



SOR-RL

SOR-RL Serious Occurrence Reporting User Guide for SOR Initiators and Probation Officers

Version 2 – October 2024

Summary of Changes

Version 2 – October 2024

- Updated style per Ontario's Visual Identity system
- Made changes to improve document accessibility
- Provided more links to resources throughout to enable quick referencing and to make finding help easier
- Integrated contents from the "SOR Initiator Tip Sheet - Parent/Guardian Not Applicable for Client" tipsheet into this guide to eliminate the need for separate documentation
- Updated language throughout from "page" to "module" where appropriate to reflect accurate terminology
- Removed the use of thumbs up and pin symbols throughout as they were found to take too much space and were not accessible. Replaced with "Note" or "Tip" text boxes.
- In the "Using this guide" section, referenced the SOR-RL user roles and linked the User Role Matrix document to assist staff with understanding the differences between roles in SOR-RL, and incorporated the previous "Information not included" section which provides information about what is not covered in this guide.
- Integrated the previous "Getting assistance" section into the "Using this guide" section and replaced the Tier 1 User support contact information table with a link to the webpage to ensure the information is always up to date and easy to access
- Added a new "Overview of SOR Initiator and Probation Officer roles" header to clarify the purpose and responsibilities of the roles and provide a summary of the registration and account setup processes
- Moved the "What to do if SOR-RL is unavailable" section to a separate header at the end of the document that directs users to relevant resources on the SOR-RL Training Portal, to avoid duplication and ensure that the information is always up to date
- Added two new sections regarding system time-out and breadcrumbs to the "Performing SOR-RL basics" header
- In the "Identifying mandatory information" section, added information about the yellow warning symbol, used in SOR-RL to identify information or fields that are required prior to SOR closure

- Moved the “Updating your user profile” section under the “Performing system basics” header for a more logical order, and added a note about modifying user names or email addresses
- Replaced the “Serious Occurrence process flow” section with the new “Serious Occurrence reporting process” section under the “Working with Serious Occurrences” header to better reflect the process from the SOR Guidelines and make the information accessible
- In the “Understanding the Serious Occurrence module” section, added a bullet point indicating that users can also view a list of recently accessed SORs, along with the other three functions of the module
- Changed the structure of the “Reporting a Serious Occurrence” section to mirror the system functionality and make the guide easier to use alongside the system
- In the “Site, Date and Time” section, added information about what the yellow warning symbol in the navigation signifies, about what site to select when reporting an SOR from a non-funded non-licensed third-party setting, about what to do if a site is not listed in the drop-down, and added instructions on how to answer the “Date and time of becoming aware” question
- In the “Individuals Involved” section, added information about who should or should not be added as individuals involved, added instructions for how to search for an individual, and updated information to reflect changes made to the “Program at time of occurrence” question. Added steps to reflect the CPIN, DSCIS and YOTIS fields, the Placing Agency and Probation Officer questions and the Legal Guardian Status question, including how to make an accurate selection.
- In the “Categories” section, added information about how to properly indicate to whom a category is related, how to add categories for multiple incidents which occur consecutively, and about when separate SORs should be reported
- In the “Notifications” section, added information on how to properly indicate to whom and to what category a notification is related, updated screenshots to reflect new functionality, and added information about the system-required notifications and how to indicate they do not apply
- In the “Description” section, updated the maximum character limit, added instructions for what information should not be included in an SO description, for what to include in the further action box, and for how to answer the “last report” question.

- In the “Individual’s Views” section, added information on when a view or perspective may be useful or important to provide
- In the “Supporting Documents” section, clarified expectations for uploading supporting documents while protecting the privacy and confidentiality of individuals’ personal information
- In the “Sign off” section, updated screenshots to reflect field label changes in the system and clarified that SOR approval is not mandatory
- In the “Serious Occurrence Report summary” section, clarified that the section is read-only and provided instructions for how to make changes or add information to a draft. Also added information relating to new banners added to SOR-RL to assist users in better identifying missing information and avoiding the need for future revisions.
- Added a new “Submitted Serious Occurrence Reports” section which provides information on what happens after an SOR is submitted to the ministry
- Converted the “Viewing/updating a draft SOR” section and the “Viewing/updating a submitted SOR” section into three sections which provide information on how to view an SOR (“Viewing your Serious Occurrence Dashboard”, “Searching for a Serious Occurrence Report”, and “Viewing recently accessed Serious Occurrence Reports”), and one section which provides in-depth information on how to update an SOR (“Updating a Serious Occurrence Report”), given the need to address the processes separately
- Updated information in the “Viewing your Serious Occurrence dashboard” section to reflect changes made to the dashboard structure intended to improve the usefulness of the dashboard and contribute to more efficient SOR processes
- In the “Updating a Serious Occurrence Report” section and the “Revising a Serious Occurrence Report” section, added detailed information on the differences between an update and a revision to respond to confusion between the two processes and common errors in performing each function, which contributed to slower processing times
- In the “Updating a Serious Occurrence Report” section, provided clarifications on where to input updates to help prevent the common mistake of adding updates in comments
- In the “Revising a Serious Occurrence Report” section, added screenshots of the revision process, added a step in the process relating to reviewing

ministry comments, and provided more detailed instructions for completing a revision as a response to confusion about where revisions can be made.

- Added the “Assigning an SOR” section which provides information on SOR assignments and how to assign an SOR
- In the “Generating reports” header, provided more information on the types of reports users can generate, clarified that DO SOR Initiators and Probation Officers are not currently able to generate canned reports, and updated information to reflect a change in functionality
- In the “Viewing the service provider profile information” section, clarified that the module is not yet available for DO SOR Initiators and Probation Officers, and updated information to reflect new functionality relating to site information to highlight the usefulness of the information for SOR purposes
- Removed Appendix A: Glossary as all terms are defined throughout the document
- Removed Appendix B: System/Functional Roles as roles are now discussed in depth in the new “Overview of the SOR Initiator and Probation Officer roles” section and because a new resource titled “SOR-RL User Role Matrix” has been created and published on the SOR-RL Training Portal which provides more in-depth information on the roles available in SOR-RL
- Updated Appendix C (now Appendix A): Symbols and Icons to include the yellow caution symbol and remove the “Show users” icon as it is not used on the SOR side of SOR-RL
- Removed Appendix D: Manual SOR Business Process as the manual business process is covered and linked in the “What to do if SOR-RL is unavailable” section and does not need to be replicated

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Introduction

Introduction to SOR-RL

The Serious Occurrence Reporting and Residential Licensing system (SOR-RL) is a secure web application available to service providers to report Serious Occurrences (SO) with accuracy and according to ministry requirements, to keep track of Serious Occurrence Report (SOR) statuses, and to revise and update SORs as required.

Using this guide

This guide provides step-by-step instructions for service providers to use and navigate SOR-RL to support their management of SORs and to communicate with the ministry about SOs. It does not provide information about business functions performed outside of the system. It should be used in conjunction with the [MCCSS Serious Occurrence Reporting Guidelines](#).

System users are assigned roles that determine what functions can be performed. A list and description of functional roles can be found in the [SOR-RL User Role Matrix](#).

Please note that this user guide provides information relating exclusively to functions performed by SO reporting staff within funded, licensed or directly operated service providers, those being users with the SOR Initiator, DO SOR Initiator, and Probation Officer roles. Other roles cannot manage Serious Occurrence Reports. This guide does not provide information about functions relating to licensing activities or user management. Those who wish to obtain more information about these functions are invited to explore the user guides available from the [SOR-RL Training Portal](#).

If you have questions regarding the processes described in this document, contact your designated SOR-RL Tier 1 User Support Representative, listed [here](#).

Overview of the SOR Initiator and Probation Officer roles

Purpose and responsibilities

The SOR Initiator, DO SOR Initiator and Probation Officer roles in the SOR-RL system are responsible for submitting and managing Serious Occurrence Reports. They are also responsible for generating canned SOR reports of SOR data for the purpose of data analysis. The SOR Initiator/Probation Officer roles are not involved in out-of-home care licensing or user management functions in SOR-RL.

The SOR Initiator role is held by SO reporting staff within transfer payment recipient service providers or licensed service providers. The DO SOR Initiator role is held by SO reporting staff within directly operated (ministry operated) service providers. The Probation Officer role is held by SO reporting staff within youth probation offices.

Application and registration

Each service provider must have at least one active SOR Initiator/DO SOR Initiator/Probation Officer per SO reporting site. The registration processes for SOR Initiators, DO SOR Initiators and Probation Officers differ from each other. See the different processes outlined below.

SOR Initiator Registration Process

SOR Initiators must be registered by a Service Provider Administrator with Local Registration Authority (LRA) permissions within their organization.

Step 1: Complete and submit the *SOR-RL User Access Application Form for Service Provider Staff*

- The applicant completes Section 1 of the SOR-RL User Access Application Form for Service Provider Staff. The Form is available for download from the [User Roles, Registration and Access](#) page of the [SOR-RL Training Portal](#).
- The applicant submits the application form to a Service Provider Administrator with LRA permissions within their organization.

Step 2: Meet with the Service Provider Administrator with the LRA

designation

- The applicant meets with the Service Provider Administrator with an LRA designation to have their identity verified by presenting at least two pieces of original allowable identification documents (the application form outlines the allowable identity documents).
- Upon successful verification of the applicant's identity, the service Provider Administrator with LRA permissions completes Sections 2 to 4 of the application form, creates a SOR-RL account for the user, and provides them with their login credentials.

DO SOR Initiator and Probation Officer Registration Process

DO SOR Initiators and Probation Officers, as ministry staff, must be registered by their ministry Administrator.

Step 1: Complete and submit the *SOR-RL User Access Request and Modification Form for Ministry Staff*

- The applicant completes Sections 1 to 3 of the SOR-RL User Access Request and Modification Form for Ministry Staff, and their manager completes section 4. The Form is available for download from the [internal SOR-RL Training Portal](#).
- The applicant submits the application form to the appropriate ministry Administrator, based on their regional/corporate office and requested roles.

Step 2: Complete the SOR-RL self-service registration

- By following steps outlined in the MCCSS Internal SOR-RL Log-in Guide, available on the internal SOR-RL Training Portal, the user completes the self-service registration which sends their details to the Administrator by email.
- The Administrator will use the details provided in the email to create a SOR-RL account for the user.

Site assignment

During the creation of their user profiles and the assignment of roles, all SOR Initiators, DO SOR Initiators and Probation Officers are assigned to sites for the purpose of SO reporting. Sites assigned to users will determine their access to SORs. SOR Initiators, DO SOR Initiators and Probation Officers will only be able to view, submit, revise or update Serious Occurrences for the sites to which they are

assigned.

Account setup and access to SOR-RL

SOR Initiators

Once a face-to-face or virtual meeting has taken place and the Service Provider Administrator with LRA permissions has provided the applicant with their login credentials, the following steps are performed by the SOR Initiator to complete account registration.

1. Open your browser (for example Microsoft Edge or Google Chrome) and enter the following address in your browser:
<https://www.sorrl.mcsc.gov.on.ca/SORRL/public/login.xhtml>
2. Save the link as a favourite in your browser so it is easily accessible.
3. The Log in page appears. Log in to the External system using your email and the temporary password provided by the Service Provider Administrator.

Log in

It is fraudulent to access SOR-RL using another person's login credentials.

Login ID: *

bobxyz@mailinator.com

Password: *

.....

Log in

[Forgot password?](#)

4. Click . The Enter Verification Code page appears.

Enter Verification Code

We sent to your registered email

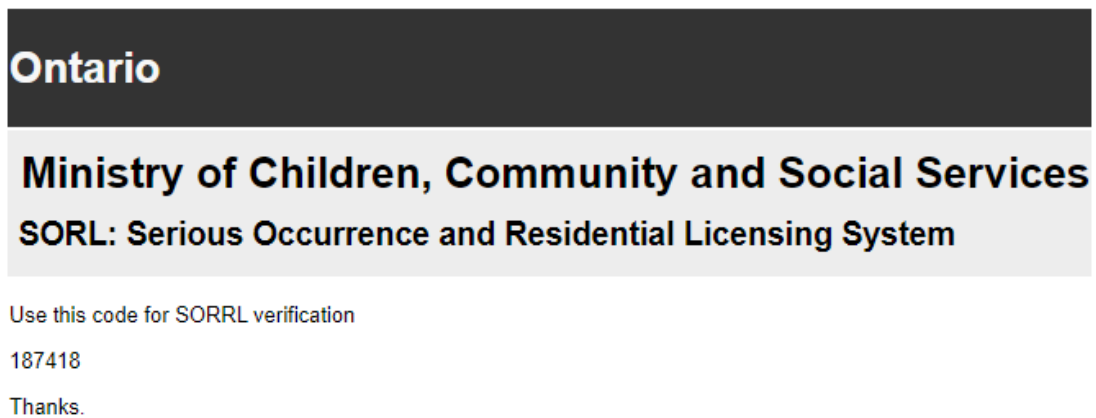
To complete login, please enter verification code

Code: *

Resend Verification Code

Verify

5. Access your email and look for the email with the verification code.



6. Enter the code and click . The Complete Your Registration page appears.

Complete Your Registration

Current password: *

New password: *

Confirm new password: *

Security Question1: *

Security Answer1: *

Security Question2: *

Security Answer2: *

Security Question3: *

Security Answer3: *


Submit

7. Enter your temporary password (given by the Service Provider Administrator) in the Current Password field.
8. Create and enter a New Password.

Note: The password must be 8 to 20 characters in length and contain: At least one UPPERCASE letter, AND at least one lowercase letter, AND at least one number, AND at least one special character. () ! _ @ # \$ % ^ & * +.

9. Retype your new password in the Confirm New Password field.
10. Select the security questions and enter the answers.

Tip: If you forget your password, you will be asked for answers to your security questions.

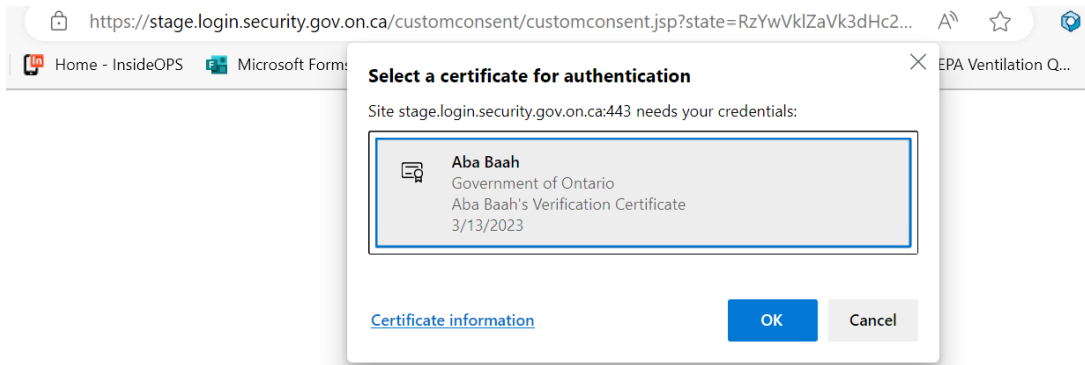
11. Click . A confirmation message appears.
12. Proceed to the SOR-RL home page.

DO SOR Initiators and Probation Officers

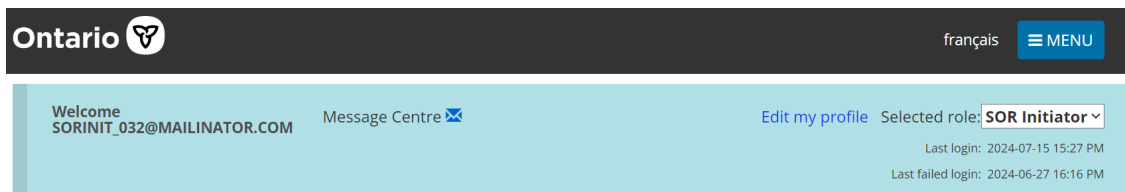
1. Enter the SOR-RL URL into your browser (please note SOR-RL should not be accessed through Internet Explorer):
<https://intra.sorrl.css.gov.on.ca/SORRLAdmin/protected/user/home.xhtml>
2. Save the link as a favourite in your browser so it is easily accessible.
3. An Entrust Security window pop-up will appear, asking you to login to Entrust Digital ID. Enter your PKI password.



4. The 'Select a certificate for authentication' window may pop-up. Select your credentials by clicking on your name and click 'OK'.



5. You have successfully logged in once the SOR-RL Internal home page appears.



Performing SOR-RL basics

Logging in to SOR-RL

Note: The instructions below apply only to SOR Initiators (at transfer payment recipient service providers or licensed service providers). DO SOR Initiators and Probation Officers (ministry staff) should reference the Internal SOR-RL log-in guide, available from the [internal SOR-RL Training Portal](#).

