

# SOR-RL Release 6.2 - Outline of Changes to System Functionality for Service Providers

Go Live: Sunday March 23, 2025

Related to	Change Summary	Description of functionality before 6.2	Release 6.2 Resolution
<b>User Roles</b>	Provide the Regional Authority Assessor role within the ministry with the ability to add the Service Provider Administrator (SPA) role and/or the Local Registration Authority (LRA) designation to existing service provider users.	Users with the Regional Authority Assessor (RAA) role within the ministry were unable to add the Service Provider Administrator (SPA) role or the Local Registration Authority (LRA) designation to existing service provider users on SOR-RL, because the latter had already been registered by an SPA rather than by the ministry RAA. Given they were registered by an SPA, the ministry RAA was unable to manage their profile. This was problematic for RAAs who wanted to register new SPAs that had existing roles (e.g. SOR Initiator) or that had the SPA role without the LRA designation. This created issues in ensuring timely coverage of SPA LRA responsibilities after staff turnover, for example if the only SPA at the service provider left and no one was left to provide an existing user with the SPA role.	Users with the Regional Authority Assessor role within the ministry can now add the Service Provider Administrator role and/or the LRA designation to external users with existing SOR-RL access.
<b>User Roles</b>	Clearing the Region field on the "Add user role" section of a user profile when selecting a different role.	For Service Provider Administrators with LRA designations, when changing the role of a user from SOR Initiator to a different role that did not require site assignment, if a region filter was applied, the filter was not removed. The Region field had to be manually cleared when selecting a different role.	When changing the role of a user from SOR Initiator to a different role and a region filter was previously applied, the filter is automatically removed once the different role is selected.
<b>Documents</b>	Allowing PDF files with scripts/e-signatures to be uploaded in SOR-RL	Users were getting an error message when attempting to upload documents that included scripts/e-signatures.	Users can now upload supporting documents that included scripts and e-signatures without issues.

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<b>Documents</b>	Allowing all characters to be included in file names for document uploads	Documents that were uploaded in SOR-RL with special characters were not able to be viewed by the ministry.	Users can now upload supporting documents with any type of character in the file name.
<b>Documents</b>	Increase to the attachment size limit	Attachments uploaded to SOR-RL could be a maximum of 10MB, which prevented some evidence attachments from being uploaded into SOR-RL.	The maximum size for attachments uploaded to SOR-RL has been increased to 25MB. This is available in all modules where attachments can be uploaded.
<b>Message Centre</b>	Fixed issue with Message Center emails containing special characters	When sending a Message Centre memo or email from SOR-RL, certain characters such as french accent, dashes, slashes, apostrophes and cedilla would convert into unrecognizable symbols or code.	Characters in Message Centre memos or emails now convert correctly.
<b>Serious Occurrence Reporting</b>	Fix issues with withdrawing SOR drafts	When trying to withdraw SOR drafts, some users received an error message. Users were unable to withdraw the draft.	Issues have been resolved and users should not have any difficulty when withdrawing drafts. One rare exception remains with SOR drafts that contained COVID-19-specific categories from 2021-22. These SOR drafts must be manually withdrawn by the ministry from the back-end of SOR-RL.

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<b>Serious Occurrence reporting</b>	Clarification of "last report" question	SOR initiators within service providers were sometimes answering the question "Is this expected to be the only/last report for this occurrence?" incorrectly due to a lack of clarity in the question. The question seemed to ask whether the SOR would be the only report submitted for the occurrence, which would most often be "Yes". However, the question was in fact asking whether the initial submission of the SOR would be the only submission (where there would be any updates or revisions). As a result of the lack of clarity, the question did not assist SOR Initiators in knowing whether updates or additional information would be required, and did not provide accurate information to ministry SOR Leads reviewing the SOR.	The question has been changed from "Is this expected to be the only/last report submitted for this occurrence?" to "Is this expected to be the final submission/update for this Serious Occurrence? (if updates are expected, select "No")", and a note has been added below which provides more clarity on the meaning of the question and when it should be answered "Yes": "Please note that the answer to this question should only be answered "Yes" if the incident is resolved, further updates or additional information are not anticipated, and no further action is expected to be taken by the service provider."

