



Ministry of
Children, Community and Social Services

SOR-RL

**Serious Occurrence Reporting - Residential Licensing
Updates to SOR-RL Related to the
July 1, 2023 *Child, Youth and Family
Services Act, 2017*, Regulation
Amendments**

Date of Implementation: June 28, 2023

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Introduction

Amendments under [O. Reg. 156/18](#) and [O. Reg. 155/18](#) of the *Child, Youth and Family Services Act (CYFSA), 2017* (CYFSA) will come into effect on July 1, 2023. These new and enhanced regulatory requirements are designed to help improve the quality of care received by children and youth in out of home care. A number of enhancements will be implemented into SOR-RL on June 28, 2023 to support these new regulations.

This document provides an overview of the new functionality in SOR-RL and serves as a user guide for performing functions in the system related to the enhancements. This document does not include guidance on how to demonstrate compliance with the new requirements. It also does not constitute legal advice. If you require assistance with respect to the interpretation of the regulatory requirements and their potential application in specific circumstances, you should seek legal advice.

For more information on the new regulations, including their purpose, and the guidelines developed to support service providers in their implementation, please see the [QSF Regulations Implementation page](#) on the [SOR-RL training portal](#). Please consult your MCCSS regional licensing staff with any questions on the licensing process, and/or your designated SOR staff for any questions on the SOR submission process. If you do not know to whom to direct your questions, please contact your [SOR-RL Tier 1 Support representatives](#).

While the new regulatory requirements referenced in this guide apply to all licensed children’s residential settings (among others), there are some differences in how they have been operationalized in SOR-RL depending on the licence type. Any differences based on licence type will be noted throughout this document. While screenshots may display information relating to one licence type, unless otherwise noted, the information is the same across all licence types.

Note: Although the term “residential” is a legal term under the CYFSA and its regulations, where possible the ministry uses the term “out-of-home care” in place of “residential” care to acknowledge the traumatic history of the Residential School system in Canada. We recognize the importance of choosing different language as the term may be triggering to some.

Checklist of Actions to Take in SOR-RL Starting July 1st, 2023

- Local Registration Authority (LRA) to assign Monthly Reporting User role to appropriate user profile(s) (see [Assigning Monthly Reporting User Role section](#)). **This item requires immediate action.**
- Become familiar with the new monthly reporting procedures (see [Monthly Reporting section](#)). **The first monthly report is due August 5, 2023.**
- Update Staff Details (see [Additional Staff Details section](#)). **This is recommended to be done in July 2023 as it can be done at any time but must be done prior to submitting your next licence renewal application.**
- Upload Safety Planning and Pre-Service Qualifications document types (see [New Policy and Procedure Document Types section](#)). **Please consult your regional licensing staff for the latest timeline for having this completed.**
- Familiarize appropriate staff with the new Serious Occurrence Reporting (SOR) fields required for Restrictive Intervention SORs and Serious Complaint SORs (see New [SOR Details section](#)). **This should be done in July 2023.**

New Policy and Procedure Document Types

For foster care and children's residence licensees, two new policy and procedure document types have been added to the supporting documents section of their licences in SOR-RL; *Safety Planning* and *Pre-Service Qualifications*. For youth justice facilities, one new policy and procedure document type has been added in SOR-RL; *Pre-Service Qualifications*.

SOR-RL → **1** Licence Management → Licence Management Supporting Documents

• Licence summary • Update Foster Care Agency details • **Supporting Documents** **2**

Supporting documents Help

Supporting documents 10

Document type	File name	Type	Status	Expiry date	Date of last Ministry review	Reviewed by	Origin ID	Action
Safety Planning	Test Doc for SORRL.docx	Policies and procedures	Submitted	Does not expire	NA	NA	0002074	Select
Pre-Service Qualifications	Test Doc for SORRL.docx	Policies and procedures	Submitted	Does not expire	NA	NA	0002074	Select

These policies and procedures can be uploaded and accessed from the Renewal and Licence Management modules and follow all existing licensing and business processes relating to policy and procedures. They can be uploaded in the Licence Management module at any time, as well as in the Licence Renewal module if there is a renewal application in progress.

For further instructions on how to upload supporting documents in SOR-RL, please refer to the [SOR-RL user guide](#), available on the [SOR-RL training portal](#).

If you have any questions about when this information is required to be provided in SOR-RL, please consult with your regional licensing staff.

Additional Staff Details

In support of the new requirements to employ or engage qualified personnel, additional fields have been added to the Staff Details page in SOR-RL. This information can be

updated on the Licence summary page in the Licence Management module or in the Licence Renewal module.

All new staff details are mandatory fields in SOR-RL and are to be populated as part of any licence application or licence renewal submitted on or after July 1, 2023. If a renewal has been submitted prior to July 1, 2023 but the licence has not yet been issued, the additional staff details should be added under the Licence Management module. If the inspection is in progress, these fields can only be updated after the on-site inspection has been completed.