1. Open your browser (for example Microsoft Edge or Google) and enter the following address in your browser:
<https://www.sorrl.mcscs.gov.on.ca/SORRL/public/login.xhtml>
2. The Log in page appears. Enter your Login ID (email address) and Password.

Log in

It is fraudulent to access SOR-RL using another person's login credentials.

Login ID: *

Password: *

[Forgot password?](#)

3. If you have forgotten your password:
 - a. Click Forgot password?
 - b. The Forgot password? page appears.

Forgot password?

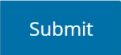

Login ID: *

Security Question: *

Security Answer: *

Cancel

Submit

- c. Enter your Login ID.
 - d. Select the Security Question from the dropdown list.
 - e. Enter the Security Answer.
 - f. Click .
4. Click .
 5. The Enter Verification Code page appears.

Enter Verification Code


We sent to your registered email

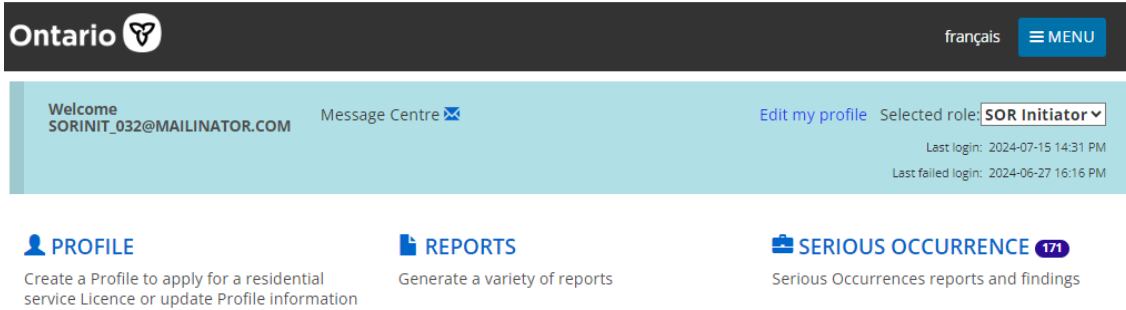
To complete login, please enter verification code

Code: *

Resend Verification Code


Verify

6. You will be emailed a verification code. Enter the verification code from the email.
7. Click . The SOR-RL home page appears.




The screenshot shows the SOR-RL home page for a user with the role of SOR Initiator. The page features a dark header with the Ontario logo and a 'français' language selector. Below the header, a light blue navigation bar contains the user's name (SORINIT_032@MAILINATOR.COM), a 'Message Centre' link, an 'Edit my profile' link, and a dropdown menu for the selected role (SOR Initiator). The main content area displays three primary modules: 'PROFILE' (with a sub-description: 'Create a Profile to apply for a residential service Licence or update Profile information'), 'REPORTS' (with a sub-description: 'Generate a variety of reports'), and 'SERIOUS OCCURRENCE' (with a sub-description: 'Serious Occurrences reports and findings' and a notification badge showing '171').

SOR-RL home page modules vary depending on the role selected.

8. If your login attempt fails, click  then repeat step 6.

Logging out of SOR-RL

1. Click .
2. Select  Logout . The Log in page appears.

System time-out

In order to protect the privacy of information in SOR-RL, the system times out after approximately 10-15 minutes of inactivity. Users can save their work regularly with the 'Save' button or refresh the page to re-start the session.

Note: SOR-RL does not allow the same user to simultaneously log in to the system through more than one tab or window of SOR-RL. In these instances, the system will time-out, log out, or fail.

Note: SOR-RL can time-out or fail if the user clicks a button more than once. Click a button once. The system may be slow to load but will eventually load. If not, refresh the page rather than clicking the button again.

Using breadcrumbs

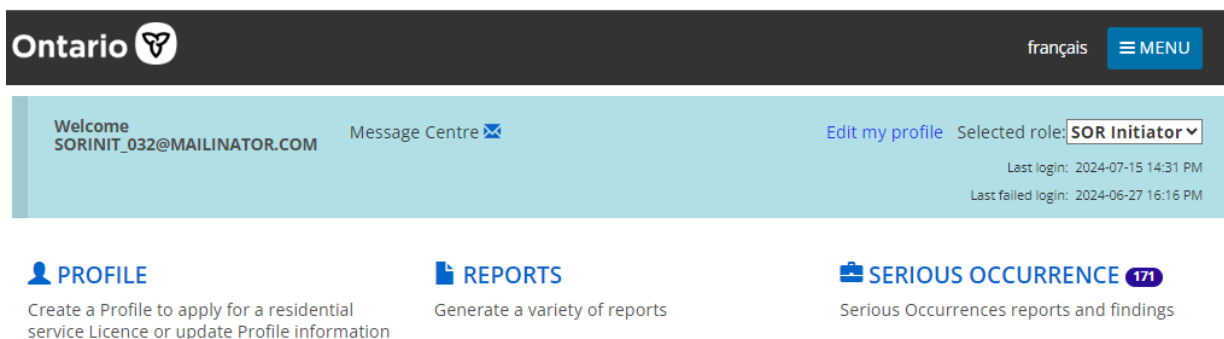
SOR-RL can time-out or fail if the user clicks the browser's 'back' button. To go back, use the 'breadcrumbs' at the top of the page which track the chronological change in pages –move back one step in the breadcrumbs rather than clicking the back

button on your browser.

[SOR-RL](#) → [Serious Occurrence](#) → [Search for a Serious Occurrence](#) → Serious Occurrence report summary


Understanding the SOR-RL home page

After you log in, the first page to appear is the SOR-RL home page. The modules that appear on the home page will vary depending on your system access rights (based on your role). For more information about roles see the [User Roles and Registration](#) page of the SOR-RL Training Portal.

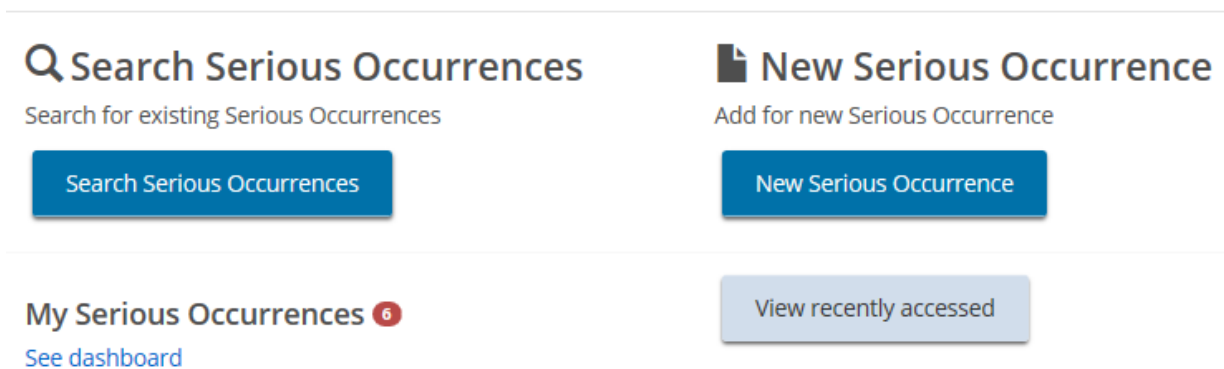


The screenshot shows the SOR-RL home page dashboard. At the top, there is a dark header with the Ontario logo on the left, the word "français" in the center, and a "MENU" button on the right. Below the header is a light blue navigation bar containing a welcome message "Welcome SORINIT_032@MAILINATOR.COM", a "Message Centre" link with an envelope icon, an "Edit my profile" link, a "Selected role: SOR Initiator" dropdown menu, and login information: "Last login: 2024-07-15 14:31 PM" and "Last failed login: 2024-06-27 16:16 PM". Below the navigation bar are three main modules: "PROFILE" (with a person icon) with the description "Create a Profile to apply for a residential service Licence or update Profile information"; "REPORTS" (with a document icon) with the description "Generate a variety of reports"; and "SERIOUS OCCURRENCE" (with a document icon and a red badge with the number "171") with the description "Serious Occurrences reports and findings".

Accessing the SOR-RL home page

To access the SOR-RL home page from any page, select the  [SOR-RL](#) link from the menu or click the SOR-RL link from the breadcrumbs at the top of the page (breadcrumbs track your progression through the system).

[SOR-RL](#) → [Serious Occurrence](#)



The screenshot shows the main content area of the SOR-RL home page. It features two primary action cards. The first card is titled "Search Serious Occurrences" and includes the subtext "Search for existing Serious Occurrences" and a blue button labeled "Search Serious Occurrences". The second card is titled "New Serious Occurrence" and includes the subtext "Add for new Serious Occurrence" and a blue button labeled "New Serious Occurrence". Below these cards, there is a section for "My Serious Occurrences" with a red badge containing the number "6" and a link to "See dashboard". To the right of this section is a light blue button labeled "View recently accessed".

Changing the role displayed

If you have been assigned more than one role, you can change the role by selecting

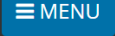
it from the Selected Role dropdown arrow.

Selected Role: 

Changing the page language

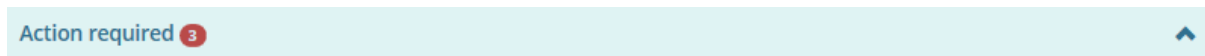
To change the page language, click the language button  .

Accessing the menu

The menu can be accessed from the top of any page by clicking .

Banners

Items can be expanded or collapsed under a banner. Click the banner arrow to expand or collapse the section.



The number in the banner indicates the number of items in the list.


Identifying mandatory information


A red asterisk * indicates that a field is mandatory and must be completed.


Site information: *



If mandatory information is not completed, a red “! Required” message appears next to the field when you attempt to save the information.

Was/is the injury life-threatening? *  **Required**
 Yes No

A yellow warning icon  indicates that information is missing that is required before the ministry can set the SOR to No Further Action Required (NFAR). This icon appears in SORs and in your SO Dashboard.

Legal guardian status (Check all that apply) 

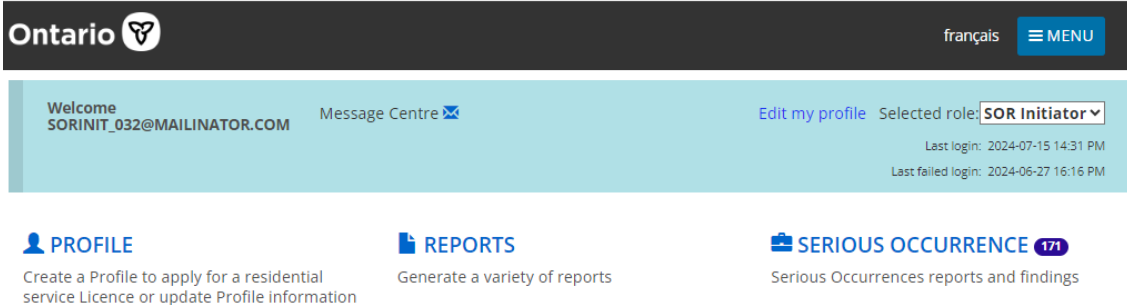
Updating your user profile

Note: The instructions below apply only to SOR Initiators (at transfer payment recipient service providers or licensed service providers). DO SOR Initiators and Probation Officers (ministry staff) can only modify their phone number and signature through SOR-RL. As SOR-RL user profiles are tied to and reflect PKI profiles, all other profile changes must be done by contacting the OPS HelpDesk to ensure changes are first reflected in ministry PKI profiles. Once done, changes will be reflected in SOR-RL.

Your user profile includes your email address, phone number, password and security questions. It is very important that you keep your email address up to date because you will receive email notifications from SOR-RL. Only the phone number, security questions and password can be changed by a user. To change your name or email address, contact your [SOR-RL Tier 1 Support representative](#).

Changing your phone number, password or security questions


1. From the SOR-RL home page, click Edit Profile. The Edit my profile page appears.



The screenshot shows the SOR-RL user interface. At the top, there is a dark header with the Ontario logo on the left, the text 'français' in the center, and a blue 'MENU' button on the right. Below the header is a light blue navigation bar. On the left, it says 'Welcome SORINIT_032@MAILINATOR.COM' and 'Message Centre' with an envelope icon. On the right, it says 'Edit my profile' and 'Selected role: SOR Initiator' with a dropdown arrow. Below this, it shows 'Last login: 2024-07-15 14:31 PM' and 'Last failed login: 2024-06-27 16:16 PM'. Below the navigation bar are three main sections: 'PROFILE' with a person icon and the text 'Create a Profile to apply for a residential service Licence or update Profile information'; 'REPORTS' with a document icon and the text 'Generate a variety of reports'; and 'SERIOUS OCCURRENCE' with a scale icon, the text 'Serious Occurrences reports and findings', and a red badge with the number '171'.

2. Update your phone number as required.

Edit my profile

Profile details 


Name:
SORINIT_032@MAILINATOR.COM LastName

Phone number:

Email:
sorinit_032@yopmail.com
[Change security questions](#)
[Change password](#)

- a. Click .
3. To change your password, click Change password. The Change password page appears.

Change password

Change password 

Current password:

Security question:

Security answer:

New password:

Confirm new password:

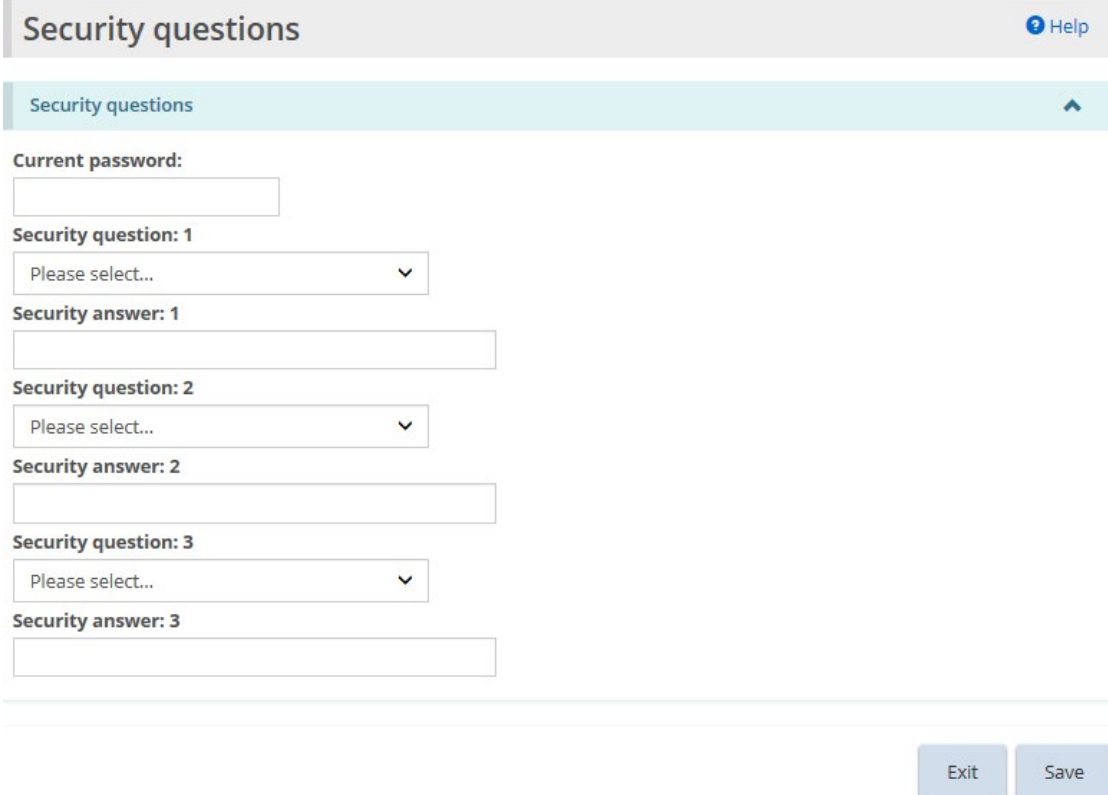
- a. Enter your Current password.
- b. Select a Security question from the dropdown list.
- c. Enter the Security answer.
- d. Enter the New password.

*The password must be 8 to 20 characters in length and contain: At least one UPPERCASE letter, AND at least one lowercase letter, AND at least one number, AND at least one special character. () ! _ @ # \$ % ^ & * +*

e. Type the new password again in the Confirm new password field.

f. Click .

4. To change your security questions, click Change security questions. The Security questions page appears.



The screenshot shows the 'Security questions' page. At the top, there is a header 'Security questions' with a 'Help' icon. Below the header is a section titled 'Security questions' with an upward arrow. The form contains three sets of questions. Each set includes a 'Current password' field, a 'Security question' dropdown menu (with 'Please select...' as the placeholder), and a 'Security answer' text input field. At the bottom right of the page, there are two buttons: 'Exit' and 'Save'.

a. Enter your Current password.

b. Select the Security question.

c. Enter the Security answer.

d. Repeat steps 2 and 3 for all three questions.

e. Click .

