

SOR-RL

Serious Occurrence Reporting - Residential Licensing

SOR-RL **Residential Licensing User Guide** **for** **Applicants and Licensees**

February 2022

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1. Introduction

1.1. Introduction to SOR-RL

The Serious Occurrence and Residential Licensing system (SOR-RL) is a secure online tool available to licensees and Ministry staff that automates and harmonizes the end-to-end licensing process for children's licensed residential care and reporting of serious occurrence reports.

1.2. Using this guide



This guide provides step-by-step instructions for service providers to use and navigate SOR-RL related to Children's Residential Licensing

This guide will be updated as functionality is added to SOR-RL.

System users are assigned roles that determine what functions can be performed. In this guide, if a function is performed by a certain role, it will be noted as such. A list of functional roles can be found in [Appendix B: System / functional roles](#).

A description of SOR-RL icons can be found in [Appendix D: Symbols and icons quick reference](#).

In this guide:


- Tips appear with a thumbs-up symbol. 
- Important notes appear with a pin symbol. 
- A cross-reference within the guide can be identified by [green underlined](#) text. Click on the link to go directly to that section.
- See [Appendix A: Terms and acronyms](#) for a list of terms and acronyms.

1.3. Information not included

This document is a reference for using the software only; no business functions outside the system are included.

Serious Occurrence reporting is not included. There is a separate guide entitled *SOR-RL Serious Occurrence Reporting Guide for SOR Initiators* that is available on the portal.

1.4. Getting assistance

- Click  **HELP** to get online help about the page you are on.
- For questions and technical support contact the ministry support personnel dedicated to your region.

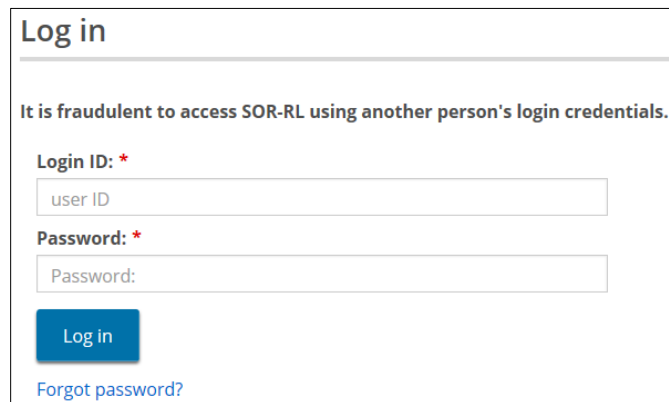
2. Performing basic SOR-RL functions

2.1. Logging in to SOR-RL

1. Open your browser such as Internet Explorer or Chrome.
2. Enter the following address in the **Address** area of your browser:

<https://www.sorrl.mcass.gov.on.ca/SORRL/public/login.xhtml>

The **Log in** page appears.



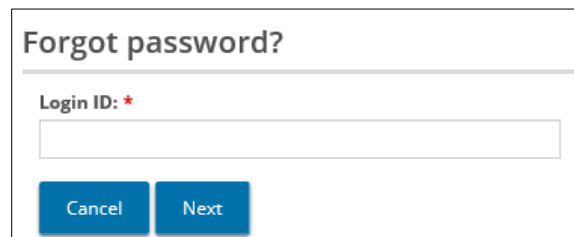
The screenshot shows the 'Log in' page. At the top, it says 'Log in'. Below that, a warning message states: 'It is fraudulent to access SOR-RL using another person's login credentials.' There are two input fields: 'Login ID: *' with the text 'user ID' entered, and 'Password: *' with the text 'Password:' entered. Below the password field is a blue 'Log in' button. At the bottom left, there is a blue link that says 'Forgot password?'.

3. Enter your **Login ID**.
4. Enter your **Password**.



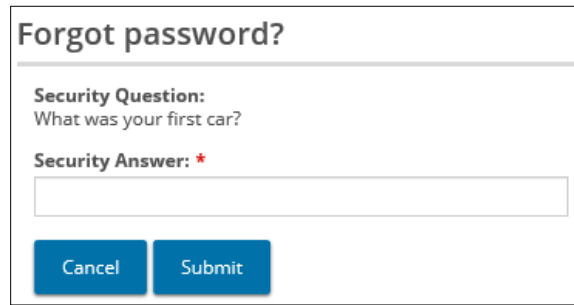
If you have forgotten your password:

- (1) Click [Forgot password?](#). The **Forgot password?** page appears.



