

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

Go-live date: Sunday September 29, 2024

Related to	Change Summary	Description of functionality before 6.0	Release 6.0 Resolution
All modules	System time-out warning	SOR-RL timed-out after 15 minutes of inactivity in order to protect the confidentiality of information on SOR-RL. However, users were not warned prior to the system timing out. Users could be on a single screen in SOR-RL for an extended period of time and be timed out and lose all of information inputted and have to start over.	A warning message with an option to extend the session is now provided to users shortly before their session times out. This reduces the likelihood of users losing their progress.
All modules	Page width and dashboard scrolling	The narrow system page width was causing issues with visibility, particularly in tables where users were required to scroll horizontally to view the last column.	The horizontal page width has been increased to align with Ontario webpage standards, resulting in most dashboards not requiring horizontal scrolling.
All modules	Preventing users from clicking the same button multiple times	SOR-RL did not prevent users from clicking the "Search" button multiple times, which would sometimes cause the page not to load.	After having pressed the "Search" button, the system prevents users from pressing again by greying out the button. This also tells the user that the search is in progress.
All modules	Updates to the system footer	Typographical errors were noted in the French "About Ontario" label and the "SOR-RL" label in the page footer. In addition, the "Copyright" label also needed to be update with the current year and to capture the change from "Queen" to "King".	In the page footer, the French label for "SOR-RL" is now "l'Outil GRIG-PE : l'outil de gestion des Rapports d'incident grave et des Permis d'établissement". The "About Ontario" is now to "l'Ontario en bref" to align with the footer on ontario.ca. The copyright year is now: © King's Printer for Ontario, 2019-2024.
Serious Occurrence reporting	Email notifications for overdue Serious Occurrence Report updates/revisions	Service providers were often not responding to/actioning requests for updates or revisions in a timely fashion/according to the requirements in the SOR guidelines. This resulted in a backlog of open SORs as numerous SORs were sitting with service providers awaiting updates or revisions and could not be closed.	SOR-RL now sends an "overdue update" and "overdue revision" email notification to the assigned SOR Initiator/DO SOR Initiator/EDU SOR Initiator/Probation Officer, one day following the update due date/revision due date, and after then at an interval of every 7 non-business days following the first email, until the status is changed (the update/revision is submitted).

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Serious Occurrence reporting	Predictive client search and auto-fill function for individuals involved in Serious Occurrences	The manual data entry of individuals' information in SORs presented a risk of data entry errors, resulting in unreliable data, and increased time spent entering individual information. In order to improve data quality, individuals' information should be as consistent as possible.	In order to reduce time spent adding individuals to SORs and to improve data quality, the individuals involved section of an SOR now features a predictive search and auto-fill functionality. Users can search for individuals who were involved in previous SOs, select their profile and their details will auto-fill below. Not all fields in the individual's profile are auto-completed.
Serious Occurrence reporting	Email notification to SOR Initiators/DO SOR Initiators/EDU SOR Initiators when SOR is submitted	SOR Initiators/DO SOR Initiators/EDU SOR Initiators were receiving email notifications for ministry-requested revisions or updates for SORs submitted by fellow SOR initiators, but not for the initial submission of those SORs. It was noted that it would be useful for other SOR Initiators/DO SOR Initiators/EDU SOR Initiators who are assigned to the same site to receive submission notifications in cases of shift work/coverage.	For non-Youth Justice users only, an email notification is now sent to all SOR Initiators/EDU SOR Initiators/DO SOR Initiators (excluding the Initiator who submitted the SOR) assigned to the site when an SOR is submitted.
Serious Occurrence reporting	Same day SOR update due date	Ministry SOR Leads/SOR Leads YJ were unable to set the SOR update due date to the same day. This was problematic as sometimes updates were required urgently, particularly if they were overdue or if the occurrence was highly contentious or evolving quickly.	Ministry SOR Leads/SOR Leads YJ are now able to select the current date for the SOR update due date.

