SOR-RL Release 6.0 - Outline of Changes to System Functionality for Service Providers

Go Live: Sunday December 15, 2024

Related to	Change Summary	Description of functionality before 6.1	Release 6.1 Resolution
All modules	SOR-RL now recognizes September 30th as a non-business day.	SOR-RL did not recognize September 30th as a non-business day and it was still included in the calculation of due dates.	SOR-RL now recognizes September 30th as a non-business day and due dates will now be set to the following business day.
Serious Occurrence reporting	Enabling temporal fields to be updated through an SOR update	A number of category details in an SOR that are temporal or may change over time (e.g. abence status, debrief details, etc.) were not available to update. The ministry had to request revisions and the user had to update the values as part of a revision. This was not ideal because users were unable to update the details on their own, because the original value would be replaced by the updated value, and because the new value would only show in the initial summary rather than in following updates. Services providers should have the ability to update these values as they change and the chronology of changes should be recorded.	The fields below are now available to be updated/completed in the "Categories" section of an update. Users are required to update the values even if they have not changed since the last submission. Previous values will be displayed to assist the user in making the appropriate selection. Updated values will be recorded and visible in the update. • "Contraband status" for the "Serious individual action" - "Contraband/safety risk" subcategory • "Absence status" for the "Serious individual action" - "Unusual absence" subcategory • "Debrief" fields for the "Restrictive intervention" category • "End date of restraint" and "End time of restraint" for the "Restrictive intervention" - "Physical/Mechanical restraint" subcategories • "Date client unsecured" and "Time client unsecured" for the "Restrictive intervention" - "Secure de-escalation" subcategory • "Abuse status" for the "Abuse or mistreatment" category • "Date of release" and "Time of release", for the "Error or omission" - "Improper detainment" subcategory • "Date of legal release", "Time of legal release" and "Improper release status" for the "Error or omission" - "Improper release" subcategory • "Has the investigation/review been completed?" and "Debrief" fields for the "Serious complaint" category

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Serious Occurrence reporting	Addition of two new Abuse statuses	Two abuse statuses incorporated into the updated guidelines in December 2023 were not yet in SOR-RL. There were important additions, to enable users to indicate either that an abuse investigation was inconclusive, or that an allegation of abuse was reported to an investigating body but that the outcome would not be known.	The status "Investigated but inconclusive" and the status "Reported to investigating body but not privy to outcome" are now available for selection for the Abuse category.
Serious Occurrence reporting	Addition of new suicidal behaviour type	One of the three types under the category "Serious individual action" - "Suicidal behaviour" subcategory was not available for selection in SOR-RL despite being in the SOR Guidelines. This resulted in some SORs for this type not being reported, or not being reported accurately, in SOR-RL.	The type "A suicidal threat of a serious nature" has been added to SOR-RL under the "Serious individual action" category and "Suicidal behaviour" subcategory.
Serious Occurrence reporting	Preventing the closure of SORs with only an attempted Parent/Legal Guardian notification	The system permitted the Ministry to close an SOR that only had an "attempted" Parent/Legal Guardian notification (where checkbox "Notification was attempted but unable to reach parent/guardian" was checked). This went against certain legislative/policy requirements which required that parents/guardians be notified of Serious Occurrences, where applicable.	Where a Parent/Legal Guardian notification is required, the system now prevents the ministry from closing an SOR that only has an "attempted" Parent/Legal Guardian notification. The system will continue to warn users that a Parent/Legal Guardian notification is missing, until a Parent/Legal Guardian notification is added which is either completed, contraindicated or not applicable.
Serious Occurrence reporting	Populating suffixes and prefixes for licence names when submitting an SOR	When licensees apply for a new licence or request changes to a licence name, they have the option of adding a suffix or a preffix to the name, which can provide more information about the nature of the site (e.g., "Foster Care" or "Blue House). This suffix/preffix was not being displayed with the site name when selecting the site for an SOR. This sometimes caused confusion if more than one site may have had the same or a similar site name, and therefore could sometimes result in the user selecting the wrong site.	The suffix or preffix, if added to a licence, is now displayed as part of the site name when selecting the site for an SOR. It is also now displayed on the Summary of the SOR and in a user's SO Dashboard and in the SO Search. This will improve data quality and help users more efficiently identify sites that SORs pertain to.

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Serious Occurrence reporting	Disabling the "Individual's views" section of an SOR if the category is "Death"	Service providers expressed that it was insensitive for the "Individual's Views" section to be displayed if the category added to an SOR was "Death".	The "Individual's Views" section in the SOR steps navigation is now automatically hidden if the SOR for an individual only has the "death" category.
Serious Occurrence reporting	Updates to french values	A number of French terms and labels in SOR-RL were grammatically or operationally incorrect, or did not align with the French terms in the SOR Guidelines.	The French terms below, as well as a number of others, have been updated. • Changed "Accéder à une l'Outil GRIG-PE en utilisant l'identifiant de connexion d'une autre personne est une fraude." to "Il est frauduleux d'accéder à l'Outil GRIG-PE en utilisant les identifiants de connexion d'une autre personne." • Changed "Caché les étapes" to "Cacher les étapes" • Changed "Sexe" to "Genre" • Changed "Actes graves commis par un(e) client(e)" to "Action individuelle grave" • Changed "Contrainte physique" to "Contention physique" • Changed "Désescalade sécuritaire" to "Désescalade sécurisée" • Changed "Violence ou maltraitance" to "Abus ou maltraitance" • Changed "Agression sexuelle" to "Abus sexuel" • Changed "Détention ou incarcération non autorisée" to "Personne indûment détenue ou placée" • Changed "Libération illégale" to "Personne indûment libérée" • Changed "Désordre, perturbation du service, situation d'urgence ou catastrophe" to "Perturbation, interruption de service, situation d'urgence ou catastrophe".

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Children's Residential Licensing	Addition of a visual indicator on the SOR-RL landing page for renewal applications.	SOR-RL creates a draft renewal application 120 days prior to the date a licence expires. Notification and reminder emails are sent to service provider admins and site designates at 120, 90, 60, 30, and 7 days prior to the expiration date.	A notification bubble now shows on Renewal Module of the SOR-RL landing page when a renewal application is available to be submitted to the Ministry, beginning 120 days prior to the expiration of a licence.