Working with Serious Occurrences

Understanding the Serious Occurrence module

From the SOR-RL home page, click the  **SERIOUS OCCURRENCE** module. The Serious Occurrence module appears.

[SOR-RL](#) → Serious Occurrence

Serious Occurrence

Help

Search Serious Occurrences

Search for existing Serious Occurrences

Search Serious Occurrences

New Serious Occurrence

Add for new Serious Occurrence

New Serious Occurrence

My Serious Occurrences 2

[See dashboard](#)

View recently accessed

Depending on the role selected, you can:


- [Create a new Serious Occurrence](#)
- [Work with Serious Occurrences in your dashboard](#)
- [Search for a Serious Occurrence](#)
- [View recently accessed Serious Occurrences](#)


Serious Occurrence reporting process

1. Attend to the incident and individuals involved in the incident
2. Determine if the incident meets the definition of an SO
3. Determine the category for reporting
4. Determine the timeline for reporting
5. Notify MCCSS for Level 1 SOs through an email or phone call (Youth Justice services only)
6. Log into SOR-RL and submit an initial SOR to MCCSS
 - a. Status is Draft until the SOR is submitted. A Draft SOR can be withdrawn before the SOR is submitted.
7. MCCSS review and initial response to the SOR
8. Provide updates or make revisions
9. Determination of when no further action is required
 - a. SORs are never permanently closed and updates can be submitted at any time as new information becomes available. The ministry can re-open the SOR at any time.

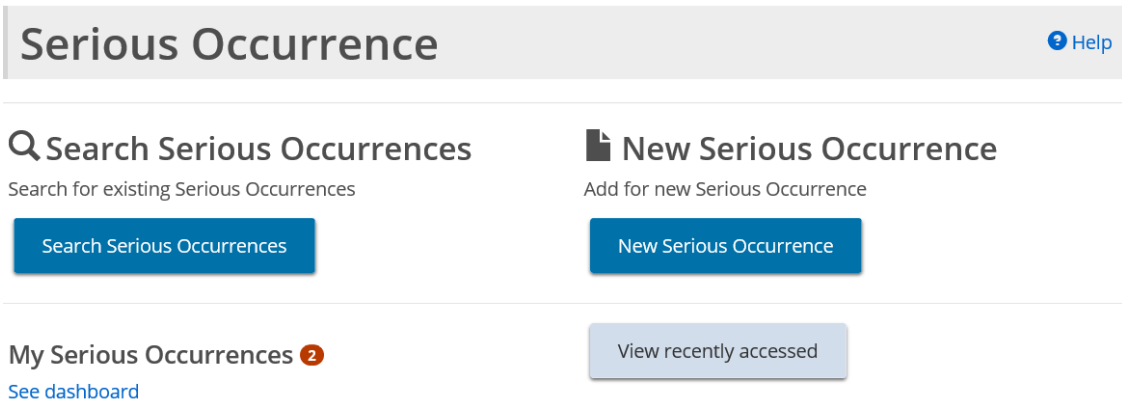
Reporting a Serious Occurrence

SORs are submitted in the SOR-RL system by SOR Initiators, DO SOR Initiators, and Probation Officers. The following sections provide instructions for using the SOR-RL system to report and manage SOs. Refer to the MCCSS Serious Occurrence Reporting Guidelines document as you complete an SOR.

Tip: As you work on your Serious Occurrence Report, click  to save your entries.

1. Click the  **SERIOUS OCCURRENCE** module. The Serious Occurrence module page appears.

SOR-RL → Serious Occurrence



The screenshot shows the 'Serious Occurrence' module page. At the top, there is a breadcrumb trail 'SOR-RL → Serious Occurrence' and a 'Help' button. Below this, there are two main sections: 'Search Serious Occurrences' and 'New Serious Occurrence'. The 'Search Serious Occurrences' section includes a search icon, the text 'Search for existing Serious Occurrences', and a blue button labeled 'Search Serious Occurrences'. The 'New Serious Occurrence' section includes a document icon, the text 'Add for new Serious Occurrence', and a blue button labeled 'New Serious Occurrence'. Below these sections, there is a 'My Serious Occurrences' section with a notification badge showing '2' and a link to 'See dashboard'. To the right of this section is a button labeled 'View recently accessed'.

2. Click . The Site, date and time page appears.

Site, Date and Time section

Note: The SOR is created as a draft only once the Site, Date and Time section is completed and saved.

Note: The SOR sections are displayed in order at the top of the page. All sections are only displayed once the Site/Date/Time section is saved (the SOR draft is created).

<p>1 Context</p> <p>Go to:</p> <ul style="list-style-type: none"> Site, date, and time 	<p>2 Occurrence</p> <p>information</p> <p>Go to:</p> <ul style="list-style-type: none"> TBD TBD TBD 	<p>3 Description</p> <p>Go to:</p> <ul style="list-style-type: none"> TBD 	<p>4 Further Details</p> <p>Go to:</p> <ul style="list-style-type: none"> TBD TBD 	<p>5 Submit to ministry</p> <p>Go to:</p> <ul style="list-style-type: none"> TBD TBD
---	--	---	--	---

Section is missing information which is required prior to submission
 Section is missing information which is required before ministry can set the SOR to "No further action required"
 Section has been completed

[Hide steps](#)

<p>1 Context</p> <p>Go to:</p> <ul style="list-style-type: none"> Site, date, and time 	<p>2 Occurrence</p> <p>information</p> <p>Go to:</p> <ul style="list-style-type: none"> Individuals involved Categories Notifications 	<p>3 Description</p> <p>Go to:</p> <ul style="list-style-type: none"> Description and next steps 	<p>4 Further Details</p> <p>Go to:</p> <ul style="list-style-type: none"> Individual's views Supporting documents 	<p>5 Submit to ministry</p> <p>Go to:</p> <ul style="list-style-type: none"> Sign-off Serious Occurrence report summary
---	---	---	--	---

Section is missing information which is required prior to submission
 Section is missing information which is required before ministry can set the SOR to "No further action required"
 Section has been completed

[Hide steps](#)

Look at the sections to monitor your progress. Symbols indicate the completion status of each section. A green checkmark indicates that the section has been completed. A yellow warning icon indicates that the section is missing information which is required before the ministry can set the SOR status to "No Further Action Required". A red exclamation mark indicates that information is missing which must be completed before you can submit the SOR. To jump forward to a step, click the step link.

To hide the list of steps, click [Hide steps](#). To show the list of steps, click [Show steps](#).

1. Select the Site that the SOR relates to from the dropdown list.

<p>1 Context</p> <p>Go to:</p> <ul style="list-style-type: none"> Site, date, and time 	<p>2 Occurrence</p> <p>information</p> <p>Go to:</p> <ul style="list-style-type: none"> TBD TBD TBD 	<p>3 Description</p> <p>Go to:</p> <ul style="list-style-type: none"> TBD 	<p>4 Further Details</p> <p>Go to:</p> <ul style="list-style-type: none"> TBD TBD 	<p>5 Submit to ministry</p> <p>Go to:</p> <ul style="list-style-type: none"> TBD TBD
---	--	---	--	---

Section is missing information which is required prior to submission
 Section is missing information which is required before ministry can set the SOR to "No further action required"
 Section has been completed

[Hide steps](#)

Site, date, and time [Help](#)

Select site ^


Site information: *

Note: *SOs involving individuals placed in settings that are not funded, licensed, or directly operated by the ministry should be reported by the ministry-funded placing/oversight agency. This applies even if the non-licensed setting is operated by a service provider that operates other licensed settings. In this case, the ministry-funded service provider (placing/oversight agency) should select their head office site or another designated site from the drop-down list.*

Note: *If the site is licensed by the Ministry, it is the licensee's responsibility to report SORs on SOR-RL for all clients in the home, including adults.*

2. If you cannot locate the site for which you wish to submit an SOR in the list, and the site is ministry-funded or licensed, reference the site list from the Profile module (see the [Viewing the service provider profile information](#) section in this guide for instructions) to ensure that the site is on SOR-RL and is assigned to you. The site may be in SOR-RL but simply was not assigned to your profile when you were set up as an SOR Initiator. If this is the case, the Service Provider Administrator with the LRA designation within your organization can add the site to your profile. For DO SOR Initiators, reach out to your DO Administrator. For Probation Officers, reach out to your Probation Manager.
3. If you cannot locate the site for which you wish to submit an SOR in the list, and the site is ministry-funded or licensed, AND your Service Provider Administrator has confirmed that the site is not in SOR-RL but should be, please advise your ministry Tier 1 Support representative listed [here](#). The ministry will investigate and if applicable, add the site to SOR-RL. In the meantime, select "Site Cannot be Found" from the drop-down list of sites and manually enter the site information.

Select site ^

Site information: 

Site can't be found v

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) *

Yes No

Region: *

Please select v

Does this Serious Occurrence Report relate to individuals who were accessing Youth Justice programs at the time of the incident? *

Yes No

Address Search:

Address line 1: *

Suite/Unit No.:

Address line 2:

City/Town: * **Province:** **Postal code: ***

Ontario


- a. Select the Region from the dropdown list. Please ensure to select the correct region, otherwise the SOR will have to be re-submitted.
 - b. Answer the remaining questions.
4. Indicate whether the SO relates to a home/individual placed in a home that is not licensed nor funded by MCCSS and is operated by a third party.


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) *

Yes No

5. Select/enter the Date of the SO.

Date of Serious Occurrence: *



To enter a date manually, type the date in yyyy/mm/dd format. To enter a date using the calendar, click . A calendar appears. Scroll to the month using the < > arrow buttons. To change the year, click the chevron << >> arrow.



- Enter the Time of the SO. Type the date in hh:mm format using a 24-hour clock or indicate am or pm.

Time of Serious Occurrence: *

- Indicate whether the date and time of becoming aware of the SO is the same as the date and time of the occurrence or is later than the date and time of the occurrence.

Date and time of Serious Occurrence ^

Date of Serious Occurrence: *

Time of Serious Occurrence: *

Date and time of becoming aware of the Serious Occurrence/deeming the incident to be a Serious Occurrence: *

Same date and time as entered above
 Later than date and time entered above

Note: The time of becoming aware of the SO/deeming it to be serious is the time at which **ANY** staff at the reporting agency became aware of the incident and deemed it serious, NOT the time at which management/SO reporting staff became aware/considered it as an SOR. Most often, the date and time of becoming aware of the SO or of deeming it an SO is the same as the date and time of the occurrence. For example:

Client assaults a peer at 4PM, witnessed by the staff. The front-line staff informs their manager or supervisor of the incident at 6PM. The time of occurrence is 4PM, and the time of becoming aware/deeming it serious is 4PM, NOT 6PM. This time is not dependent on when the upper-level or SO reporting staff learns of the incident and deems it serious enough to warrant an SOR to the Ministry. The front-line staff was present and considered it serious when the incident occurred.

Client is ill upon waking up and progressively their condition worsens throughout the day. Staff decide to take client to hospital at 2PM. After being assessed, client is admitted at 5PM. The time of occurrence would be before or at 2PM, and the time of becoming aware/deeming it serious would be around 2PM, NOT at 5PM. This time is


not dependent on the client being admitted. The staff was present and considered it serious when the individual became seriously ill.

There are a few instances wherein the "time of becoming aware/deeming it serious" is different from the "time of occurrence". Below are a few examples:

Client in residential care discloses to a staff that they were allegedly abused by a family member three years ago. The date/time of the occurrence is three years ago, but the date/time of becoming aware/deeming it serious is today.

Adult client lives at a non-licensed non-funded OPR and is restrained at 9AM. Client's worker at the Placing Agency is informed by OPR staff of the incident at 11AM. The Placing Agency reports the occurrence. The time of occurrence is 9AM. The time of becoming aware/deeming serious is 11AM, since the reporting agency was only informed at 11AM.

8. If you selected "Later than date and time entered above", enter the date and time your agency became aware of the SO.
9. Indicate whether the SOR should be made private and hidden from all other SOR Initiators/DO SOR Initiators/Probation Officers, and if so, confirm you understand the implications.

Classification 

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)? *

Yes No

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? *

I understand

10. Click . The Individuals Involved section appears.

Individuals Involved section

SOR-RL → Serious Occurrence → Individuals involved

1 Context

Go to:

- ✔ Site, date, and time

2 Occurrence information

Go to:

- ❗ Individuals involved
- ❗ Categories
- ❗ Notifications

3 Description

Go to:

- ❗ Description and next steps

4 Further Details

Go to:

- ❗ Individual's views
- ❗ Supporting documents

5 Submit to ministry

Go to:

- ❗ Sign-off
- ❗ Serious Occurrence report summary

 Hide steps

Individuals involved [Help](#)

Individuals ▲

No individuals have been added.

Note: SOR-RL was designed to allow users to add more than one client to an SOR if they were involved in the same occurrence. If more than one client is involved in an incident, all involved clients should be added in the same SOR.

Note: Only service recipients involved in the SO should be added to the Individuals Involved section. Staff, family members, foster parents, and all other non-clients should NOT be added to this section. When SOs relate only to staff or relate to a site as a whole, this section should be left blank.

Note: If the site is licensed by the Ministry, it is the licensee's responsibility to report SORs on SOR-RL for all clients in the home involved in the occurrence, including adults.

1. From the Individuals Involved section, click . The Add individual page appears.


Add Individual Help

Individual

Search for Individual (Search by first name, last name, or personal identifier)

Note: Only individuals involved in SORs previously submitted for this site will appear. For new individuals, complete the fields below. Duplicate results (i.e., two or more results for the same individual) indicate that the individual's information was entered differently in previously submitted SORs. Where this is the case, select the individual and review all fields below to ensure they contain correct information, and collaborate with your ministry SOR Lead to correct any previous records.

First name: * **Last Name: ***

Date of birth: * 

Age at time of incident: *

Gender: *
 Male Female X

Is the individual residing in an MCCSS-licensed out of home care setting for children? ⚠
 Yes No

DSCIS #: **CPIN # (Person reference number):**

Does this Individual have a Placing Agency? *
 Yes No Unknown at this time

Does this individual have a Youth Justice Probation Officer or will one be assigned to them? *
 Yes No

Legal guardian status (Check all that apply) ⚠
 Please note that the selection should reflect the individual's *legal* status (in the eyes of the law). A legal guardian has the authority and the responsibility to make some or all decisions about the individual's personal care or property. An adult may have more than one legal guardian status.

Child in extended society care
 Child under the age of 18 in the legal care of a Society by court order until the order is terminated or expires (formerly known as Crown Wards). On behalf of the Crown, the Society has the rights and responsibilities of a parent for the purpose of the child's care, custody and control.

2. If the individual has previously been involved in a SO reported in SOR-RL, you can search for them by using the "Search for Individual" field.

Note: Duplicate results in the search results (i.e., two or more results for the same individual) indicate that the individual's information was entered differently in previously submitted SORs. Where this is the case, select the individual and review all fields below to ensure they contain correct information, and collaborate with your ministry SOR Lead to correct previous records. Only one result should be displayed per individual.

3. If the individual has not previously been involved in a SO reported in SOR-RL, enter in full the first and last name of the individual involved in the SO. Be sure to enter the individual's legal name. There are exemptions as follows:
 - a. Youth Justice service providers should enter the client's full first name and last initial.
 - b. Violence Against Women, Anti-Human Trafficking, Indigenous Healing and

Wellness, and Victim Services service providers should enter the client's first and last initials.

4. Enter the individual's Date of birth.
5. Select the Gender. If not stated, unknown, or if the individual identifies as neither female nor male, select X.
6. For Youth Justice service providers, select the Young Person's Identifying Factors.

YP Identifying Factors: 

- Open Custody
- Open Detention
- Secure Custody
- Secure Detention
- Probation
- Probation Detention
- Extrajudicial Sanctions
- Extrajudicial Measures
- Community Program

7. For service providers that operate a shared site (licensed or funded to provide both Youth Justice services *and* non-Youth Justice services), indicate whether the SO relates to a youth justice service recipient or not.


Program (at time of occurrence) *

Please select...
<input type="radio"/> Youth Justice YP Identifying Factors <input type="radio"/> Non Youth Justice

8. For non-Youth Justice service providers, indicate whether the individual resides in an MCCSS-licensed out of home care (residential) setting.

Is the individual residing in an MCCSS-licensed out of home care setting for children? 

Yes No

Please select 

- Licensed Children's Residence
- Licensed Staff Model Home
- Licensed Foster Care

9. If the individual is in receipt of MCCSS-funded services, select the Program (at the time of the occurrence).

- Child Protection Services
- Youth Prevention Initiatives
- Children's Developmental Services ([Show all](#))
- Autism (Child)
- Services for Children and Youth with Complex Needs
- Complex Special Needs (Child)
- Children's Special Needs - Coordinated Service Planning
- Children's Special Needs - Respite Services
- Children's Early Intervention Programs ([Show all](#))
- Healthy Babies Healthy Children Program
- Student Nutrition Program
- Children's Rehabilitation Services
- Young Parent Services
- Adults' Developmental Services ([Show all](#))
- Violence Against Women
- Victim Services ([Show all](#))
- Indigenous Healing and Wellness Strategy ([Show all](#))
- Anti-Human Trafficking Community Supports ([Show all](#))
- Adults' Homelessness Initiatives
- Interpreter Services
- Intervenor Services
- Women's Social and Economic Opportunities ([Show all](#))
- Provincial and Demonstration School - Student Lodging Program

Tip: To expand the options in the list, click ([Show all](#)).