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Serious Occurrence reporting	Ability to deem SORs private and limit their access	Concerns were raised about the submission of SORs relating to HR-related issues or confidential matters and the ability for all SOR initiators/Probation Officers assigned to the same site to view the SOR and receive email notifications relating to the SOR. In certain situations, it was not appropriate for other staff assigned to a site to have access to certain SORs (for e.g., SOR containing information about a colleague).	A new question is displayed in the Site/date/time section of an SOR: "Does this Serious Occurrence Report relate to an allegation or complaint against a staff member that is of a sensitive or contentious nature and therefore should be marked confidential/private and hidden from all other SO reporting staff assigned to this site (SOR Initiators, DO SOR Initiators, EDU SOR Initiators, and Probation Officers)?". If answered "Yes", a new question is displayed: "Do you understand that once an SOR is marked private, this action cannot be reverted, and that the SOR will only be accessible to you from this point on?", with a checkbox below labelled "I understand". Once selected and saved, the SOR is deemed private, limiting access to the SOR to the user who submitted the SOR, including email notifications related to the SOR. Users with the Monthly Reporting User role (for children's residential licensees) can view private SORs if they are assigned to the licence, A new label "SOR has been deemed private" and privacy icon are displayed on the SO.
Serious Occurrence reporting	Changes and new fields related to the "Program at time of occurrence" for individuals involved in SOs	The "Program at time of occurrence" list, from which users select when adding individuals involved in SOs, had not been comprehensively updated since the launch of SOR-RL. Changes were required due to changes in contract terminology, the introduction of newly funded services, the need to capture information at a more granular level, and due to missing programs including licenced programs.	For non-Youth Justice SORs, when adding an individual involved in an SO, a new question now provides an opportunity to identify a licensed program. Additionally, changes have been made to the "Program at time of occurrence" list. In order to assist service providers in making the correct selection, a tipsheet has been uploaded to the SOR-RL Training portal.

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Serious Occurrence reporting	Identification of SORs relating to third party OPRs	Since placing agencies are responsible for reporting SORs related to clients placed in non-licensed third party OPRs, it was difficult to distinguish the SORs that related to individuals placed in OPRs from other SORs. Ministry staff had to rely on the description section where this information may or may not have been included, and it was impossible to identify non-licensed OPR SORs in aggregated data.	A new question is displayed on the Site/date/time section of an SOR: "Does this serious occurrence relate either to a home, or to an individual whom you have placed in a home, where the home is NOT licensed nor funded by MCCSS and is operated by a third-party agency? (sometimes referred to as third-party OPRs)". The answer is also displayed in a new column added to the SO Status and SO Category reports.
Serious Occurrence reporting	Changes to the "Legal Guardian Status" options for individuals involved in SOs to reflect the implementation of the Ready, Set, Go program	Given the implementation of the Ready, Set, Go program as of April 1st 2023 which replaced the Continued Care and Support for Youth program, the CCSY status needed to be replaced with RSG in the list of Legal Guardian Status options in the Individuals involved section of an SOR.	For all SORs created after April 1st 2023, the "Continued Care and Support for Youth" option in the "Legal Guardian Status" list for individuals involved in SOs has been replaced with "Ready, Set, Go agreement". SORs created prior to April 1st, 2023 with the "Continued Care and Support for Youth" selection remain unchanged.
Serious Occurrence reporting	Brief definitions for Legal Guardian Status options for individuals involved in SOs	SOR Initiators were often selecting the incorrect "Legal Guardian Status" for individuals involved in SOs, resulting in inaccurate data and an increase in admin burdens for both ministry and service provider staff in correcting the information.	Instructions now appear below the Legal Guardian Status label which provides more clarity on how to select a status, and brief definitions are now displayed next to each Legal Guardian Status option.
Serious Occurrence reporting	Ability to search SORs by SOR Initiator/Probation Officer assigned to the SOR	Users were unable to search for an SOR by the assigned SOR Initiator/Probation Officer (user who had last submitted/updated/revised the SOR).	A new "Assigned SOR Initiator" search parameter has been added to the "Search for a Serious Occurrence" page, below the "SOR Lead" parameter. This parameter returns results for the currently assigned SOR initiator/DO SOR Initiator/EDU SOR Initiator/Probation Officer.