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<p><b>Serious Occurrence reporting</b></p>	<p>Improvements to death tracking and data quality</p>	<p>SORs reported with a Death category only captured the date the service provider became aware of the Serious Occurrence and the date of the Serious Occurrence, which could have been different than the date of the death. Additionally, no date was associated to Death categories added in an update to an existing SO. As such, for example, an SOR could have been initially submitted for a Serious Illness, and later updated with a Death category, but because no date was associated with the death itself, only the date of the Serious Occurrence was recorded, which could have been much earlier since it was originally associated with the illness.</p> <p>Additionally, the ministry had difficulty reconciling deaths reported in SOR-RL with deaths reported to the Coroner (as per MCCSS/Coroner's child death directive) given that the SOR Guidelines have a wider application (and therefore more SORs are reported) than the requirements from the joint directive.</p>	<p>For all Death categories added to an SOR, whether in an initial report or an update, service providers are now required to input a date of death. The new field is labelled: "Date of death (If currently unknown, input estimated date. If estimated date is inputted, please ask ministry for assistance in revising the date once it is confirmed):".</p> <p>A new question also appears for Children's Aid Societies when a Death category is added: "Does the death meet the criteria set out in the Joint Directive on child death reporting and review between MCCSS and the Office of the Chief Coroner?" which can be answered Yes or No. A box is also displayed providing more information on the directive and the reporting requirement (brief explanation of when it applies), including a link to the ministry's page on the Joint Directive.</p>
<p><b>Serious Occurrence reporting</b></p>	<p>Updates to the media attention value in SOR canned reports</p>	<p>The values in the media attention column of SOR canned reports did not change if an SOR received media attention as part of an update, which was problematic for risk management. For example, if the initial SOR did not identify media attention but its update did, the value in the canned report did not change from "No" to "Yes".</p>	<p>If an SOR is noted as having had media attention in the initial submission or in any subsequent update, the value in the media attention column in SOR canned reports now displays "Yes".</p>

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<b>Children's Residential Licensing</b>	When submitting a new Licence Application, additional mandatory documents will now be required to be submitted	When a new Licence Application was submitted to the Ministry, minimal documents were required to be attached to the application.	Additional mandatory documents are now required when submitting new Licence Applications to the Ministry. The list of additional mandatory documents is listed under 'Supporting Documents' section of the application.
<b>Children's Residential Licensing</b>	Update to the Non-Compliance table in the Non-Compliance Module to include the inspection software FieldWorker (FW) Non-Compliance ID	External users reported issues in matching non-compliances from Interim and Stage 1 summary reports with non-compliances in the Non-Compliance module as only the SOR-RL non-compliance ID was displayed.	Both the FieldWorker non-compliance ID and the SOR-RL non-compliance ID now show in the non-compliance table for all users
<b>Children's Residential Licensing</b>	Updates to French values	The Licence types in French in SOR-RL were grammatically or operationally incorrect, or did not align with the French terms in the SOR-RL Guidelines.	The Licence types in French in SOR-RL have been changed, as noted below: <ul style="list-style-type: none"> <li>• Changed "Permis pour Foyers avec rotation de personnel" to "Permis de Foyers avec rotation de personnel"</li> <li>• Changed "Agence de placement familial" to "Permis d'Agence de placement en famille d'accueil"</li> <li>• Changed "Établissement pour enfants" to "Permis de Foyer pour enfants"</li> </ul>
<b>Children's Residential Licensing</b>	Director Approval drop down menu includes only active foster homes and foster parents.	Closed foster homes and inactive foster parents were displaying in the drop-down for foster care agency licensees when creating requests for a Director's Approval.	Both inactive foster homes and foster parents are no longer available in the drop down menu when creating a request for a Director's Approval.