Note: The program/identifying factor selected should reflect the ministry-funded service which the individual was in receipt of at the time of the occurrence. Consult your SOR-RL Tier 1 Support Representative if you are unsure. A [Program selection reference sheet](#) is available on the SOR-RL Training Portal to assist users in making the appropriate program selection based on the ministry-funded or licensed service.

10. Input the individual's CPIN number if they are involved with a Children's Aid Society.
11. Input the individual's DSCIS number if they are receiving adult's developmental services.
12. Input the individual's YOTIS number if they are receiving Youth Justice services.
13. Indicate whether the individual has a Placing Agency, and if so, indicate whether it is a Children's Aid Society. If so, indicate which CAS.

Note: If a Children's Aid Society ("Society") is selected, a read-only copy of the SOR will be shared with the Case Manager at the Society through SOR-RL after the SOR is submitted, and the Case Manager will be notified by email of the submission. If more than one individual is involved and added to the SOR, SOR-RL will automatically hide

the profile of the individuals whom the Society has not placed.

14. Indicate whether the individual has a Youth Justice Probation Officer or if one will be assigned to them.

15. Select the individual's Legal Guardian Status.

Legal guardian status (Check all that apply) 

Please note that the selection should reflect the individual's *legal* status (in the eyes of the law). A legal guardian has the authority and the responsibility to make some or all decisions about the individual's personal care or property. An adult may have more than one legal guardian status.

Child in extended society care

Child under the age of 18 in the legal care of a Society by court order until the order is terminated or expires (formerly known as Crown Wards). On behalf of the Crown, the Society has the rights and responsibilities of a parent for the purpose of the child's care, custody and control.

Interim society care

Child under the age of 18 in the legal care and custody of a Society by court order for a specified period not exceeding 12 months. Society has the rights and responsibilities of a parent for the purpose of the child's care, custody and control.

Temporary care agreement

Child under the age of 18 in the legal care and custody of a Society through a voluntary written agreement with a person who is temporarily unable to care adequately for the child, for a term not exceeding 6 months.

Ready, Set, Go agreement

Individual between the age of 18 and their 23rd birthday receiving continued care and support (i.e., participating in the Ready, Set, Go program) from a Society through a voluntary agreement.

Customary care

First Nations, Inuk or Métis child in the legal care and supervision of a person who is not their parent through a customary care agreement, according to the custom of the child's band or First Nations, Inuit or Métis community.

Parent(s)/Guardian(s)

Individual in the legal care and custody of their parent or of another guardian. Does not include adults residing with or receiving support from a parent or another person who do not have a substitute decision maker.

Legally independent adult

Individual over the age of 18 who is legally independent and makes some, or all of their own personal care and property decisions. Includes adults who may receive support in making decisions but do not have a substitute decision maker.

Office of the public guardian and trustee

Individual found to be mentally/legally incapable in one or more areas of their life and for whom the Office of the Public Guardian and Trustee has received the authority to make decisions about their care or property on their behalf on a temporary or permanent basis.

Other

Individual who is not in the legal care and custody of a Society, of a parent/guardian, of the Office of the Public Guardian and Trustee, and is not a legally independent adult.

Note: *The selection should reflect the individual's legal status (in the eyes of the law). A legal guardian, whether the individual themselves or another individual, has the authority and the responsibility to make some or all decisions about the individual's personal care or property.*

Note: *An adult may have more than one legal guardian status. For example, if an adult with a developmental disability has a substitute decision maker (SDM) who is responsible for making decisions about the individual's accommodation and safety, but makes their own medical/health care decisions, their legal guardian status would be both "Legally Independent Adult" and "Parent/Guardian" (or "Office of the Public Guardian and Trustee" (OPGT) if the SDM is the OPGT).*

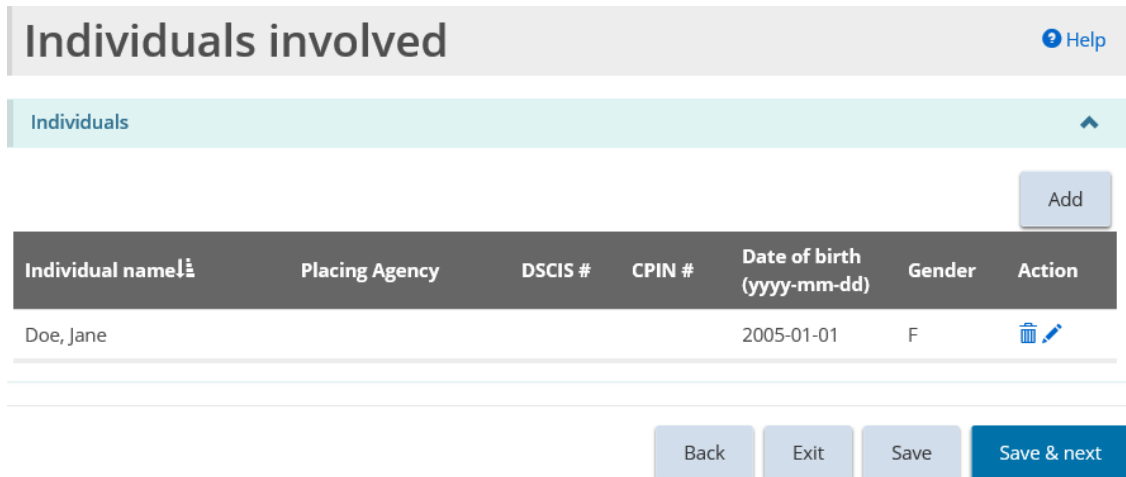
Note: *If an adult with a developmental disability resides with their parent and receives support from their parent in making decisions, but the adult does not have a substitute decision maker, their legal guardian status would be "Legally Independent Adult".*



Note: *The "Other" option should rarely be used.*



Note: As per changes to the Child, Youth and Family Services Act, the term "Crown Ward" was replaced with "Extended Society Care".

Tip: If you are unsure of which option to select, contact your SOR-RL Tier 1 User Support representative.

16. Click . The individual's name appears in the table.



Individual name	Placing Agency	DSCIS #	CPIN #	Date of birth (yyyy-mm-dd)	Gender	Action
Doe, Jane				2005-01-01	F	 

17. To make a correction to the individual's profile, click the pencil icon . To remove the individual's profile, click the trash bin icon .

Note: For SOs involving more than one individual (service recipient), each individual must be added to the Individuals Involved section.

18. Click . The Categories section appears.

Categories section

SOR-RL → Serious Occurrence → Categories

1 Context

Go to:

- ✔ Site, date, and time

2 Occurrence information

Go to:

- ✔ Individuals involved
- ❗ **Categories**
- ❗ Notifications

3 Description

Go to:

- ❗ Description and next steps

4 Further Details

Go to:

- ❗ Individual's views
- ❗ Supporting documents


5 Submit to ministry

Go to:

- ❗ Sign-off
- ❗ Serious Occurrence report summary

 Hide steps

Categories Help

Serious Occurrence Categories 

No categories have been added.

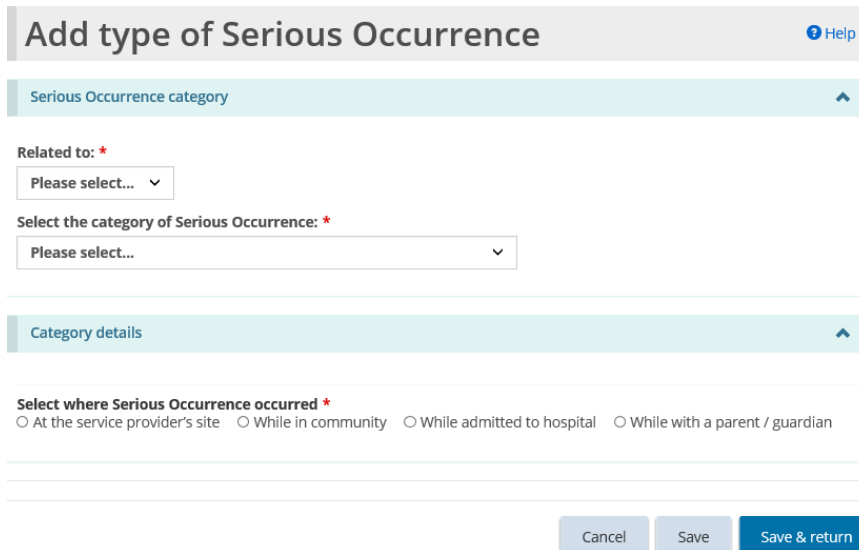
Note: An SOR cannot be submitted to the ministry until at least one category is added. There must be at least one category related to each individual involved in the incident.

Note: Each SOR can include information about multiple individuals and multiple categories. If a SO meets the reporting criteria for more than one SO category, more than one category should be added to the SOR. For example, two individuals are involved in a physical altercation, and both are physically restrained. Two individuals would be added to the Individuals Involved section, and two categories would be added related to each individual (totalling 4 categories).


Note: When multiple incidents occur consecutively, and the incidents are related (for example, an individual is physically restrained and then files a complaint about the physical restraint use), consider these incidents to be one SO and thus reportable as one SOR. For example, if two physical restraints occur consecutively for the same individual, two Restrictive Intervention categories should be added to a single SOR.

Note: If occurrences are not related, occur at different times, or occur at different sites, separate SORs should be submitted.


1. Click . The Add type of Serious Occurrence page appears.




Add type of Serious Occurrence [Help](#)


Serious Occurrence category 

Related to: *

Please select... 

Select the category of Serious Occurrence: *

Please select... 

Category details 

Select where Serious Occurrence occurred *

At the service provider's site While in community While admitted to hospital While with a parent / guardian

Cancel Save Save & return

2. Select who the SO category relates to from the "Related to" dropdown list.



Related to: *

Please select... 

Please select...

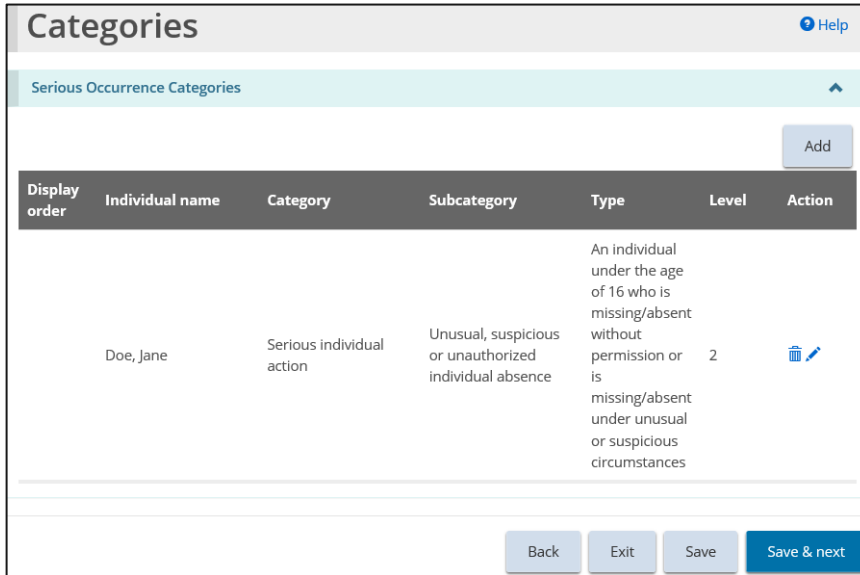
Service provider

John Doe



Note: If the category relates to a staff, or to the service provider site as a whole, (for example, a community complaint about a staff or a gas leak at the site), "Service Provider" should be selected from the list. If the category relates to an individual, the individual should be selected from the list.

3. Select the category of the SO from the dropdown list.
4. Select the sub-category from the drop-down list.
5. If applicable, select the Type from the drop-down list.
6. Answer any additional questions that appear based on your selections.
7. In the Category details portion, answer the risk indicator questions that appear based on the category/sub-category selected.
8. Indicate where the SO took place.

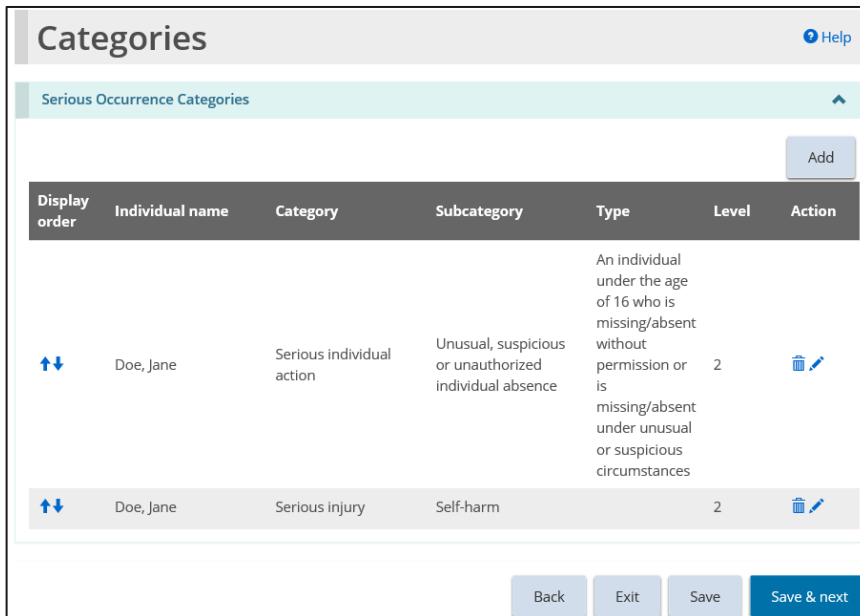
9. Click . The category appears in the table.







The screenshot shows the 'Categories' interface. At the top, there is a 'Help' link. Below it, a section titled 'Serious Occurrence Categories' has an 'Add' button. A table with the following columns is displayed: Display order, Individual name, Category, Subcategory, Type, Level, and Action. The table contains one row for 'Doe, Jane' with the following details: Category: Serious individual action; Subcategory: Unusual, suspicious or unauthorized individual absence; Type: An individual under the age of 16 who is missing/absent without permission or is missing/absent under unusual or suspicious circumstances; Level: 2. An 'Action' column contains a trash bin icon and a pencil icon. At the bottom, there are buttons for 'Back', 'Exit', 'Save', and 'Save & next'.



Display order	Individual name	Category	Subcategory	Type	Level	Action
	Doe, Jane	Serious individual action	Unusual, suspicious or unauthorized individual absence	An individual under the age of 16 who is missing/absent without permission or is missing/absent under unusual or suspicious circumstances	2	 

10. Repeat steps for each category.



The screenshot shows the 'Categories' interface with two entries in the table. The first entry is the same as in the previous screenshot. The second entry is for 'Doe, Jane' with Category: Serious injury; Subcategory: Self-harm; Type: (empty); Level: 2. The 'Action' column for the second entry contains a trash bin icon and a pencil icon. The 'Display order' column for both entries contains up/down arrows. At the bottom, there are buttons for 'Back', 'Exit', 'Save', and 'Save & next'.

Display order	Individual name	Category	Subcategory	Type	Level	Action
↕	Doe, Jane	Serious individual action	Unusual, suspicious or unauthorized individual absence	An individual under the age of 16 who is missing/absent without permission or is missing/absent under unusual or suspicious circumstances	2	 
↕	Doe, Jane	Serious injury	Self-harm		2	 

11. To make a correction to a category, click the pencil icon . To remove a category, click the trash bin  icon.

12. Categories in the table can be re-ordered by pressing the up/down arrows .

13. Click . The Notifications section appears.

Notifications section

SOR-RL → Serious Occurrence → Notifications

1 Context

Go to:

- ✔ Site, date, and time

2 Occurrence information

Go to:

- ⚠ Individuals involved
- ✔ Categories
- ⚠ **Notifications**

3 Description

Go to:

- ⚠ Description and next steps

4 Further Details

Go to:

- Individual's views
- Supporting documents

5 Submit to ministry

Go to:

- Sign-off
- ⚠ Serious Occurrence report summary

⚠ Section is missing information which is required prior to submission
 ⚠ Section is missing information which is required before ministry can set the SOR to "No further action required"
 ✔ Section has been completed

[Hide steps](#)

SOR ID: SO20240032C

Notifications [Help](#)

Who needs to be notified about Serious Occurrence 2 ⚠

For whom? ↓	Type	Categories
Doe, John	Coroner	• Death - Unknown cause
Doe, John	Parent(s) / Legal guardian(s)	• Death - Unknown cause

⚠ Required before ministry can set the SOR to "No Further Action Required"

Who has been notified about Serious Occurrence

No notifications have been added.