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<p>Serious Occurrence reporting</p>	<p>Change to the manual SOR submission business process</p>	<p>The former manual SOR submission process, whereby ministry staff had to submit manual SORs on SOR-RL on behalf of service providers, was not logical, and was cumbersome and administratively burdensome for both Ministry and service provider staff. Ministry staff could only input limited information, then had to request IT support in assigning the SOR to the service provider, and then had to request revisions from the service provider to complete missing information. Very often, this process took much more time than it took for service providers to regain access to SOR-RL.</p>	<p>Changes have been made to the Manual SOR Submission Business Process whereby service providers report the SOR through SOR-RL once they regain access.</p>
<p>Serious Occurrence reporting</p>	<p>Formatting changes to the Notification section of SORs</p>	<p>Due to unclear labels and formatting in the Notification section of an SOR, it could be difficult for SOR Initiators/DO SOR Initiators/Probation Officers to understand the notification section and identify outstanding action. This could result in duplicated notifications or missed notifications, increasing the administrative burden for both ministry and service provider staff in completing missed or incomplete notifications.</p>	<p>For SOR Initiators/DO SOR Initiators/EDU SOR Initiators/Probation officers, in the Notification section pages, titles have been changed from "Add Service provider notification" to "Add notification", and labels have been changed from "Who needs to be/who has been notified by service provider" to "Who needs to be/who has been notified about serious occurrence". Header colours will change to yellow and yellow warning icons will be displayed when outstanding action is required, to align with existing functionality. Logic has also been introduced to change font colour to red when outstanding notifications are required and have not been completed, to better pull user attention.</p>

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Serious Occurrence reporting	Change to the duty to report notification label for more clarity	The Society duty to report notification label "CAS notification: child needs protection" was somewhat confusing as it was not clearly representing the notification to a Society in compliance with duty to report requirements, and was sometimes used in place of a different type of notification to a society (e.g., placing agency). Moreover, the language "child needs protection" was presumptive in that it assumed that the child did in fact need protection while in reality this was to be determined by the society.	The notification label has been changed from "CAS notification: child needs protection" to "Duty to Report notification to local CAS/Society".
Serious Occurrence reporting	Ability for Youth Justice service providers to indicate that a police notification may not apply for death SORs	In order to close Youth Justice SORs with a "Death" category, a "Police Services" notification was required, but may not have been applicable in some situations. YJ service providers had no option to indicate that the notification did not apply.	For Youth Justice SORs with a "Death" category, a new "Notification is not applicable" option is available for "Police Services" notifications to capture situations whereby a police notification may not apply. If selected, providers are required to provide an explanation in a mandatory "Please explain:" textbox.
Serious Occurrence reporting	Clearer section icons when submitting an SOR	Service providers indicated that the symbols displayed next to the section headers when creating or revising a SOR were misleading. For example, sections featured a red exclamation point by default indicating missing information even though not all sections were mandatory, and sections which had information missing which was required before closure did not feature yellow warning icons.	For draft SORs or SORs under revision, SOR-RL now displays the appropriate red exclamation/yellow warning/green checkmark icons next to the section based on the validation rules.
Serious Occurrence reporting	Displaying SORID for draft SORs or SORs being revised	The SOR ID of an SOR in draft or "Additional information/revision required" status was not displayed on the SOR itself. The SOR ID is an important reference number for users.	For draft or AIRR (revision) SORs, SOR-RL now displays the SORID in the navigation banner.

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Serious Occurrence reporting	Deeming SORs duplicate across sites/agencies/regions	Ministry staff were unable to deem an SOR as a duplicate of another that was submitted under a different site/agencies/region. They were only able to do so with SORs within the same region, agency and site. This was problematic as SORs were sometimes duplicated across different sites/agencies/regions, and ministry staff only had the option of deeming the SOR invalid, which was not an appropriate status.	Ministry staff are now able to deem duplicate across sites, agencies and regions.
Serious Occurrence reporting	Fixed validation message for incorrect end date/time of restraint or release in SORs	For a restrictive intervention SOR, if the end date/end time of the restraint was indicated as being before the start date/start time of the restraint, the system flagged both the start and end date/time fields as invalid, which could be confusing as the system was potentially identifying a correct date/time as invalid. Only the end date/time should have been marked as invalid.	If the end date/time is entered as before the start date/time, only the end date/time is marked as invalid.
Serious Occurrence reporting	Ability to sort the list of sites when submitting an SOR	Service Providers with numerous sites had to sift through a long list of unsorted sites when selecting the site for a new SOR, making accurate selection more difficult and requiring more time.	The list of sites in an SOR is now sorted in alphabetical order (not case sensitive) to assist users in locating the correct site and to reduce the time spent locating the site.
Serious Occurrence canned reports	Added SOR "status" to the external canned SO Category Report.	SOR status (Under ministry review, Update required, No further action required, etc.) was not included in the external SO Category Report ("Reports" module). It was identified that the SO status would have been useful to have in the Category Report to track action required and help with portfolio management.	SOR status is now included as a field on the external SO Category Report.
Serious Occurrence canned reports	Generating canned SO Status Reports by YOTIS number for Youth Justice service providers	Youth Justice users were unable to generate an SO Status Report (in the "Reports" module) by an individual's YOTIS number, which was identified as having been helpful.	SOR-RL now contains YOTIS# as a criteria to generate an SO Status Report (only for those with YJ access).