For more information on the new regulations, including their purpose and the guidelines developed to support service providers in their implementation, please see the [QSF Regulations Implementation page](#) on the [SOR-RL training portal](#).

Obligation To Employ or Engage Qualified Personnel

The qualification requirements are the same for all licence types; foster care licensees, and children's residence licensees, including youth justice facilities.

When identifying a person's qualifications in the Staff details section, if a licensee selects either "Certificate", "Diploma", "Degree", or "Student", a field appears to record the name of the program. When a licensee records whether a person is a member of a regulatory body or professional association, a field appears to record the name of the regulatory body or professional association.

Staff details

[Help](#)

Name of Foster Care Agency:

Licence type: Foster Care Agency

Licence number:

Licence issued: Licence

Licensor: McAdam, Judith

Date of issue: 2023-04-28

Licence expiry date: 2023-06-25

Licence status: Issued

Last Policy & Procedures review date:

Program Supervisor: McAdam, Judith

Staff information

First name: *

Mary

Last name: *

Quant

Current position title: *

CIC worker

Qualifications: *

Certificate

Name of the program: *

Diploma

Name of the program: *

Degree

Name of the program: *

Have Relevant Experience and Skills

First Nations, Inuk or Métis (FNIM), Elder, Knowledge Keeper, Healer, Medicine Person, Traditional Person or Cultural Person

Student

Name of the program: *

Is the staff person a member of a regulatory college body or professional association?

Yes No

Name of Regulatory Body or Professional Association: *

Employment Type

The employment type field in SOR-RL is applicable to foster care licensees (including children’s aid societies) and children’s residence licensees. For more information on the different employment types, please refer to the guidelines developed to support service providers in their implementation found on the [QSF Regulations Implementation page](#) of the [SOR-RL training portal](#).

Staff details Help

Name of Foster Care Agency: .

Licence type: Foster Care Agency **Licensor:** Clarke, Laura **Licence status:** Deemed to continue

Licence number: **Date of issue:** 2020-01-11 **Last Policy & Procedures review date:** 2020-01-11

Licence issued: Licence with conditions **Licence expiry date:** 2020-03-31 **Program Supervisor:** Clarke, Laura

Staff information ^

Employment type: *

Persons otherwise engaged by the licensee (This includes but may not be limited to third party agency staff)

Persons employed by the licensee

Foster Worker

Staff in “Pending Confirmation” Status

Where a licensor manually adds or updates a staff employment type during an inspection, the staff record will show with a “pending confirmation” status in SOR-RL. The licensee will be informed of this change under the Action Required section of their Licence Management dashboard. The licensee will be required to review the addition or update to the staff details in SOR-RL. Upon confirmation, the status of the staff record will return to “active”. This can also be viewed and actioned in the Staff Summary section under the Licence Summary page.

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SOR-RL → Licence Management

Licence Management Help

List of Licences 1 v

My Licence Management workload 2

[Hide dashboard](#)

Action required 2 ^

Staff Name ↓	Added Date	Status	Action
Jett, Joan	2023-05-24	Pending confirmation	Select
Quant, Mary	2023-04-02	Pending confirmation	Select

Licence summary Help

Staff summary Show inactive

Name of staff member	Current position title	Position start date	Employment time	Last date interviewed	Status	Action
Jett, Joan	worker	2023-05-02	Relief	2023-05-24	Pending confirmation	
Jones, Jack	supervisor	2021-02-03	Full-Time	2023-05-24	Active	
Quant, Mary	CIC worker	2020-01-10	Full-Time	2023-05-24	Pending confirmation	

Add staff

New SOR Details

To support the implementation of the new and amended regulations, new fields have been added to SOR-RL as part of the Serious Occurrence module. These new fields must be completed by all service providers under the CYFSA when reporting Serious Complaints or Restrictive Interventions (specifically physical and mechanical restraints) in SORs.

For more information on the new regulations, including their purpose, and the guidelines developed to support service providers in their implementation, please see the [QSF Regulations Implementation page](#) on the [SOR-RL training portal](#).

Serious Complaints SORs

When reporting a Serious Complaint SOR, new required fields appear on the "Add type of Serious Occurrence" page (part of the Category section of the SOR), as required by the new regulations.

The first new field determines the applicability of additional required fields to follow. The selection for this question will default to "Yes" if the provider is a licensee and will remain blank if the provider is not a licensee.

Do the requirements set out in Ontario Regulation 155/18 s. 22-23 under the CYFSA apply to this serious complaint? (requirements apply to all service providers under the CYFSA, including children's residential licensees, foster care licensees, staff model home licensees, and Children's Aid Societies) *

- Yes
 No

The following fields request additional information about the serious complaint. If the serious complaint was made by or relates to a child/young person or a staff, new required fields ask whether a debrief was completed with this individual.

