

SOR-RL Training Video - Serious Occurrence Reporting Transcript

Module 1: Welcome

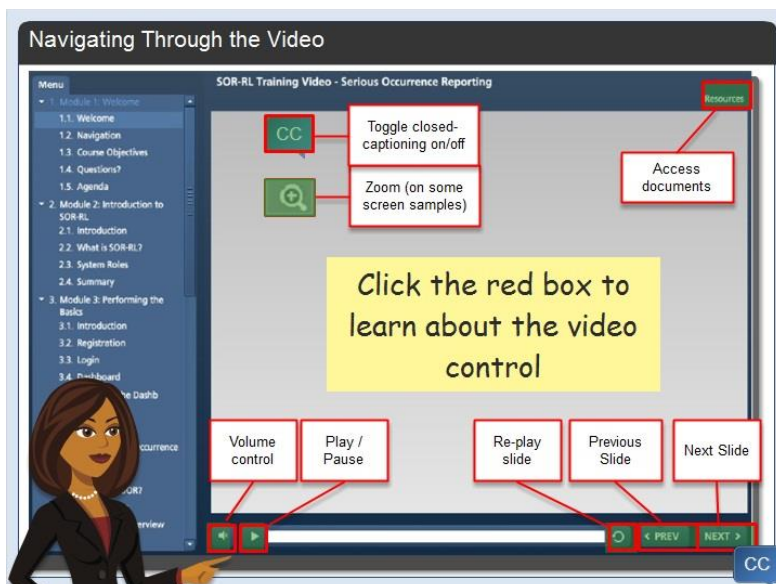
Welcome



Hello and welcome to the Serious Occurrence Reporting and Residential Licensing System training video for service providers.

My name is Lisa. I'm here today to help you understand SOR-RL and how to use it to submit and manage serious occurrence reports.

Navigation



Take a minute to become familiar with the video controls. Just click the red boxes to learn more. Click the next button when you are ready to begin.

Video Objectives



Let me review the objectives of this learning video.

At the end of the video you will have a better understanding about:

What SOR-RL is and how to navigate the system.

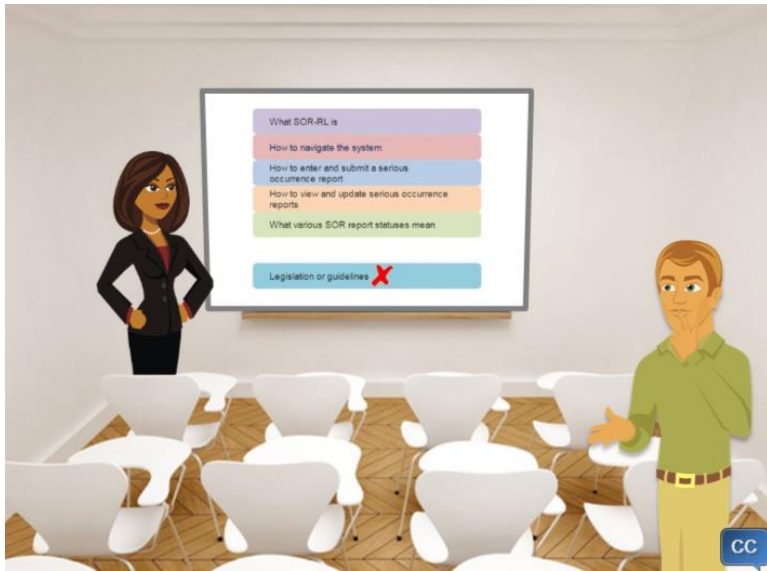
How to enter and submit a serious occurrence report.

How to view and update serious occurrence reports.

And what various serious occurrence report statuses mean.

I want to emphasize that I will not be covering any legislation or guidelines in this video. The video is designed to acquaint you with how to use the system only. There is another video you can view that covers the serious occurrence reporting guidelines. It is called the Serious Occurrence Reporting Guidelines Video and is available on the portal.

Watching the Video



The menu on the left outlines how we will progress through the content. Even though you can jump from topic to topic, I suggest that you review the content in the order presented.

We've tried to keep the content light and give you a chance to participate. If you can't finish the video in one sitting that's okay. You can rejoin where you left off.

We realize that you will not remember everything from the video, but we hope you get a good overview of SOR-RL.

Bill: Excuse me Lisa? My name is Bill. Should I take notes?

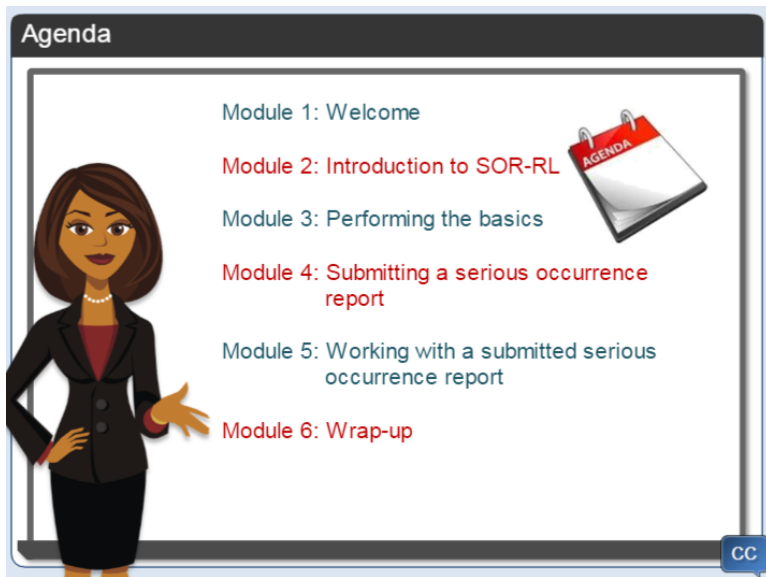
Lisa: It can't hurt to take notes. However, all the information you are learning today is available in the SOR-RL Serious Occurrence Reporting Guide for Service providers found on the portal and in the Resources link. You will also be able to revisit this video at any time and review the material.

Bill: What should I do if I have questions?

Lisa: Jot down your questions or comments as you go through the video. I'll let you know where to send your questions in the last module.

Bill: Ok, thanks Lisa!

Agenda



The presentation is made up of modules. Here is a brief overview of what we will be covering in each module.

We're currently in module 1. Module 2 is the introduction where I'll explain what SOR-RL is.

In module 3, I will demonstrate SOR-RL basic functions such as logging in and understanding the look and feel of the software.

Module 4 is devoted to reporting a Serious Occurrence.

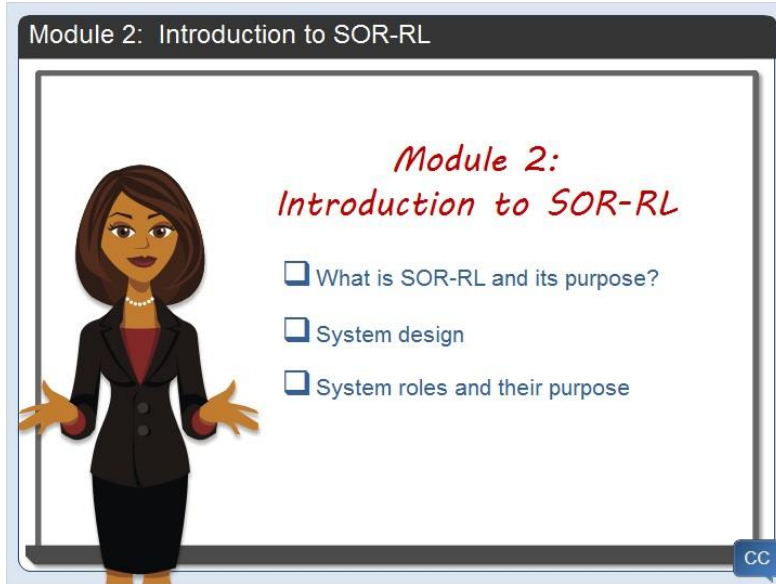
Then in module 5 I'll show you how to work with submitted serious occurrence reports and update or respond to feedback from the ministry.

In the final module I'll talk about next steps.

We have a lot to explore ...so let's get started!

Module 2: Introduction to SOR-RL

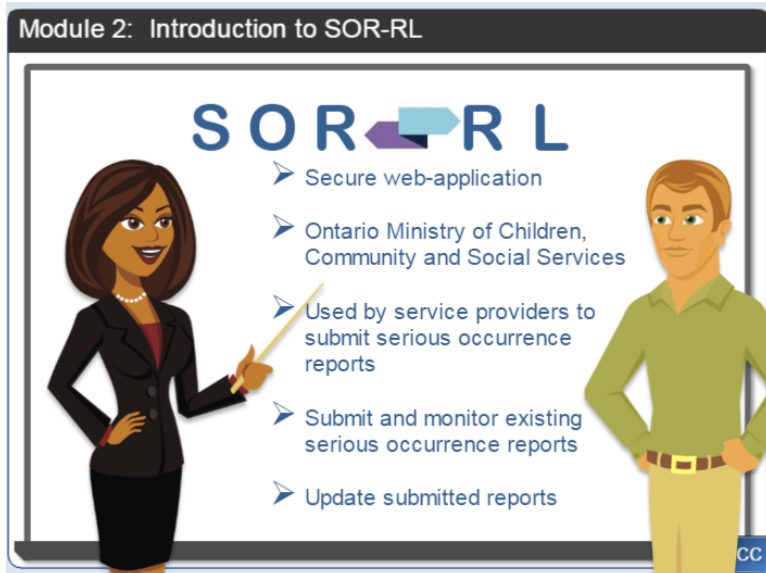
Introduction



In this module I'm going to outline what SOR-RL is and its purpose.

I'll give you a brief overview of how SOR-RL is designed, who will use SOR-RL and when. I'll also take a bit of time to explain the purpose of roles and how they are used in the system.

What is SOR-RL?



Let me start by explaining the acronym.

SOR-RL stands for the Serious Occurrence Reporting and Residential Licensing system.

It is a secure web application designed by the Ontario Ministry of Children, Community and Social

Services for service providers to submit serious occurrence reports and licensing documentation online directly to the ministry. The first release of SOR-RL is designed for use by service providers that are required to submit serious occurrence reports to the ministry.

Bill: Does that mean I don't have to fax my reports to the ministry from now on?

Lisa: That's correct Bill! Everything, including uploading supporting documents as required, like a police report, will be done electronically once you have been granted access to the system.

Bill: That sounds terrific! That means that everything is centralized in one location, so I can submit, monitor and update serious occurrence reports in real time. I will be able to see exactly what I sent to the ministry and when. But Lisa, what should I do if my internet is down?

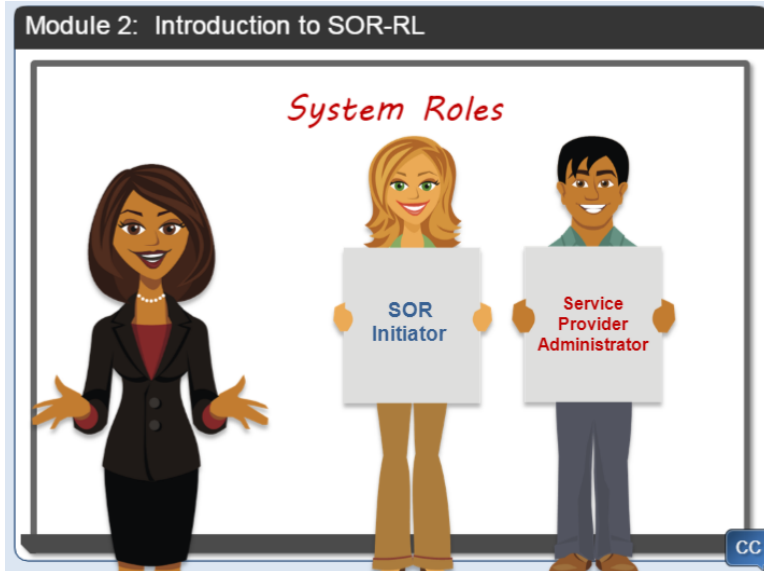
Lisa: Don't worry Bill, you can still fax or email a Manual serious occurrence report to the ministry in cases of emergency. The steps are outlined in the Manual S O R Business Process Guide and you can find a copy on the portal.

Bill: That's good. And, will I be able to send the ministry reports or make changes after I submit my report?

Lisa: Yes. I'll show you how to update reports in module 5.

Bill: I can hardly wait to see how the system works.

System Roles



Before I show you how to work in SOR-RL, I want to explain a bit about who will use the system.

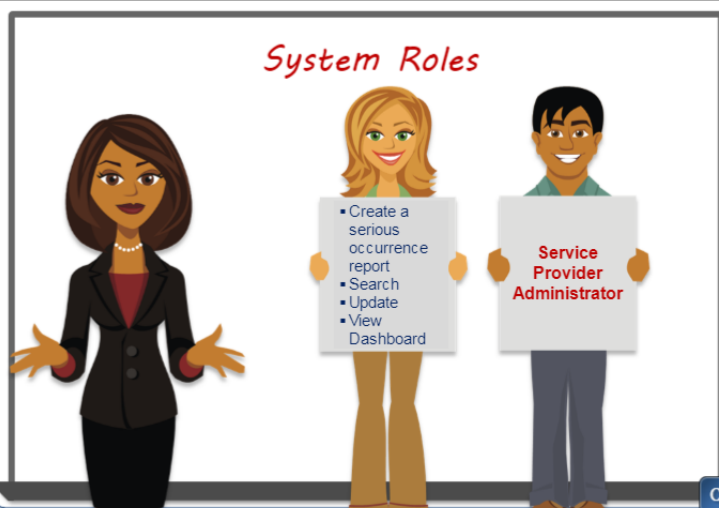
As I mentioned, SOR-RL has several functions but not everyone will be able to perform all of the functions. In order to control who has access to which feature, we have created different types of users known as functional roles. In addition, roles are linked to locations; you will only be able to work with serious occurrences for your location.

As functionality is added to the system, roles may be added or changed.

Click each role to learn more. Click Next when you are ready to continue.

Module 2: Introduction to SOR-RL

System Roles



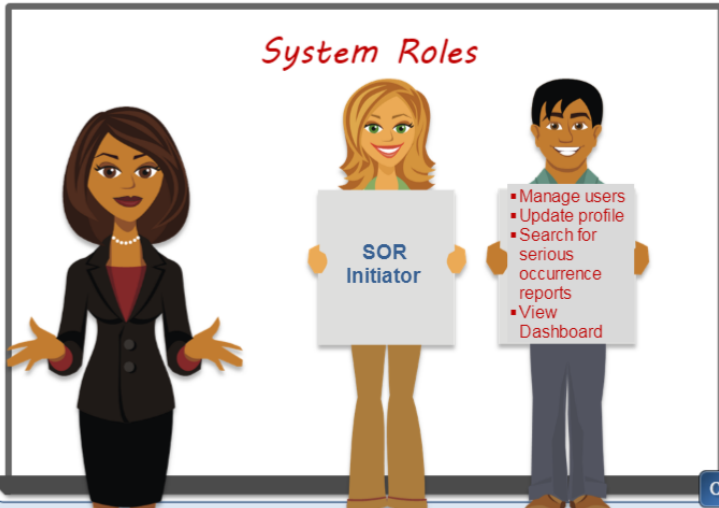
- Create a serious occurrence report
- Search
- Update
- View Dashboard

Service Provider Administrator

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Module 2: Introduction to SOR-RL

System Roles

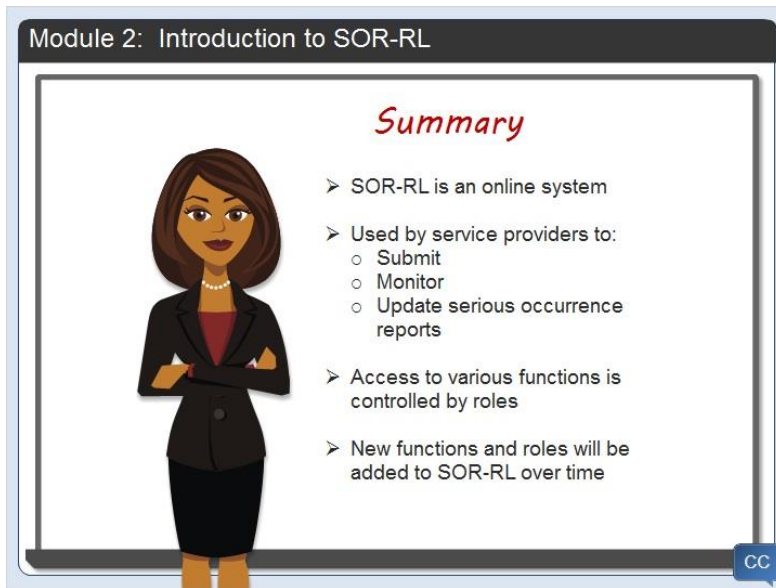


SOR Initiator

- Manage users
- Update profile
- Search for serious occurrence reports
- View Dashboard

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Summary



Module 2: Introduction to SOR-RL

Summary

- SOR-RL is an online system
- Used by service providers to:
 - Submit
 - Monitor
 - Update serious occurrence reports
- Access to various functions is controlled by roles
- New functions and roles will be added to SOR-RL over time

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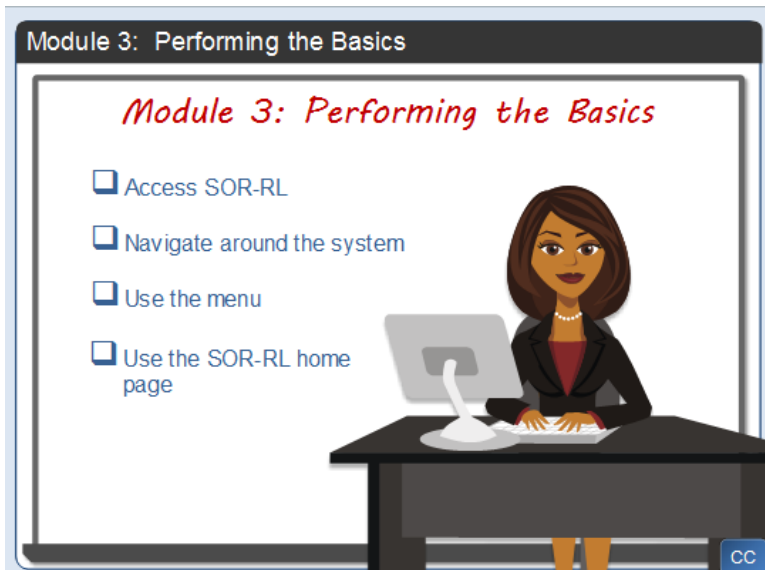
So in summary, SOR-RL is an online system used by service providers to submit, monitor and update serious occurrence reports.

Access to various functions in SOR-RL is controlled by roles.

New functions and roles will be added to SOR-RL over time.

Module 3: Performing the Basics

Introduction

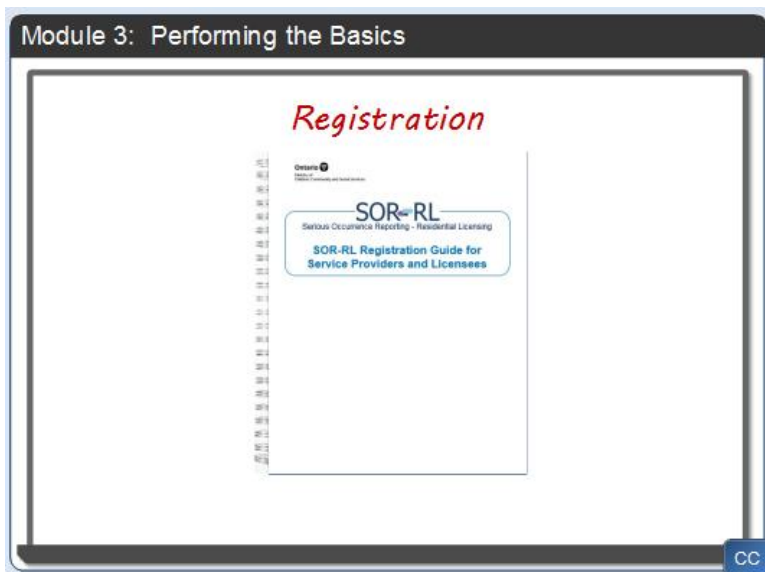


In this short but very important module, I'll walk you through the basic functions.

I'll start by showing you how to access SOR-RL.

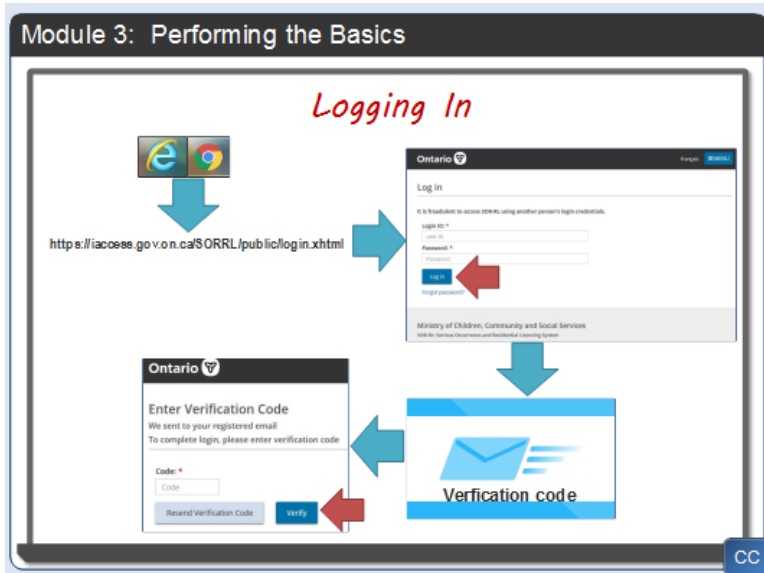
Then I'll show you how to navigate around the system, use the menu, and use the SOR-RL home page.

Registration



The first thing you do is register to be a user in SOR-RL. I'm not going to cover that process today. There is a short guide that walks you through the process. Let's continue to logging in.

Logging in



Once you are a registered user, you can log in to SOR-RL.

As I mentioned earlier, SOR-RL is a web application, so the first thing you do is open a browser like Internet Explorer or Chrome.

Then enter the website address.

The login page appears where you enter your login ID and password.

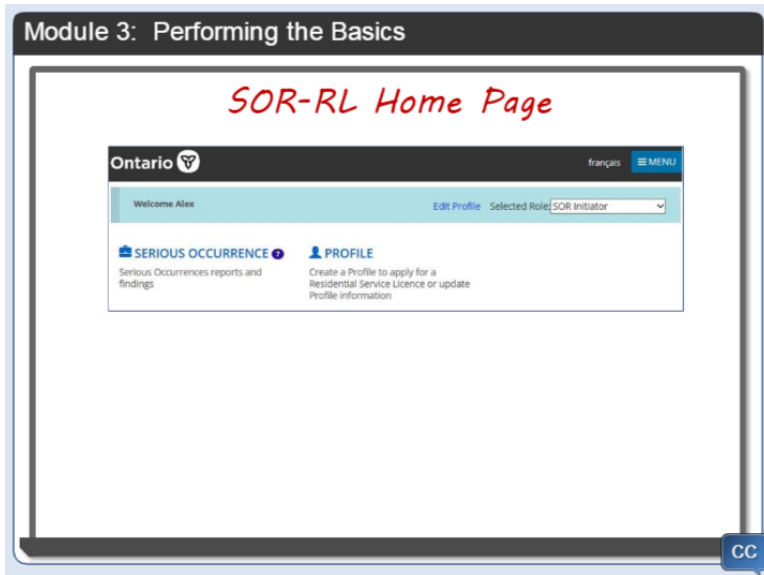
Then click Log in.