The SOR-RL system automatically determines whether notifications are required based on information you have entered in the SOR.

- A Parent/Legal Guardian notification is automatically required and must be added for all individuals added to an SOR, unless the individual's Legal Guardian Status is "Legally Independent Adult".
- A Coroner notification is automatically required for all SORs with a Death category.
- A Public Health Unit notification is automatically required for all SORs with the Serious Illness – Communicable Disease subcategory or the Disturbance – Infectious Outbreak subcategory.

- A Youth Justice Probation Officer notification is automatically required for all youth who have an assigned probation officer.
- For Youth Justice service providers, a Police notification is automatically required for all SORs with a Death category.

All required notifications must be added to the SOR before the ministry can change the SO status to "No further Action Required". The system prevents Ministry staff from closing SORs when these are outstanding. Where possible, notifications should be added upon initial submission.

Required notifications appear under the first banner in the Notifications section, labeled "Who needs to be notified". Once they are completed, the required notifications will disappear from this banner and move to the banner below, labelled "Who has been notified". All notifications listed in the "Who needs to be notified" section must be completed, and the section must be blank before the ministry can change the status to "No further action required".

Note: *There may be instances where a notification does not apply (for example, in the case of the Parent/Legal Guardian notification, the notification may not apply as the parents are not to be notified as per the individual's plan of care, if the individual is legally independent, if the individual's placing agency is their guardian, etc.). In these cases, the SOR-RL system still requires the notification be added to the SOR, but provides users the ability to bypass the notification by indicating that it does not apply. See instructions further below.*

Note: *Completing an "Emergency contact person for an adult with a developmental disability" notification for an adult, or completing a "Placing Agency" notification for a child/youth, does not absolve you of the requirement to complete a "Parent/Legal Guardian" notification. The system does not understand that one may serve for the other, and specifically needs the Parent/Legal Guardian notification to be completed.*

1. Click . The Add Service Provider notification page appears.

Add Service Provider notification Help

Notification details ▲

Related to: *

Please select...

Cancel
Save
Save & add another
Save & return

2. Select to whom the notification relates from the “Related to” dropdown list.

Note: Most notifications must be related to an individual. When SOs relate only to staff or relate to a site as a whole, any notifications added will be related to “Service Provider”.

3. The required notifications for that individual/service provider and those that have already been completed appear below.

Who needs to be notified about Serious Occurrence ▲		
Type	Categories	
Parent(s) / Legal guardian(s)	• Accidental - Motor vehicle accident	

Who has been notified about Serious Occurrence		
Type	Categories	Date of notification (yyyy-mm-dd)
Placing agency	• Accidental - Motor vehicle accident	2024-05-16

4. Select the type of notification from the dropdown list.

Select the type of notification: *

Please select...

Please select...

- Duty to Report notification to local CAS/Society
- Emergency contact person for an adult with a developmental disability
- Local public health unit
- Ministry - other notification
- Ombudsman
- Other
- Parent(s) / Legal guardian(s)
- Placing agency
- Police Services

5. Select the category/ies the notification relates to.

Select the category/ies this notification relates to: *

Note: if the notification is automatically required by the system, the appropriate category checkbox/es must be selected, even if the notification does not apply, otherwise the system will continue to flag the notification as missing for the category/ies.

Note: the information in parentheses indicate in which submission and on what date the category was added to this SOR, to assist you in selecting the appropriate category/ies.

- Serious injury - Aggressive behavior (Initial submission/revision, April 02, 2024)
- Abuse or mistreatment - Physical abuse (Initial submission/revision, April 02, 2024)
- Death - Suicide (Initial submission/revision, February 07, 2024)

Note: Each category related to an individual requires a Parent/Legal Guardian notification. The system will continue to flag that a Parent/Legal Guardian notification is missing if not related to all categories. For example, if a Serious Injury category, an Abuse category and a Restrictive Intervention category have been added to an SOR, and all are related to the same individual, the system will evaluate whether a Parent/Legal Guardian notification has been added and whether it relates to each of the individual's categories. If a notification has been added but it is indicated as only relating to the Serious Injury and Restrictive Intervention categories, the system will continue to flag an outstanding Parent/Legal Guardian notification as it has determined that the Parent/Legal Guardian has not been notified about the Abuse, and will prevent the ministry from changing the SO status to "No further action required". The system requires that the Parent/Guardian is notified about all categories.

6. Complete the additional fields that appear unless the notification does not apply.
7. **If the Parent/Legal Guardian notification does not apply:** After having completed the previous fields, skip the contact information fields and scroll down to locate three tick boxes at the bottom of the page. Select the applicable box and provide reasoning in the text box that appears.

Add Service Provider notification Help

Notification details

Related client: *


Jonathan Doe ▾

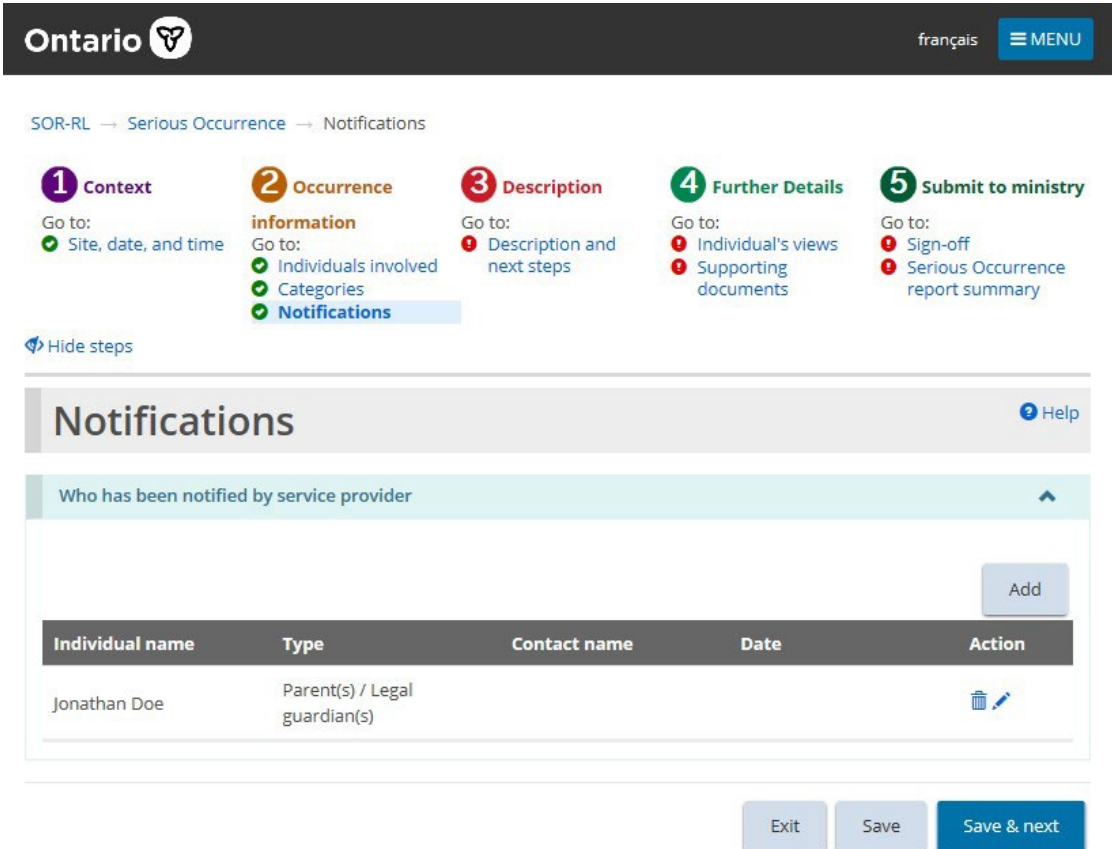
Parent(s) / Legal guardian(s) notification required.

Type	First name	Last name	Date
Select the type of notification: * Parent(s) / Legal guardian(s) ▾			
First name: <input style="width: 100%;" type="text"/>			
Date of notification: <input style="width: 100%;" type="text"/>		Time of notification: <input style="width: 100%;" type="text"/>	
<input type="checkbox"/> Notification was attempted but unable to reach parent/guardian <input type="checkbox"/> Notification was not made due to contraindication <input checked="" type="checkbox"/> Notification was not made due to no applicable parent or guardian			
Please explain: * <div style="border: 1px solid #ccc; padding: 5px; min-height: 40px;"> Legally independent adult </div> <div style="text-align: right; font-size: small;">25 / 4000</div>			

Tip: If notifying a Parent/Legal Guardian is inappropriate or could put the client at risk, do not notify the parent, and select the option "Notification does not apply due to contraindication" (for example, if a youth makes an allegation of abuse by their parent, notifying that parent would be inappropriate).

8. **If the Coroner notification was completed by an entity/individual other than the service provider:** After having completed the previous fields, select "Other" for the question "Who notified coroner?". Input the name or role of the individual or entity who notified the Coroner, and input the date and time (can be approximate).
9. **If the Coroner notification does not apply:** After having completed the previous fields, scroll down and select the "Not applicable" checkbox at the bottom of the page. Provide reasoning in the text box that appears.
10. **If the Police notification does not apply:** After having completed the previous fields, skip the contact fields and select the "Not applicable" checkbox at the bottom of the page. Provide reasoning in the text box that appears.

10. **If the Local Public Health Unit notification does not apply:** After having completed the previous fields, skip the contact fields and select the “Not applicable” checkbox at the bottom of the page. Provide reasoning in the text box that appears.
11. **If the Ombudsman notification does not apply:** After having completed the previous fields, skip the contact fields and select the “Notification was not made because the SOR does not meet the Ombudsman’s notification requirements” checkbox at the bottom of the page.
12. Press . The notification appears in the “Who has been notified” table.



SOR-RL → Serious Occurrence → Notifications

1 Context
Go to:
✔ Site, date, and time

2 Occurrence
information
Go to:
✔ Individuals involved
✔ Categories
✔ **Notifications**

3 Description
Go to:
❌ Description and next steps

4 Further Details
Go to:
❌ Individual's views
❌ Supporting documents



5 Submit to ministry
Go to:
❌ Sign-off
❌ Serious Occurrence report summary

[Hide steps](#)

Notifications [Help](#)

Who has been notified by service provider [^](#)

[Add](#)


Individual name	Type	Contact name	Date	Action
Jonathan Doe	Parent(s) / Legal guardian(s)			 

[Exit](#) [Save](#) [Save & next](#)

13. Repeat steps for each notification.

Note: Separate notifications are required for each individual.

14. To make a correction to a notification, click the pencil icon . To remove a

notification, click the trash bin icon .

15. Click . The Description and next steps section appears.

Description and Next Steps section

- 1** Context

Go to:

 - Site, date and time
- 2** Occurrence

information

Go to:

 - Individuals involved
 - Categories
 - Notifications
- 3** Description

Go to:

 - Description and next steps
- 4** Further Details

Go to:

 - Individual's views
 - Supporting documents
- 5** Submit to ministry

Go to:

 - Sign-off
 - Serious Occurrence report summary

[Hide steps](#)

Description and next steps [Help](#)

Summary of occurrence ▲

Serious Occurrence description *

Required information to include:

- Precipitating factors that led to the incident and what efforts were made to de-escalate the situation;
- What happened and where in chronological order;
- Service provider response to the incident/action taken;
- Whether the incident involved a criminal offence;
- If EMS or the police were called/involved in the incident;
- Current status of the incident;
- Current condition (i.e. health and safety) of individuals involved in the incident;
- Services and supports being provided to individuals involved in the incident; and
- Further action/follow-up to be taken (where applicable) by the service provider, such as information on how the service provider plans to mitigate, reduce or prevent incidents from occurring in the future.

Use non-descriptive identifiers (such as Individual #1 and Individual #2; Parent A and Parent B, etc.) when referencing individuals.

Please refer to section 2.3.2 of the 2019 MCCSS SOR Guidelines for SO description requirements for the Serious Injury category.

Please refer to section 2.3.4 of the 2019 MCCSS SOR Guidelines for SO description requirements for the Serious Individual Action category.

Has this Incident resulted in any media attention? *

Yes No

Further details ▲

Further action proposed by service provider:

Direction, if any, provided by Ministry:

Is this expected to be the only/last report submitted for this occurrence? *

Yes No

- Back
- Exit
- Save
- Save & next

1. Enter a description of the SO. Reference the "General reporting requirements" section and the "Category-specific reporting requirements" section in the MCCSS SOR Guidelines for information on what is required to be included in the SO description.

Tip: *You can type a description or copy and paste text into the description field.*

Note: *There is a maximum number of characters allowed (12,000 characters). If an incident summary does not fit in the Description box due to the character limit, it must nonetheless be included, and condensed for brevity. Additional details can be provided in a supporting document if needed, but this should not be commonplace and should not replace or duplicate the description.*

Note: *Privacy Legislation such as FIPPA, SIPDDA, CYFSA, PHIPA, etc. govern the way SORs are managed. Privacy Legislation and regulations state that information that goes beyond what is necessary to achieve the intended purpose should not be included in an SOR. Information not directly relevant to the SO and its review/follow-up, including an individual's full name, medical diagnoses, familial narratives, relative's names or doctors' names, etc. should be **excluded from the description**. When referencing individuals, use non-identifying descriptors. As per PHIPA, please ensure the description does not contain the names and dosages of medications or doctor's names. Only the type of medication (psychotropic, antibiotic) should be used. For example, avoid saying "client took 5mg Lorazepam as prescribed", and instead, say "client took anxiety medication as prescribed". **YJ service providers** are permitted to include the first name and last initial of individuals involved in the description box.*

2. Indicate whether the incident has garnered media attention or if any is anticipated.
3. Indicate what, if any, next steps exist relating to the SO and what further action is proposed or planned by the service provider.
4. Indicate whether the report is expected to be the only/last report. Please answer yes or no accordingly. Some situations (abuse allegations, investigations, hospitalizations etc.) require updates if the incident is ongoing. Even when the incident is not ongoing, the Ministry wants to see that appropriate action has been taken to ensure client and staff safety, and that clients receive or are offered appropriate support throughout and subsequent to the incident. As per the Guidelines, SORs must include, at a minimum, information about what services/supports are provided to clients

involved, and how the agency plans to mitigate, reduce or prevent the incident from occurring in the future. It is important that users identify next steps, including any further action taken by the agency.

Is this expected to be the only/last report submitted for this occurrence? *

Yes No

5. Click . The Individual's View section appears.

Individual's views section

SOR-RL → Serious Occurrence → Individual's view

1 Context

Go to:

- ✔ Site, date, and time

2 Occurrence information

Go to:

- ✔ Individuals involved
- ✔ Categories
- ✔ Notifications

3 Description

Go to:

- ✔ Description and next steps

4 Further Details

Go to:

- ✔ **Individual's views**
- ✔ Supporting documents

5 Submit to ministry

Go to:

- ✔ Sign-off
- ✔ Serious Occurrence report summary

[Hide steps](#)

Individual's view [Help](#)


Views/perspectives ▲


No individual's views have been added.

The Individual's views or perspectives should be provided where possible, with consent from the individual. This is particularly important if the client expresses an opinion about the incident or if they may have a perspective that contrasts from that of the staff/reporter.

1. Click . The Add individual's views/perspectives page appears.

Add Individual's views/perspectives [Help](#)


Individual's views/perspectives 



Related client: *
Please select... 



Individual's views/perspectives *

2. Select to whom the perspective relates from the "Related to" dropdown list.
3. Enter the Individual's views/perspectives.
4. Click . The individual's views/perspectives appears in the list.

Individual's view [Help](#)

Views/perspectives 

Individual name	Views/perspectives	Action
Doe, Jane	x	 

5. To make a correction, click the pencil icon . To remove an individual's view, click the trash bin icon .
6. Click . The Supporting documents section appears.

Supporting documents section

SOR-RL → Serious Occurrence → Serious Occurrence Supporting Documents

1 Context

Go to:

- ✔ Site, date, and time

2 Occurrence

information

Go to:

- ✔ Individuals involved
- ✔ Categories
- ✔ Notifications

3 Description

Go to:

- ✔ Description and next steps

4 Further Details

Go to:

- ✔ Individual's views
- 1 Supporting documents

5 Submit to ministry

Go to:

- 1 Sign-off
- 1 Serious Occurrence report summary

[Hide steps](#)

Supporting documents

[Help](#)

Additional documents [^](#)

No supporting documents have been added.

Upload additional document

Back

Exit

Save

Save & next

You can upload supporting documents that relate to the SO.

Note: Only upload files that are directly relevant to the SO and ensure that **no personal information** (for example, full names, date of birth, medical diagnoses, etc.) is visible in the document file name or the document body. If personal information is visible in either, the document will have to be removed by the ministry.