The screenshot shows the 'Forgot password?' page. At the top, it says 'Forgot password?'. Below that, there is a 'Login ID: *' label and an empty input field. At the bottom, there are two blue buttons: 'Cancel' and 'Next'.

- (2) Enter your **Login ID**.
- (3) Click [Next](#). One of your security questions appears.



Forgot password?

Security Question:
What was your first car?

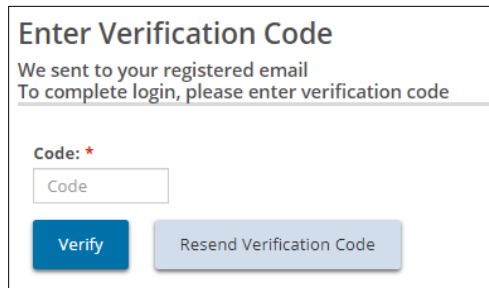
Security Answer: *

[Cancel](#) [Submit](#)

(4) Enter the **Security Answer**.

(5) Click [Submit](#).

5. Click [Log in](#). The **Enter Verification Code** page appears.



Enter Verification Code

We sent to your registered email
To complete login, please enter verification code

Code: *

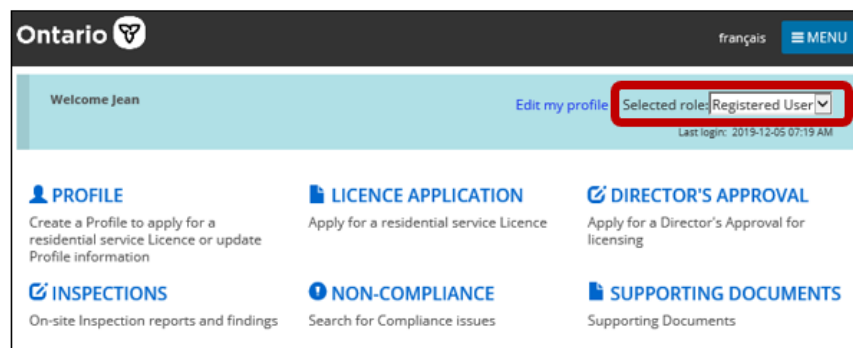
[Verify](#) [Resend Verification Code](#)


6. You will receive an email containing a verification code. Enter the verification **Code** from the email.




Copy and paste the code from the email.

7. Click [Verify](#). The SOR-RL home page appears.



Ontario 

français [MENU](#)

Welcome Jean [Edit my profile](#) **Selected role: Registered User** 

Last login: 2019-12-05 07:19 AM



<p>PROFILE</p> <p>Create a Profile to apply for a residential service Licence or update Profile information</p>	<p>LICENCE APPLICATION</p> <p>Apply for a residential service Licence</p>	<p>DIRECTOR'S APPROVAL</p> <p>Apply for a Director's Approval for licensing</p>
<p>INSPECTIONS</p> <p>On-site Inspection reports and findings</p>	<p>NON-COMPLIANCE</p> <p>Search for Compliance issues</p>	<p>SUPPORTING DOCUMENTS</p> <p>Supporting Documents</p>

(SOR-RL home page options vary depending on the role selected.)








If your login attempt fails, click [Resend Verification Code](#) then repeat step 6.

2.2. Logging out

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

2.3. Navigating


- Click  or  to navigate between main pages in the same module.
- Click  to go back from a subpage to the main page where you came from.
- Click  to return to the home page.
- The top of many pages is a line of links called breadcrumbs. Click the breadcrumb to go back to a module. For example, in the following page, you would click the [Application](#) breadcrumb to go to the **Application** page from the **Residence information** page.