You will be emailed a verification code.

Copy and paste the verification code from the email to the code field, then click verify.

The first page to appear is the SOR-RL home page. We'll look at that next.

SOR-RL Home Page



The SOR-RL home page is the jumping off point to various SOR-RL functions. The items that appear will vary depending on your system access rights or your functional role.

If you have been assigned more than one role, you can change the role by selecting it from the Selected Role dropdown list. Today I will take on the role of an SOR initiator as I demonstrate the system.

You can see that as an SOR initiator I have access to the serious occurrence and profile sections.

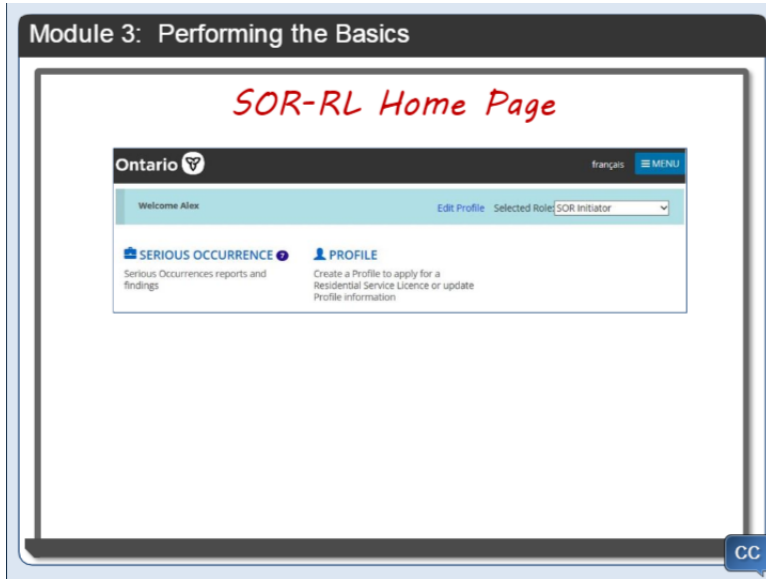
Bill: Lisa, what does the number mean?

Lisa: Well Bill, a number or symbol may appear next to the section name. The number indicates the number of items in the section. In this case there are seven serious occurrences.

Bill: Are they all for my location?

Lisa: Yes. You only have access to serious occurrence reports for sites that your administrator has assigned to you.

SOR-RL Home Page



Let's talk about links next.

Generally speaking, in SOR-RL, blue text represents a link. So click the blue link to jump to the SOR-RL function.

Another way you can jump to a function is by clicking the menu button. There is one thing I'd like to point out on the menu, that is not on your home page. That is the Logout function. When you are ready to end your session, just click the menu then select Logout. We're not ready to call it a day just yet so I won't demo that option.

Bill: Excuse me Lisa. I see that there is a help option in the menu. What kind of help is available?

Lisa: The help function in the menu displays system help about the page you are working on. This includes tips and tricks. I'll be able to show you a good example when we start working on a new serious occurrence.

Before we leave this page, I want to point out that this is where you can toggle the page language from English to French.

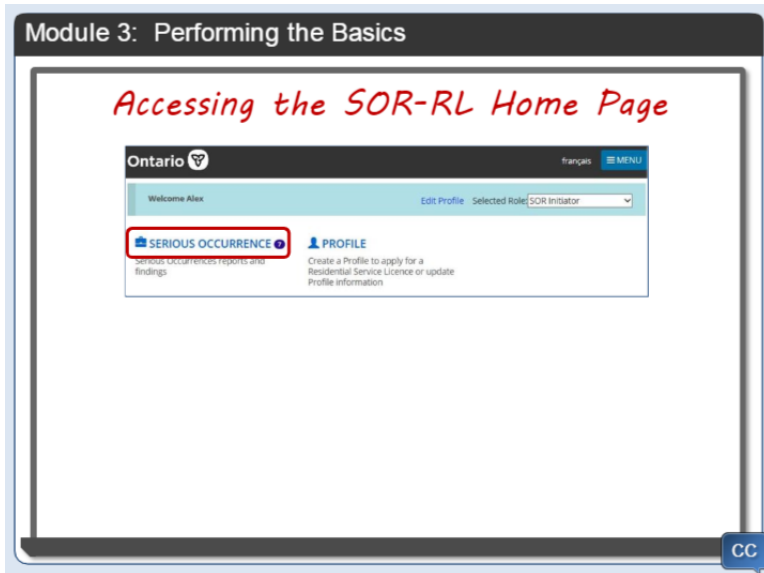
Bill: One more thing...I've worked on some systems where, if I don't work on the system for a while, it will time out and I'll have to log in again. Does SOR-RL do this too?

Lisa: Yes, the system will timeout after several minutes of inactivity. You will need to log in again to continue.

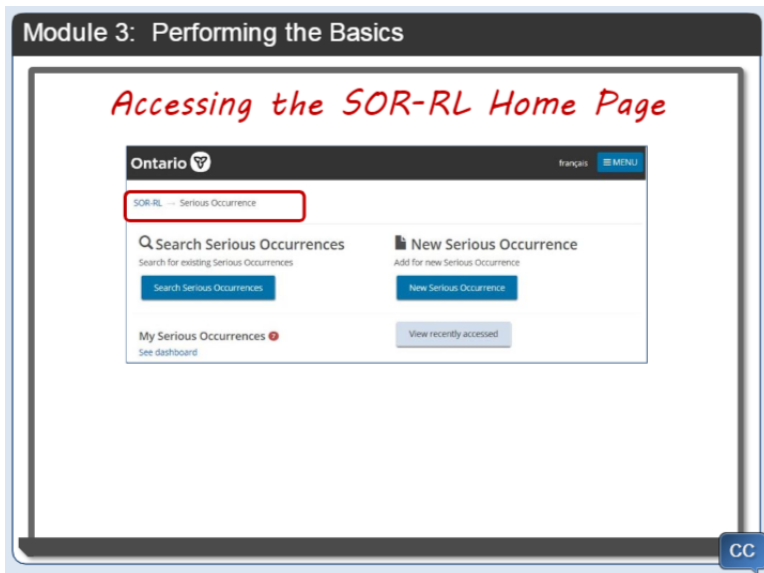
Do you have any more questions Bill?

Bill: No, I'm good for now. Thanks Lisa!

Accessing the SOR-RL Home Page



So, if I click a link, like serious occurrence, it will take me to the serious occurrence page.

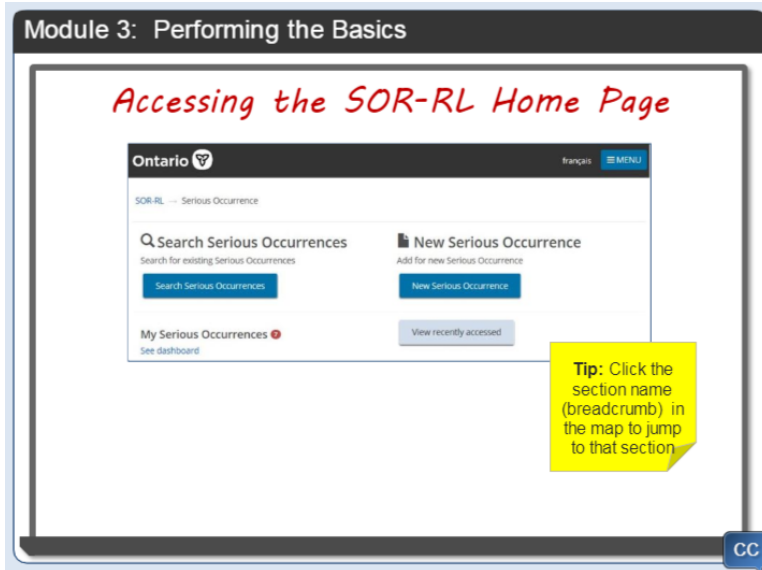


Now I'd like to go back to the SOR-RL home page. Can you figure out how to do it?

Well, one way is to select the SOR-RL option from the menu, but I'd like to show you a shortcut.

Notice at the top of the page there is a string of blue text. It is like a map showing you where you are in the system.

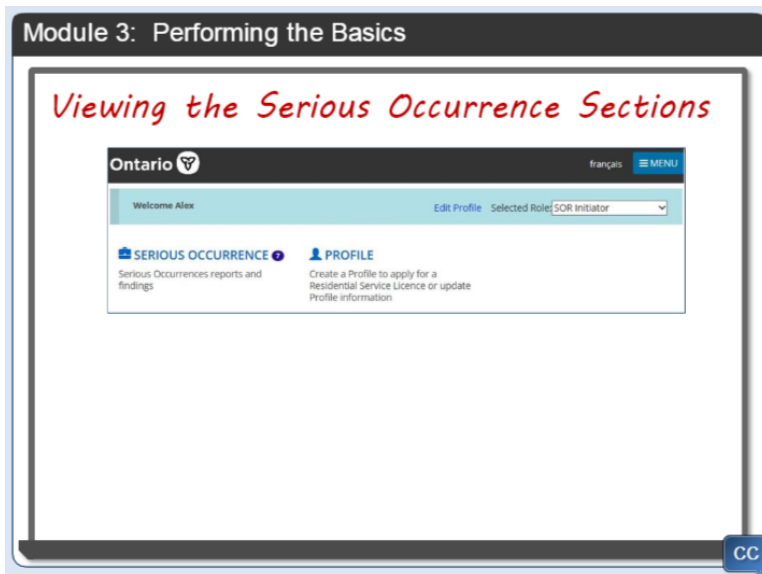
If you want to go to another area on the map, just click it. This functionality is also known as breadcrumbs.



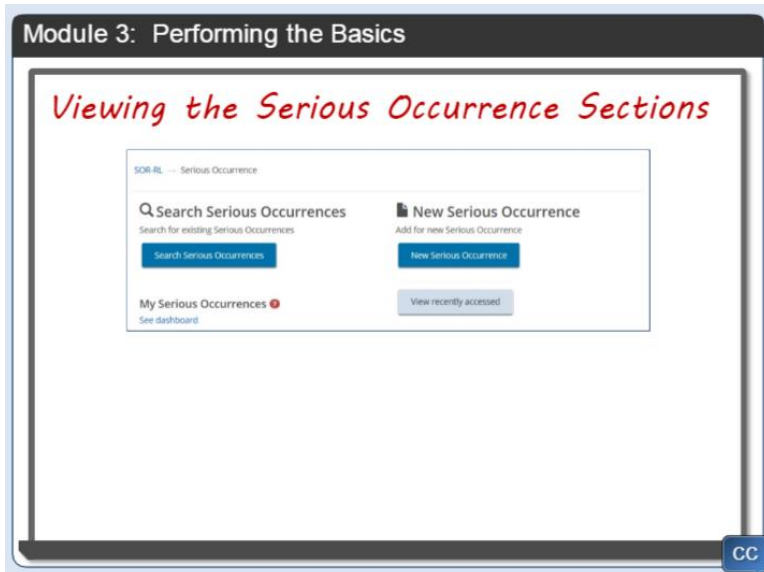
I'll click SOR-RL and I'm back on the SOR-RL home page.

Viewing the Serious Occurrence Sections

To be honest, you aren't going to spend a lot of time working in the SOR-RL home page, so let's move on and take a quick look at the serious occurrence sections.



Click Serious Occurrence and the serious occurrence page appears.

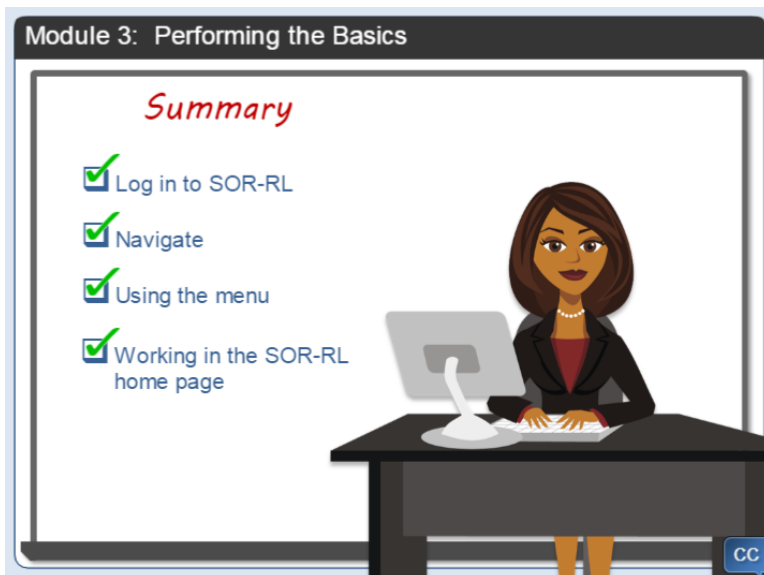


Depending on your role you can.

Enter a new serious occurrence. Search for serious occurrences associated with the site or sites that you have been assigned by the administrator, and see your dashboard reports.

I'll go into more detail in the next module.

Summary

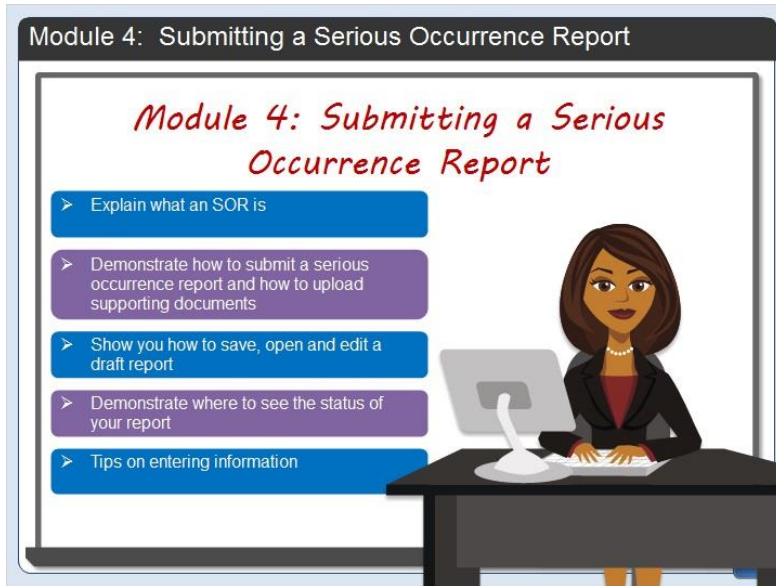


That is all of the basic information that we are going to cover in this module. In this module you learned how to log in and navigate around SOR-RL, use the menu and work in the SOR-RL home page.

I'll show you more tips when we look at how to report a Serious Occurrence.

Module 4: Submitting a Serious Occurrence Report

Introduction



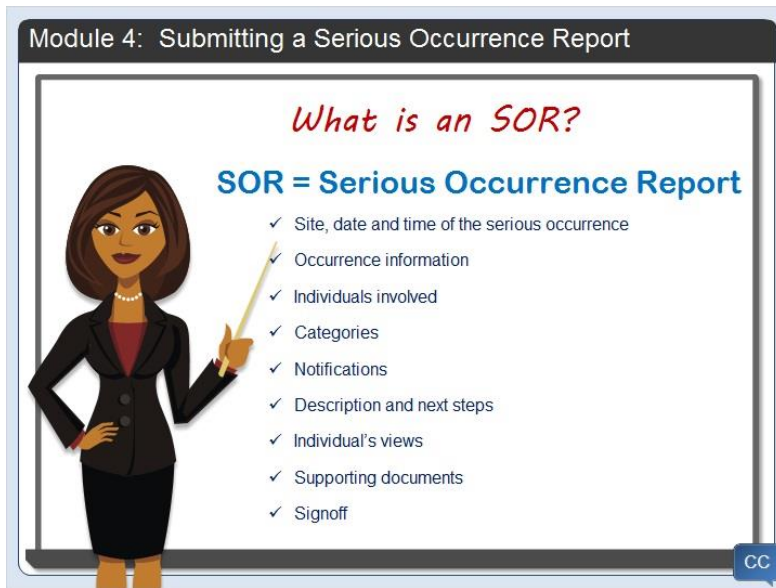
The Serious Occurrence module in SOR-RL allows service providers to submit a serious occurrence report, efficiently, with accuracy, and in line with ministry requirements.

This is also where you will keep track of the serious occurrence report status, communicate with the ministry, and update serious occurrence reports as required.

In this module I will explain what an SOR is, demonstrate how to submit a serious occurrence report including uploading supporting documents, show you how to save, open and edit a draft report, and demonstrate where to see the status of your report.

Along the way I'll show you tips on entering information.

What is an SOR?



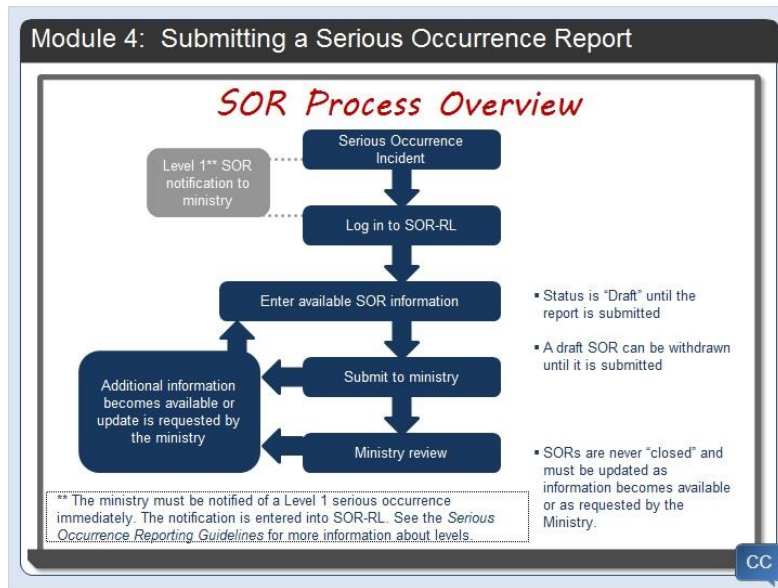
Because this video is designed to show you how to use the SOR-RL system, I'm not going into detail about what a serious occurrence is, how to identify it or any legislative requirements. For that you should refer to the Serious Occurrence Guidelines and the associated video. Take a look in the resources link for more information.

I do want to mention that SOR stands for Serious Occurrence Report. You may see the acronym while you are working in SOR-RL.

A serious occurrence report includes: The site, date and time of the serious occurrence, Occurrence information, Individuals involved, Categories, Notifications, Description and next steps, Individual's views, Supporting documents, and Signoff.

In this module I will walk you through each step and explain how to enter the information in each section. I want to mention that you do not need all the information in order to submit a serious occurrence report. You can enter the details that you have, submit, and update your report as information becomes available.

SOR Process Overview



Here is a high-level overview of the serious occurrence reporting process.

After a serious occurrence incident, the SOR initiator will log into SOR-RL and enter the details.

While the SOR is being entered, the status is draft. You can withdraw a draft SOR before it is submitted.

When the information is complete, it will be submitted to the ministry for their review.

The ministry may request additional information.

Remember that serious occurrence reports are never closed and must be updated as information becomes available or as requested by the ministry.

Take some time to review the flowchart. Click next when you would like me to continue.

SOR Statuses

In the previous slide I mentioned report statuses. As you work on your report, the status of the report will change. Click on each status to learn more.

Module 4: Submitting a Serious Occurrence Report

Serious Occurrence Report Statuses

- Draft
- Under ministry review
- Additional information / revision required
- Update required
- Withdrawn
- No further action required
- Not a serious occurrence

Draft:

- The report has not yet been submitted
- The report can be updated, withdrawn or submitted

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Module 4: Submitting a Serious Occurrence Report

Serious Occurrence Report Statuses

- Draft
- Under ministry review
- Additional information / revision required
- Update required
- Withdrawn
- No further action required
- Not a serious occurrence

Under ministry review:

- The ministry is currently reviewing the serious occurrence report.
- Only some changes can be made by the SOR Initiator

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Module 4: Submitting a Serious Occurrence Report

Serious Occurrence Report Statuses

- Draft
- Under ministry review
- Additional information / revision required
- Update required
- Withdrawn
- No further action required
- Not a serious occurrence

Additional information / revision required: The ministry requires additional information or a revision

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Module 4: Submitting a Serious Occurrence Report

Serious Occurrence Report Statuses

- Draft
- Under ministry review
- Additional information / revision required
- Update required
- Withdrawn
- No further action required
- Not a serious occurrence

Update required: The ministry requires an update

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Module 4: Submitting a Serious Occurrence Report

Serious Occurrence Report Statuses

- Draft
- Under ministry review
- Additional information / revision required
- Update required
- Withdrawn
- No further action required
- Not a serious occurrence

Withdrawn: The serious occurrence report has been withdrawn by the service provider

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Module 4: Submitting a Serious Occurrence Report

Serious Occurrence Report Statuses

- Draft
- Under ministry review
- Additional information / revision required
- Update required
- Withdrawn
- No further action required
- Not a serious occurrence

No further action required:
The ministry has determined that no further action is required

CC

Module 4: Submitting a Serious Occurrence Report

Serious Occurrence Report Statuses

- Draft
- Under ministry review
- Additional information / revision required
- Update required
- Withdrawn
- No further action required
- Not a serious occurrence

Not a serious occurrence:
The ministry has determined that this is not a serious occurrence

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Scenario

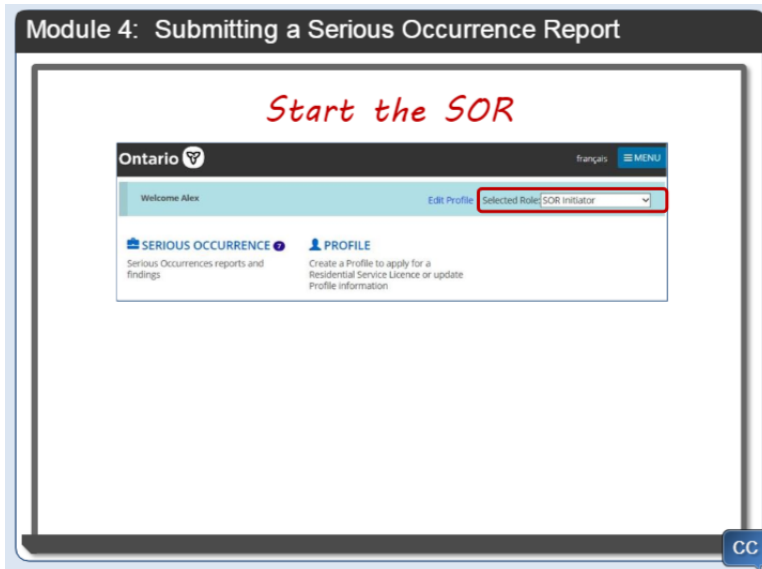


Now that you've seen an overview of the process, let's walk through a serious occurrence scenario.

I noticed that two of the individuals that reside at my site, John Doe and Jane Doe missed supper and were not there for bed check.

I contacted the police immediately, and my supervisor, and then started my serious occurrence report online.