Note: Supporting documents should not duplicate or replace information in the SOR itself. Documents containing duplicative information, personal or confidential information, or information not directly relevant to the SO should not be uploaded and will be removed.

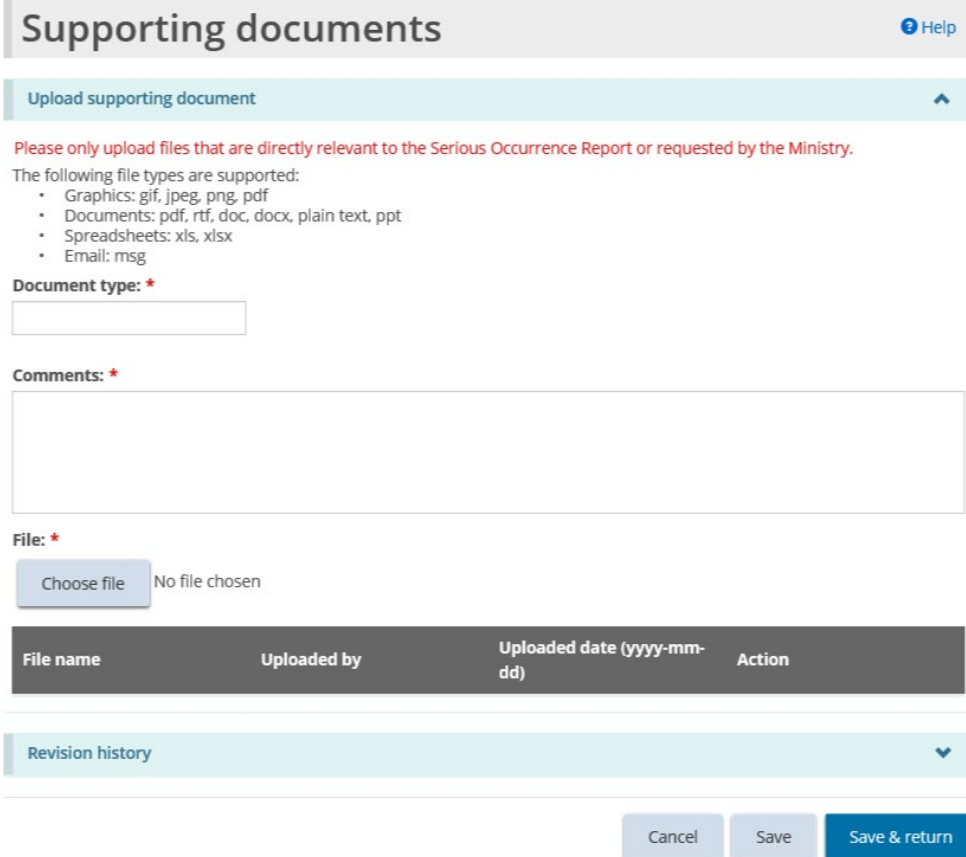
Tip: The following types of files can be uploaded: Graphics: gif, jpeg, png, pdf. Documents: pdf, rtf, doc, docx, plain text, ppt. Spreadsheets: xls, xlsx.

Note: If the document is larger than 10MB, it must be split it into smaller files and

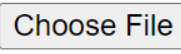
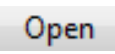

uploaded separately. Consult with the ministry if you have questions about large files.

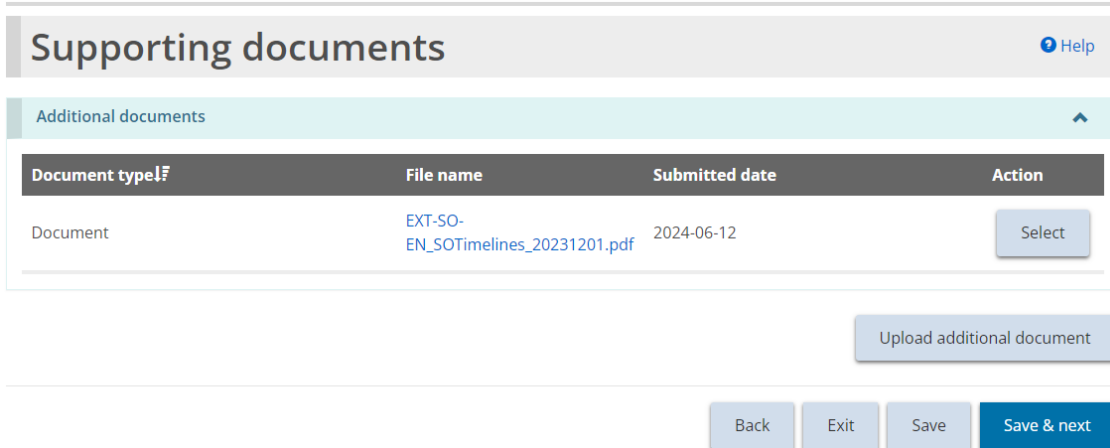
Do not email attachments to the ministry.

1. Click . The Supporting documents page appears.

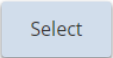

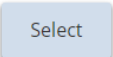
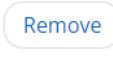
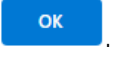

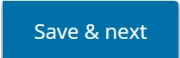


The screenshot shows the 'Supporting documents' page. At the top, there is a header with the title 'Supporting documents' and a 'Help' link. Below the header is a section titled 'Upload supporting document' with an upward arrow. A red warning message states: 'Please only upload files that are directly relevant to the Serious Occurrence Report or requested by the Ministry.' Below this, it lists supported file types: Graphics (gif, jpeg, png, pdf), Documents (pdf, rtf, doc, docx, plain text, ppt), Spreadsheets (xls,xlsx), and Email (msg). There are three required fields: 'Document type: *' (a text input), 'Comments: *' (a large text area), and 'File: *' (a file selection button labeled 'Choose file' with the text 'No file chosen' next to it). Below the fields is a table with columns: 'File name', 'Uploaded by', 'Uploaded date (yyyy-mm-dd)', and 'Action'. At the bottom of the page, there is a 'Revision history' section with a downward arrow, and three buttons: 'Cancel', 'Save', and 'Save & return'.

2. Enter the Document type. For example, "Communication with the outside paid resource".
3. Enter a description of the document in the Comments field.
4. Click . The Choose File to Upload page appears.
5. Select the document and click .
6. Click . The document appears in the Additional documents list.



Document type	File name	Submitted date	Action
Document	EXT-SO-EN_SOTimelines_20231201.pdf	2024-06-12	Select

7. To view the contents of an attached document, click the blue file name link. The document will be downloaded onto your computer.
8. To make a correction:
 - a. Click  on the document row. The Upload Supporting Documents page appears.
 - b. Make the correction and click .
9. To remove the document:
 - a. Click  on the document row.
 - b. Click . A confirmation message appears.
 - c. Click .
 - d. Choose a new file and press .
10. Click . The Sign-Off section appears.

Sign-off section

<p>1 Context</p> <p>Go to:</p> <ul style="list-style-type: none"> ✔ Site, date, and time 	<p>2 Occurrence information</p> <p>Go to:</p> <ul style="list-style-type: none"> ✔ Individuals involved ✔ Categories ⚠ Notifications 	<p>3 Description</p> <p>Go to:</p> <ul style="list-style-type: none"> ✔ Description and next steps 	<p>4 Further Details</p> <p>Go to:</p> <ul style="list-style-type: none"> ✔ Individual's views ✔ Supporting documents 	<p>5 Submit to ministry</p> <p>Go to:</p> <ul style="list-style-type: none"> ✔ Sign-off ⚠ Serious Occurrence report summary
--	--	--	--	--

⚠ Section is missing information which is required prior to submission
⚠ Section is missing information which is required before ministry can set the SOR to "No further action required"
✔ Section has been completed

[Hide steps](#)

SOR ID: SO202400284

Sign-off Print Help

Serious Occurrence report submission sign-off ^

Entered into SOR-RL by:

First name	SORINIT_032@MAILINATOR.COM	
Last name	LastName	
Position:	SOR Initiator	
Telephone Number:	(999) 999-9999	Ext:
Email:	sorinit_032@yopmail.com	

Approved by:

First name	<input type="text"/>	
Last name	<input type="text"/>	
Position:	<input type="text"/>	
Telephone Number:	<input type="text"/>	Ext: <input type="text"/>
Email:	<input type="text"/>	


Back Exit Save Save & next

This section captures information about the users who initiated and who may have approved the draft SOR.

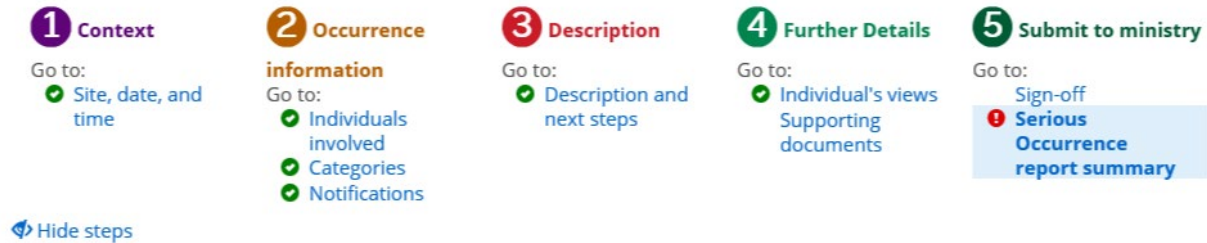
- The "Entered into SOR-RL by" portion of the page will automatically be completed by the system with the information of the user who has initiated the draft, by pulling this information from the user's SOR-RL profile.

Note: The information displayed in the "Entered into SOR-RL by" fields cannot be changed within an SOR. If a user identifies information that is incorrect or out of date, they must make changes to their own user profile. See the "[Updating your user profile](#)"

section of this guide for instructions.

2. The “Approved by” portion of the page is not required. It is available to service providers who may require that a staff approve a draft prior to the draft being submitted to the ministry. If the service provider has a process or policy in place whereby a user must approve the draft SOR prior to its submission, enter the name and contact information of the approver.
3. Click . The Serious occurrence report summary section appears.

Serious Occurrence Report summary section



Serious Occurrence report summary

[+ Show all](#)
[Print](#)
[Help](#)

Serious Occurrence report summary
▲

- Site, date, and time
- Individuals involved
- Categories
- Notifications
- Description and next steps
- Individual's view
- Supporting documents
- Sign-off

Back
Exit
Withdraw
Submit

The Serious Occurrence Report Summary section displays a read-only summary of the information which has already been entered in each section.

At the top of the SOR Summary page, two banners may be displayed for your attention. A red "Outstanding items before SOR can be submitted to the ministry" banner will be displayed if information is missing that is required before the SOR can be submitted to the ministry. A yellow "Outstanding items before SOR can be set to "No further action required"" banner will be displayed if information is missing which is required prior to the SOR being closed (set to the SO Status "No further action required").

1 Context

Go to:

- ✔ Site, date, and time

2 Occurrence information

Go to:

- ✔ Individuals involved
- ✔ Categories
- ⚠ Notifications

3 Description

Go to:

- ❗ Description and next steps

4 Further Details

Go to:

- Individual's views
- Supporting documents

5 Submit to ministry

Go to:

- Sign-off
- ❗ **Serious Occurrence report summary**

❗ Section is missing information which is required prior to submission
⚠ Section is missing information which is required before ministry can set the SOR to "No further action required"
✔ Section has been completed

[Hide steps](#)

SOR ID: SO20240018

Serious Occurrence report summary + Show all [Print](#) [Help](#)

Outstanding items before SOR can be submitted to the ministry

❗ Before you can submit this Serious Occurrence, the missing information identified below must be provided:

- Description and next steps

Outstanding items before SOR can be set to "No further action required"

⚠ Before this SOR can be set to "No further action required" by the ministry, the missing information in the following section(s) must be provided:

Outstanding Service Provider Notifications

For whom?	Type	Categories
First Last	Parent(s) / Legal guardian(s)	<ul style="list-style-type: none"> • Serious illness - Mental health

Serious Occurrence report summary

- [Site, date, and time](#)
- [Individuals involved](#)
- [Categories](#)
- [Notifications](#)
- [Description and next steps](#)
- [Individual's view](#)
- [Supporting documents](#)
- [Sign-off](#)

Back
Exit
Withdraw
Submit

1. Review and address the outstanding/missing items prior to submission if possible. See step 3 below to do so in the appropriate sections.
2. Review the information in the serious occurrent report by expanding the sections.

1 Context

Go to:

- Site, date, and time

2 Occurrence information

Go to:

- Individuals involved
- Categories
- Notifications

3 Description

Go to:

- Description and next steps

4 Further Details

Go to:

- Individual's views
- Supporting documents

5 Submit to ministry

Go to:

- Sign-off
- Serious Occurrence report summary**

❗ Section is missing information which is required prior to submission
⚠️ Section is missing information which is required before ministry can set the SOR to "No further action required"
✅ Section has been completed

[Hide steps](#)

SOR ID: SO202400284

Serious Occurrence report summary

[+ Show all](#)
[Print](#)
[Help](#)

Serious Occurrence report summary ^

[Site, date, and time](#)

[Individuals involved](#)

[Categories](#)

[Notifications](#)

[Description and next steps](#)

[Individual's view](#)

[Supporting documents](#)

[Additional documents](#)

Document type	File name	Submitted date
Document	EXT-SO-EN_SORGuidelines_20240111.pdf	2024-06-12

[Sign-off](#)

- a. To view all information in all sections, expand all sections by clicking [+ Show all](#).
3. To make a change or add additional information prior to submitting the draft SOR to the ministry, access the relevant/appropriate section from the top of page. Accessing the sections from within the Summary section will not allow you to make changes (see the X below). To make changes/revisions to the report, you must access the sections from the top of the page, where sections are in different colours, and are numbered (see the check mark below). For example, to make changes to notifications, you must access the Notification section from the top of the page, under "2 Occurrence" in orange. Press on Notifications, and you will now see the existing notifications that have already been added (if any), the pencil icon to edit them, the trash bin icon to remove them, and the "Add" button to add a new notification.

1 Context

Go to:

- ✔ Site, date, and time

2 Occurrence information

Go to:

- ✔ Individuals involved
- ✔ Categories
- ✔ Notifications

3 Description

Go to:

- ✔ Description and next steps

4 Further Details

Go to:

- Individual's views
- Supporting documents

5 Submit to ministry

Go to:

- Sign-off
- Serious Occurrence report summary**

[Hide steps](#)

Serious Occurrence report summary

+ Show all | Print | Help

Serious Occurrence report summary


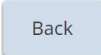




- Site, date, and time
- Individuals involved
- Categories
- Notifications ✗
- Description and next steps
- Individual's view
- Supporting documents
- Sign-off

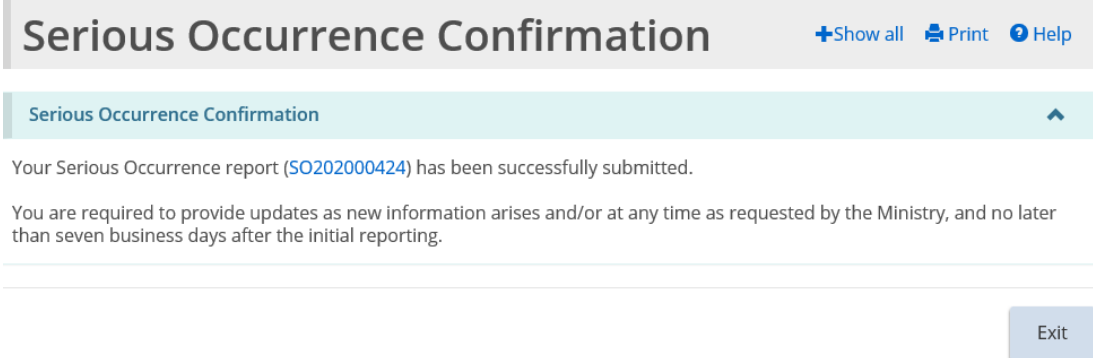
4. To withdraw the SOR draft, click Withdraw. A confirmation window appears. Click OK.
5. To print the complete draft report if required, click Print. A print dialog box appears. Select the print options and click Print.
6. To print the report for a certain individual only, click the "Individuals Involved" section. Click the "See Individual Summary" link for the individual.

[Individuals involved](#)

Individual name	Placing Agency	DSCIS #	CPIN #	Date of birth (yyyy-mm-dd)	Gender
Doe, Jane <small>(See Individual Summary)</small>				2005-01-01	Female

The page will display an SOR Summary that includes only the individual's information and excludes any other individuals added to the SOR. Please note the description section will remain the same. Click + Show all and click Print. A print dialog box appears. Select the print options and click

- . Press  to return to the SOR Summary for all individuals.
7. To save the report as a PDF if required, click  . A print dialog box appears. Select the option "Print to PDF". Click . Save the document.
8. Click . The Serious Occurrence Confirmation page appears.