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Serious Occurrence reporting	Fixed formatting in the Serious Occurrence dashboard relating to passed due dates	In SOR Initiator/Probation Officer SO dashboards, the font colour of a row changed to red and a red exclamation icon was displayed the day the update/revision was due, rather than the day after the due date had passed.	The formatting rules for the font colour and the icon display in the SO dashboard has been fixed, whereby the font colour of a row will change to red and a red exclamation icon will be displayed only the day after the due date has passed.
Serious Occurrence reporting	Displaying region once selecting a site for an SOR	Service providers which operated sites across regions sometimes selected the wrong sites, resulting in SORs being directed to the wrong regions.	Once the site is selected, the region to which the site is tied is now auto-populated below which aims to prevent the submission of SORs to the wrong region.

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<p>Serious Occurrence reporting</p>	<p>Impacts to SOR reporting for Staff Model Home licensees</p>	<p>Staff Model Home licences were previously managed outside of SOR-RL and licensees only used SOR-RL for the reporting of SORs. Given SMH licences were not in SOR-RL, SORs were submitted under pseudo "non-licensed" sites.</p>	<p>Staff Model Home licences have been integrated into the Residential Licensing modules of SOR-RL for licence management, which has impacted SOR submission and management. Previously submitted SORs that were closed have been transferred from the previous pseudo "non-licensed" sites to the licensed sites. Any remaining open SORs are being closed and will be transferred once possible. Once all SORs have been transferred, the "non-licensed" sites will be deactivated.</p> <p>Active SOR initiators have been assigned to the new licensed sites. SOR Initiator assignment is set at the SMH site level (not at the licence level). SOR Initiators will only have access to SMH sites to which they are assigned. Conversely, Monthly Reporting Users are assigned to licences, meaning they can view SORs across all sites under a licence.</p> <p>Site selection when submitting an SOR for a licensed SMH site is now done through a two-tiered selection. Users must first select the SMH licence, and then select the SMH site under that licence. All SORs are submitted at the SMH site level and not the SMH licence level, but will be tied to the same licence ID from the back-end to facilitate monthly reports and other licence-level activities.</p>
<p>Serious Occurrence reporting</p>	<p>Reinstated the ability to update the status of a missing individual under the age of 16 in an SOR</p>	<p>For individuals up to the age of 16 who were missing/absent, SOR-RL did not allow users to update the absence status as part of an ad hoc SOR update. Additionally, for individuals up to the age of 16 who were missing and who had returned, SOR-RL did not allow users to indicate the date/time of return in a draft or updated SOR.</p>	<p>The issue has been resolved, allowing users to update the absence status for a missing/absent individual up to the age of 16 as part of an ad hoc update, and to indicate the date/time of return when an individual has returned.</p>

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Serious Occurrence reporting	Viewing SORs for deactivated sites	SOR Initiators/DO SOR Initiators/Probation Officers were unable to access/view SORs for a site that had been deactivated (e.g., a site that closed that had previously submitted SORs). This was problematic as users should have been able to view all historical SORs for record keeping purposes.	SOR Initiators/DO SOR Initiators/Probation Officers are now able to access/view SORs under inactive sites through their dashboard (until expiry from dashboard) and through an SO search.
Serious Occurrence reporting	Change to Youth Justice instructions for the SO description	SOR-RL was not aligned with the Youth Justice business process of asking Youth Justice service providers to include the first name and last initial of individuals involved in the description of the occurrence, rather than using "Individual 1", "Individual 2", etc.	For Youth Justice SORs only, the instruction provided in the description and next steps section has been changed from "Use non-descriptive identifiers (such as Individual #1 and Individual #2; Parent A and Parent B, etc.) when referencing individuals." to "Use first name and last initial when referencing individuals involved (young persons only), and use non-identifying descriptors (such as Staff 1, Parent A, doctor, etc.) when referencing individuals who are not service recipients."
Serious Occurrence reporting	Filtering imminent threat options for Youth Justice restrictive intervention SORs	For Youth Justice SORs, under the Restrictive Intervention category, the list of options for "Imminent threat leading to restraint" was previously the same for all three restraint subcategories, even though not all imminent threat options were legally permitted for each restraint as per YJ regulations. This sometimes resulted in invalid criteria being selected.	The list of "Imminent threat leading to the restraint" options for YJ SORs is now filtered based on the selected subcategory (Physical restraint, Mechanical restraint, Secure de-escalation). This ensures that appropriate criteria are selected and provides ministry YJ staff better tools to review SORs against the regulations.
Children's Residential Licensing	Displaying children added as part of a Director's Approval in the foster home table and counting them for sample size calculations for inspections.	Children who were added as part of a Director's Approval request for "Overcapacity" were not listed on the foster home table view in the Licence Management module and not counted as part of the sample size selection for an inspection.	Children who are added through an "Overcapacity" Director's Approval request are now listed in the foster home table in the Licence Management module and will be included in an Inspection sample size selection.