Start the SOR



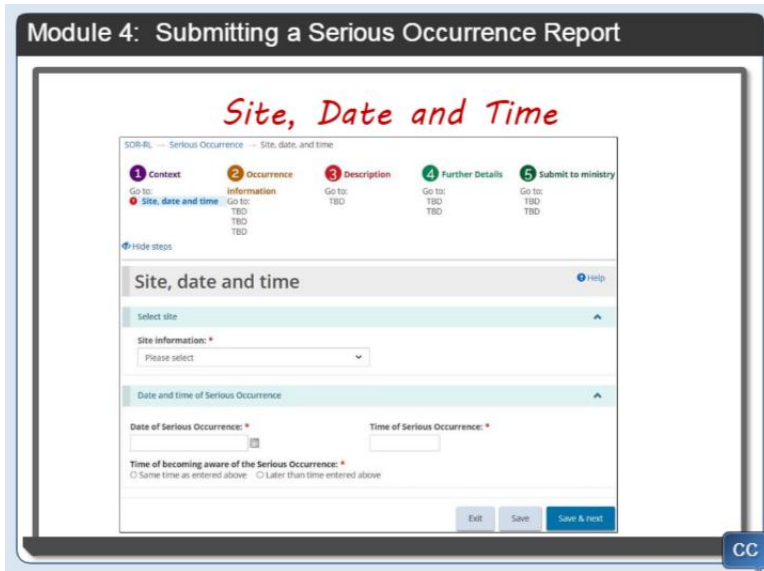
As I mentioned a bit earlier in the video, the serious occurrence report details are entered by an SOR initiator.

From the SOR-REL home page I'll click the serious occurrence link to open the serious occurrence options page.



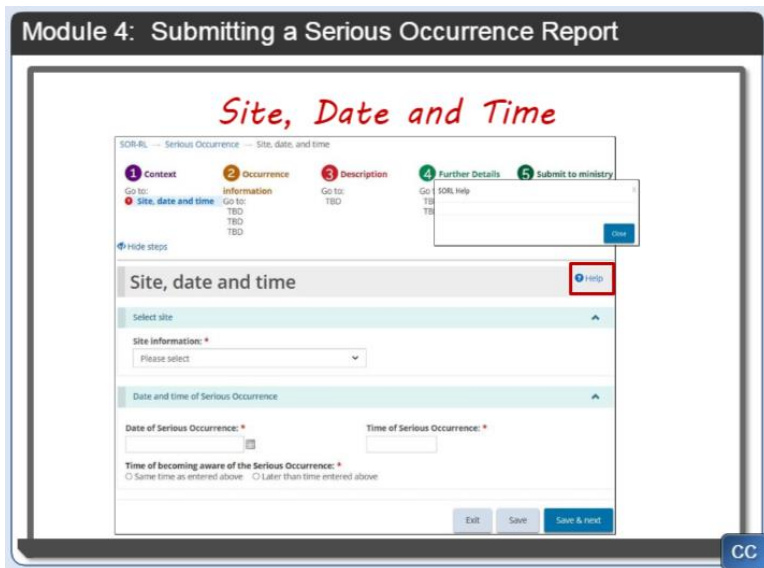
This is a new serious occurrence report, so I'll click the new serious occurrence button.

Site, Date and Time

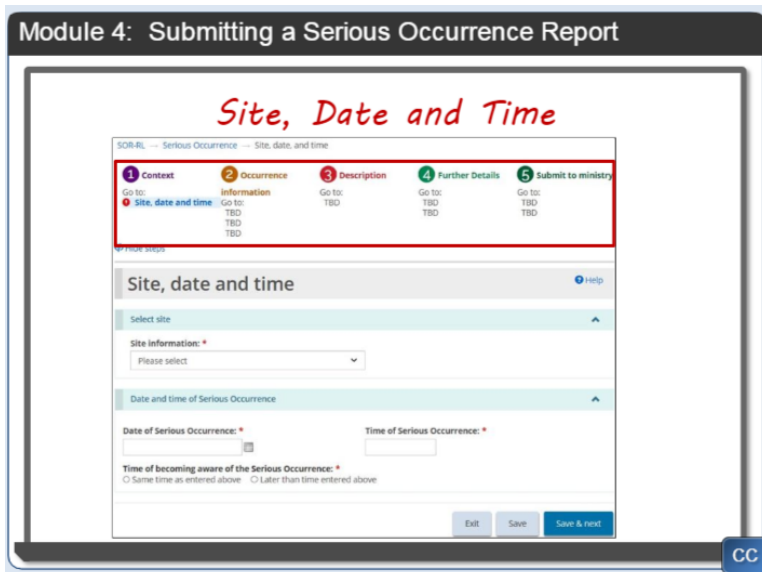


The Site date and time page appears. This is where you enter when the serious occurrence happened and select which site is reporting it.

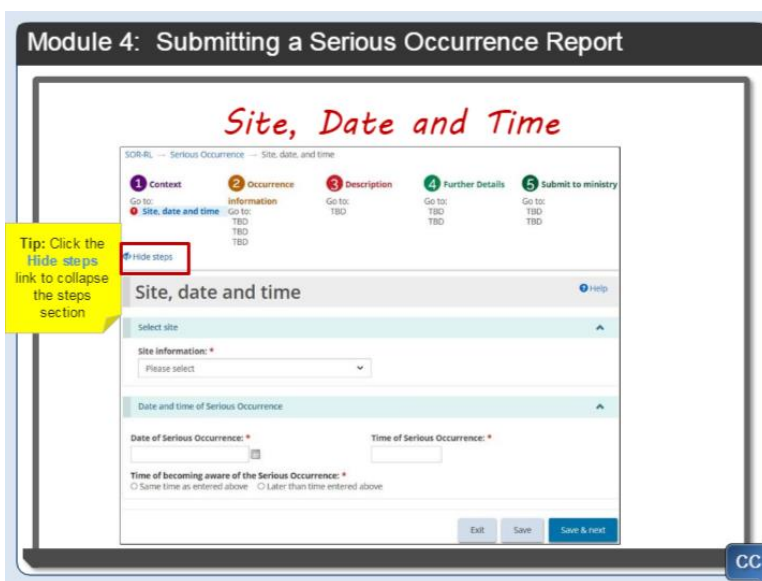
Before I continue entering the serious occurrence details, I want to show you two helpful tools.



The first one is a Help link that appears on most pages. If you click the help link, a screen pops-up with tips on entering information on this page.



The other helpful feature appears along the top of the serious occurrence report pages. This section outlines the steps that you will take when entering the serious occurrence information. As you complete a section, a checkmark will appear. Incomplete sections appear with a red exclamation mark.



To show more information on your screen, you can hide the steps by clicking the hide steps link.

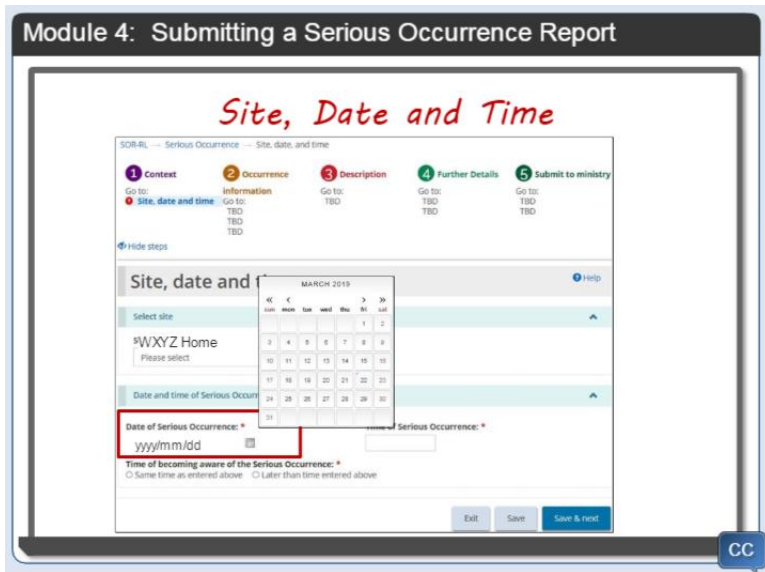
Another thing I'd like to point out is that some fields have a red asterisk. The asterisk indicates that the field is mandatory. I will have to enter information in the field before I will be able to go to the next page.

Bill: Does that mean I have to complete all the information before I can submit? What if I don't have everything yet?

Lisa: All of the fields marked with a red asterisk are the minimum entries required before you submit the SOR to the ministry. Submit what you have for those fields and then you will be able to add information in the other fields as more information becomes available, or when requested by the ministry.

Bill: Ok. That makes sense.

Lisa: Let's start entering the details. The first field is the site information. Just click the arrow and select the site that is reporting the SOR.



Next, enter when the SO occurred. Dates in SOR-RL must be entered in year, month, day format. To make entering a date easier, all you have to do is click the calendar button. A calendar appears. Simply scroll to the correct month then click the date of the serious occurrence. The system automatically puts the date in the correct format.

The next field is the time of the serious occurrence. The time is entered using a 24-hour format or you can use a 12-hour format and enter whether it is AM or PM.

The last field is about the time that you became aware of the serious occurrence. Just click the appropriate button. Depending on your answer another question or two may appear. Because I became aware of the serious occurrence at the same time as I entered above, I'll click the first button.

So we have completed the first page. On most pages you will see both a save, and save and next button. Click the save button if you want to save the information and remain on the current page. Click the save and next button to save and go to the next page.

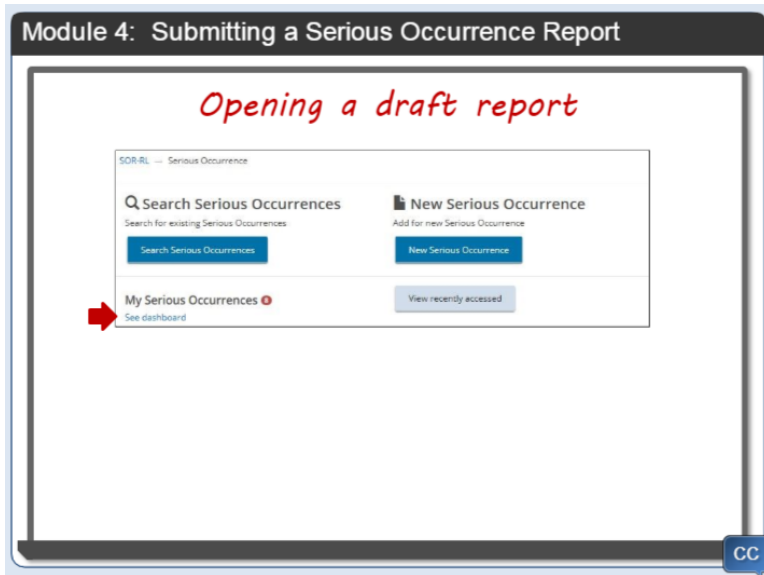
I want to remind you that as you save your report, it is saved as a draft that you can return to at any time.

In addition, as I mentioned before, if there is no activity in SOR-RL for a while, the system will time out and you will have to log in again.

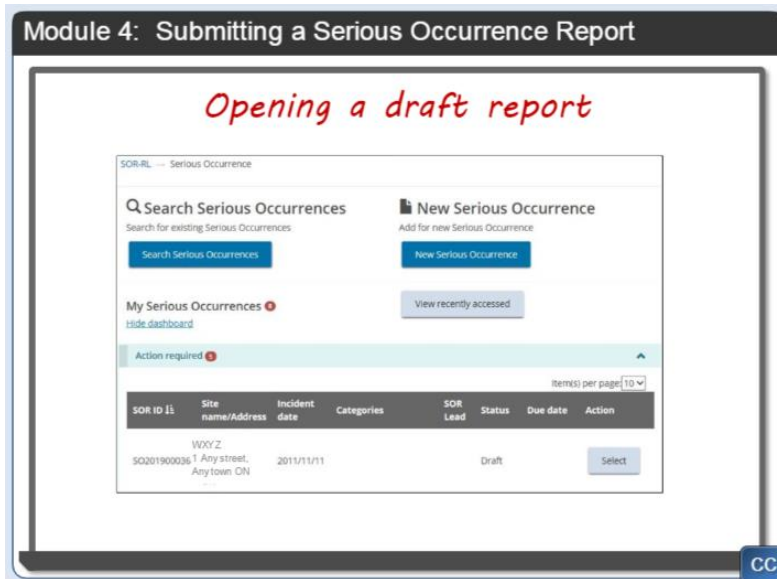
I think this is a good time to show you how to open a draft.

I'll click the save button so I don't lose what I have entered.

Opening a draft report

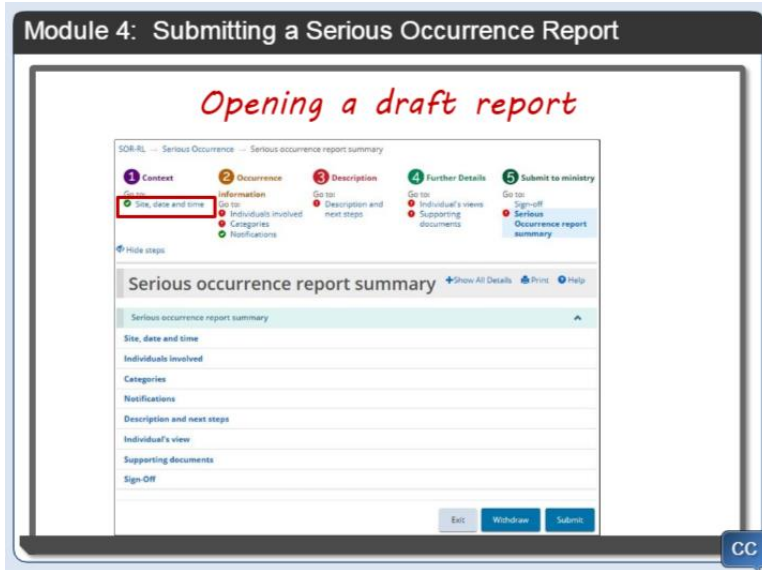


Back on the serious occurrence page I'll click See dashboard and a list of serious occurrence reports appear.



I'll tell you a lot more about your dashboard in the next module. Now I'll click the select button.

The Serious occurrence report summary page appears.



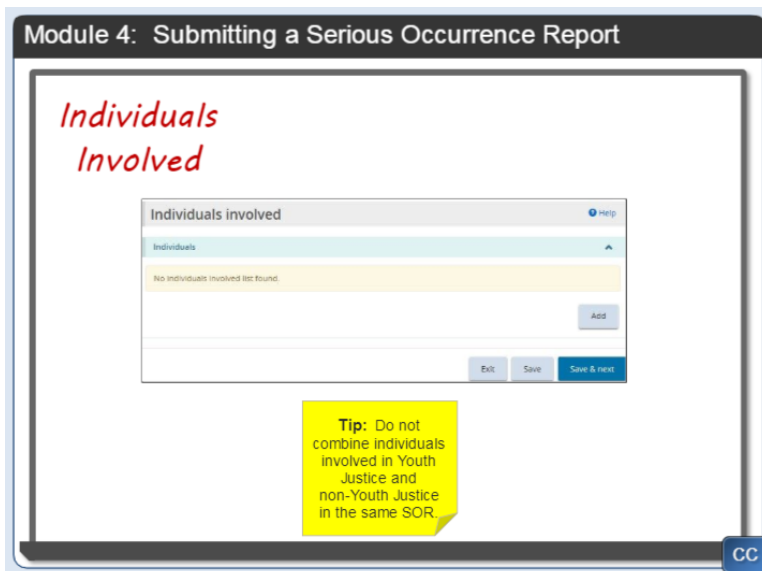
Look at the steps section. You can see that there is a green checkmark next to the site date and time link. All the other sections of the report have a red exclamation mark. You can enter the information in any order. Just click the link of the section that you want to work on. Today, I'll just continue in the order presented.

I'll click the Individuals involved link.

Individuals Involved

On this page we will add all the individuals involved in the serious occurrence. If the serious occurrence is about a site, you would skip this step. In our scenario we have both Jane and John. We need to add the personal details of one individual at a time.

Bill: Lisa, what happens if Jane is in a youth justice program and John is in a non-youth justice program.



Lisa: Well Bill, if you look at the Guidelines, it will tell you that if a serious occurrence involves individuals in youth justice and non-youth justice services, you have to create a separate serious occurrence report for each individual. You should not combine them in one serious occurrence report.

Bill: That's good to know, thank you.

Lisa: So let's walk through adding Jane. From the first page we'll click the Add button. The Add individual page appears.

The screenshot shows a web application window titled "Module 4: Submitting a Serious Occurrence Report". On the left side of the window, there is a red heading "Individuals Involved". The main content area is a form titled "Add individual". The form has several sections: "Individual" with fields for "First name" and "Last Name"; "Date of birth" with a date picker; "Gender" with radio buttons for "Male", "Female", and "X"; "Program (at time of occurrence)" with a list of programs and expandable options; "DISCS #" and "CPIN # (Person reference number)" fields; "Does this individual have a Placing Agency?" with "Yes" and "No" radio buttons; and "Legal guardian status (Check all that apply)" with a list of checkboxes. At the bottom of the form are "Cancel", "Save", and "Back & Return" buttons. A "CC" icon is visible in the bottom right corner of the window.

We enter Jane's first and last names.

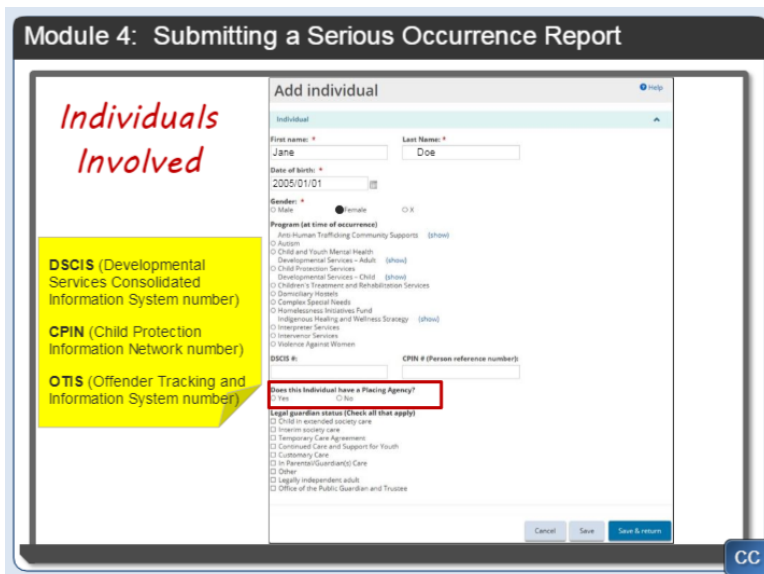
Then we enter her date of birth.

Next we select Female as her Gender. If gender is unknown or unidentified we would select X.

We select the program she was involved in at the time of the occurrence. There may be a blue show link next to one or more programs. The link is used to expand a section to show additional program options.

Before I continue I want to let you know that the options that appear will be different if the program that the individual was involved in is youth justice. In the video I'll mention when there are differences by program. Ok, let's get back to the scenario.

Jane was accessing the program at the time of the serious occurrence, so I'll select one from the list.



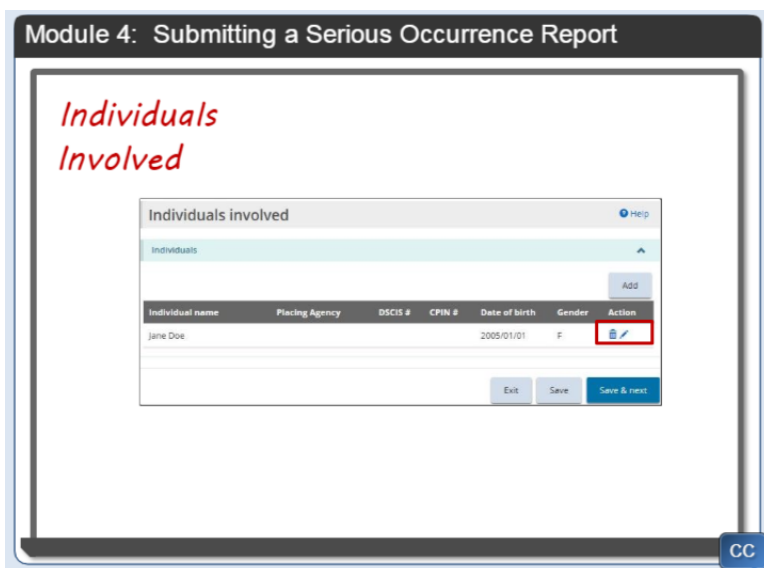
If the individual was accessing a youth justice program at the time of the SOR, the youth justice identifying factors will be added as well as the Youth OTIS number.

If applicable and known, enter the individual's DSCIS and/or CPIN numbers.

Next we select whether Jane has a placing agency. If children's aid society is selected, a list of CASs will drop down and allow the SOR initiator to select the CAS that placed the individual. The CAS will receive a copy of the serious occurrence report when it is submitted.

Select the legal guardian status or statuses.

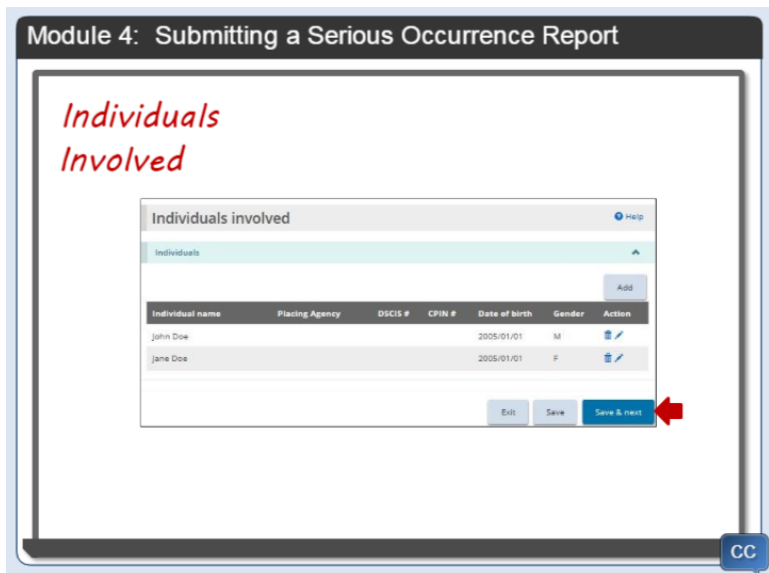
Click the Save and Return button. Jane's name appears in the table.



Before we go on to adding John's information, I want to mention that you can click the pencil icon to edit Jane's information. You can click the garbage can to delete the information we entered for her.

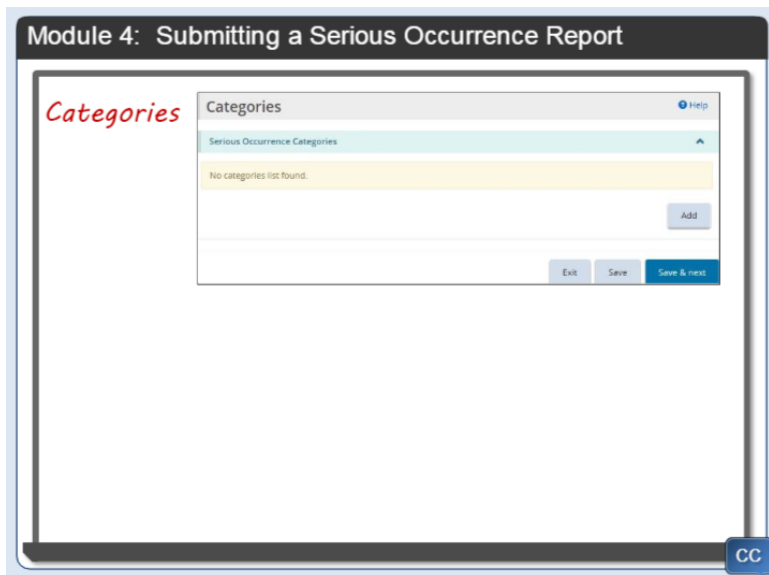
Next we would enter John's information exactly the same way as we did for Jane. I'm not going to walk

through the steps but here is what the table looks like after I have added John's information.