The screenshot shows a web page titled "Serious Occurrence Confirmation". At the top right, there are three links: "+Show all", "Print", and "Help". Below the title is a teal header bar with the text "Serious Occurrence Confirmation" and an upward-pointing arrow. The main content area contains the following text: "Your Serious Occurrence report (SO202000424) has been successfully submitted." followed by "You are required to provide updates as new information arises and/or at any time as requested by the Ministry, and no later than seven business days after the initial reporting." At the bottom right of the page, there is an "Exit" button.

9. Click .

Submitted Serious Occurrence Reports

Once submitted, the SOR is timestamped and sent to the ministry, and the status of the SOR changes to "Under ministry review". Ministry staff involved in SOR management will be able to view the SOR on SOR-RL and will receive an e-mail notification from the system indicating that an SOR has been submitted. All SOR Initiators/DO SOR Initiators/Probation Officers assigned to the site will also receive an email notification informing them of the submission. If an individual involved in the SOR was indicated as having a placing agency that is a Society, Case Managers at the Society will also be notified by email of the submission and will be able to view a read-only copy of the SOR on SOR-RL.

All SORs will have a status indicating the progression of the SOR and whether any action is required. The status of an SOR will change through its management and it is important to understand the differences between the statuses. See the "[Serious Occurrence Report statuses](#)" section of this guide for an overview of the SOR statuses.

Service providers are required to provide updates to the SOR as new information becomes available about the SO and no later than 7 business days after submitting the initial SOR. Updates are required at a minimum every 7 business days thereafter until MCCSS deems that no further action is required from the service provider. Updates can be submitted at any time. See the "[Updating a Serious Occurrence Report](#)" section of this guide for information on when and how to submit an update.

Once an SOR has been submitted, the service provider is unable to edit or revise the information already submitted, unless additional information or revisions are requested by the ministry. See the "[Revising a Serious Occurrence Report](#)" section of this guide for information when and how to submit a revision.

Serious Occurrence Report statuses

All SORs will have a status indicating the progression of the SOR and whether any action is required. The status of an SOR will change through its management and it is important to understand the differences between the statuses. The following are the SOR statuses.

Draft

The SOR has been created but has not yet been submitted to the ministry. While in draft, the service provider can edit, withdraw, or submit the report. The service provider can save the draft, exit, and re-open the draft to continue working on it.

Withdrawn

The SOR draft has been withdrawn by the service provider. An SOR can only be withdrawn if it is in draft status. Once submitted, the SOR cannot be withdrawn.

Under Ministry Review

The SOR has been submitted to the ministry. The ministry will review the SOR. The service provider cannot revise/edit the SOR on their own, but can submit an update on their own at any time. After having reviewed the SOR, the ministry can change the status.

Additional Information/Revision Required (AIRR)

The ministry has pushed the SOR back to the service provider, requesting that the service provider revise, correct, and/or add additional information (for example revise incorrect category, birthdate, spelling of name, or remove identifying information from the description). Revisions requested have a due date, set by the ministry. The service provider can edit any section of the SOR but changes should ONLY be those requested by the ministry. Updates cannot be submitted while the SOR is under AIRR status. Once revisions are completed, the service provider must submit the SOR back to the ministry. The ministry cannot proceed or change the status until the service provider has submitted the revisions. Once revisions are submitted, the status will change back to Under Ministry Review. Updates can be submitted after the status has changed back to Under Ministry Review.

Update Required

The ministry has pushed the SOR back to the service provider, requesting that the service provider submit an update. Updates requested have a due date, set by the ministry. The service provider can provide updates or add information only in certain sections. Revisions cannot be submitted while the SOR is under Update Required status, and information submitted as part of the initial submission cannot be changed or edited as part of an update. Once updates are completed, the service provider must submit the SOR back to the ministry. The ministry cannot proceed or change the status until the service provider has submitted the update. Once the update is submitted, the status will change back to Under Ministry Review.

Not a Valid Serious Occurrence

The ministry has determined that the SOR did not meet the SOR criteria set out in the SOR Guidelines. The SOR is considered closed.

Deemed Duplicate

The ministry has determined that the SOR is a duplicate of another SOR. The SOR is considered closed.

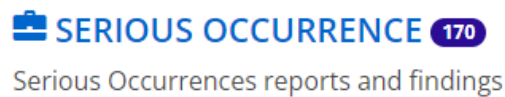
No Further Action Required (NFAR)

The ministry has determined that no further action is required. All follow-up activities have been completed. The SOR is considered closed, but the service provider can submit an update at any time. The ministry can re-open the SOR at any time.

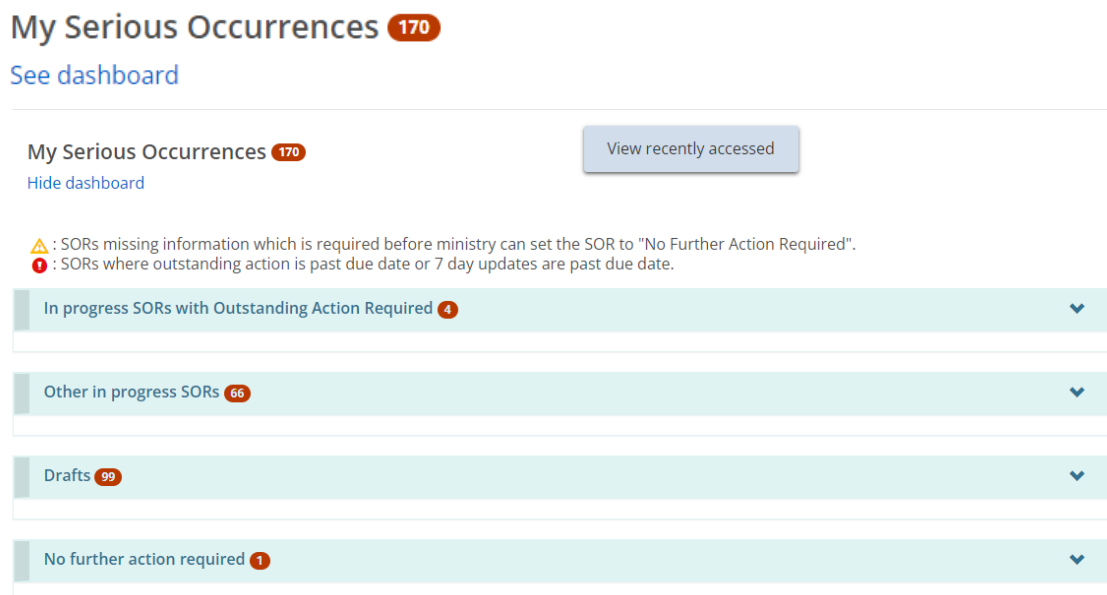
Viewing your Serious Occurrence Report dashboard

Three mechanisms exist for locating an SOR; using your SOR Dashboard, performing an SOR search, or viewing recently accessed SORs. The first is by using the SOR Dashboard. The SOR dashboard is a list of SORs grouped by function, action required or assigned user. All dashboards are unique to the user and reflect their portfolio.

1. Access the Serious Occurrence module from the SOR-RL home page.



2. To open the dashboard, click See dashboard. The dashboard is displayed.



The dashboard is divided into sections indicated by banners:

- In progress SORs with outstanding action required: displays SORs which require action, either under “Additional Information/Revision Required” status or “Update Required” status
- Other in progress SORs: displays SORs which are under “Under ministry review” status
- Drafts: displays SORs under “Draft” status
- No further action required: displays SORs under statuses “No further action required”, “Not a valid Serious Occurrence” and “Deemed Duplicate”.

Tip: The number in the banner indicates the number of items in the section.

Note: SORs in the “No further action required” section will only appear on the dashboard for 30 days. To view or action other closed SORs, please utilize the Search function.

3. Upon opening the dashboard, banners will be expanded by default, showing all details. To collapse banners, click the arrow in the banner. To expand the banner again, click the arrow again.



In progress SORs with Outstanding Action Required 4							
My Assigned SORs						Item(s) per page: 10 ▾	
Total item(s): 4							
SOR ID	Incident date (yyyy-mm-dd)	Site name/Address	Categories	Assigned To	Status	Due date (yyyy-mm-dd)	Action

Some sections may be subdivided into SORs assigned to the current user and SORs assigned to other users.

My Assigned SORs
Total item(s): 4

SORs currently assigned to another SOR Initiator
Total item(s): 2

Icons are displayed to provide additional information which may be useful to users.

- A yellow warning icon  will be displayed in the SOR ID column of the dashboard for submitted SORs which are missing information which is required before the ministry can change the status of the SOR to “No further action required”.
- A red exclamation icon  will be displayed in the Due date column of the dashboard for submitted SORs where the due date for a revision or an update has passed. In this case, the font colour of the text will also be changed to red.

SOR ID	Incident date (yyyy-mm-dd)	Site name/Address	Categories	Assigned To	Status	Due date (yyyy-mm-dd)	Action
SO202000012	2020-01-13	ABC Agency	<ul style="list-style-type: none"> Disturbance, service disruption, emergency situation or disaster Fire 	User name, last name	Under Ministry review	2022-06-29	View Update
SO202000083	2020-01-22	Service Provider XYZ	<ul style="list-style-type: none"> Serious illness Mental health Serious illness Unknown cause 	User name, last name	Under Ministry review	2023-11-03	View Update

Tips:

10 items appear in each section of the dashboard by default. You can change the number of items per page to 10, 20, 30 or 40 by pressing the **Item(s) per page: 10** dropdown in the upper right hand corner of the results.

If there is more than one page of SORs in a section, a page indicator appears at the bottom of the section **1 2 3 4 5 6 7 8 9 10 ...20 Next** Click the page number you want to go to or click **Next** to scroll by page.

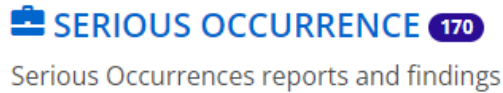
To sort by a column, click the column heading. To sort in the opposite direction, click the heading again. A symbol appears indicating if the list is sorted in ascending order or descending order .

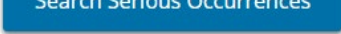
- To view an SOR, click
- To revise an SOR, click
- To update an SOR, click
- To continue working on a draft, click

Searching for a Serious Occurrence Report

Three mechanisms exist for locating an SOR; using your SOR Dashboard, performing an SOR search, or viewing recently accessed SORs. The second is by performing an SOR search.

1. Access the Serious Occurrence module from the SOR-RL home page.



2. Click . The Search for a Serious Occurrence page appears.

SOR-RL → Serious Occurrence → Search for a Serious Occurrence

Search for a Serious Occurrence Help

Search by ^

Site name:
 Search Clear

SOR ID:


SOR category:

- Death
- Serious injury
- Serious illness
- Serious individual action
- Restrictive intervention
- Abuse or mistreatment
- Error and omission
- Serious complaint
- Disturbance, service disruption, emergency situation or disaster

Media Attention **Serious Occurrence level**

Client:

First name: Last name:

Date of birth: 

YOTIS #: DSCIS #:

3. Select/enter the search criteria.

Tips: To find all SORs, leave the search criteria blank. To narrow down the search results, use different fields based on the criteria of your search (for example site, date of SOR, status etc.).

Note: Search criteria is not case-sensitive. You can enter criteria in UPPER or lower case.

4. To clear the search criteria, click .

5. Click . The search results appear in a table below the search criteria.

SOR-RL → Serious Occurrence → Search for a Serious Occurrence

Search for a Serious Occurrence Help

Search by ▼

Search results ▲

Total item(s): 195 Item(s) per page: 10 ▼

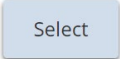
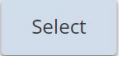
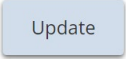
SOR ID	Site name	Address	Categories	SOR Lead	Status	Last update date: (yyyy-mm-dd)	Action
SO202400356	Agency ABC	1234 Main St	<ul style="list-style-type: none"> Serious injury Accidental 	Last, First	No further action required	2024-06-17	<input type="button" value="Select"/> <input type="button" value="Update"/>
SO202400344	Service Site 2	101 First Ave	<ul style="list-style-type: none"> Restrictive intervention Physical restraint 		Draft	2024-06-06	<input type="button" value="Select"/>
SO202400340	Agency ABC	1234 Main St	<ul style="list-style-type: none"> Serious illness Other disease, illness, or infection Serious injury Accidental 	Last, First	Under Ministry review	2024-06-04	<input type="button" value="Select"/> <input type="button" value="Update"/>

Tips:

10 items appear in the results by default. You can change the number of items per page to 10, 20, 30 or 40 by pressing the Item(s) per page: 10 ▼ drop-down in the upper right-hand corner of the results.

If there is more than one page of results, a page indicator appears at the bottom of the list. 1 2 3 4 5 6 7 8 9 10 ...20 Next. Click the page number you want to go to or click Next to scroll by page.

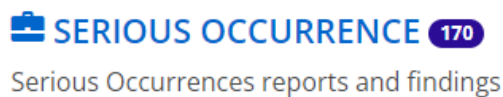
To sort by a column, click the column heading. To sort in the opposite direction, click the heading again. A symbol appears indicating if the list is sorted in ascending order or descending order

6. To view an SOR, click .
7. To revise an SOR, click . Note revisions can only be submitted when the SOR is under the status "Additional Information/Revision Required".
8. To update an SOR, click .

Viewing recently accessed Serious Occurrence Reports

Three mechanisms exist for locating an SOR; using your SOR Dashboard, performing an SOR search, or viewing recently accessed SORs. The third is by consulting recently accessed SORs. The Recently accessed function can be helpful in locating SORs that you have recently accessed or worked on. The recently accessed page displays the 10 most recently access SORs.

1. Access the Serious Occurrence module from the SOR-RL home page.



2. Click . The recently accessed page appears.

Recently accessed							Help
Recently accessed							^
SOR ID	Site name/address	Categories	SOR Lead	Status	Last accessed (yyyy-mm-dd) ↓	Action	
SO202400284	ABC Agency	<ul style="list-style-type: none"> Serious injury Accidental 	Pulfer, chloe	Additional information/revision required	2024-06-12 12:11 PM	Select	
SO202400344	Service Provider XYZ	<ul style="list-style-type: none"> Restrictive intervention Physical restraint 		Draft	2024-06-06 03:11 PM	Select	
SO202400340	Agency 123	<ul style="list-style-type: none"> Serious illness Other disease, illness, or infection Serious injury Accidental 	Pulfer, chloe	Under Ministry review	2024-06-04 10:46 AM	Select Update	

Tip: To sort by a column, click the column heading. To sort in the opposite direction, click the heading again. A symbol appears indicating if the list is sorted in ascending order or descending order .

- To view an SOR, click [Select](#).
- To revise an SOR, click [Select](#). Note revisions can only be submitted when the SOR is under the status "Additional Information/Revision Required".
- To update an SOR, click [Update](#).

Updating a Serious Occurrence Report


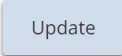
The requirements, process, and functionality for submitting updates are different than, and separate from, those for submitting revisions. Understanding the differences between updates and revisions are important.

Until MCCSS deems that no further action is required from the service provider with respect to the SO, service providers are required to provide updates as new information becomes available about the SO and no later than 7 business days after submitting the initial SOR. Updates are required at a minimum every 7 business days thereafter until MCCSS deems that no further action is required from the service provider. This timeline can be manually adjusted by the ministry to be shorter or longer as the SO warrants. MCCSS may request updates at any time.

Note: *The assigned SOR Initiator/DO SOR initiator/Probation Officer will receive an automatic email notification from SOR-RL one day following the update due date, and after then at an interval of every 7 days until the update is submitted and the status changes.*

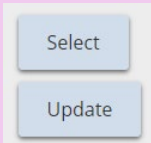
Updates can be submitted at any time, with the exception of when a revision is required and the SOR status is "Additional information/Revision required". Updates can either be submitted while the SOR is under the "Under ministry review" status or the "Update required" status.

When submitting an update, information can only be *added* to the SOR, and only in certain sections. Information already submitted in the initial report cannot be *changed* or *removed* in an update. Additionally, upon being submitted, updates are displayed chronologically *below* the initial report rather than *within* it.

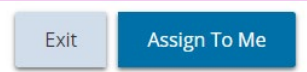
1. Click  **SERIOUS OCCURRENCE**. The Serious Occurrence module appears.
2. Locate the SOR by completing a search, by finding it in your dashboard, or by viewing your recently accessed SORs.
3. If using your dashboard, click "See dashboard". Locate the SOR and click . The Serious Occurrence Update page appears.

Note: *Do not press the Select button. When the Update button is visible, the Select button will open a read-only version of the SOR. Updates cannot be made through the*

Select button.



Note: If the Update button is not displayed, the user may not be assigned to the SOR. An SOR Initiator must be assigned to the SOR to submit an update. If not currently assigned, they can do so by opening the SOR and pressing “Assign to me” at the bottom of the SOR Summary.