Date service provider became aware of/received serious complaint (if different dates, indicate the earliest date): *


 

Serious complaint status:

Has the investigation/review been completed? *

- Yes No

Date investigation/review completed: *


 

Position/Title of reviewer/investigator: *


Has the individual been informed of the results? *

- Yes No


Debrief completed with individual who made serious complaint (if child/young person or staff)? *

- Yes
 Pending 
 No, cannot be completed

Debrief completed with individual to whom the serious complaint relates (if child/young person or staff)? *


- Yes
 Pending 
 No, cannot be completed

 Responses to the debrief questions cannot be left as "Pending" for the Ministry to set the SOR to "No further action required."

 Like Restrictive Interventions, Serious Complaint SORs submitted with pending debriefs cannot be closed by the ministry until the selection has been changed to "Yes" or "No, cannot be completed".

If the debriefs are marked as having been completed, new fields ask for more details.

Debrief completed with individual who made serious complaint (if child/young person or staff)? *


- Yes
- Pending 
- No, cannot be completed

Date of debrief: *

Time of debrief: *

Description of debrief with individual who made serious complaint: *

Debrief completed with individual to whom the serious complaint relates (if child/young person or staff)? *

- Yes
- Pending 
- No, cannot be completed

Date of debrief: *

Time of debrief: *

Description of debrief with individual to whom the serious complaint relates (if child/young person or staff)? *

As per Ontario Regulation 155/18 s. 23, if an investigation/review was completed, debriefs with the individual who made the complaint and with the individual to whom the complaint relates must be completed within seven days of the serious complaint being reviewed or investigated.

As such, if the debrief(s) took place beyond these seven days, the system requires an explanation be provided for the delay.

Ontario Regulation 155/18 s. 23 under the CYFSA requires Service Providers to conduct a debrief with the individual who made a serious complaint, if a child/youth or staff, within 7 days of the serious complaint being reviewed or investigated. Based on the information you have entered, this debrief took place beyond these 7 days. Please explain why: *

Ontario Regulation 155/18 s. 23 under the CYFSA requires Service Providers to conduct a debrief with the individual to whom a serious complaint relates, if a child/youth or staff, within 7 days of the serious complaint being reviewed or investigated. Based on the information you have entered, this debrief took place beyond these 7 days. Please explain why: *

If it is indicated that the debrief(s) did not take place, in contravention to Ontario Regulation 155/18 s. 23, providers are asked to provide a rationale.

Debrief completed with individual who made serious complaint (if child/young person or staff)? *

- Yes
- Pending ⚠
- No, cannot be completed

Ontario Regulation 155/18 s. 23 under the CYFSA requires service providers to conduct a debrief with the individual who made a serious complaint, if they are a child/youth or staff. Please explain why no debrief was conducted: *

Debrief completed with individual to whom the serious complaint relates (if child/young person or staff)? *

- Yes
- Pending ⚠
- No, cannot be completed

Ontario Regulation 155/18 s. 23 under the CYFSA requires service providers to conduct a debrief with the individual to whom a serious complaint relates, if a child/youth or staff. Please explain why no debrief was conducted: *

Restrictive Intervention SORs

When reporting a Restrictive Intervention SORs (specifically physical or mechanical restraints), new required fields appear on the "Add type of Serious Occurrence" page (part of the Category section of the SOR).

The first new field determines the applicability of additional required fields to follow. The selection for this question will default to "Yes" if the provider is a licensee and will remain blank if the provider is not a licensee.

Do the requirements set out in Ontario Regulation 155/18 s. 10-21 under the CYFSA apply to this restrictive intervention? (requirements apply to all service providers under the CYFSA, including children's residential licensees, foster care licensees, staff model home licensees, and Children's Aid Societies) *

- Yes
- No

Depending on the subcategory selected, the system now asks for users to indicate either the type of physical restraint(s) used or the type of mechanical restraint(s) used, by selecting from a list. For physical restraints, the list is based on the four [ministry-approved physical restraint training programs](#). Providers are required to select from a list of approved restraints, or to select the “other non-approved” option and provide further details.

Type of mechanical restraint (select all that apply): *

***Note: A single restraint can include multiple restraint types if the methods are used concurrently and at no time do staff disengage or release the individual from the restraint.**

- Handcuffs
- Velcro Handcuffs
- Soft Handcuffs (Nylon)
- Handcuffs with Waist Chain
- Leg Irons/Leg Shackles/Shackles
- Restraint Belt/Belly Chain
- Linking Chain
- Zip Lock Strap/Nylon Restraint Zip Ties

Other non-approved mechanical restraint type

Please specify: *

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Type of physical restraint (select all that apply): *

***Note: A single restraint can include multiple restraint types if the methods are used concurrently and at no time do staff disengage or release the individual from the restraint.**