Breadcrumbs 

SOR-RL → Application → Residence information


1 Licence

Go to:

 Licence information


2 Applicant


Go to:

 Applicant profile

3 Residence & Operation


Go to:

 **Residence information**

 Operation information


4 Documents


Go to:


 Supporting documents

5 Application

Go to:

 Application summary


 Hide steps


Residence information 


Name of Children's Residence:


Application ID: LA201920071


Application status: Draft

Children's Residence information 

Children's Residence address 

Children's Residence mailing address 

Safe Drinking Water Act 

Residence contacts 



Back



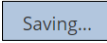

Exit

Save

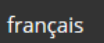

Save & next

2.4. Saving your entries

- Click  to save your entries and remain on the current page.
- Click  to save your entries and go to the next page.

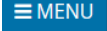
 When  is clicked it will briefly display  and then changes back to . This indicates that data has been saved.

2.5. Changing the page language

To change the page language, from the top of any page, click the language button.  



2.6. Accessing the main menu

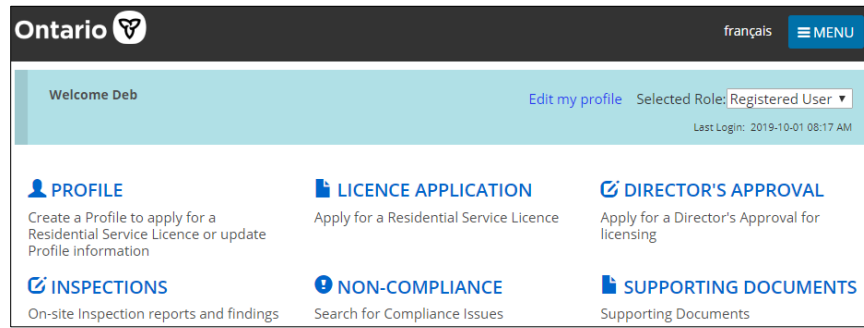
The menu can be accessed from the top of any page by clicking . The menu contains links to the sections you have access to as well as the logout function.



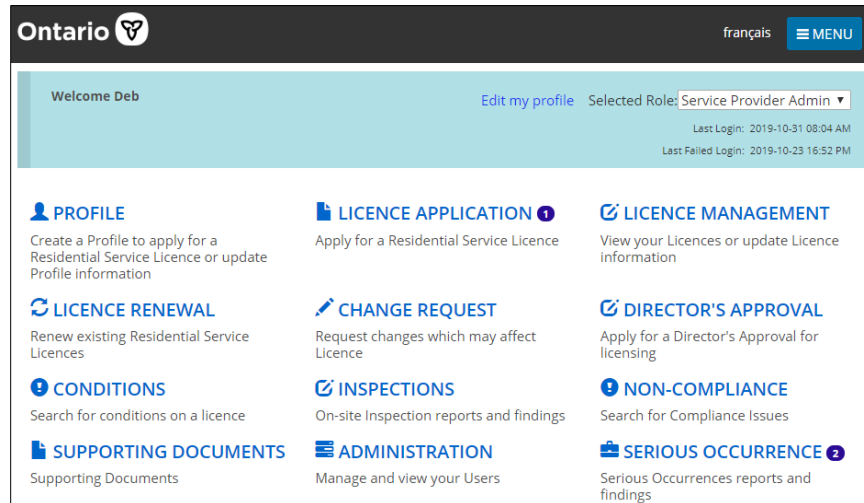
2.7. Understanding the SOR-RL home page

2.7.1. SOR-RL home page example

After you log in, the first page to appear is the SOR-RL home page. The items that appear on the home page will vary depending on your system access rights (role). For more information about roles see [Appendix B: System / functional roles](#) on page [172](#).



Example of a home page for a Registered User

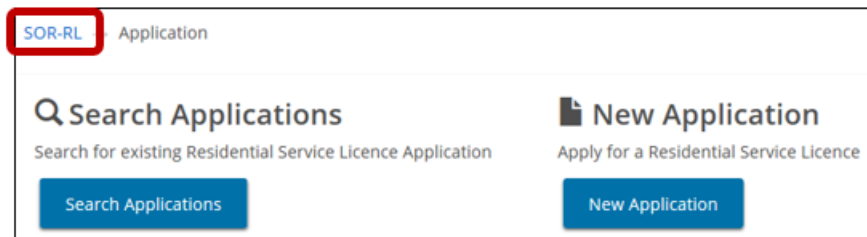


Example of a home page for a Service Provider Administrator

2.7.2. Accessing the SOR-RL home page

To access the SOR-RL home page from any page:

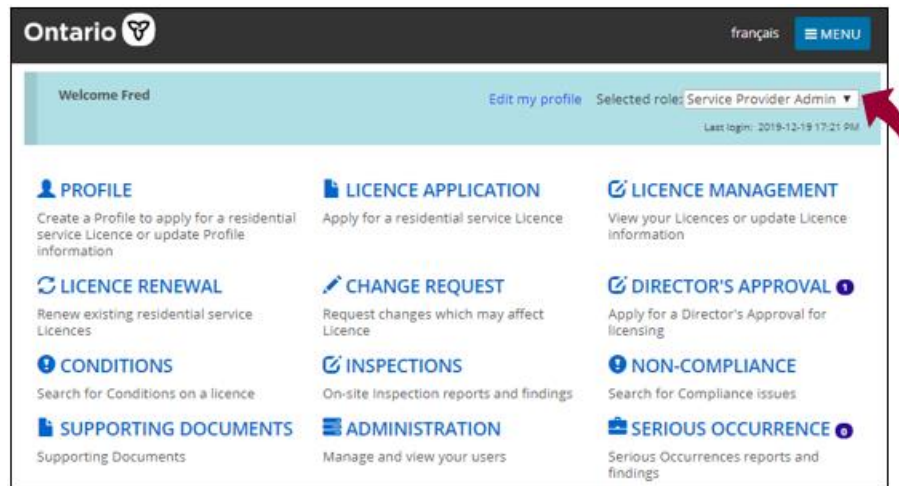
- Click **MENU** then select the **SOR-RL** link; or
- Click the **SOR-RL** link from the breadcrumbs at the top of the page.



2.7.3. Changing the role displayed

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

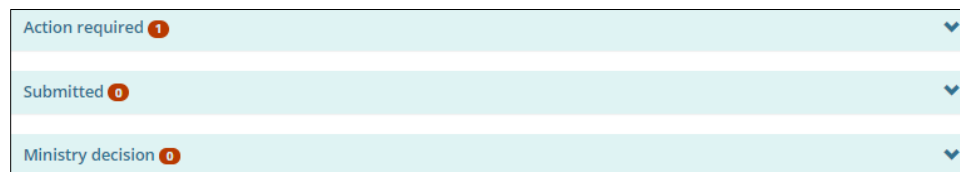
- Click the dropdown arrow in the **Selected Role** field on the home page.



2. Select the role from the list.

2.8. Banners

Items can be collapsed under a banner.

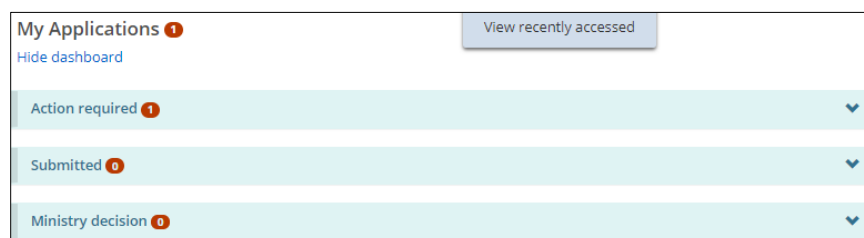


- The number in the banner indicates the number of items in the list.
- Click the banner arrow to expand / collapse the section.

2.9. Working in a dashboard

2.9.1. Introduction

A dashboard is a list of items grouped by function.