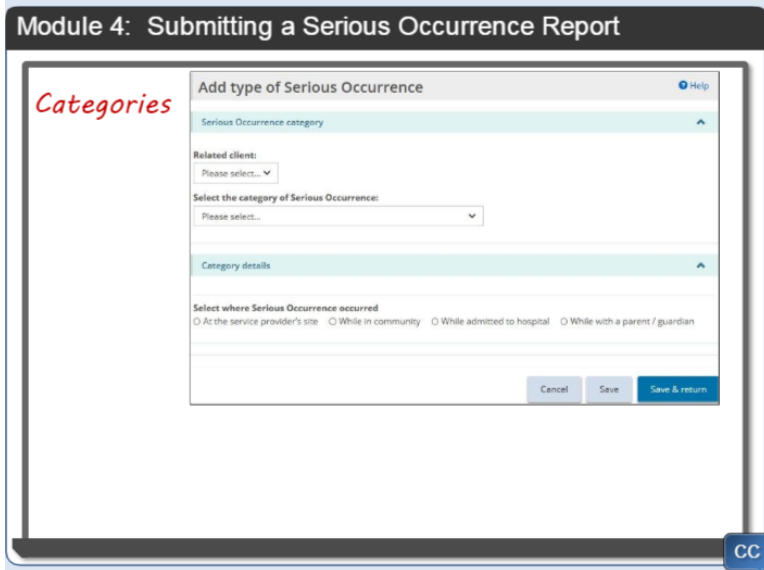
And lastly, we'll click Save and next to go on to the Categories page.

Categories



The next page to appear is the categories page. This is where you report the serious occurrence category and subcategory for each individual involved in the serious occurrence.

When you click Add, the *Add type of Serious Occurrence* page appears.

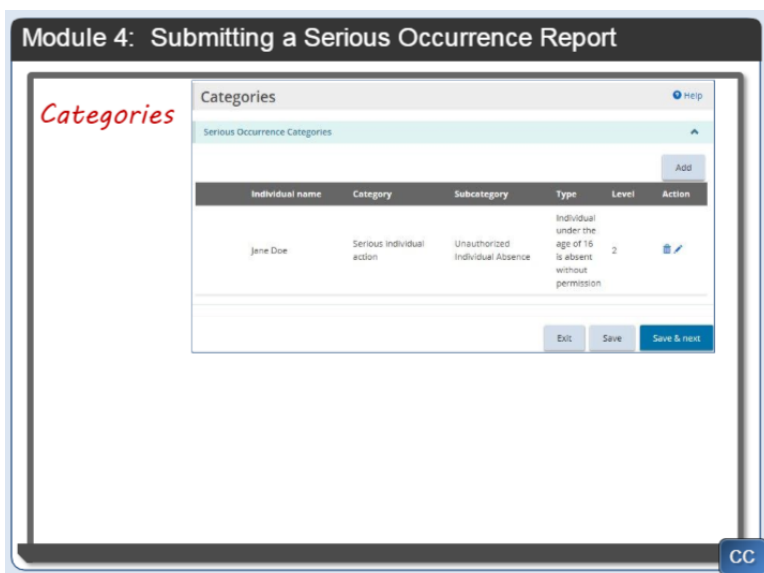


Select the related client from the dropdown list. If the serious occurrence relates to the site, then select not applicable from the list. Because this serious occurrence category involves Jane I'll select her name.

Select the category of the Serious Occurrence from the dropdown list. Today I'll select Serious Individual action.

Subcategories or questions may appear depending on your choices. Be sure you answer all of the questions completely.

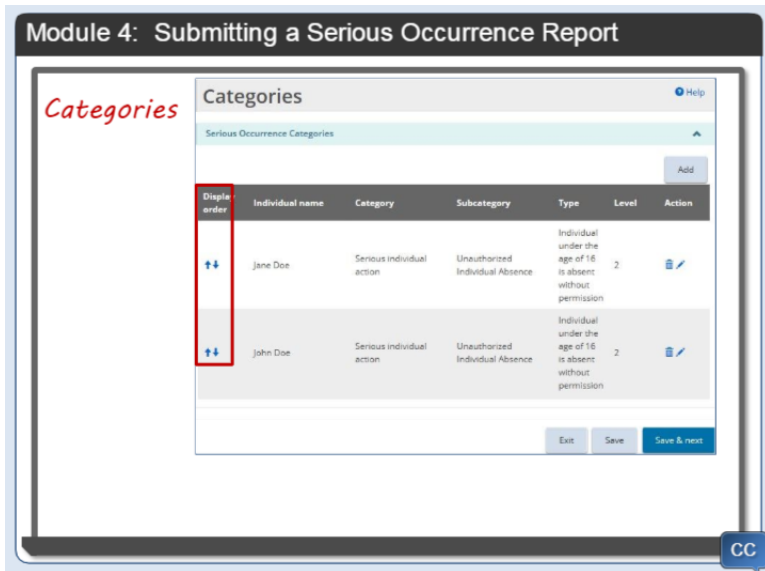
Click Save and return and the category appears in the table.



You can identify multiple serious occurrence categories in one serious occurrence report if they are related to the same incident.

Don't forget that we have to enter the category information for John. I won't walk through the steps again, but here is what the table looks like after I add John's category information.

Based on the answers for each of the serious occurrence subcategory questions for Jane and John, the system will record whether the serious occurrence is a level 1 or level 2.

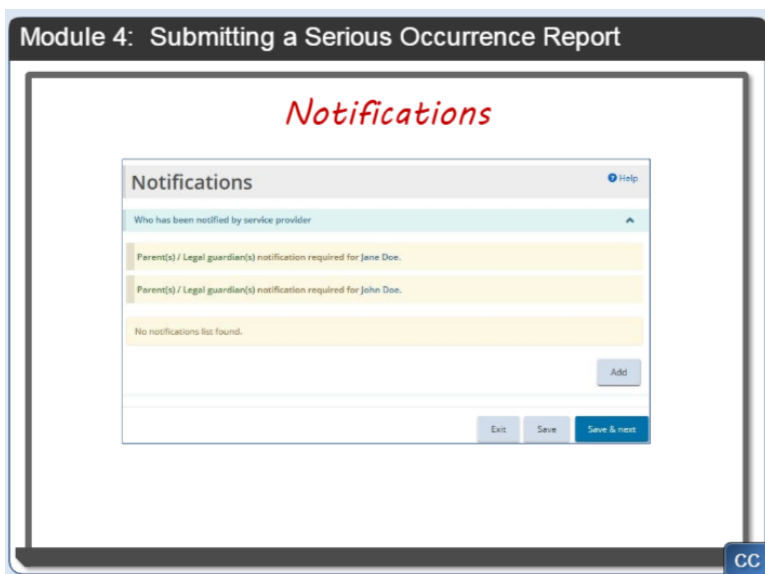


Bill: What are the blue arrows for?

Lisa: If we want to change the order of the items in the table, we'd just click the up or down arrow to move the line.

We'll click Save and next to go on to the next step.

Notifications



Depending on the SOR information entered, there are required notifications by the Service Provider. SOR-RL will prompt for information about each required notification. You may not be able to add all the notifications when you first submit the serious occurrence, but you will be able to go back and add the

information once those notifications have taken place.

Bill: Lisa, sorry to interrupt but I have a question about notifications.

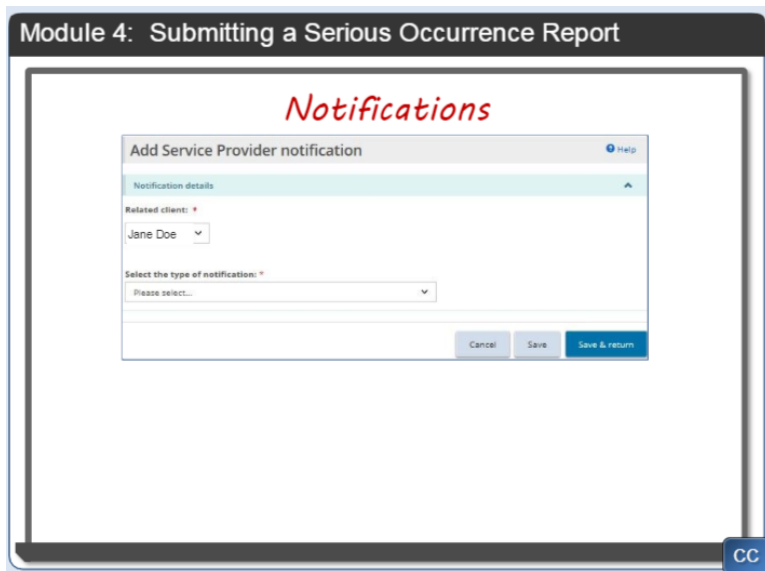
Lisa: Go ahead Bill.

Bill: According to the Guidelines, a level one serious occurrence requires an immediate notification to the ministry by phone, as well as a written report within one hour. Is this where I should record the call?

Lisa: That's a very important question Bill. Yes. You'd complete the report with as much information as you have to this point and then enter the initial notification on this page.

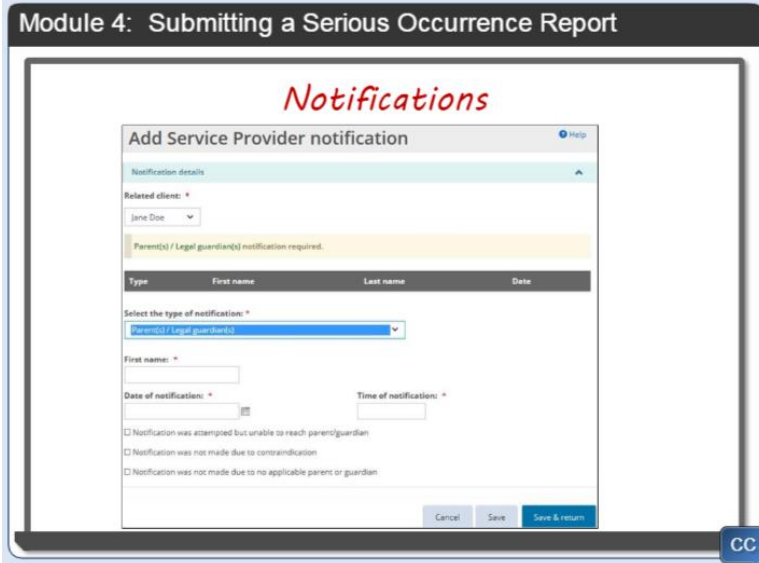
Bill: Thanks.

Lisa: Ok, let's return to the scenario. We have notified Jane and John's parents, so I will add that notification. Click add.

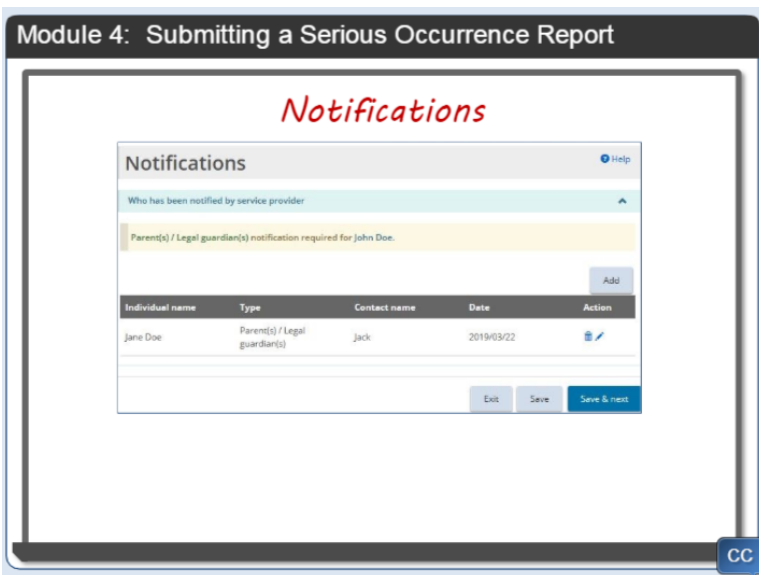


We'll select Jane from the Related client dropdown list. Then we will select the type of notification from the dropdown list.

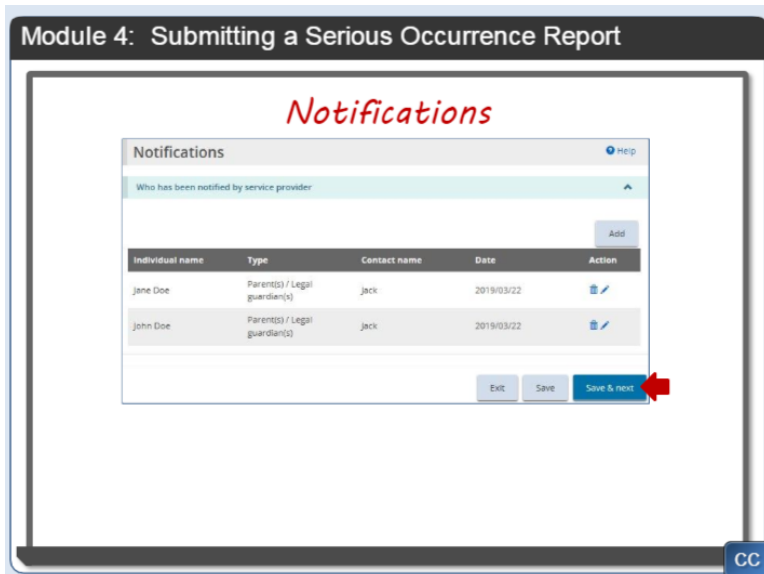
The questions that appear will vary depending on your choices.



We'll answer the questions. Click Save and Return. The notification appears in the table.

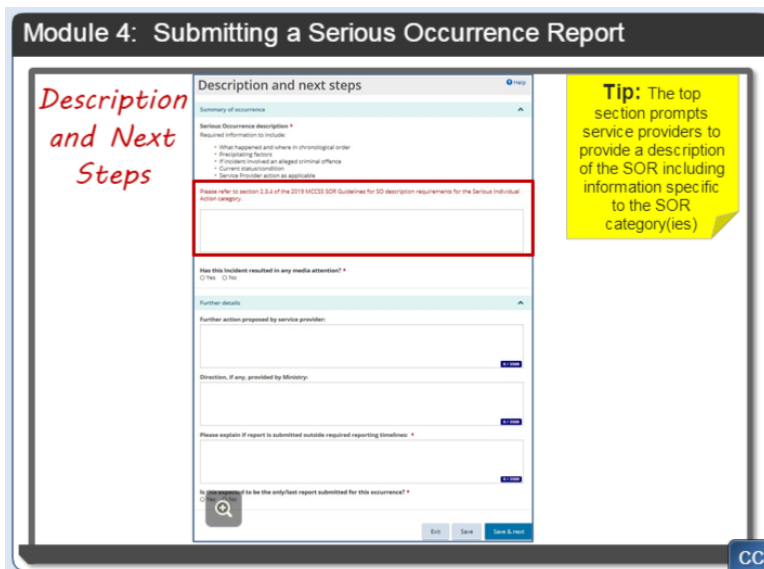


To add the other applicable notifications we would just repeat the steps. We won't walk through adding the notification for John but here is what the table looks like after the notification is added.



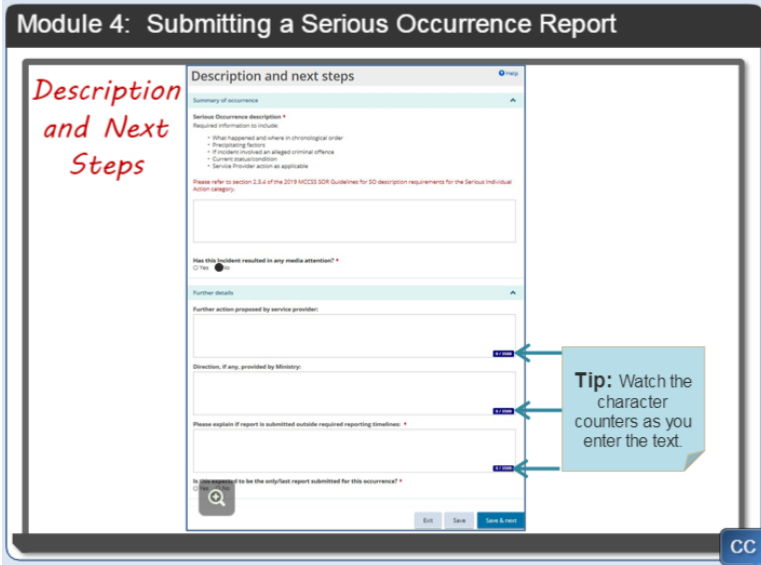
Click save and next. The Description and next steps page appears.

Description and Next Steps



On this page we will enter a description about the serious occurrence with the required information listed on the screen. Instructions in red are for certain SOR categories or subcategories that require specific information in the written description.

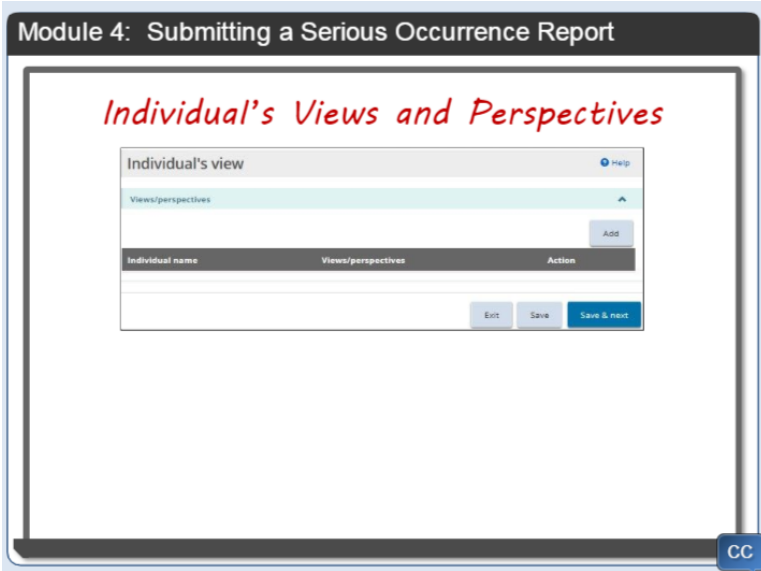
We'll enter the next steps and what direction has been provided by the ministry.



I want to mention that there is a limit to the number of characters you can enter in each section, usually 3500. The character counters will keep track of the number of characters you have typed in each section.

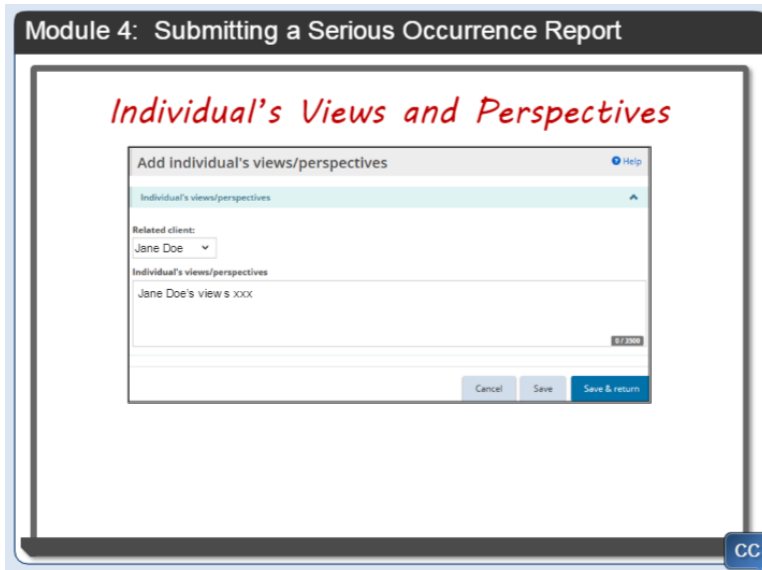
This will not be the only submission for this serious occurrence, so I'll click the button and move on to the next page.

Individual's Views and Perspectives



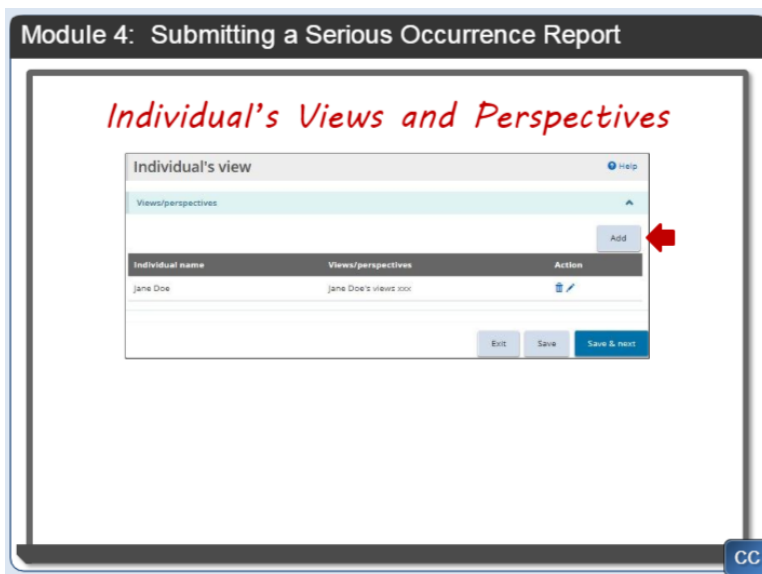
On this page we record the views and perspectives for all clients involved in the incident.

Click add.

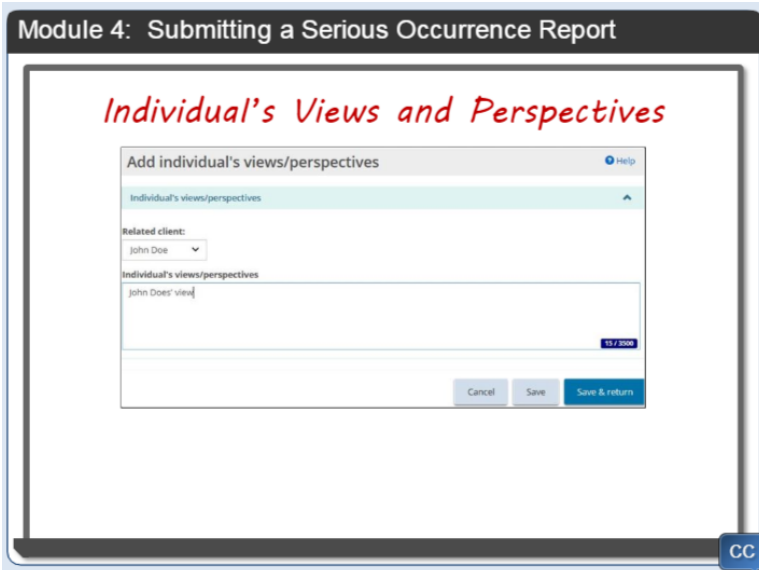


We'll select Jane from the Related Client field. Then enter her views and perspectives.

When we click save and return the individual's view appears in the list.

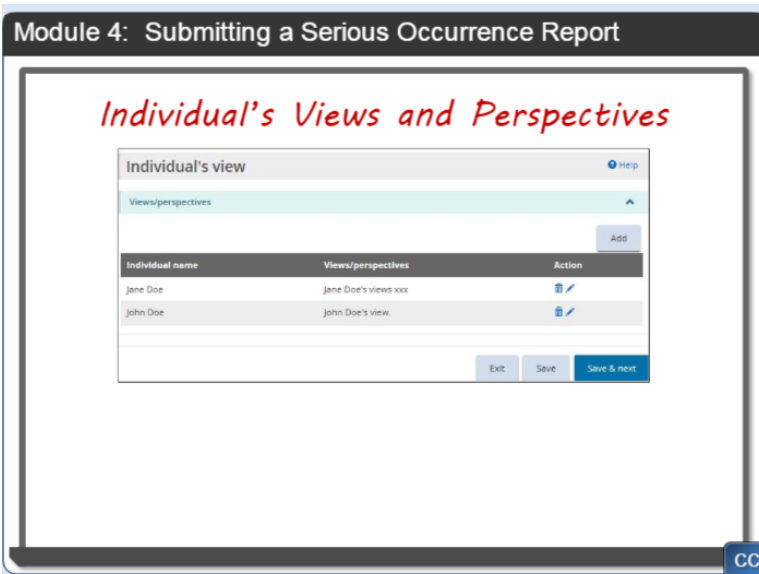


Next, we'll click the Add button then enter John's view.