Understanding and Managing Aggressive Behaviour

- Initial Safe Intervention – Short Form
- Initial Safe Intervention – Classroom Model
- Initial Safe Intervention – Reverse Angled Front Arm
- Parallel Intervention Continuum - Initial Containment
- Parallel Intervention Continuum - Minimal Containment/Escort (standing or seated)
- Parallel Intervention Continuum - Straight Arm Containment/Escort (standing or seated)
- Parallel Intervention Continuum - Front Arm Containment/Escort (standing or seated)
- Parallel Intervention Continuum - Initial Suspension
- Parallel Intervention Continuum - Reverse Angled Front Arm
- Parallel Intervention Continuum - Full Angle Suspension
- Parallel Intervention Continuum - Back Knee/Front Knee Suspension
- Parallel Intervention Continuum - Straight arm down – Level 1, 2, 3

Crisis Intervention Training Program (Safe Management Group)

- Stage One Escort
- Stage Two Escort
- Stage Three Escort/Containment
- Stage Four Containment (from Stage 3)
- Stage Four Containment - Alternate Approach
- Modified Escort
- Wall/Corner Containment One
- Wall/Corner Containment Two
- Prone Floor Containment (from Stage 4)
- Supine Floor Containment (from Stage 4)
- Supine Floor Containment – Alternate Approach
- Children's Techniques – Reverse Escort
- Children's Techniques – Basket Containment

Therapeutic Crisis Intervention (TCI)

- Standing Restraint Technique (Approach From the Front)
- Standing Restraint Technique (Approach From the Back)
- Seated Restraint
- Small Child Restraint Without the Use of a Wall
- Small Child Restraint With the Use of a Wall
- Supine Restraint (Approach from the Front)
- Supine Restraint (Approach from the Back)
- Prone Restraint Technique (Approach From the Front)
- Prone Restraint Technique (Approach From the Back)
- Prone Three Person Restraint

Nonviolent Crisis Intervention (CPI)

- Holding in a Seated Position – Lower-Level Holding
- Holding in a Seated Position – Medium-Level Holding
- Holding in a Seated Position – Higher-Level Holding
- Holding in a Standing Position – Lower-Level Holding
- Holding in a Standing Position – Medium-Level Holding
- Holding in a Standing Position – Higher-Level Holding
- Holding in a Standing Position: Team Control Position
- Children's Control Position in a Seated Position – Lower-Level Holding
- Children's Control Position in a Seated Position – Medium-Level Holding
- Children's Control Position in a Seated Position – Higher-Level Holding
- Children's Control Position in a Standing Position – Lower-Level Holding
- Children's Control Position in a Standing Position – Medium-Level Holding
- Children's Control Position in a Standing Position – Higher-Level Holding
- Emergency Floor Holding – Supine Activity (Face up)
- Emergency Floor Holding – Supported Prone

Other non-approved physical restraint type

Please specify: *

For physical restraints, new information in the label for debriefs with the individual involved provides more detailed direction to providers on what information is required to be included in the box as per the regulation.


Monthly Reporting Module

A new Monthly Reporting module has been built into SOR-RL.

For foster care and children’s residence licensees, this module is intended to facilitate the monthly reporting of mechanical restraints and complaints to the CYFSA Director as required by the new regulatory requirements.

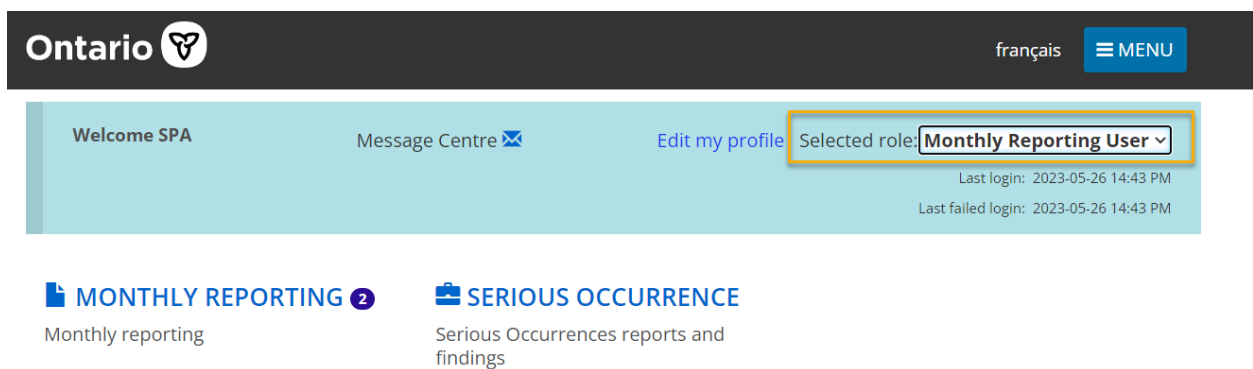
Youth justice facilities are only required to submit the complaint report to the Provincial Director through the new monthly reporting module in SOR-RL. The current process for monthly reporting of mechanical restraints will remain in place for these facilities.

