appropriate as the user had not submitted an update but a revision. The incorrect usage may have contributed to confusion associated with the differences between revisions and updates.</p>	<p>The message of confirmation after the submission of a revision for an SOR under the status "Additional Information/Revision Required" has been revised to: "Your Serious Occurrence Report (SO202XXXXXX) has been successfully revised".</p>
<p>Trimming of individual's last name and limiting last name field to 1 character for YJ</p>	<p>Youth Justice policy indicates that first name and last initial be used for individuals involved in a Youth Justice SOR. In some instances, the individual's full last name was entered in error, and the SOR had to be sent back to the service provider to be revised. This created an administrative burden and slowed the closure process.</p>	<p>Only one character can now be entered in the Last Name field for Youth Justice individuals. In addition, the last name of individuals involved in all existing Youth Justice SORs have been trimmed to one character.</p>

Display of all notification details on the SOR Summary page	Some notification details, although completed, were not displayed in the Notification section of the SOR Summary page. These details included, for example, the "Location" of the Children's Aid Society for a "Children's Aid Society" notification, "Who notified the coroner" for a "Coroner" notification, the "Title and Organization" fields for an "Other" notification, etc.	All notification details are displayed on the SOR Summary page for all added notifications.
Addition more details for each category within the notifications	When adding a notification for an individual or service provider with multiple categories added at different times, it was difficult for users to identify which categories were added when. This would complicate users' ability to distinguish two or more of the same categories from one another, which was essential when adding new notifications.	To help the user to select the correct category when adding a new notification, additional information now appears in parentheses next to each category in the "Category notified about" field to indicate whether the category was added in an initial submission/revision or in an update, to indicate in which update a category was added, and to add a date corresponding to when the category was added to the SOR.