After we enter the information we'll click save and return.

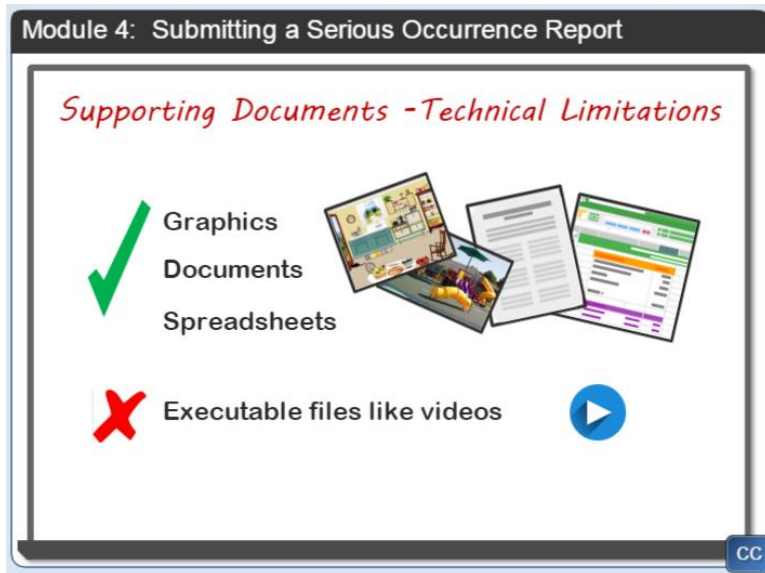
John's view appears in the list.



Bill: Lisa, it looks like the pages work the same. We click add, enter and save the information, then go on to the next page. It's pretty easy. I like seeing my progress along the top of the screen.

Lisa: I'm glad you like it Bill! We want you to focus on the information you enter about the serious occurrence, and not get bogged down by trying to find out how to use all the sections within the system. Let's move on to adding supporting documents.

Technical limitations



You may have documents relating to the serious occurrence such as a police report or photos. Supporting documents should be scanned and uploaded into SOR-RL only when required. Sensitive information should be redacted before it is uploaded.

Before I show you how to upload a document, I want to outline the technical limitations.

The first limitation is the type of file. You can only upload graphics, documents, and spreadsheets.

Bill: Lisa, does that mean I cannot upload a video?

Lisa: Sorry Bill, executable files like videos are not allowed.

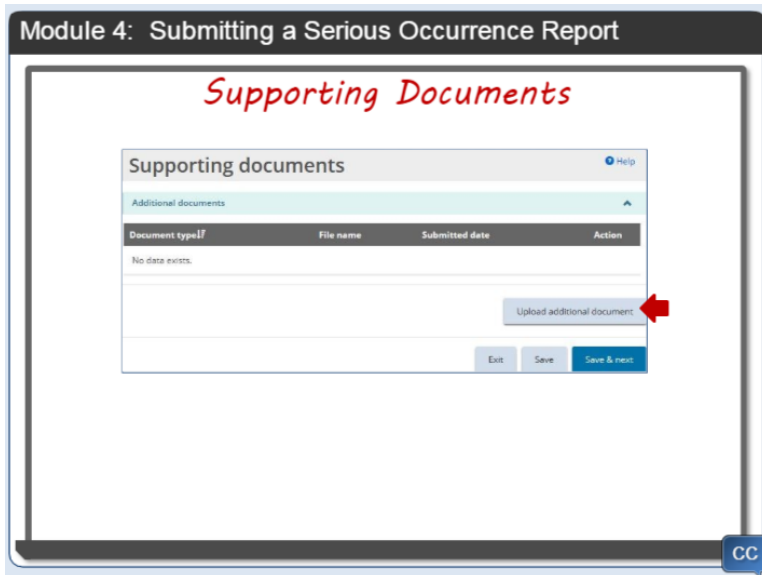
Bill: Are there other limitations?

Lisa: Yes, the file size is limited to 10 megabytes.

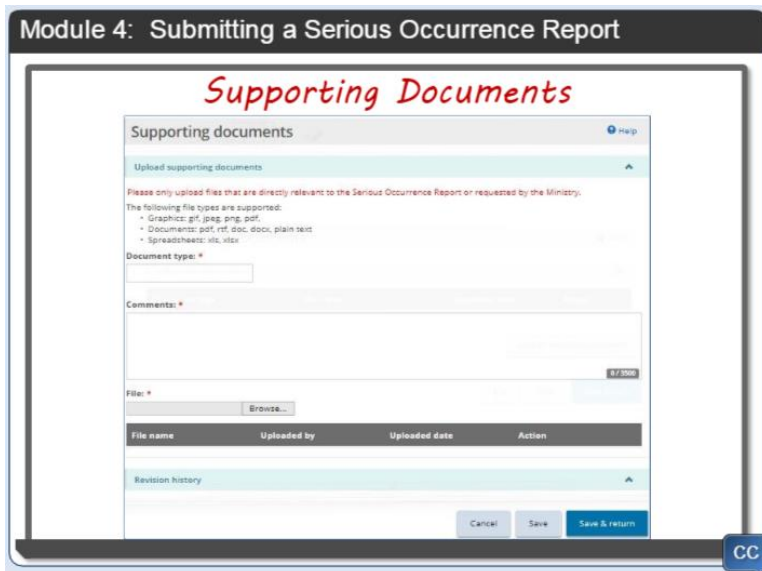
Bill: That's a lot. My documents will probably never be that big. How do I upload a document?

Lisa: It's very similar to the process we've already seen. Let me show you!

Supporting Documents



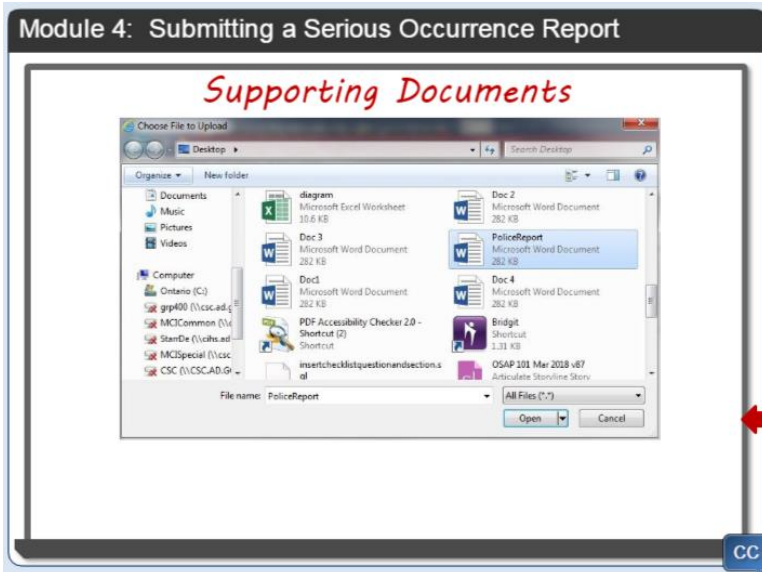
From the supporting documents page, the first step is to click the upload additional document button. Today we need to upload the police report.



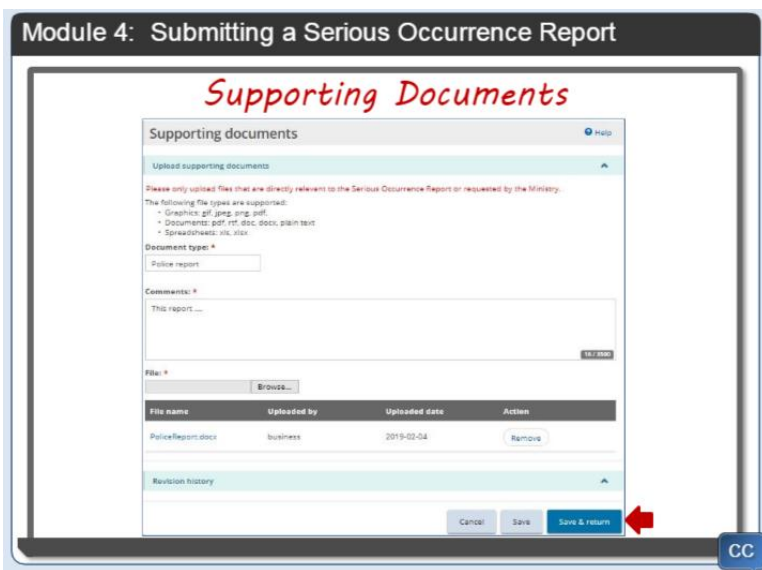
The type of document is Police report.

In the comments section we'll add a brief description.

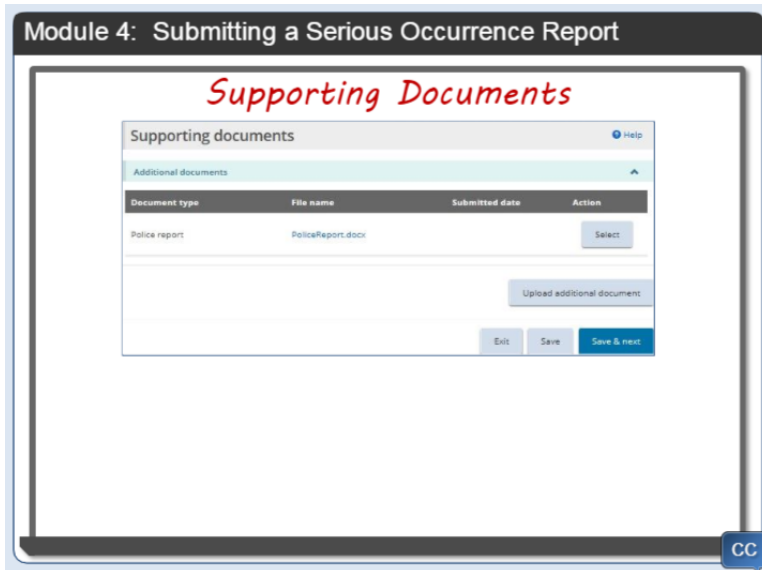
The next step is to locate the document on your computer. Click Browse.



The *Choose File to Upload* page appears. Find and select the document from the list. Click Open.



We're done. Click Save and Return and now the document appears in the uploaded list.



Do you see that the file name is in blue text? That means that the file name is a link. If I click the link, the document will open. This is a helpful way to verify that you have uploaded the correct document.

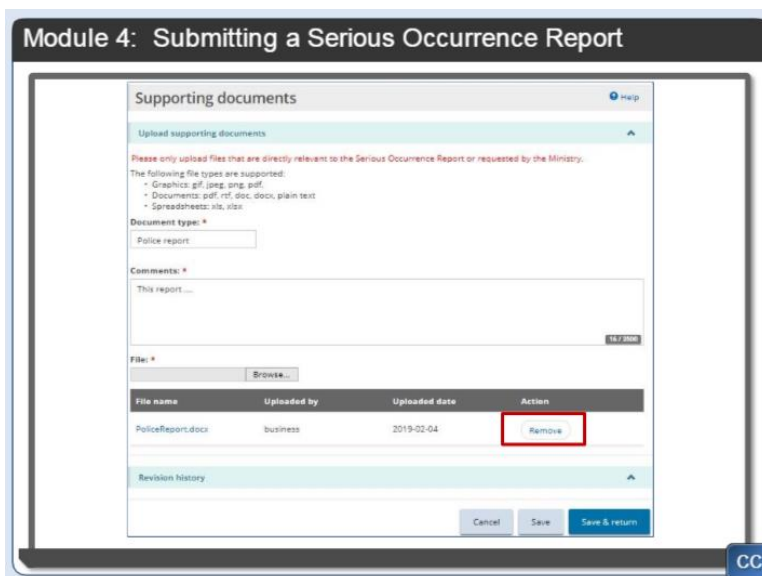
If you have another document to add, simply click the upload additional document button then repeat the steps I just demonstrated.

Bill: Lisa, I have a question.

Lisa: Sure Bill.

Bill: What if I make a mistake and upload the wrong document?

Lisa: I'll show you. Click Select to open the document page.



Notice there is a “remove” button. Just click remove and the document will disappear from the list. You can now upload the correct document.

Bill: Thanks Lisa.

Don't forget, all this information is documented in the SOR RL Serious Occurrence Reporting Guide for Service Providers.

That's all the information I wanted to show you about supporting documents. Let's move on to the next step.

Sign-off

Module 4: Submitting a Serious Occurrence Report

Sign-off

Sign-Off

Serious Occurrence report submitted sign-off

Prepared by:

Name:	Alex Highway
Position:	SOR Initiator
Telephone Number:	Ext:
Email:	business@surbesting.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"/>

Exit Save & next

CC

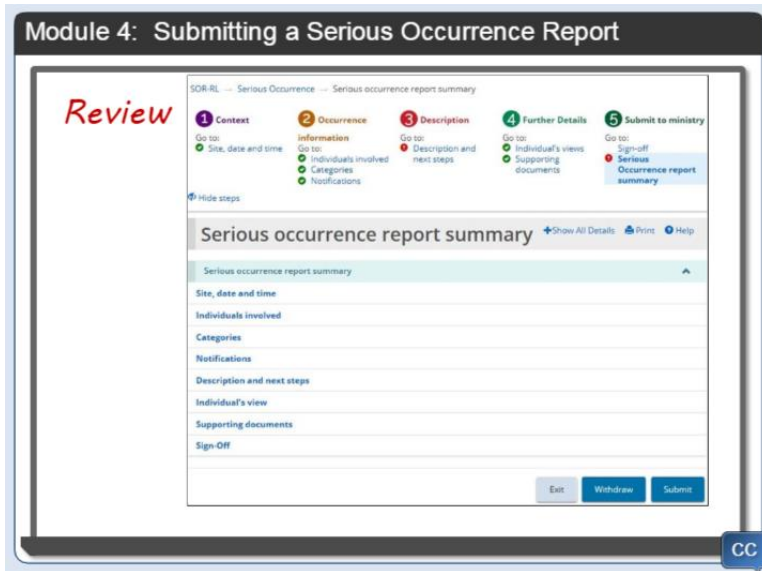
Your organization or site may require a manager to signoff on the SOR before it can be submitted to the ministry. This page is for internal tracking purposes only and is not mandatory for all users.

I want to point out that the “prepared by” information cannot be changed. It is populated when you sign in to SOR-RL as the SOR initiator.

If applicable, record the name and contact information of the person approving the report for internal tracking purposes.

When you are done, click Save and Next. This takes us to the last page.

Review

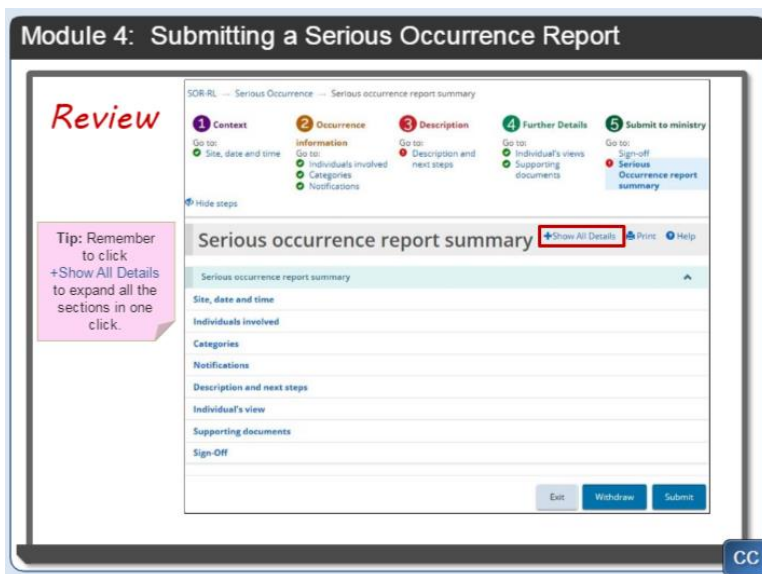


Before you submit your report to the ministry, it is very important that you review the information and make any revisions required.

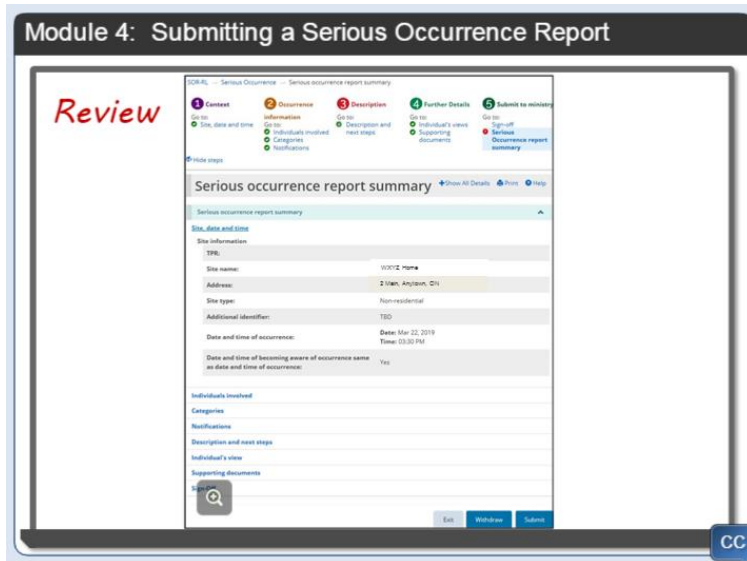
You can review the information on the Serious Occurrence report summary page.

Right now you are looking at blue heading links. You can click the link to view the information in that section.

Instead of clicking each link separately, you can click Show all Details to open all the sections in one click.



I want to point out that the information on the summary page cannot be edited. If you want to make a change, you have to click the appropriate link from the steps area above.



Bill: Lisa, I see a Withdraw button at the bottom of the page. What does that do?

Lisa: Well Bill, withdraw basically removes your draft unsubmitted report from SOR-RL.

Bill: When would I do that?

Lisa: The most common scenario I can think of is if someone else in your facility already started or submitted a report.

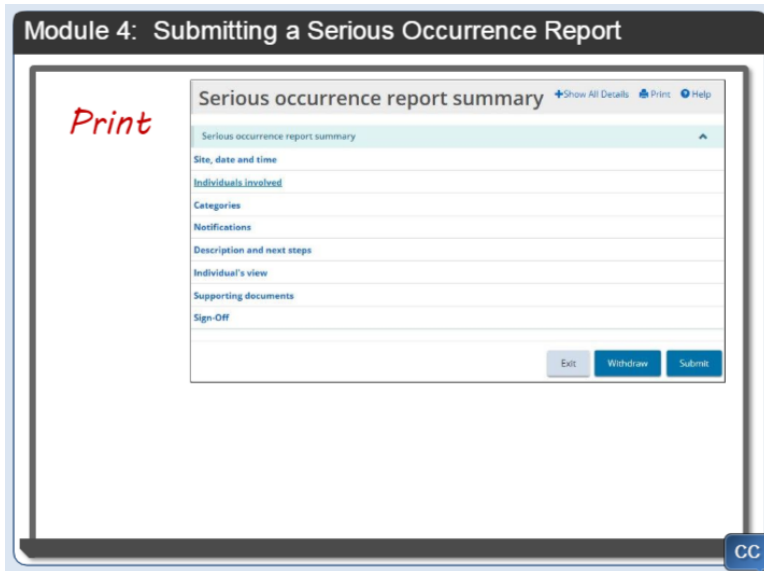
Bill: Ah, that makes sense. But what can I do if I have submitted the report?

Lisa: You should contact the Ministry. They can change the report status so that it is not considered a valid serious occurrence.

Bill: One more thing Lisa, can I print this page?

Lisa: Yes Bill. There is a print link at the top of the window that allows you to print the report. I'll show you how to do that next.

Print



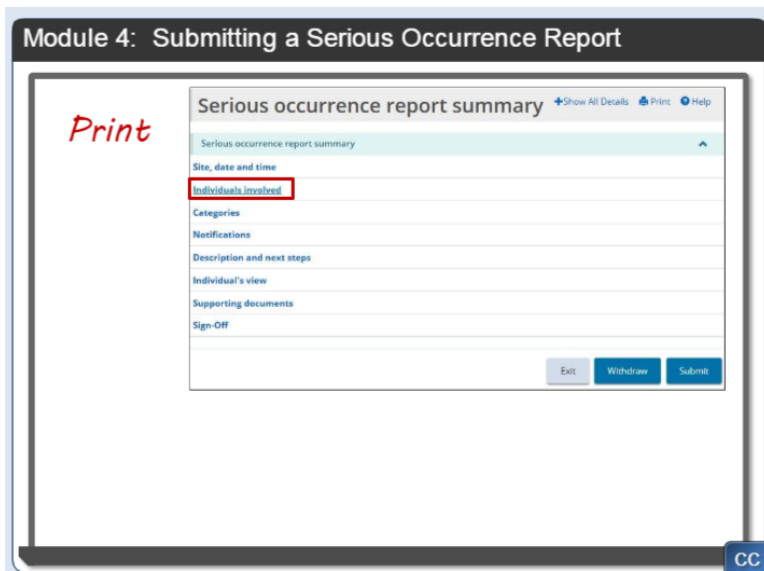
You can print the entire report. Before I show you how, I want to mention that personal information will be masked for privacy reasons.

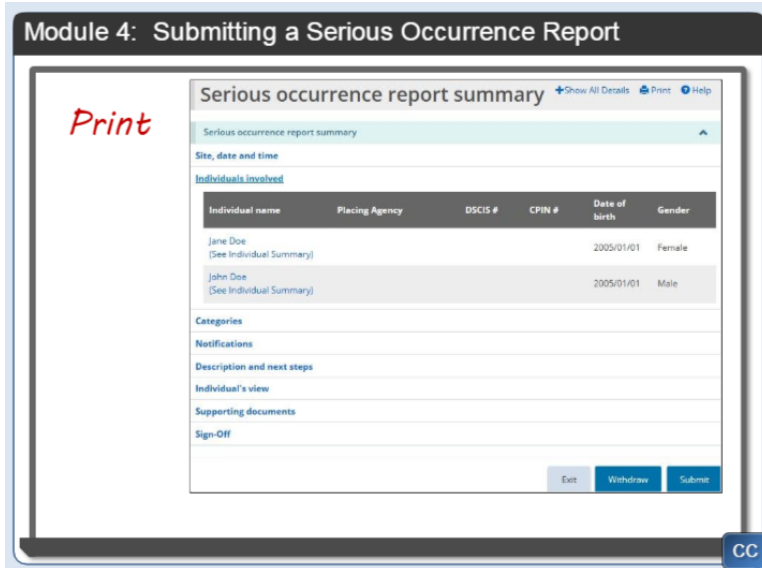
Bill: That's good to know Lisa.

Lisa: Ok, so to print, simply expand each section then click the print link. In our scenario, your report would end up showing the information for both Jane and John.