For more information on the new regulations, including their purpose and the guidelines developed to support service providers in their implementation, please see the [QSF Regulations Implementation page](#) on the [SOR-RL training portal](#).

 Submission of the monthly report through SOR-RL does not replace the reporting of mechanical restraints or serious complaints as serious occurrences (SORs) to the ministry. All serious complaints and mechanical restraints which meet the SO Reporting criteria set out in the [SOR Guidelines, 2019](#) must be reported as SOs to the ministry through SOR-RL. Any errors or updates identified on the monthly report must also be rectified through the established SOR process.

Monthly Report User


A new user role has been created specifically to facilitate the completion and submission of monthly reports to the ministry. The Monthly Reporting module is only accessible to users with the Monthly Reporting User role assigned to their profile. It can be accessed from the drop-down menu in the top right corner of the SOR-RL landing page.



The Monthly Reporting User will have read and write access to the Monthly Reporting module as well as read-only access to the Serious Occurrence module. This access is

necessary to ensure they can verify the information populated in the monthly report template. This role can be assigned to any SOR-RL user, by the Local Registration Authority (LRA).

For privacy purposes, this role is assigned on a site-specific basis. For a service provider with multiple sites, each Monthly Reporting User can be assigned to any or all sites, but they only have access to the monthly report(s) and SORs for their assigned sites.

 Only staff deemed appropriate to have access to the information in both the Monthly Reporting and Serious Occurrence modules should be assigned this role in SOR-RL by the LRA.

Assigning New Monthly Report User Role

The process for assigning the Monthly Reporting User role is the same as assigning other roles to a user in SOR-RL. It is completed by the LRA in the Administration module, under Manage Users. When adding the Monthly Reporting User role to a user, one or more sites can be selected at the same time the role is added. The assigned sites can be modified later.

User details

General information

Title:
First name: SPA
Last name: 1016
Phone number:
Email: spa_1016@yopmail.com
Login name: SPA_1016@YOPMAIL.COM
Status: Active

Edit

Edit role

Local registration authority: No
User type:
 SOR Initiator
 Monthly Reporting User
 Service Provider Admin
 Site Designate

Sites: Youth Services

Drop role

Add a new role

Return

Deactivate

Save

Generate password

Timelines


SOR-RL auto-generates a monthly report template on the 1st calendar day of each month based on SORs reported to the ministry through SOR-RL for the previous reporting month. Per the new regulations under O. Reg. 155/18 of the CYFSA, the completed monthly report is required to be submitted to the CYFSA Director (Provincial Director for youth justice) by the 5th calendar day of the month.

The first report will be generated in SOR-RL on August 1, 2023 and is due August 5, 2023. It will include all mechanical restraint SORs and serious complaint SORs submitted during the month of July 2023.

Autogenerated Report Functionality

All serious complaints and mechanical restraints which meet the SO Reporting criteria set out in the [*SOR Guidelines, 2019*](#) must be reported as SOs to the ministry through SOR-RL. Mechanical restraint and serious complaint SORs that are submitted in SOR-RL auto-populate into the monthly report template. Mechanical restraint SORs auto-populate based on the date of the occurrence and serious complaint SORs auto-populate based on the date the provider became aware of/received the serious complaint. The fields which auto-populate from an SOR cannot be edited in the Monthly Reporting module.

The content of each monthly report refreshes each time it is opened while it is in pending, pending revision, or overdue status. This means that while in these statuses, any updates or revisions made to a mechanical restraint or serious complaint SOR which occurred in the previous reporting month, will be reflected in the monthly report to be submitted to the ministry.

 If a change to information populated in the Monthly Reporting module must be made, the SOR itself must be revised, through the SO status “Additional Information/Revision Required”. If the information in the monthly report is incorrect, the SOR itself must be updated. Changes to SORs and any reported details cannot be made through the Monthly Reporting module.

Submitting Monthly Report

Before submitting a monthly report, Monthly Reporting Users are required to review the mechanical restraint or complaint report templates, liaise with the SOR Initiator to ensure any outstanding revisions to the SORs have been made, and complete the mandatory fields on the monthly reporting details page.

When a monthly report is first opened in SOR-RL, the first page that will load is the summary page. On this page, Monthly Reporting Users will be able to assign the monthly report to themselves and see the summary of all details currently captured in the monthly report, including any comments made to and/or received from the ministry.

Monthly Report Assignment Functionality

All Monthly Reports must be assigned to a Monthly Reporting User. If only one user at a licensed site has the role, Monthly Reports will automatically be assigned to them. Where multiple staff have this role, the monthly report will remain unassigned until one of the users assigns themselves a report. In order to do so, the user must press the “assign to me” button in the monthly report at the bottom of the summary page.