Serious Occurrence update

Print Help

Serious Occurrence information ^

SOR ID: SO202400340	SOR Status: Under Ministry review	Service Provider: Agency ABC
Date of incident: 2024-06-04	Region: Toronto	Site Name: Site 123
No. of Individuals involved: 1	SOR Lead: Last, First	Address: 1234 Main Rd., Toronto, ON, M1K 1M1
SOR Level: Level 1	Media attention: No	
SOR Category(-ies): Serious injury - Fall (1) , Serious illness - Other disease, illness, or infection (1)		
SOR Related to: SO202400327, SO202400341		

Serious Occurrence report summary (+ Update) ^


- Site, date, and time
- Individuals involved
- Categories
- Notifications
- Description and next steps
- Individual's view
- Supporting documents
- Sign-off

Comments 0 ^

No comments have been added.

Exit
Save
Update

4. Expand the section you wish to update by clicking the section, or expand all sections at once by clicking + Update.

5. To add a new item, click the applicable  button.

Note: New items can only be added in the *Individuals Involved, Category, Notifications, Individual's Views, and Supporting documents* sections.

6. Expand the Description and next steps section. There are a number of required fields that must be completed in all updates within the Description and next steps section.

Description and next steps
Serious Occurrence description

Initial SOR x
2020-04-30

Update * 0/3500

Initial SOR No
2020-04-30 **Has this Incident resulted in any media attention?**

Has there been any media attention since your last submission? *
 Yes No

Further action proposed by Service Provider:

Initial SOR
2020-04-30

Update

Is this expected to be the only/last report submitted for this occurrence? *
 Yes No

7. Provide a written update in the Update text box.

Note: Do NOT provide the update in the "Comments to ministry" text box located at the bottom of the update page. Comments are specifically to be used for communication with the Ministry, and not for updates or information on the client. When the Ministry asks a question about the incident or client, the answer should be inputted in the Update text box located in the Description and next steps section, not in a comment.

8. Answer the other questions that appear.

Has there been any media attention since your last submission? *

Yes No

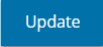

Is there expected to be any media attention in the future? *

Yes No

9. Update the Further action proposed by service provider section.
10. Indicate whether this is expected to be the only/last report.

Is this expected to be the only/last report submitted for this occurrence? *

Yes No

11. Once all updates are completed, the update must be submitted to the ministry by pressing the Update button at the bottom of the page. The ministry will not be made aware of updates until the service provider has submitted the update. Click  and click  to confirm. A confirmation message appears.

Note: *If the Ministry has requested an update through the "Update Required" status and has pushed the report back with a comment, the report with the updates must be formally submitted back to the Ministry before exiting the report. If a user adds information to a section, saves that information, but does not submit the update, the report will remain under the status "Update Required" and the Ministry will not be notified and will be unable to take any action. As such, whenever submitting an update that was requested by the Ministry, ensure to press the Update button at the bottom of the page to submit the report back to the Ministry, which will notify the Ministry, and will change the status back to "Under Ministry Review".*

12. Click .


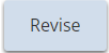
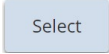
Revising a Serious Occurrence Report

The requirements, processes, and functionality for submitting revisions are different than, and separate from, those for submitting updates. Understanding the differences between updates and revisions are important.

Revisions are required whenever information is missing, is incorrect, or needs to be edited. Unlike updates, revisions cannot be made at any time. Revisions can only be submitted once the ministry has changed the SO status to “Additional Information/Revision Required” (AIRR). While updates only allow users to *add* information to the report, revisions allow users to *change* information in any section, as it reverts the report back to a sort of draft mode. However, changes should ONLY be those corresponding to ministry instructions provided in a comment. While updates are separate from the initial report, revisions occur *within* the initial report.

Note: *The assigned SOR Initiator/DO SOR initiator/Probation Officer will receive an automatic email notification from SOR-RL one day following the revision due date, and after then at an interval of every 7 days until the revision is submitted and the status changes.*

Tip: *If revisions must be made but the report has not been pushed back by the Ministry under the status “Additional Information/Revision Required”, we recommend you send an email to your [SOR-RL Tier 1 User Support representative](#) or your SOR Lead (if their contact information is known) requesting the status be changed so that revisions can be made.*

1. Click  **SERIOUS OCCURRENCE**. The Serious Occurrence module appears.
2. Locate the SOR by completing a search, by finding it in your dashboard, or by viewing your recently accessed SORs.
3. If using your dashboard, click “See dashboard”. Locate the SOR and click . If using the SO Search or the Recently Accessed function, locate the SOR and click . The Serious Occurrence Summary page appears.

Note: *If the Revise button is not displayed for an SOR under the AIRR status in the SO Dashboard, the user may not be assigned to the SOR. An SOR Initiator must be assigned to the SOR to submit a revision. To assign themselves, the SOR Initiator can open the SOR and press “Assign to me” at the bottom of the SOR Summary.*

Exit **Assign To Me**

SOR-RL → Serious Occurrence → Search for a Serious Occurrence → Serious Occurrence report summary

1 Context

Go to:

- Site, date, and time

2 Occurrence information

Go to:

- Individuals involved
- Categories
- Notifications

3 Description

Go to:

- Description and next steps

4 Further Details

Go to:

- Individual's views
- Supporting documents

5 Submit to ministry

Go to:

- Sign-off
- Serious Occurrence report summary**

❗ Section is missing information which is required prior to submission
⚠️ Section is missing information which is required before ministry can set the SOR to "No further action required"
✅ Section has been completed
[Hide steps](#)

SOR ID: SO202400020

Serious Occurrence report summary + Show all

Serious Occurrence report summary ▲

- [Site, date, and time](#)
- [Individuals involved](#)
- [Categories](#)
- [Notifications](#)
- [Description and next steps](#)
- [Individual's view](#)
- [Supporting documents](#)
- [Sign-off](#)

Comments ▲

Comment	Date added	Added by	Action
ww	2024-03-20 06:42 PM	Pulfer, chloe (SOR Lead)	

Please add any questions back to the ministry here. All updates or next steps regarding the Serious Occurrence Report should be made on the update page, following submission of changes.

Comments to Ministry *

Note: Once opened, the SOR should be displayed similarly to a draft SOR, where sections are numbered at the top of the page. If the numbered sections are not displayed (screenshot below as an example), the user may not be assigned to the SOR. They can assign themselves by pressing the "Assign to me" button from the bottom of the SO Summary page.

SOR-RL → Serious Occurrence → Search for a Serious Occurrence → Serious Occurrence report summary

Serious Occurrence report summary +Show All Details Print Help

Serious Occurrence report summary (SORINIT_001@MAILINATOR.COM 2020-01-22 08:44:28 AM EST) ^

- Site, date, and time
- Individuals involved
- Categories
- Notifications
- Description and next steps
- Individual's view
- Supporting documents
- Sign-off

4. Scroll down to view the comment(s) left by the ministry which contain instructions for completing the revision(s). If revisions requested are extensive, make note of the revisions required.

Supporting documents

Sign-off

Comments 1 ^

Comment	Date added ↓	Added by	Action
Please make the requested revisions	2024-06-12 12:10 PM	Pulfer, chloe (SOR Lead)	

Please add any questions back to the ministry here. All updates or next steps regarding the Serious Occurrence Report should be made on the update page, following submission of changes.

Comments to Ministry *

Add

Add comment and submit revision

5. Make the requested revisions by accessing the appropriate section at the top of the page, where sections are in different colours (see the checkmark below). Accessing a section from the Summary page will not allow you to make changes (see the X below), as the information on the summary page simply outlines what has *already* been submitted, in a read-only format. To make changes/revisions to the report, you must access the sections from the top of the page. This is the same as when a draft SOR is completed.

1 Context
Go to:
✔ Site, date, and time

2 Occurrence information
Go to:
✔ Individuals involved
✔ Categories
✔ Notifications

3 Description
Go to:
✔ Description and next steps

4 Further Details
Go to:
Individual's views
Supporting documents

5 Submit to ministry
Go to:
Sign-off
Serious Occurrence report summary

[Hide steps](#)

Serious Occurrence report summary

+ Show all | Print | Help

Serious Occurrence report summary
▲

[Site, date, and time](#)

[Individuals involved](#)

[Categories](#)

[Notifications](#)
✗

[Description and next steps](#)

[Individual's view](#)

[Supporting documents](#)

[Sign-off](#)

6. Once revisions have been made in respective sections, proceed to the SOR Summary section. Scroll to the bottom of the page and enter a comment back to the ministry in the "Comments to Ministry" text box.

[Supporting documents](#)

[Sign-off](#)

Comments 1
▲

Comment	Date added ↓	Added by	Action
Please make the requested revisions	2024-06-12 12:10 PM	Pulfer, chloe (SOR Lead)	

Please add any questions back to the ministry here. All updates or next steps regarding the Serious Occurrence Report should be made on the update page, following submission of changes.


Comments to Ministry *

Add

Add comment and submit revision

Note: Comments are to be used for communication with the ministry, and **not** for

updates or information relating to the SO. Information relating to the SO must not be entered in comments as they will not be appropriately captured in the SOR. Updates can be submitted after revisions have been submitted to the Ministry and the status changes back to "Under ministry review".

7. If you are not ready to submit the SOR but want to send a comment to the ministry, press . If you are ready to submit the SOR, press

.

Note: *Once revisions are completed, the service provider must submit the SOR back to the ministry by pressing "Add comment and submit revision". The ministry will not be notified of the revisions and will not be able to proceed or change the status until the service provider has submitted the revisions.*

8. Confirm the submission. A confirmation message appears.
9. The SOR status will change back to "Under Ministry Review".

Assigning an SOR

SORs are 'assigned' to the last individual who edited or submitted the report. When an SOR is assigned to an SOR Initiator/Probation Officer/DO SOR Initiator, updates and revisions cannot be completed by another SOR Initiator/Probation Officer/DO SOR Initiator until the SOR is assigned to them. SOR Initiator/Probation Officer/DO SOR Initiator can assign themselves to an SOR by pressing the "Assign to Me" button at the bottom of the SOR Summary page.



Working with comments

SOR Initiators/Probation Officers/DO SOR Initiators will receive an email if the ministry enters a comment about an SOR in SOR-RL. Follow the steps below to view a ministry comment. Reference the [Updating a Serious Occurrence Report](#) or the [Revising a Serious Occurrence Report](#) sections for instructions on how to send a comment to the ministry.

1. Open the SOR. The Serious Occurrence Report Summary page appears.
2. Scroll down to the Comments section.

Comments 1
▲

Comment	Date added [!]	Added by	Action
Please verify time of serious occurrence.	2020-05-05 08:48 AM	Qrst, Debra(SOR Lead)	

Please add any questions back to the ministry here. All updates or next steps regarding the Serious Occurrence Report should be made on the update page, following submission of changes.

Comments to Ministry:

Add

Exit

Save

Update

What to do if SOR-RL is unavailable

All SORs must be reported within the SOR-RL system, including outside of business hours. However, if SOR-RL is unavailable or inaccessible, a manual SOR may be required. Reference the [“Submitting a Manual SOR when SOR-RL is unavailable”](#) section of the SOR-RL Training Portal for detailed instructions on how to report an SO if SOR-RL is unavailable.

Generating reports

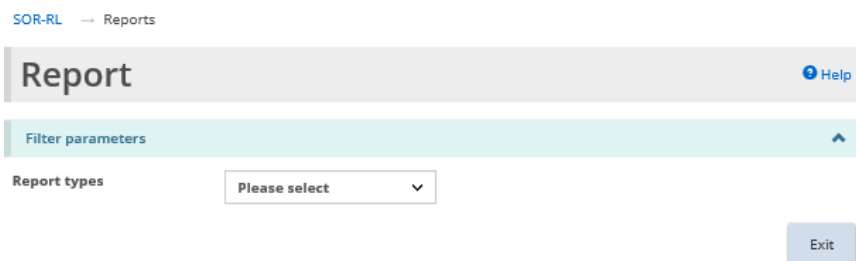
SOR Initiators can generate several SO canned reports containing SO data from the SOR-RL system. The generated reports open in Microsoft Excel where the SOR Initiator can format and work with the data.

Note: *DO SOR Initiators and Probation Officers do not yet have accessed to canned reports.*

There are two types of canned report:

- SO Category report: displays SO data by category/individual (can be multiple rows for each SOR)
- SO Status Report: displays SO data by SOR (only one row per SOR)

1. From the home page, click  **REPORT**. The Report module appears.



SOR-RL — Reports

Report [Help](#)

Filter parameters [^](#)

Report types

[Exit](#)

2. Select the Report type from the dropdown list. The filter parameters appear. Filter parameters can vary according to the chosen report type.

Report Help

Filter parameters ^

Report types

Date of Serious Occurrence (Incident date) From To

SO Status

SO Type

- Death
- Serious injury
- Serious illness
- Serious individual action
- Restrictive intervention
- Abuse or mistreatment
- Error and omission
- Serious complaint
- Disturbance, service disruption, emergency situation or disaster

Site Name

Site ID

Client ID

YOTIS #

DSCIS #

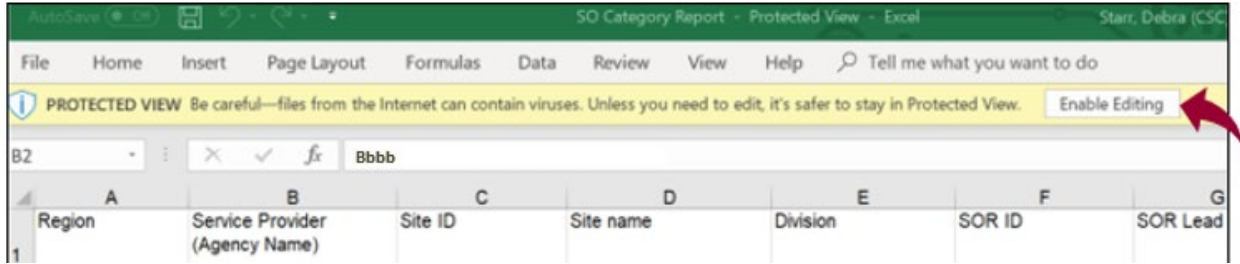
CPIN #

3. Leave all filter parameters blank to generate a report of all SO data, or enter/select filter parameters to narrow down the SO data.

4. Click .

Note: SOR-RL will generate reports with up to 40,000 rows. Reports exceeding 40,000 records will not be generated and will require that filters be applied to narrow the results.

5. The report will be downloaded to your downloads folder. Open the report in Excel.
6. Click .



7. Save the file and work with the spreadsheet as you would normally in Excel.

Viewing the service provider profile information

The Profile module displays information about the service provider such as the head office address, operating name, licences, sites, etc. The SOR initiator can reference the Profile module for information on sites as it relates to SO reporting, such as:

- Site name
- Region
- Address
- Licence ID or TPON Site ID
- Whether the site is active
- Default SOR Lead assigned to the site
- SOR initiator(s) assigned to the site

Note: *DO SOR Initiators and Probation Officers do not have this functionality. Users can connect with their DO Administrator or Probation Manager for information relating to sites, including site assignment.*

1. From the SOR-RL home page, click  **PROFILE**. The Profile module appears.

SOR-RL → Profile

• Profile • Supporting documents

Profile Help




















- General information ▼
- Corporation details ▼
- Head office address ▼
- Head office mailing address ▼
- Operating name ▼
- Owners of the corporation ▼
- Directors of the corporation ▼
- Officers of the corporation ▼
- Licences ▼
- Sites ▼
- Supporting documents ▼

2. Expand the banners to see the details.
3. Scroll to the Sites banner. View the sites listed.

Sites ▲						
Site name	Region	Address	Licence ID/TPON Site ID	Active	Default SOR Lead	SOR Initiator(s)

Note: An SOR can only be submitted for a listed site once an SOR Initiator has been assigned to the site. Assigned SOR Initiators are listed in the last column. A blank value indicates that no SOR Initiators have been assigned to the site. The Service Provider Administrator with the LRA designation within your agency is responsible for assigning SOR Initiators to sites.

Appendix A: Symbols and Icons

Symbol	Description
	Edit entry
	Delete entry
	Use calendar to select a date
	Re-order entries
	Table column sorted in ascending order
	Table column sorted in descending order
Per Page <input type="text" value="10"/>	Number of rows appearing on a page
	Expand/collapse banner or section
	Number of items in that section
	Mandatory field
	Information in the section is complete
	Information is missing from the section
	Field is required before the ministry can set the SOR to "No Further Action Required" OR SOR is missing information which is required before the ministry can set the SOR to "No Further Action Required"
 SOR-RL	Access the SOR-RL home page
français English	Toggle the language to French/English
	Expand all sections
	Hide steps at top of section
	Expand update sections
	Exit SOR-RL
 MENU	Access menu options
	Open print dialog box