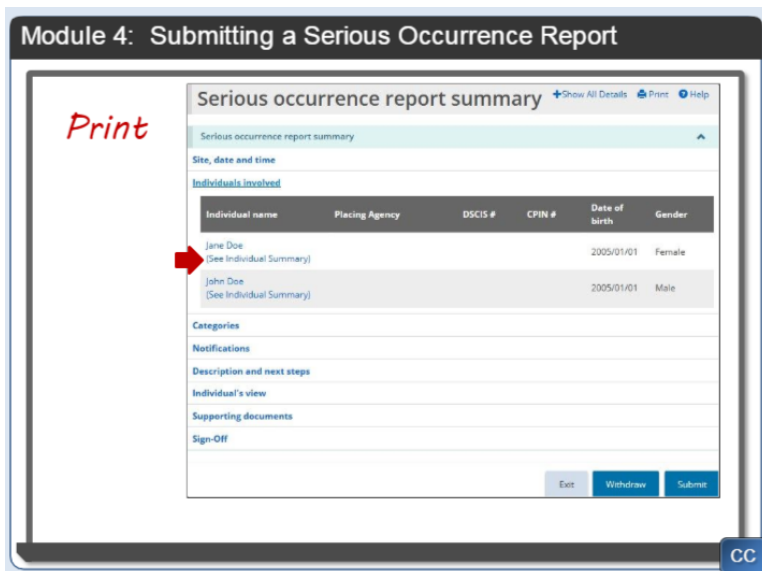
Bill: Lisa, is there a way to print the report by individual? I can see that having all the individuals on one report could be a confidentiality issue.

Lisa: Yes Bill. Here's how to do it. After you expand the sections, scroll down to the individuals involved section.

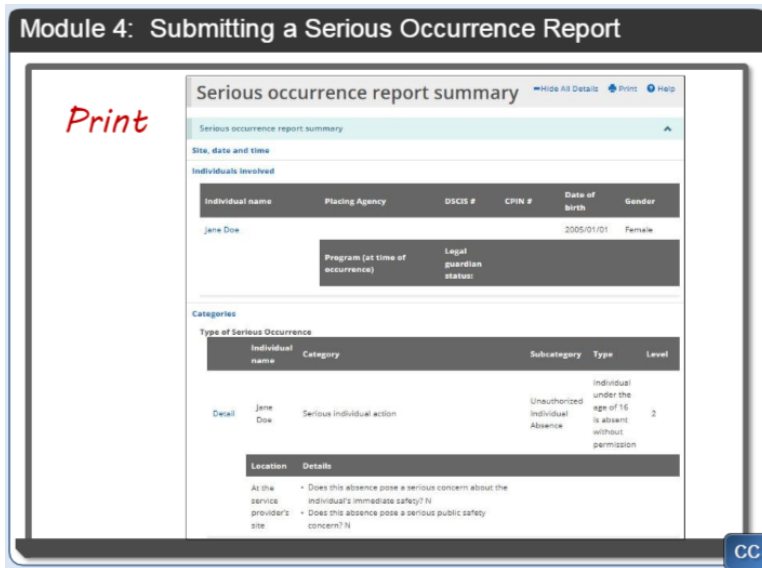




Click the see individual summary link for one of the individuals. I'll click the one for Jane.



Jane's data appears.

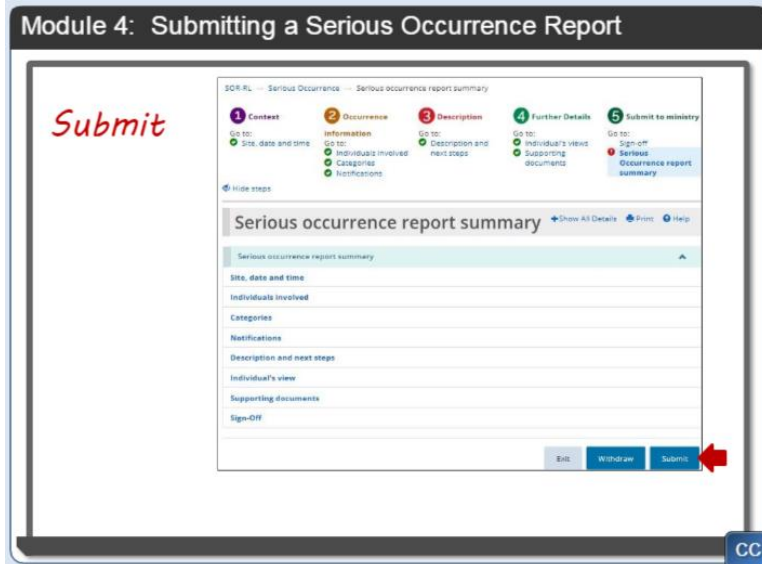


Then click the print link. You'd repeat the same process for John.

Bill: That's pretty easy. The steps are in the user guide right?

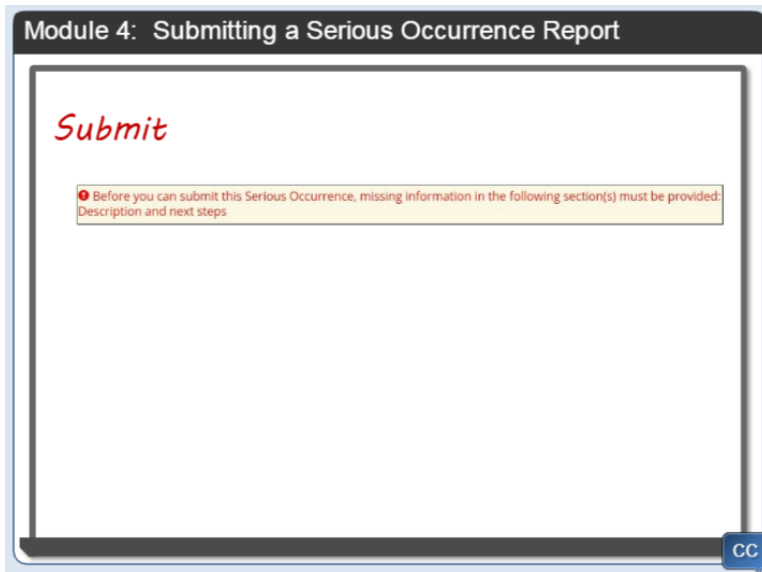
Yes don't worry Bill.

Submit

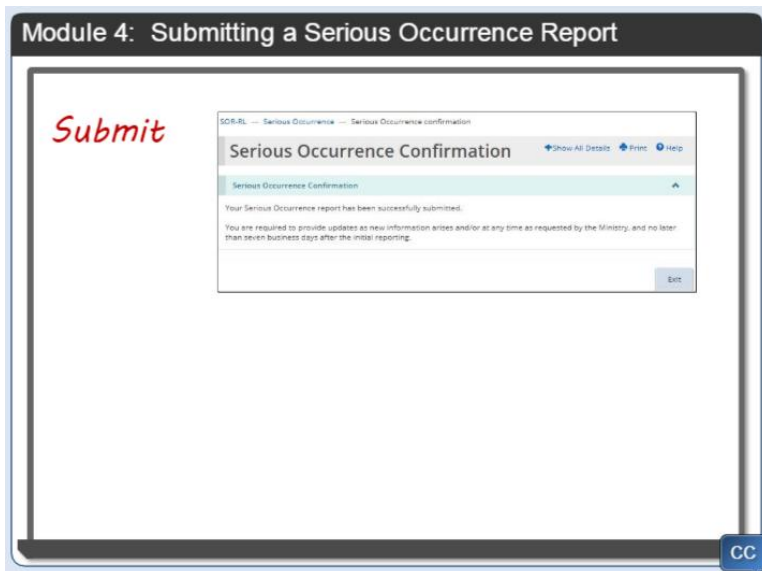


My report is complete. All I do now is click the Submit button.

If there is missing information, a message pops up. Here is an example of an error message.



In our case, a confirmation page appears.



The report is now Read-only.

Bill: What if I want to add more information or make changes after I have submitted it?

Lisa: That's a great question Bill! I'll talk about that in the next module. Before we do that, let's go through few review questions.


Question 1

Module 4: Serious Occurrence Reporting

Question 1

What types of supporting documents can be uploaded? Click all that apply:

- a) Document
- b) Graphics
- c) Video
- d) Spreadsheet
- e) Plain text



CC

Feedback when correct:

That is correct. Executable files such as videos cannot be uploaded.

Feedback when incorrect:

Executable files such as videos cannot be uploaded.


Question 2

Module 4: Serious Occurrence Reporting

Question 2

The maximum file size that can be uploaded is 10MB.

- True
- False

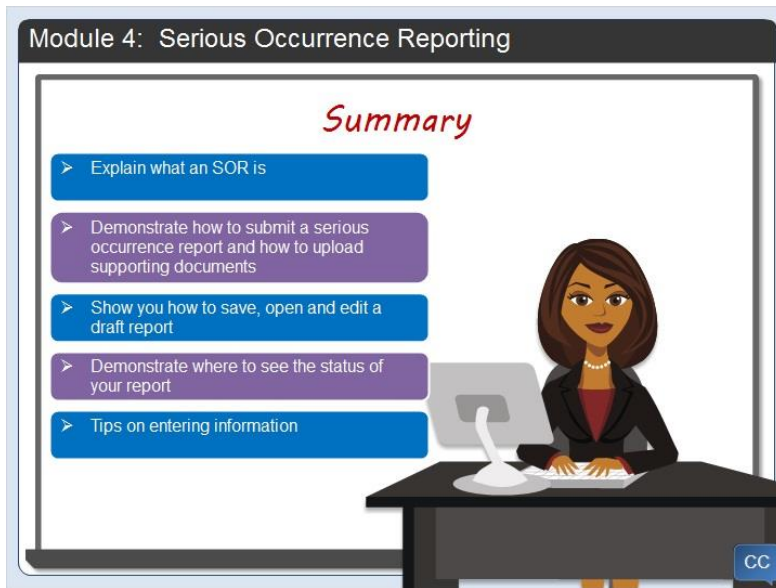


CC

Feedback when correct:

That's right! 10 MB is the maximum size

Summary



Wow, that was a lot of important information. Let me do a quick summary of what you learned.

I explained what an SOR is and how to upload supporting documents.

You saw how to submit an SOR.

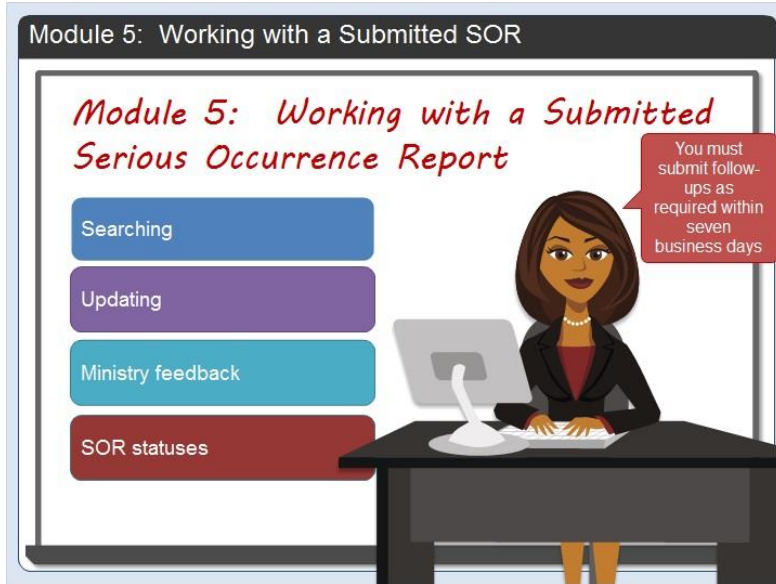
In addition, I showed you how to save, open and edit a draft report.

I explained the different report statuses.

And gave out several tips for entering information.

Module 5: Working with a Submitted SOR

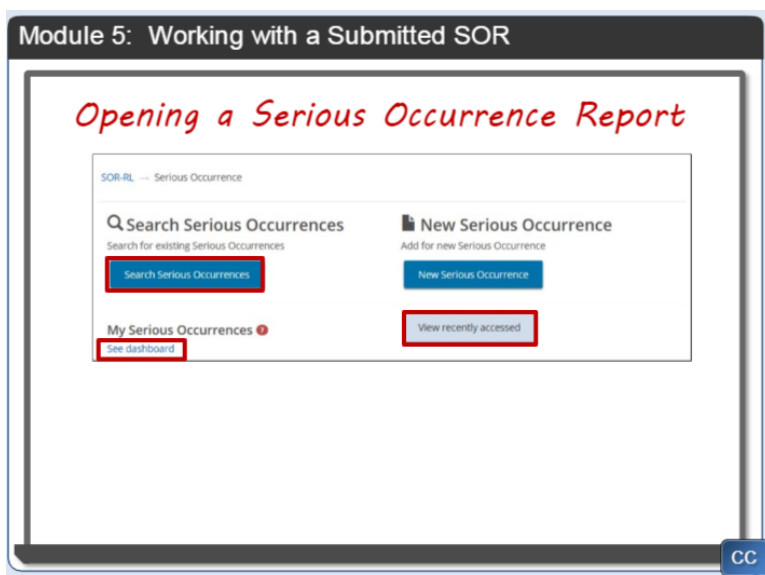
Introduction



Now that you have submitted the serious occurrence report, let's look at things an SOR initiator can do including searching, updating and receiving ministry feedback. We'll also spend some time reviewing serious occurrence reports statuses.

One thing I'd like to stress before we continue is the fact that you must submit follow-ups as required within seven business days. Otherwise, you will receive an email notification reminder to submit an update, unless the ministry has deemed that no more information is required and that the serious occurrence report is complete.

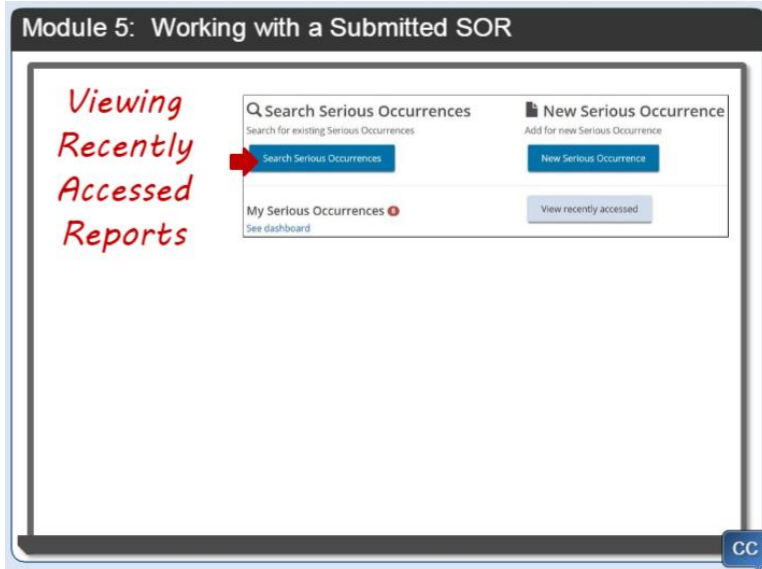
Opening a Report



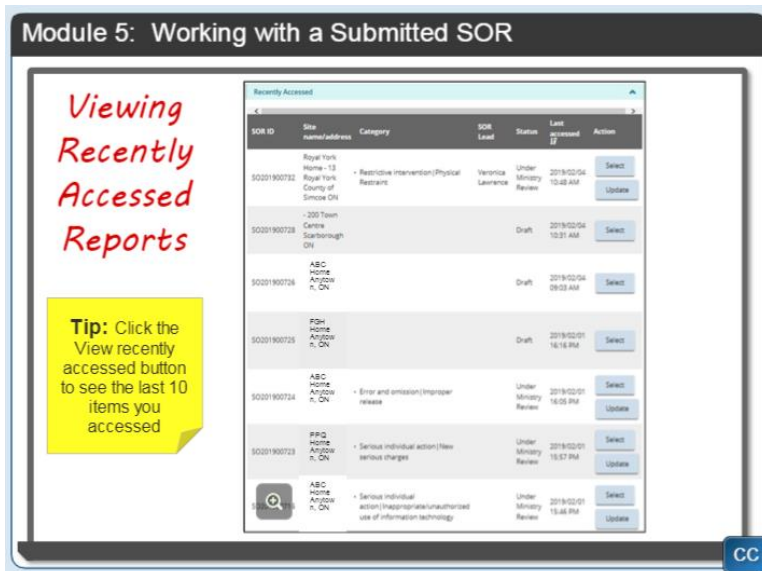
The first thing we'll do is look for the serious occurrence report we just submitted.

From this screen you can find your report from three different buttons including: search serious occurrences; view recently accessed, and see dashboard. I'll go into more detail in the next slides.

View Recently Accessed



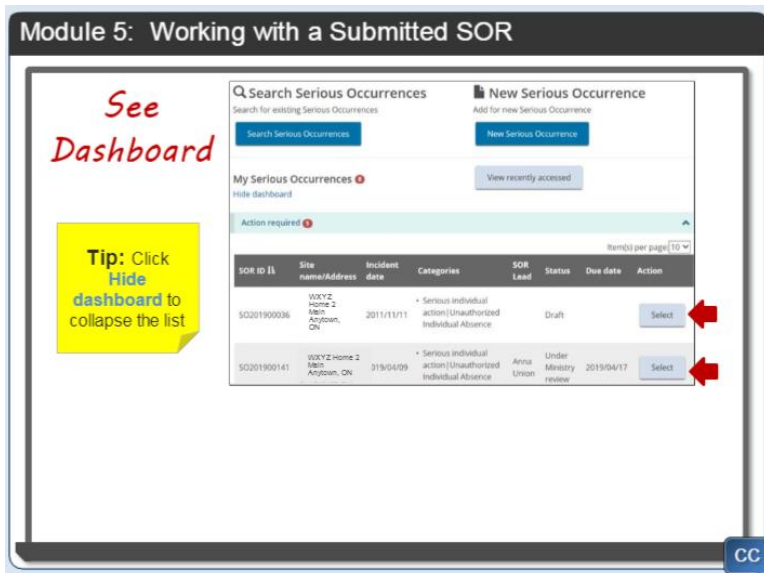
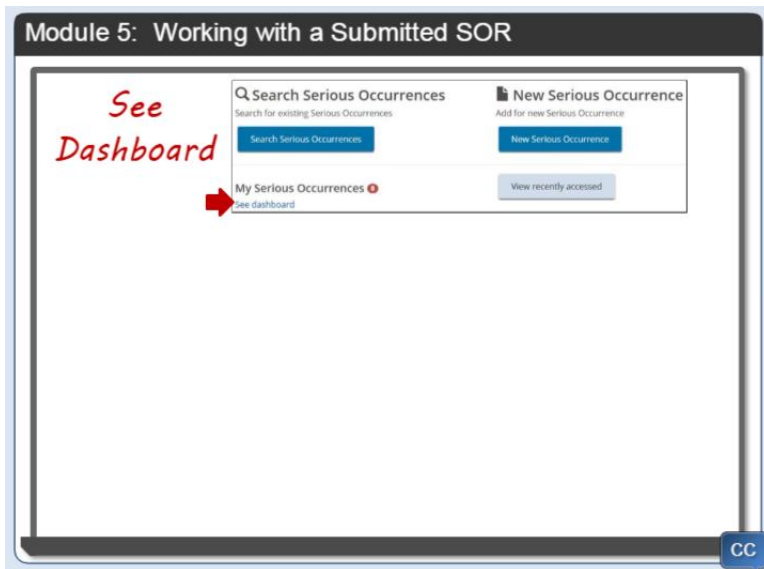
When you click the "View recently accessed" button, a list of the last 10 serious occurrence reports that you worked on or viewed appears.



Then all you do is click either the Select or Update button to open the report.

See Dashboard

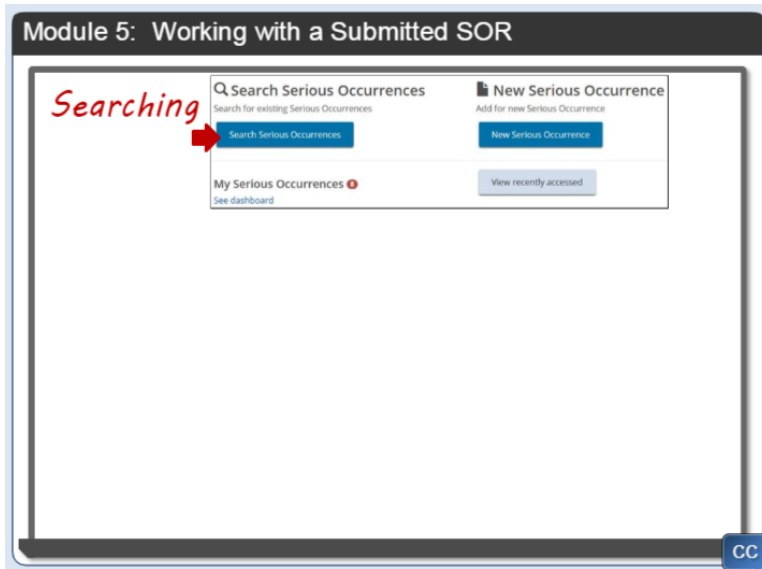
The See dashboard link shows you all reports that are draft and under ministry review.



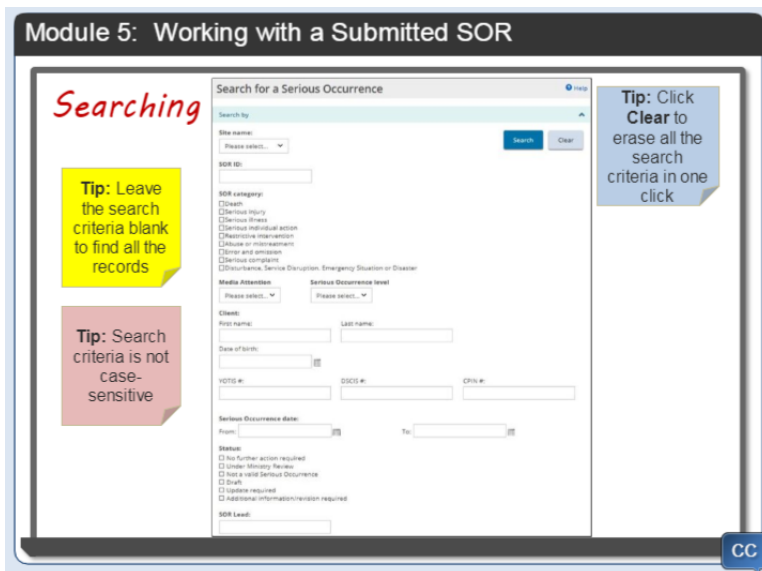
Use this tool to track all SORs and monitor feedback from the ministry.

To open a report, just click the appropriate Select button.

Searching



After you click the Search Serious Occurrence button, the search by page appears. You'll use this page to enter search criteria to find a serious occurrence report.

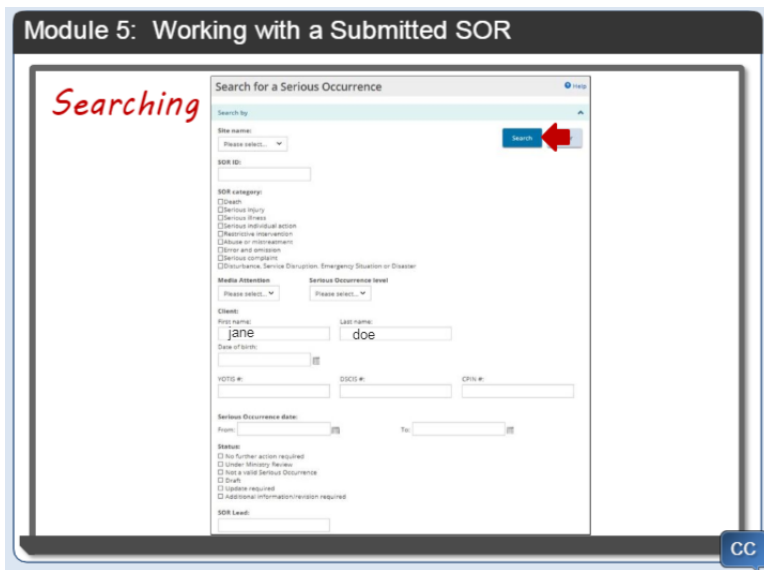


If you don't enter any search criteria, the system will return all the records.