Example of a dashboard

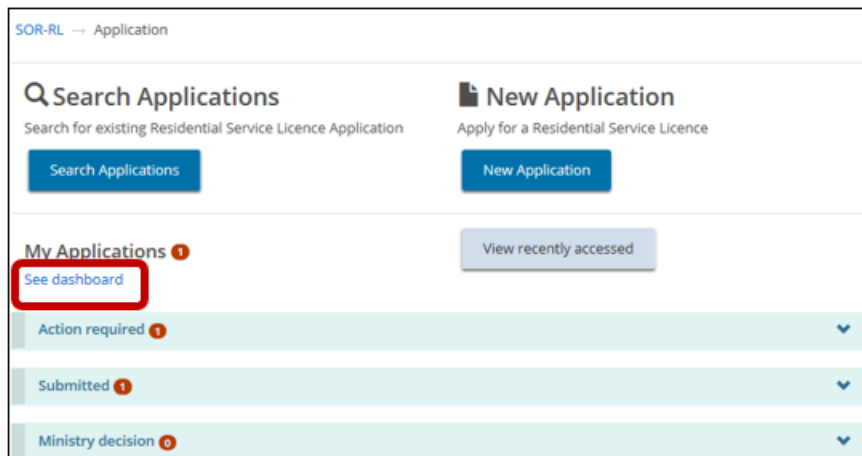
There is a different dashboard for each of the following SOR-RL functions:

- Licence Application
- Licence Management
- Licence Renewal
- Change Request
- Director's Approval
- Conditions
- Inspections
- Non-compliance
- Supporting Documents
- Serious Occurrence

2.9.2. Opening a dashboard

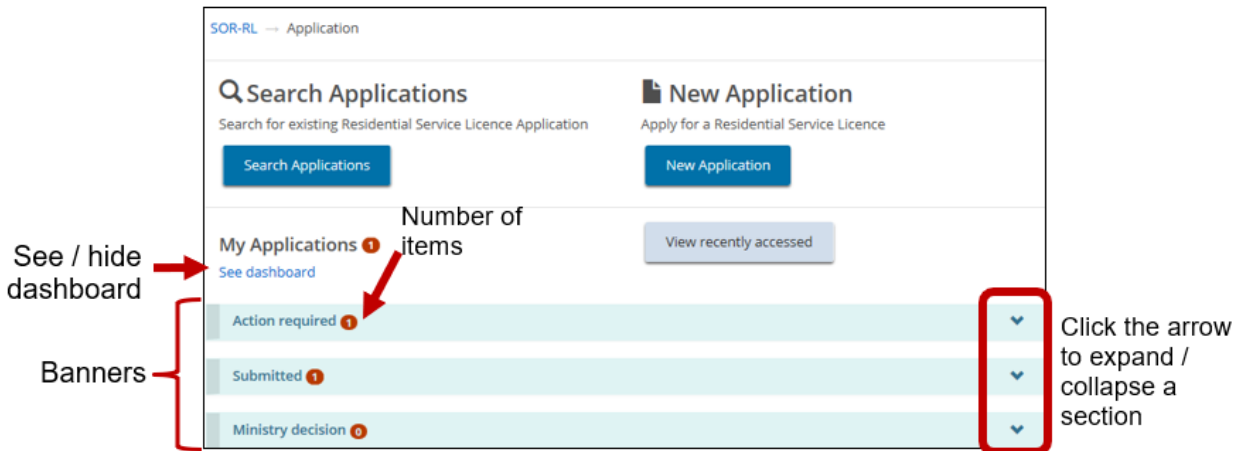
1. From the SOR-RL home page, click the function such as

 [LICENCE APPLICATION](#).



2. When the page opens, the dashboard is usually visible. If the dashboard is not open, click [See dashboard](#). (The link changes to [Hide dashboard](#).)

2.9.3. Working in a dashboard



- A dashboard page is divided into sections indicated by banners.
- The number in the banner indicates the number of items in the section.
- To expand a section, click the arrow in the banner.
- Following is a description of common sections.



Not all dashboards have all the sections.

Section heading	Description
Action required	This section displays applications that are draft or require an action from the user. This section lets you update an item.
Submitted	This section lists all items you have submitted.
Ministry decision	This section displays items where a ministry decision has been reached.

- To show / hide the dashboard, click [Show dashboard](#) / [Hide dashboard](#).

2.10. Working with a table

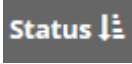
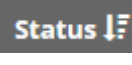





Search results and other information are displayed in a table. This section outlines tips when working in a table.