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Children's Residential Licensing	New supporting document category added for Appliance Inspection	There was no supporting document category for licensees to upload a Record of an appliance inspection.	A new Supporting Document category now allows users to upload a document for an inspection of appliances.
Children's Residential Licensing	Modifications to Complaint Monthly reporting	"Serious Complaint" monthly reports, in the Monthly Reporting module, pulled Serious Occurrence data for all complaint categories, which did not accurately reflect the legislative requirements.	The Serious Complaint monthly report now only pulls data from Serious Occurrence Reports with the subcategory "Rights-based complaints" under the "Serious Complaint" category.
Children's Residential Licensing	New manual reporting option for mechanical restraints in monthly reports	No option was available for users to add a mechanical restraint manually in the Monthly Reporting module. This was problematic as not all mechanical restraints required to be captured in a monthly report are required to be submitted as an SOR.	Mechanical restraints that are not reported as an SOR and do not meet the Serious Occurrence reporting criteria can now be added manually to the mechanical restraint monthly reporting module.
Children's Residential Licensing	Integration of Staff Model Home licence type into SOR-RL	Staff Model Home licenses and licensing activities were managed outside of SOR-RL using interim, manual processes.	Staff Model Home licensees and applicants are now able to initiate and manage all licensing activities and communications in SOR-RL.
Children's Residential Licensing	Improved functionality for adding Supporting documents for Staff Model Home Licence type	For Staff Model Home licensees, supporting documents were managed manually outside of the SOR-RL system.	A Staff Model Home licensee/applicant is now able to upload a supporting document and apply it to multiple staff model home sites.
Children's Residential Licensing	Updates to General Service Categories for new licence applications	The General Service categories listed under the "Program information" screen for licensees/applicants did not align with the service categories in Appendix A.	General Service categories in SOR-RL are now aligned with General Service categories in Appendix A.

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Service Provider profiles	Modifications to the "Profile" module	The Profile module was previously quite licensing-specific and excluded important SOR-related and site-specific information which would have been helpful for various purposes. Moreover, for children's licensees, the module did not list their licenses, which would also have been useful.	In the Profile module, the title of the "Non-licensed sites" section has been changed to "Sites" to include all sites both licensed and funded. In this table, a "Region" column and "Default SOR Lead" column have been added, and the column "Licence ID/status" has been changed to "Licence ID/TPON Site ID". A new "Licenses" section/table has been added to the profile page, which lists licenses with the following columns: Licence name, Licence ID, Licence status, Expiry date, Assigned licensor, Site designate(s) and Action. The section is blank if the provider does not have any children's out of home care licences.
Site addresses	Address verification implementation	It was found that a number of addresses inputted into SOR-RL were invalid addresses. There was no verification of addresses in SOR-RL.	In order to increase the quality of address data in SOR-RL and warn users of invalid addresses, a new label is now displayed on all pages where a Canadian address is inputted (new license, new licensed site, new foster home, changes to addresses, unknown site SOR addresses, etc.) that identifies whether the address is valid or could not be verified by Canada Post. The address verification was also run on all existing addresses in SOR-RL and the label is displayed in certain modules where site addresses are listed. An address can still be added in SOR-RL without having a verified flag.

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User administration	Filter and sort site list for Service Provider administrators in the Administration module	Users with the Service Provider Administrator role within agencies with a high number of sites had to sift through a very long list of sites when assigning SOR Initiators/Site Designates/Monthly Reporting Users to sites in the "Administration" module. This was not only time consuming but more difficult since the site list was not ordered alphabetically.	On a user's profile page in the Administration module, when assigning a user to a site (SOR Initiator, Monthly Reporting User and Site Designate roles only), a new region filter is displayed above the site list which can be used to filter the site list by region. Additionally, the site list is now ordered alphabetically to assist users in finding a site. Once sites are selected, they are now displayed below to make it easier for Service Provider Administrators to know which sites have been assigned.