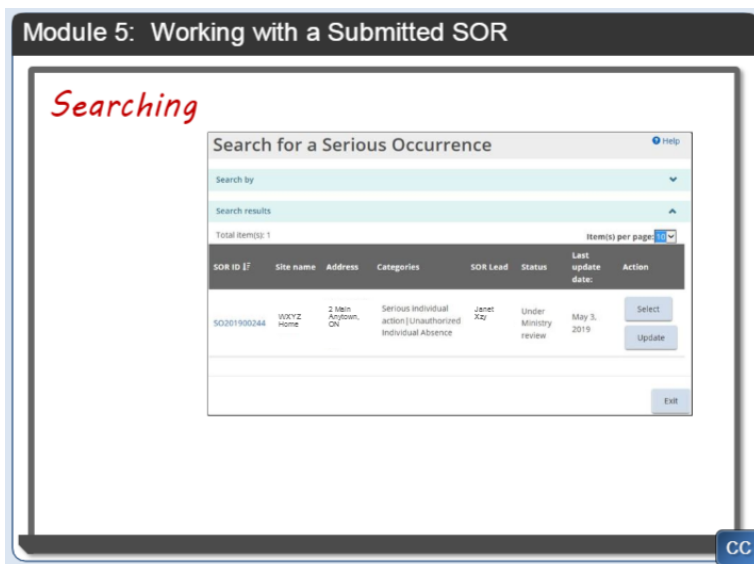
If you are typing text, you don't have to worry about entering it in upper or lower case. The system is not case-sensitive.

If you enter search criteria and want to erase all your entries, click the clear button.

In my scenario, I want to find the serious occurrences for Jane Doe.

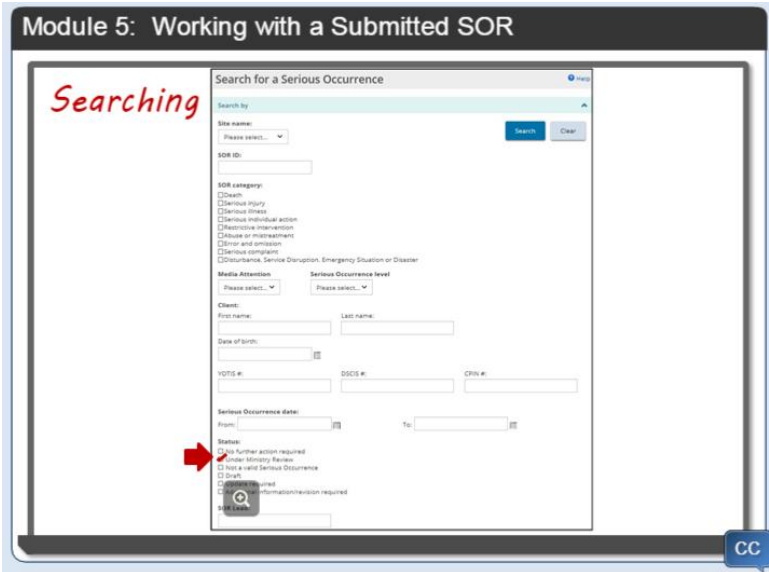


So I'll go down to the client name fields and type in Jane Doe then I'll click the search button.

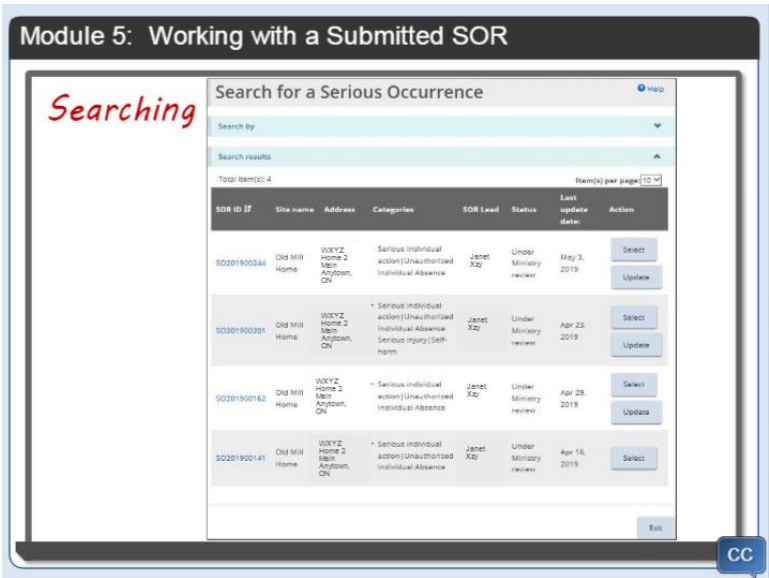


The search results appear below the search criteria section.

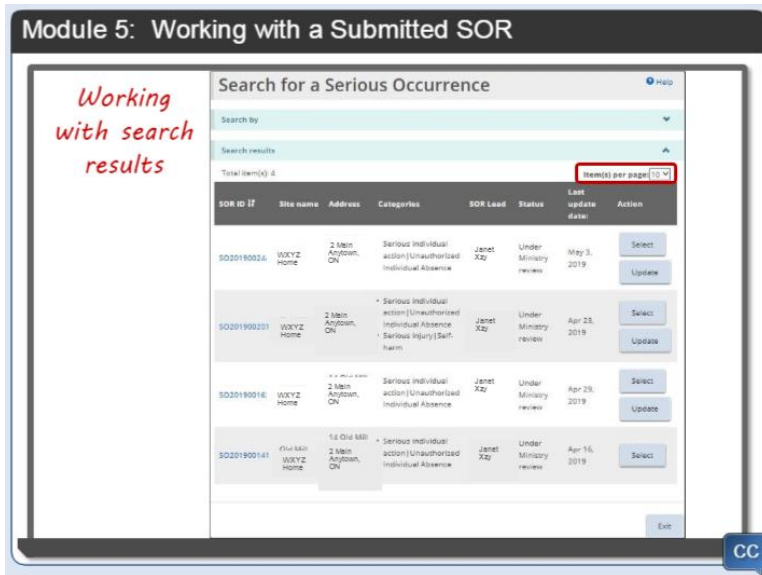
Let's do another search.



Let's look for all the serious occurrences where the SOR status is under ministry review. I'll click the checkbox. Then I'll click the search button. The search results appear.



Working with search results



Look at what has happened to the page.

The search by area has collapsed and the search results appear under the Search results banner.

The system indicates that I have 4 items in my search results.

Initially, the system will display 10 items on the page. I know that by looking here. If I had more than 10 results, I could change the display to be 10, 20 or 50 results per page.

Let me show you some more tips when working with a table such as search results.

Notice that each column has a heading. There is a symbol next to SORID.



It indicates that the table is sorted by the SORID. If you want to sort by a column, simply click the column heading. I want to sort by Last update date so I'll click the Last update date heading now.

Module 5: Working with a Submitted SOR

Working with search results

Tip: Click the column heading to sort by that column

Tip: Click the column heading again to sort in the opposite order

Search for a Serious Occurrence

Search by

Search results

Total item(s): 4 Items per page: 10

SOR ID	Site name	Address	Categories	SOR Lead	Status	Last update date_17	Action
S0201900268	WXYZ Home	2 Main Address, ON	Serious individual action (Unauthorized Individual Absence)	Janet Xyz	Under Ministry review	May 3, 2019	Select Update
S0201900162	WXYZ Home	2 Main Address, ON	Serious individual action (Unauthorized Individual Absence)	Janet Xyz	Under Ministry review	Apr 28, 2019	Select Update
S0201900201	WXYZ Home	2 Main Address, ON	Serious individual action (Unauthorized Individual Absence Serious injury) Self-harm	Janet Xyz	Under Ministry review	Apr 23, 2019	Select Update
S0201900141	WXYZ Home	2 Main Address, ON	Serious individual action (Unauthorized Individual Absence)	Janet Xyz	Under Ministry review	Apr 16, 2019	Select

CC

Notice the symbol. Now, if I click the Last update date heading again, the list sorts in the opposite order. This is a handy tip when you have a lot of information in a table.

From here you can click the select or update button for the SOR that you are looking for.

Updating a Submitted SOR

Module 5: Working with a Submitted SOR

Updating a Submitted SOR

Once the serious occurrence report has been submitted, a service provider is unable to edit the report, unless additional information or revisions are requested by the ministry

Once the Serious Occurrence report has been submitted, a Service Provider is unable to edit the report, unless additional information or revisions are requested by the ministry.

Module 5: Working with a Submitted SOR

Updating a Submitted SOR

At any time, you can:

- ✓ Add another individual
- ✓ Add another category
- ✓ Add a notification
- ✓ Add a comment in the **Description and Next Steps** section

Although information cannot be edited unless requested by the ministry, at any time you can: Add another individual, add another category, add a notification, and add a comment in the **Description and Next Steps** section.

Let's walk through the steps.

Module 5: Working with a Submitted SOR

Updating a Submitted SOR

Q Search Serious Occurrences New Serious Occurrence

Search for existing Serious Occurrences Add for new Serious Occurrence

Search Serious Occurrences New Serious Occurrence

My Serious Occurrences View recently accessed

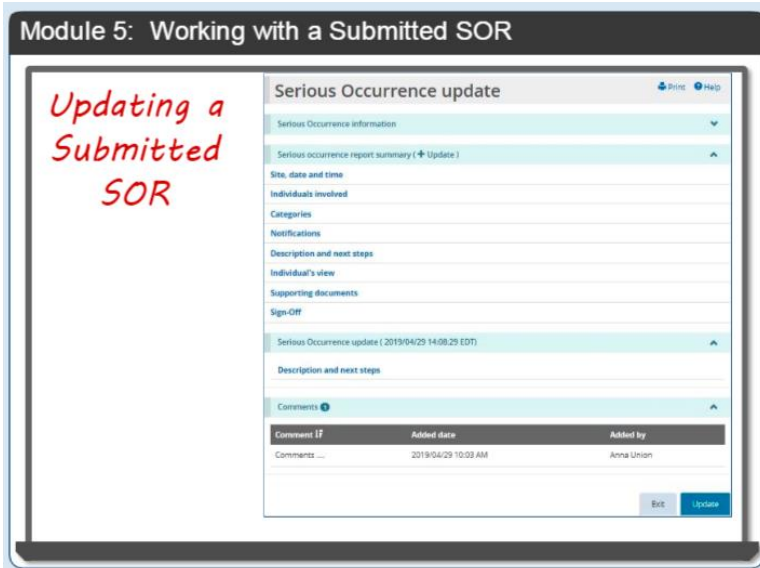
Hide dashboard Action required

SOR ID	Site name/Address	Incident date	Categories	SOR Lead	Status	Due date	Action
50201900162	WXY2 Home3 Main, Ayrton, ON	2019/04/09	• Serious individual action (Unauthorized Individual Absence)	Jane 1.XXZ	Under Ministry review	2019/05/06	Select Update
50201900201	WXY2 Home3 Main, Ayrton, ON	2019/04/23	• Serious individual action (Unauthorized Individual Absence) • Serious injury (Self-harm)	Jane 1.XXZ	Under Ministry review	2019/04/30	Select Update
50201900244	WXY2 Home3 Main, Ayrton, ON	2019/03/22	• Serious individual action (Unauthorized Individual Absence)	Jane 1.XXZ	Under Ministry review	2019/05/15	Select Update
50201900141	WXY2 Home3 Main, Ayrton, ON	2019/04/09	• Serious individual action (Unauthorized Individual Absence)	Jane 1.XXZ	Under Ministry review	2019/04/17	Select
50201900036	WXY2 Home3 Main, Ayrton, ON	2011/11/11	• Serious individual action (Unauthorized Individual Absence)	Jane 1.XXZ	Draft		Select

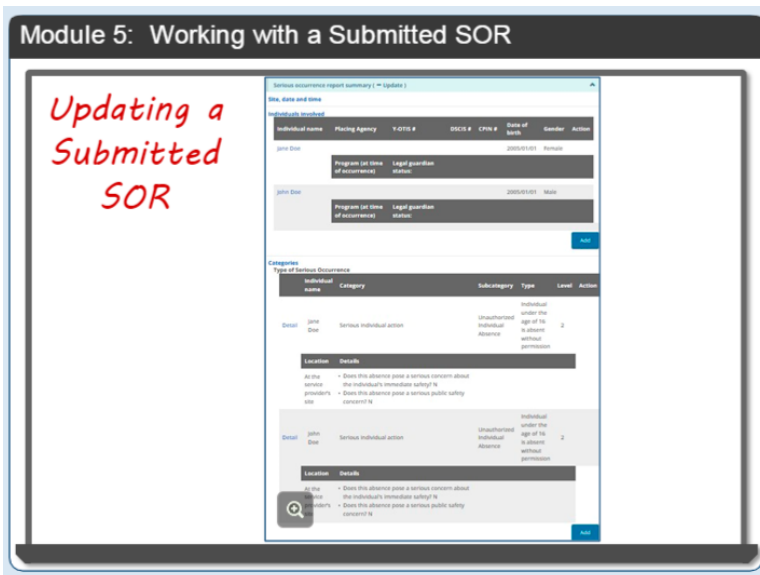
CC

Open the serious occurrence report by clicking the update button. The Serious Occurrence Information page appears.

Notice there is an Update link. Click it.



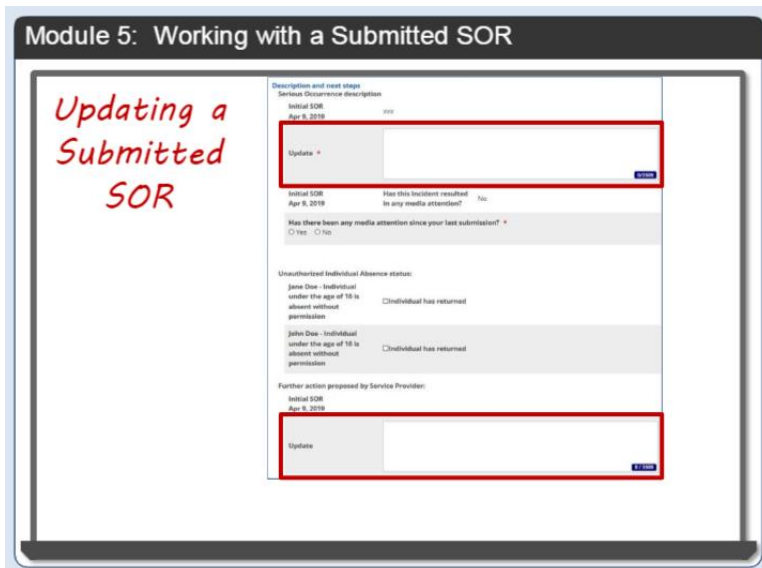
Most sections have a blue link that you can click to view the submitted information.



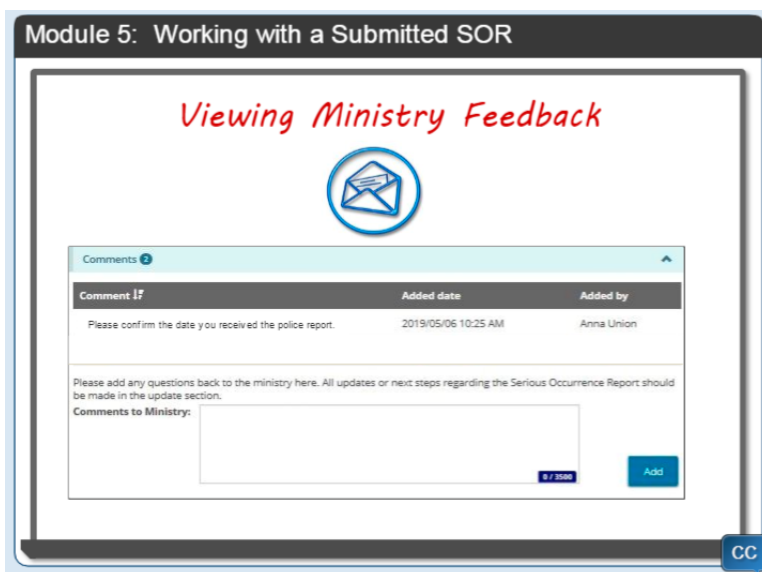
To add another item just click the applicable add button.

Bill: Is this where I can enter a note or a comment to the ministry?

Lisa: Yes Bill. You can enter comments and updates in the update areas in the description and next steps section.



Viewing Ministry Feedback



Bill: What about comments the ministry sends to me?

Lisa: You will receive an email from SOR-RL advising that the ministry has made a comment. You'll be able to click the link in the email and login.

Here is what the comment section will look like.

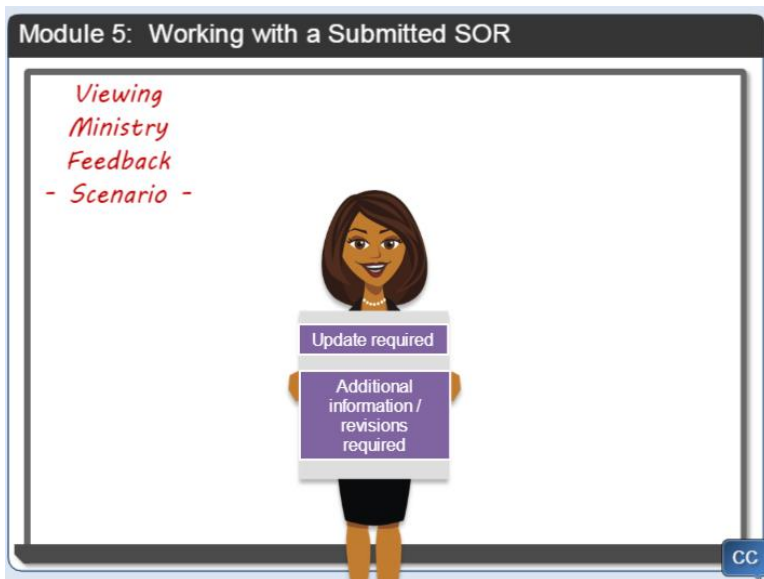
Bill, notice that there is an area for the service provider to enter a comment back to the ministry.

Bill: Yes I see that. How do I see other feedback from the ministry?

Lisa: Well Bill, in addition to comments, you can watch the status of your report. Most of the time the ministry will be looking for written updates to be provided. However, there may be circumstances where we may need to revise or correct information in the serious occurrence report. Let's return to our

scenario of Jane and John missing to show you what I mean.

Viewing Ministry Feedback

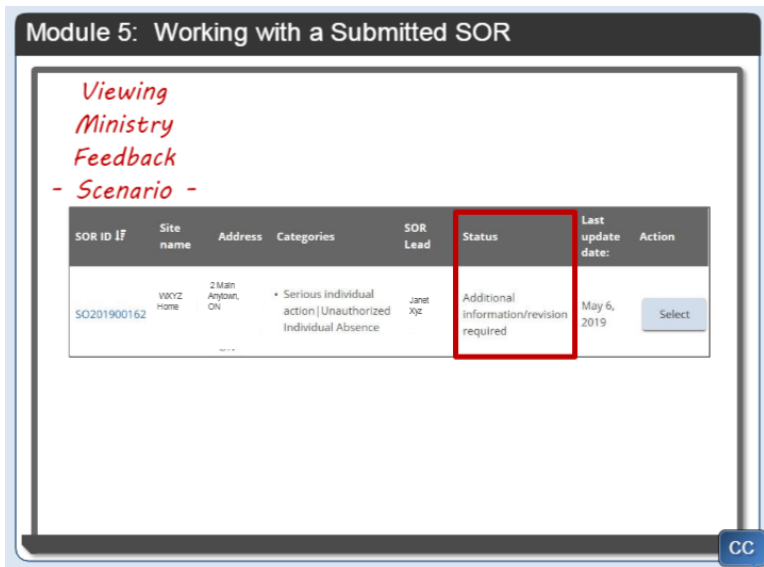


There are two statuses that seem similar but are very different: Update required and Additional information or revisions required.

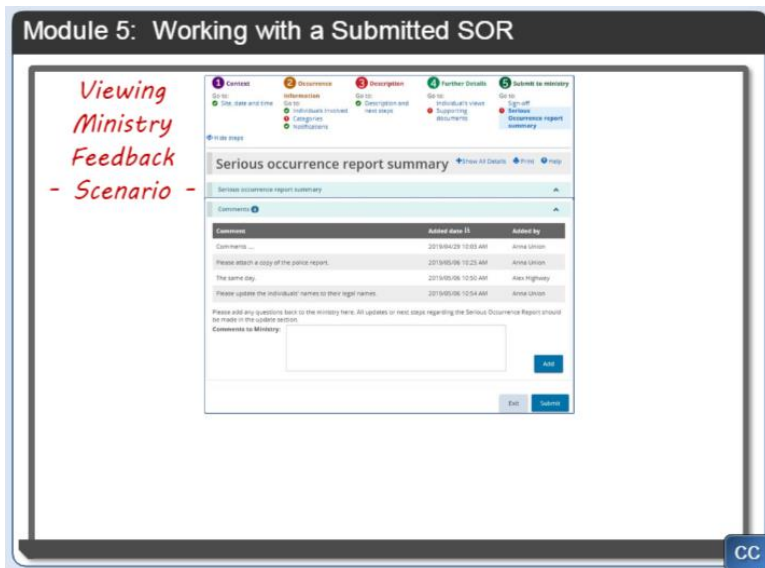
Most of the time the ministry will be looking for an update, so this will be the status you'll see.

However, there may be circumstances where we may need to revise or correct information in the SOR which is when the additional information or revisions required status will appear.

To help me explain I'll walk you through several examples.

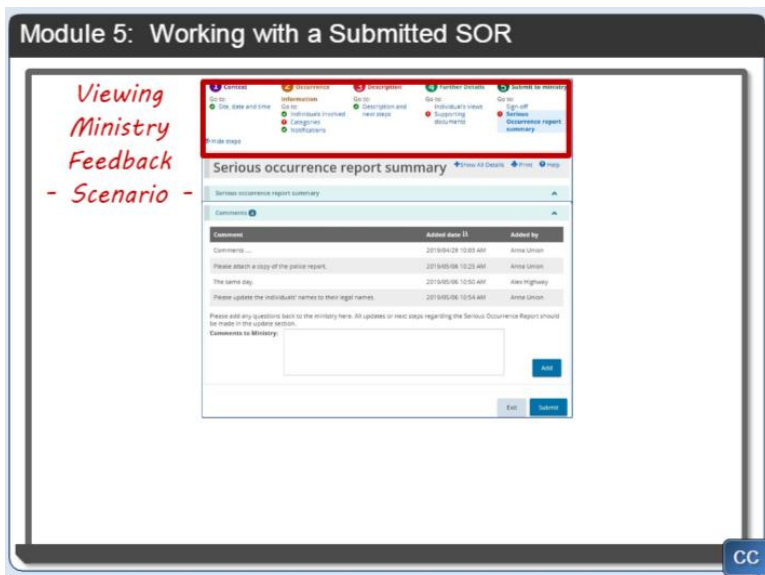


In the first example, the ministry has indicated that additional information or revisions are required.