• **Complaints reporting summary**

Complaints reporting summary Print Help

Name of Foster Care Agency:		
Foster Care Agency address:		
Licence number:	Complaints reporting ID: CR202300044	Status: Overdue
Licence type: Foster Care Agency	Reporting period: April 2023	Overdue: Yes
Licensor: Clarke, Laura	Due date: 2023-05-20	Submitted date:

This template is intended to support licensees to achieve and demonstrate compliance with O. Reg. 155/18 of the Child, Youth and Family Services Act (CYFSA), 2017, regulatory monthly requirements pertaining to Complaints Reporting.


If the complaint does not meet the threshold for serious occurrence reporting, use the manual template to complete your submission.

Complaints (total: 0) ▲

History of Ministry/Licensee comments 0 ▲

No comments have been added.

Exit Assign To Me



Once a monthly report has been assigned to a user, a different user can reassign it to themselves by following the same steps.

Once a report has been assigned to a user, the assignment will appear in their Monthly Reporting Dashboard.

Monthly reporting

Search Monthly Reporting

Search for Monthly Reporting

Monthly Reporting 1

[Hide dashboard](#)

Action required 1
Item(s) per page:

Reporting ID	Reporting type	Site/Agency name	Reporting period	Status	Due date <input type="text" value="↓"/>	Assigned to	Action
CR202300044	Complaints		April 2023	Overdue	2023-05-20	2 SPA_292@MAILINATOR.COM 	<input type="button" value="Select"/>



Details Page

All mandatory fields required to be completed before submitting a monthly report to the ministry are located on the reporting details page.

Serious Complaint Monthly Reports

For each serious complaint auto-populated into the monthly report from SORs, additional details are required to be manually input. To add these details, on the Complaints reporting details page, click on the pencil icon on the right-hand side of the heading of each serious occurrence. These headings also contain the serious occurrence ID (SOID) hyperlink, which opens a read only summary of the SOR when selected.

Complaints reporting details

 Print  Help

Name of Children's Residence:

Residence address:

Licence number:

Complaints reporting ID: CR202300003

Status: Overdue

Licence type: Children's Residence

Reporting period: April 2023

Overdue: Yes


Licensor: McAdam, Judith

Due date: 2023-05-20

Submitted date:

This template is intended to support licensees to achieve and demonstrate compliance with O. Reg. 155/18 of the Child, Youth and Family Services Act (CYFSA), 2017, regulatory monthly requirements pertaining to Complaints Reporting.

If the complaint does not meet the threshold for serious occurrence reporting, use the manual template to complete your submission.

Complaints (total: 2) 

#1: SO202300371

2





Date of analysis:


Date complaint received: 2023-04-10

Complainant: Service Provider

Subject of complaint: Service-related
Select type of incident: Physical environment (e.g. water quality, noise level)

Additional details for a serious complaint reported as an SOR

 Print  Help

Additional details for a serious complaint reported as an SOR 

Serious Occurrence ID: SO202300284

Date of analysis: * 

Date complaint received: 2023-04-25

Complainant: Service Provider

Subject of complaint: About an individual receiving a service

Details of the complaint: See Serious Occurrence [SO202300284](#) for details on complaint previously submitted to the Ministry. Any changes to the submitted serious occurrence must go through the SOR reporting process, and cannot be made on this monthly reporting template.

Steps taken to resolve the complaint and result: Has the investigation/review been completed: Yes

Has the individual been informed of the results: No

Indicate whether a complaint is debriefed with person who complains: Yes

Whether debriefed with person who is subject of complaint: Pending

Was the agency's complaint policy and procedure followed for this complaint? *

Yes
 No

Resolved by: *

Does the current written complaint procedure require any changes to improve effectiveness? *

Yes
 No

Required changes: *

After completing an analysis of the agency policy and procedure are there any changes required related to the way the agency respects the rights of children and young persons in their care? *

Yes
 No

Required changes: *



Return

Save

Manually Added Complaints

Complaints which do not meet the criteria for SO reporting must still be manually recorded in the monthly report.

Add complaint

 Print  Help

Add complaint

Date of analysis: * 

Date complaint received: * 

Complainant: *

- Placing Agency
- Client
- Another Client
- Service Provider
- Client's Family/Guardian
- Other person working with Client
- Community Member(s)
- Other

Subject of complaint: *

Details of the complaint: * Required information to include:

- Precipitating factors that led to the incident and what efforts were made to de-escalate the complaint;
- What happened and where in chronological order;
- Service provider response to the incident/action taken;
- Current status of the complaint;
- Services and supports being provided to individuals involved in the complaint; 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 complaints from occurring in the future.

Do not include personal information, including names or other identifiers. Use non-descriptive identifiers, such as Individual #1 or Parent A, when referencing individuals.

An SOR must be submitted when the criteria for SOR submission is met as submitting a complaint analysis on this report will not replace that process.