Click a heading to sort the table

This symbol indicates the table is sorted by the Submitted date

Application ID	Licence type	Site/Agency name	Status	Region	Assigned Licensor	Submitted date 	Action
LA201920087	Foster Care Agency	DDDD Corp	Under Ministry review	Toronto		2019-07-29	Select
LA201920071	Children's Residence	DDD Corp	Under Ministry review	Toronto		2019-07-25	Select

Example of a table


- **To sort by a column:** Click the column heading.
- **To sort in the opposite direction:** Click the heading again.
- A symbol appears indicating if the list is sorted in ascending order  or descending order .
- After you expand a section 10 items appear. Click the **Per Page** arrow  to change the number of items per page to 10, 25 or 50.
- If there is more than one page of results, a page indicator appears at the bottom of the list.  Click the page number you want to go to or click  to scroll by page.
- In some tables you will see a delete  or edit icon .


Directors of the corporation 

Show inactive

Name	Date elected 	Date deactivated	Signing authority	Authorized to receive Ministry communications on behalf of Licensee	Action
Hhh, Helen	2019-07-25		Yes		 

2.11. Identifying mandatory information

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

Example: 

- If mandatory information is not completed, a red "Required" message appears next to the field when you attempt to save the information or go to the next page. Following is an example:

Preferred language of Licence: *


☐ English ☐ French

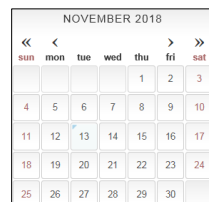
Required

2.12. Entering a date

Dates can be entered manually or by clicking the date on a calendar.

- **To enter a date manually:** Type the date in **yyyy/mm/dd** format.
- **To enter a date using the calendar:**

(1) Click . A calendar appears.



- (2) Scroll to the month using the arrow buttons. To change the year, click the chevron << >> arrow.
- (3) Select the date.

2.13. Printing a page

Click [Ctrl P] to open the print menu.

2.14. Searching

2.14.1. Introduction

Regardless of what you are looking for in SOR-RL, the process is the same. In this section the word “item” will represent an application, licence, Director’s Approval, etc. The following screencaps demonstrate a licence application search.

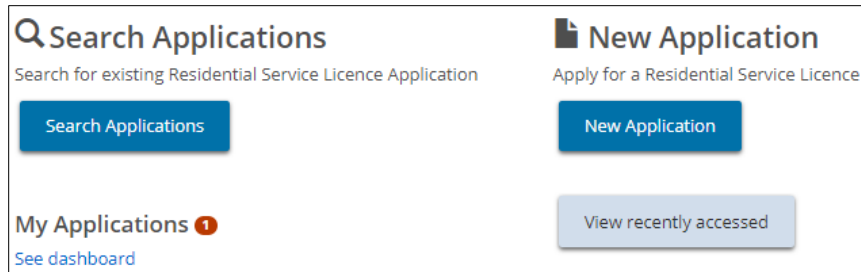


If you are looking for an item that you worked on recently, click


[View recently accessed](#)

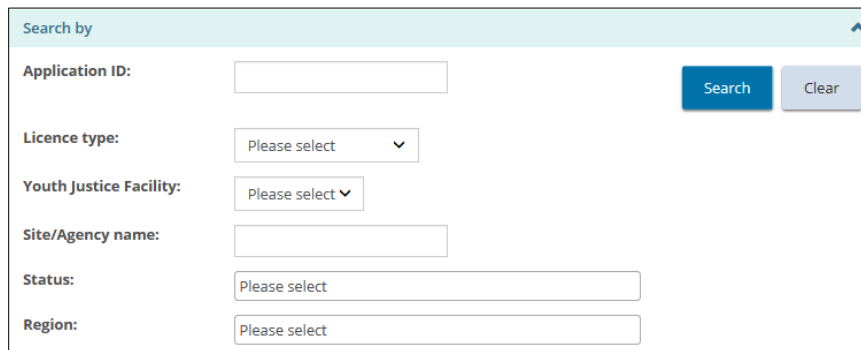
2.14.2. Process

1. Click the section link such as  **LICENCE APPLICATION**. The menu page appears.



The screenshot shows a menu page with two main sections. On the left, under 'Search Applications', there is a text input field for 'Search for existing Residential Service Licence Application' and a blue 'Search Applications' button. Below this is a 'My Applications' section with a red notification badge showing '1' and a link to 'See dashboard'. On the right, under 'New Application', there is a text input field for 'Apply for a Residential Service Licence' and a blue 'New Application' button. At the bottom right, there is a grey button labeled 'View recently accessed'.