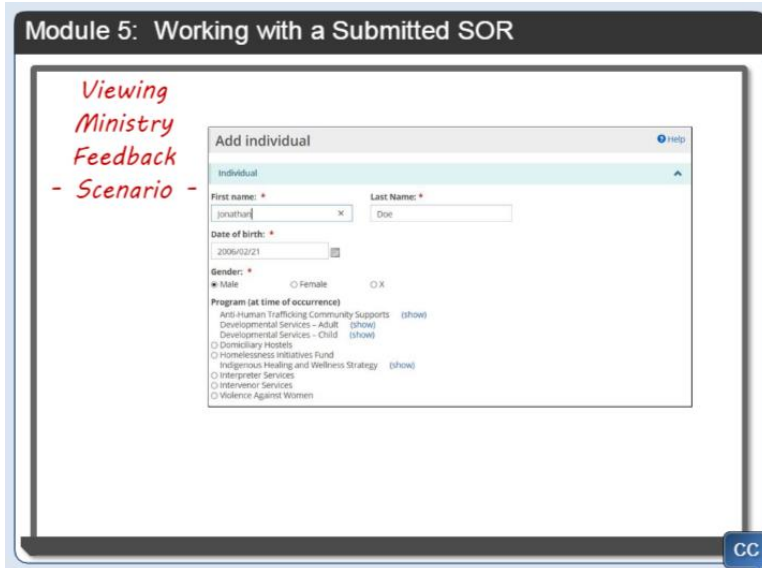
I'll open the report and scroll down to the comments section. The note says: "Please update the individuals' names to their legal names." This is because SORs must include the legal names of individuals.

I reviewed both individual's case files and it looks like this applies to John Doe. His legal name is actually "Jonathan Doe".

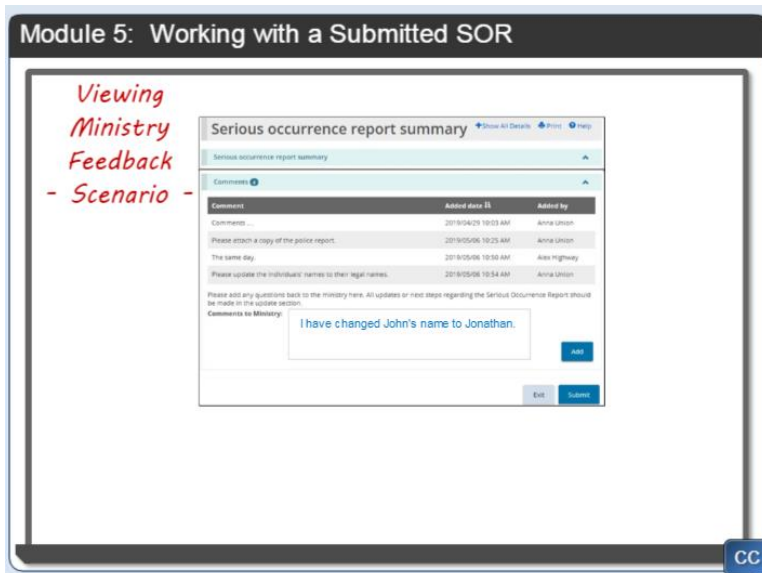


One thing I want to point out is that this status opens the information in the SOR, so that you can fix the individual's name. Normally, you would not be able to edit that section.

We will quickly go into the individuals involved section and update John's name to Jonathan.



In the summary page you can add a comment.



Then click Submit. The status is back to "Under ministry review".

Module 5: Working with a Submitted SOR

Viewing Ministry Feedback - Scenario -

SOR ID #	Site name	Address	Categories	SOR Lead	Status	Last update date:	Action
SO201900162	WXYZ Home	2 Main Anytown, ON	• Serious individual action Unauthorized Individual Absence	Jane 123	Under Ministry review	May 6, 2019	Select Update

CC

Viewing Ministry Feedback

Module 5: Working with a Submitted SOR

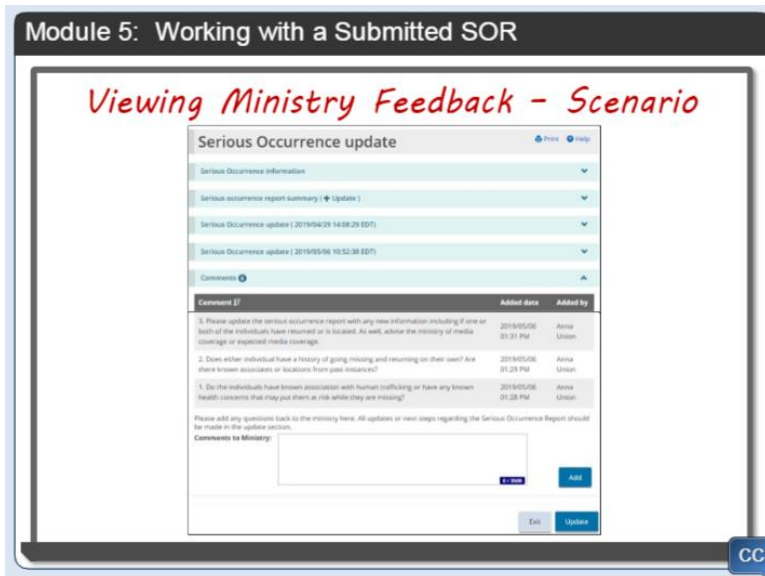
Viewing Ministry Feedback - Scenario

SOR ID #	Site name	Address	Categories	SOR Lead	Status	Last update date:	Action
SO201900162	WXYZ Home	2 Main st. Anytown, ON	• Serious individual action Unauthorized Individual Absence	Jane Xyz	Update required	May 6, 2019	Select Update

CC

In the next example the ministry requires an update.

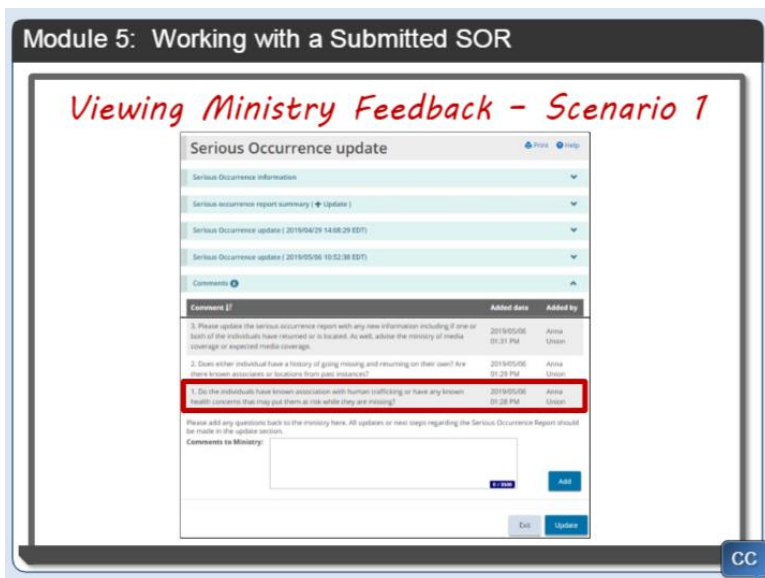
I'll click update to open the report.



I want to mention that an update screen looks different in that you cannot edit all the sections.

Next I'll scroll down to the comments section. You can see that there are several comments. I've numbered them from 1 to 3 for the video.

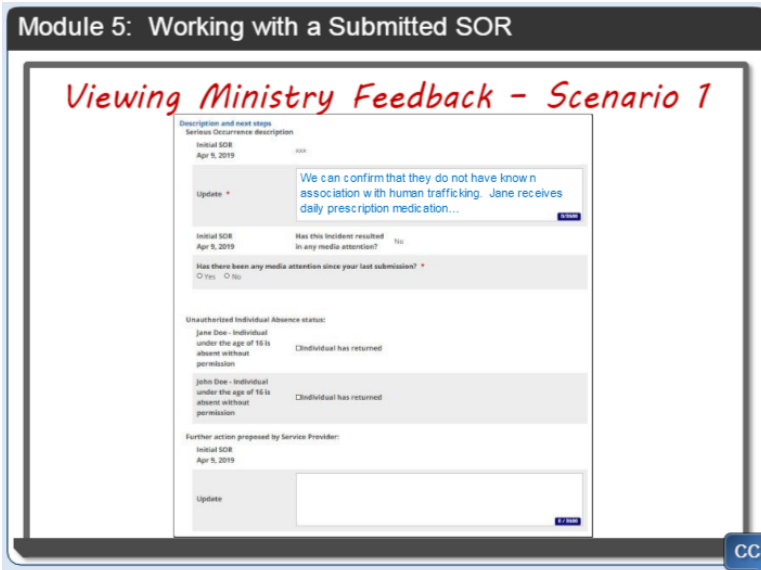
Viewing Ministry Feedback



In the first comment, the ministry asks: “Do the individuals have known association with human trafficking or have any known health concerns that may put them at risk while they are missing?”

After reviewing their case files and consulting with my colleagues who know the individuals I can respond to the ministry.

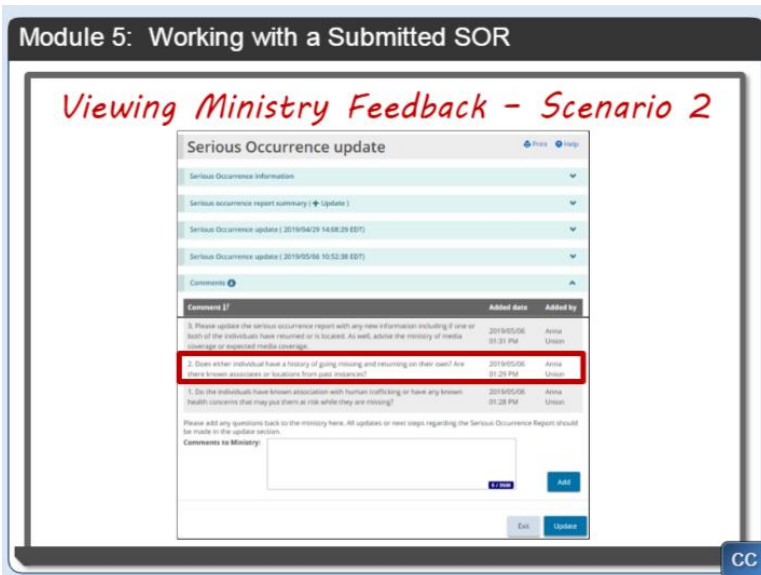
To do this I'll open the description and next steps section of the summary page.



I'll enter: "We can confirm that they do not have known association with human trafficking. However, Jane does receive daily prescription medication for her mental health. We have contacted the pharmacist to determine risks of missed medication and plan for administering missed doses when she returns."

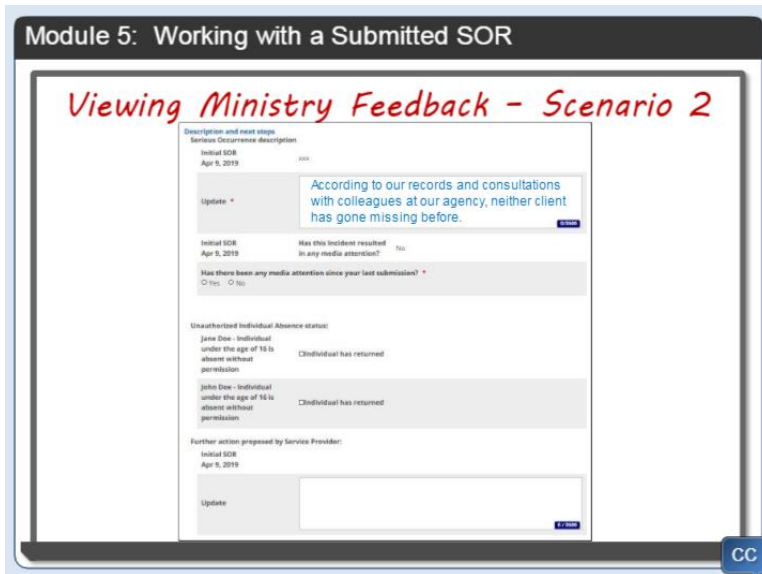
I'll answer the other questions on the screen then click the update button.

Viewing Ministry Feedback



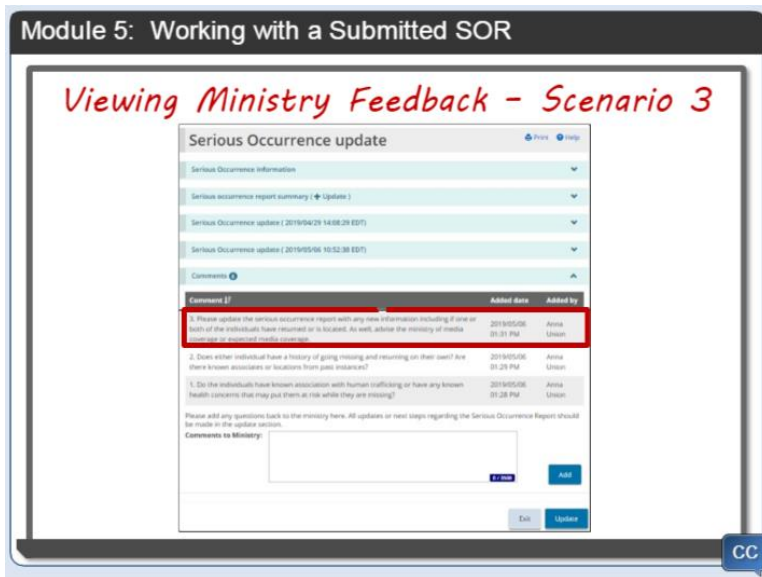
The second comment is: "Does either individual have a history of going missing and returning on their own? Are there known associates or locations from past instances?"

According to our records and consultations with colleagues at our agency, neither client has gone missing before.



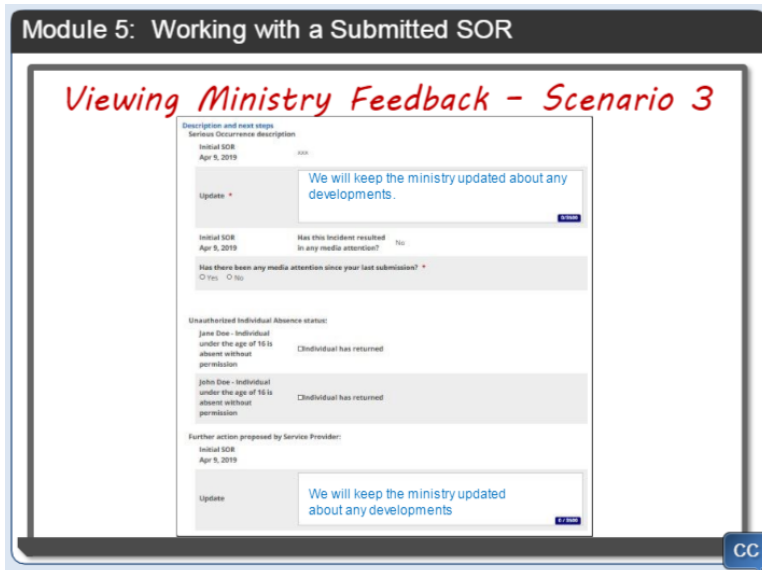
Again, we go into the Description and next steps section of the summary page and enter the updates. Then click the update button.

Viewing Ministry Feedback



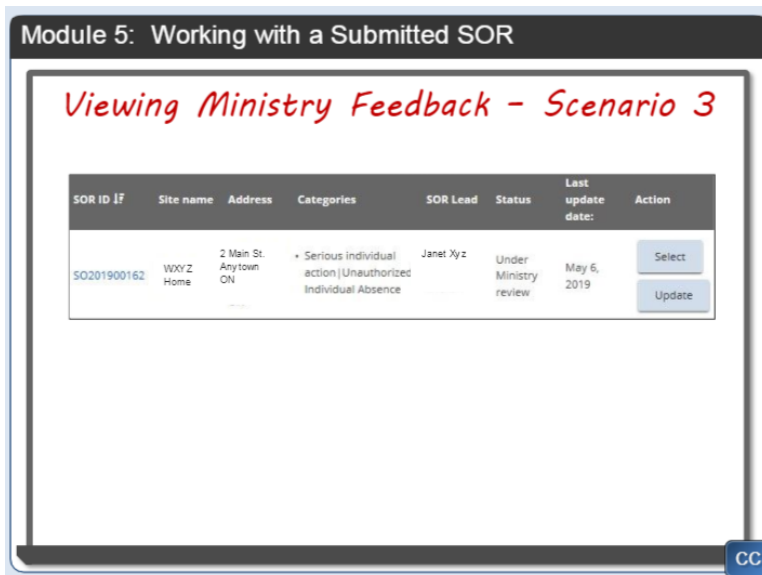
The final comment from the ministry is: “Please update the serious occurrence report with any new information, including if one or both of the individuals returns or is located. As well, advise the ministry of media coverage or expected media coverage.”

The update information is entered in the description and next steps area.



I will add the following update: “We will keep the ministry updated about any developments.” and answer the question about media attention.

I’ll click Update. You can see the status has changed to “Under Ministry Review” on the dashboard.



Bill: I like seeing the status right in the list. That will help me monitor the status of this and other serious occurrence reports.

That’s right! Okay, let’s do an exercise now to review a few things.

Exercise

Module 5: Working with a Submitted SOR

Exercise: Drag and drop the SOR status to its matching description

No changes can be made other than adding more information		Additional information / revision required
The ministry has determined that the report is missing information		Draft
The service provider has not submitted the report yet		Not a serious occurrence
The ministry has deemed this report to be complete		No further action required
The service provider decided not to submit this report		Update required
The ministry is seeking new information or developments		Under Ministry review
The ministry has determined that the incident does not warrant a serious occurrence report		Withdrawn

In this exercise, drag the status to the box next to the correct definition. The system will only let you drop the status into the correct box. Have fun.

Correct answer

Module 5: Working with a Submitted SOR

Exercise: Drag and drop the SOR status to its matching description

No changes can be made other than adding more information	Under Ministry review
The ministry has determined that the report is missing information	Additional information / revision required
The service provider has not submitted the report yet	Draft
The ministry has deemed this report to be complete	No further action required
The service provider decided not to submit this report	Withdrawn
The ministry is seeking new information or developments	Update required
The ministry has determined that the incident does not warrant a serious occurrence report	Not a serious occurrence

CC


Question 1

Module 5: Working with a Submitted SOR

Question 1

What information can be updated in a submitted SOR?

- a) None
- b) Comments
- c) The ministry will open the report for you to make updates.
- d) b) and c)



Feedback when correct: That's right! You can add comments however the ministry must open the report for you to make updates.

Feedback when incorrect: The correct answer is d). You can add comments however the ministry must open the report for you to make updates.



Question 2

Module 5: Working with a Submitted SOR

Question 2

What information can be deleted from a submitted SOR?

- a) Notifications
- b) Comments
- c) The date and time of the serious occurrence.
- d) None



Feedback when correct: That's right! No information can be deleted from a submitted SOR.

Feedback when incorrect: The correct answer is d). No information can be deleted from a submitted SOR.


Question 3

Module 5: Working with a Submitted SOR

Question 3

What information can be added to a submitted SOR?

- a) Another individual
- b) Another category
- c) A notification
- d) A comment
- e) All of the above



CC

Feedback when correct: That's right! All of the above.


Feedback when incorrect: The correct answer is e). All of the above.

Summary

Module 5: Working with a Submitted SOR

Summary

- Find serious occurrence reports
- Edit submitted reports
- View ministry feedback
- SOR statuses



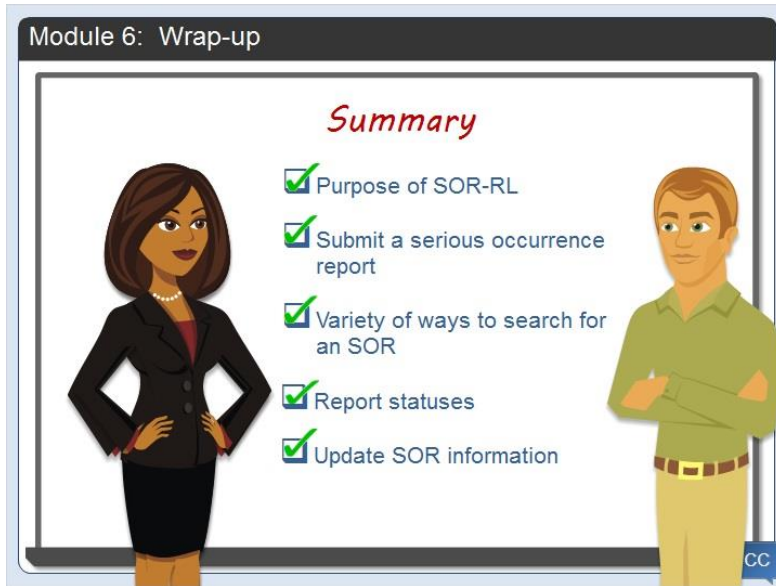
In this module you learned 3 ways to find your serious occurrence reports.

You also learned how to edit submitted reports and view ministry feedback.

We spent some time reviewing the seven report statuses.

6. Module 6: Wrap-up

Summary



Lisa: That's all the serious occurrence information that I wanted to share with you. What did you learn in the video Bill?

Bill: Well, I learned about the purpose of SOR-RL and that access to the system is controlled by roles.

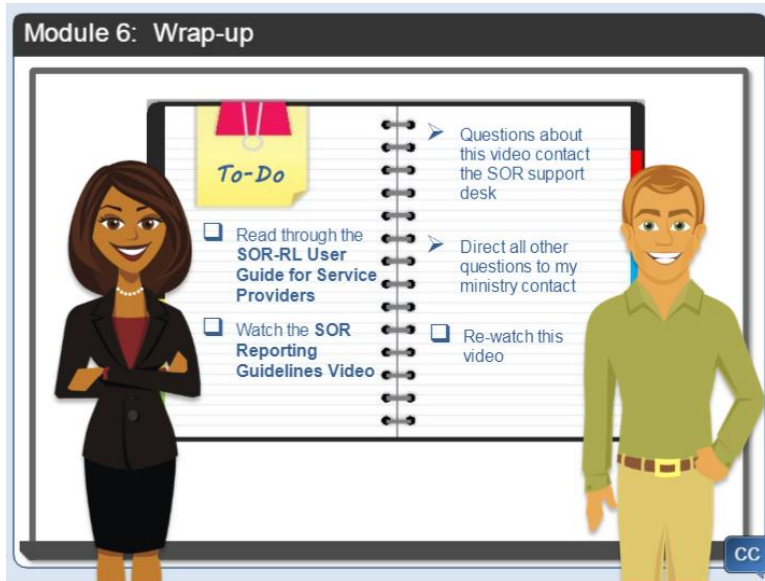
I saw how to submit a serious occurrence report and that I can update it as I gather more information.

I learned that there are a variety of ways to search for an SOR.

I learned that there are several report statuses.

And finally, I learned how to update serious occurrence report information.

Next Steps



Bill: You know Lisa, I found that SOR-RL is pretty easy to use. I especially like the steps at the top of the screen that help me to monitor my progress.

Lisa: I'm glad you like it.

Bill: What do you suggest that I do next?

Lisa: Earlier in the video I mentioned that there is a SOR-RL guide for service providers. You should read through it and have it handy when you use the system. If your role is a system administrator, there are administrative functions outlined in the guide that you should become familiar with.

Don't forget that there is another video everyone should watch entitled Serious Occurrence Reporting Guidelines. It covers the legislation and other non-system topics that I did not cover today.

Bill: Ok, thanks for the reminder Lisa.

What should I do if I have questions while I'm working in the system?

Lisa: If it is a system question or if you have problems accessing SOR-RL contact the SOR support desk. All other questions should be sent to your ministry contact. And, don't forget that you can watch this video at any time. If you have any other questions about this video, please contact the SOR support desk.

I hope to see you again soon!

Blank slide