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<p>Steps taken to resolve the complaint and result:</p>	<p>Has the investigation/review been completed: *</p> <p>Has the individual been informed of the results: *</p> <p>Indicate whether a complaint is debriefed with person who complains: *</p> <p>Whether debriefed with person who is subject of complaint: *</p>	<p><input type="radio"/> Yes <input type="radio"/> No</p> <p><input type="radio"/> Yes <input type="radio"/> No</p> <p><input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Pending</p> <p><input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Pending</p>
<p>Was the agency's complaint policy and procedure followed for this complaint? *</p>	<p><input type="radio"/> Yes <input checked="" type="radio"/> No</p> <p>Please provide details: *</p>	<div style="border: 1px solid #ccc; height: 40px; width: 100%;"></div>
<p>Does the current written complaint procedure require any changes to improve effectiveness? *</p>	<p><input checked="" type="radio"/> Yes <input type="radio"/> No</p> <p>Required changes: *</p>	<div style="border: 1px solid #ccc; height: 40px; width: 100%;"></div>
<p>After completing an analysis of the agency policy and procedure are there any changes required related to the way the agency respects the rights of children and young persons in their care? *</p>	<p><input type="radio"/> Yes <input checked="" type="radio"/> No</p> <p>Please provide details: *</p>	<div style="border: 1px solid #ccc; height: 40px; width: 100%;"></div>

After completing the fields for the serious complaint monthly report, users must confirm that the monthly report is complete on the Complaints reporting details page.

• **Complaints reporting details**

• Complaints reporting summary

• Complaints reporting confirmation

Complaints reporting details

Print Help

Name of Children's Residence:

Residence address:

Licence number:

Licence type: Children's Residence

Licensor: McAdam, Judith

Complaints reporting ID: CR202300003

Reporting period: April 2023

Due date: 2023-05-20

Status: Overdue

Overdue: Yes

Submitted date:

This template is intended to support licensees to achieve and demonstrate compliance with O. Reg. 155/18 of the Child, Youth and Family Services Act (CYFSA), 2017, regulatory monthly requirements pertaining to Complaints Reporting.

If the complaint does not meet the threshold for serious occurrence reporting, use the manual template to complete your submission.

Complaints (total: 2)

#1: SO202300371

#2: Manually added complaint

Add complaint

Other information

Is the Complaints report complete? *

Yes No

Return

Exit

Save

Save & next

Mechanical Restraint Monthly Reports

For the mechanical restraint monthly report, the only editable field on the Mechanical Restraint reporting details page asks the user to confirm if the monthly report is complete. There is no ability to manually add a mechanical restraint. All mechanical restraints that are required to be included in the monthly report meet the SO reporting criteria set out in the [SOR Guidelines, 2019](#) and must be reported as SOs to the ministry through SOR-RL.

● [Mechanical Restraints reporting details](#)

● [Mechanical Restraints reporting summary](#)

● [Mechanical Restraints reporting confirmation](#)

Mechanical Restraints reporting details

Print Help

Name of Foster Care Agency:

Foster Care Agency address:

Licence number:

Licence type: Foster Care Agency

Licensor: McAdam, Judith

Mechanical Restraints reporting ID: MR202300273

Reporting period: April 2023

Due date: 2023-05-23

Status: Overdue

Overdue: Yes

Submitted date: 2023-05-18

This template is intended to support licensees to achieve and demonstrate compliance with O. Reg. 155/18 of the Child, Youth and Family Services Act (CYFSA), 2017, regulatory requirements pertaining to the Monthly reporting on the use of Mechanical Restraint that is not a Personal Assistance Service Device.

Submission of this report does not replace the serious occurrence reporting process and any errors/updates must be completed through the serious occurrence reporting process.

Mechanical Restraints (total: 0)

Other information

There are no Mechanical Restraints to report for this month.

Is the Mechanical Restraints report complete? *

Yes No

Return

Exit

Save

Save & next



If any details relating to a mechanical restraint or a serious complaint which was reported as an SOR in SOR-RL require revisions or updates, these must be completed within the SOR itself, through the Serious Occurrence module by the SOR Initiator, following the established SO reporting procedures. Changes to SORs and any reported details cannot be made through the Monthly Reporting module.

Multiple Incidents (Categories) in a Single SOR

Where multiple mechanical restraints or serious complaints have been reported in the same SOR (please refer to the [SOR Guidelines, 2019](#), for more information on when more than one category can be added to an SOR), each restraint or complaint will have its own instance on the monthly report. For example, if three mechanical restraints related to a single youth were reported in the same SOR (three mechanical restraint categories added), each one would be reflected separately in the monthly report.

Mechanical Restraints (total: 3) ^	
# 1: SO202300292	v
# 2: SO202300292	v
# 3: SO202300292	v

The Monthly Reporting user is required to verify and confirm that all instances of serious complaints or mechanical restraints are captured correctly in the auto-generated monthly report template prior to submitting to the ministry.



If any details relating to a mechanical restraint or a serious complaint which was reported as an SOR in SOR-RL require revisions or updates, these must be completed within the SOR itself, through the Serious Occurrence module by the SOR Initiator, following the established SO reporting procedures. Changes to SORs and any reported details cannot be made through the Monthly Reporting module.

Nil Reports

Where there have been no mechanical restraints or complaints during a reporting period, the Monthly Reporting User provides their attestation and submits a NIL monthly report to the ministry. This is completed on the reporting details page of the report.

1 [Mechanical Restraints reporting details](#)

• [Mechanical Restraints reporting summary](#)

• [Mechanical Restraints reporting confirmation](#)

Mechanical Restraints reporting details

[Print](#) [Help](#)

Name of Foster Care Agency:

Foster Care Agency address:

Licence number:

Licence type: Foster Care Agency

Licensors: McAdam, Judith

Mechanical Restraints reporting ID: MR202300273

Reporting period: April 2023

Due date: 2023-05-23

Status: Overdue

Overdue: Yes

Submitted date: 2023-05-18

This template is intended to support licensees to achieve and demonstrate compliance with O. Reg. 155/18 of the Child, Youth and Family Services Act (CYFSA), 2017, regulatory requirements pertaining to the Monthly reporting on the use of Mechanical Restraint that is not a Personal Assistance Service Device.

Submission of this report does not replace the serious occurrence reporting process and any errors/updates must be completed through the serious occurrence reporting process.

2 Mechanical Restraints (total: 0)

Other information

There are no Mechanical Restraints to report for this month.

Is the Mechanical Restraints report complete? *

3 Yes No

4

Return

Exit

Save

4 [Save & next](#)

Submitting the Monthly Report on the Summary Page

After completing the required fields on the details page, return to the summary page to add a comment if appropriate (mandatory when overdue or after a report has been returned in “pending revision” status) and submit the monthly report to the ministry.

Complaints reporting summary

Print Help

Name of Children's Residence:

Residence address:

Licence number

Complaints reporting ID: CR202300003

Status: Overdue

Licence type: Children's Residence

Reporting period: April 2023

Overdue: Yes

Licensor: McAdam, Judith

Due date: 2023-05-20

Submitted date:

This template is intended to support licensees to achieve and demonstrate compliance with O. Reg. 155/18 of the Child, Youth and Family Services Act (CYFSA), 2017, regulatory monthly requirements pertaining to Complaints Reporting.

If the complaint does not meet the threshold for serious occurrence reporting, use the manual template to complete your submission.

Complaints (total: 2) ^

#1: SO202300371 v

#2: Manually added complaint v

Other information ^

Is the Complaints report complete? Yes

History of Ministry/Licensee comments 0 ^

No comments have been added.

Comments to the Ministry: *

0 / 3500

Add

Back

Exit

Submit

After pressing the Submit button, the Monthly Reporting User will be required to complete an attestation, verifying the accuracy of the content being reported in the monthly report.

● [Mechanical Restraints reporting details](#)

● [Mechanical Restraints reporting summary](#)

● [Mechanical Restraints reporting confirmation](#)

Mechanical Restraints reporting confirmation

 Print  Help

Name of Foster Care Agency:

Foster Care Agency address:

Licence number:

Mechanical Restraints reporting ID: MR202300222

Status: Pending revision

Licence type: Foster Care Agency

Reporting period: April 2023

Overdue: Yes

Licensor: Clarke, Laura

Due date: 2023-06-04

Submitted date: 2023-05-24

Mechanical Restraints reporting attestation

I, SPA_292@MAILINATOR.COM, confirm that all mechanical restraints, that are not a PASD, which have occurred within this licensed program during this reporting period have been reported as a Serious Occurrence and are captured on this monthly report.

I agree 1

2


Back

Exit

Confirm

Overdue Status

Where a monthly report has not been submitted within the required timeframe, the status of the monthly report will change from “pending” or “pending revision” to “overdue”. Automated notification emails are then sent to the Monthly Reporting User and the Service Provider Administrator, as well as the licensor, licensing manager, and program supervisor (youth justice only). These notification emails are sent at predefined intervals until the report is submitted to the ministry.

 When a monthly report is in “overdue” status, a comment must be added on the summary page before it can be submitted to the ministry.

This document provided an overview of the new functionality in SOR-RL and serves as a user guide for performing functions in the system related to the enhancements. This document does not include guidance on how to demonstrate compliance with the new requirements. It also does not constitute legal advice. If you require assistance with respect to the interpretation of the regulatory requirements and their potential application in specific circumstances, you should seek legal advice.

For more information on the new regulations, including their purpose, and the guidelines developed to support service providers in their implementation, please see the [QSF Regulations Implementation page](#) on the [SOR-RL training portal](#). Please consult your MCCSS regional licensing staff with any questions on the licensing process, and/or your designated SOR staff for any questions on the SOR submission process. If you do not know to whom to direct your questions, please contact your [SOR-RL Tier 1 Support representatives](#).