2. Click the search button such as . The **Search By** page appears.




The screenshot shows the 'Search by' page. It has a light blue header with the text 'Search by' and an upward arrow. Below the header are several search criteria fields: 'Application ID' (text input), 'Licence type' (dropdown menu with 'Please select'), 'Youth Justice Facility' (dropdown menu with 'Please select'), 'Site/Agency name' (text input), 'Status' (dropdown menu with 'Please select'), and 'Region' (dropdown menu with 'Please select'). To the right of these fields are two buttons: a blue 'Search' button and a grey 'Clear' button.

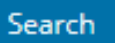
(Options in the search by page vary depending on the item.)

3. Select / enter the search criteria.



Tips:

- **To find all items:** Leave the search criteria blank.
- **To narrow down the search results:** Enter more search criteria.
- **Search criteria is not case-sensitive.** You can enter criteria in UPPER or lower case.
- **You can enter part of the entry.** For example, if you are looking for ABC agency, you could type in **bc**.
- **To erase the search criteria:** Click .

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

Search results

Item(s) per page: 10

Application ID	Licence type	Site/Agency name	Status	Region	Assigned Licensor	Submitted date	Action
LA201920103	Children's Residence	DDD Corp	Withdrawn	Toronto	Starr, Debra A.	2019-08-16	Select
LA201920087	Foster Care Agency	DDDD Corp	Withdrawn	Toronto	Starr, Debra A.	2019-07-29	Select
LA201920071	Children's Residence	DDD Corp	Withdrawn	Toronto	Starr, Debra A.	2019-07-25	Select

To view an item: Click [Select](#).



See page [10](#) for tips on working in a table.

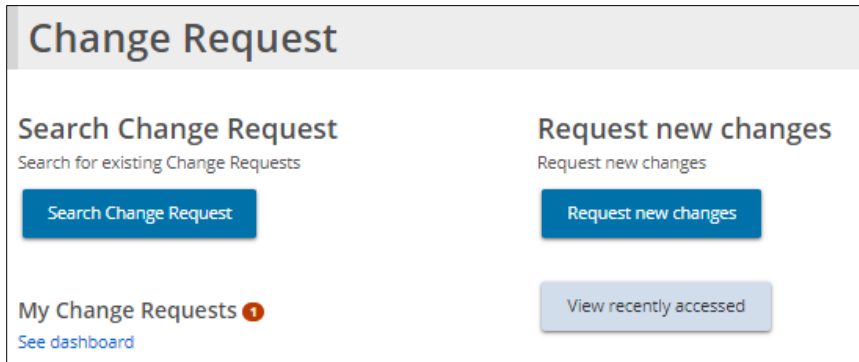
2.15. Viewing / replying to a ministry comment

1. You will receive an email notification when the ministry sends you a comment. In addition, in SOR-RL, you will see a number next to the link such

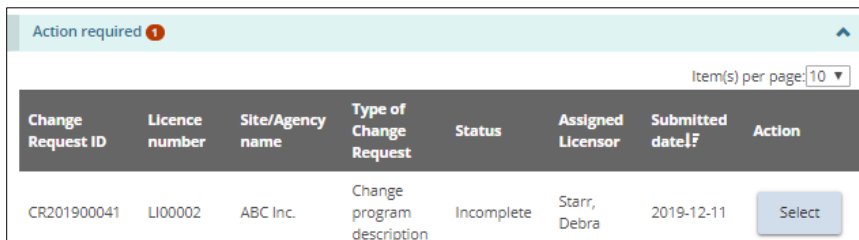
as  **CHANGE REQUEST 1** .

2. Click the link from the email or click the section name such as

 **CHANGE REQUEST 1** . The menu page appears.

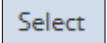


3. Open your dashboard.



Change Request ID	Licence number	Site/Agency name	Type of Change Request	Status	Assigned Licensor	Submitted date	Action
CR201900041	LI00002	ABC Inc.	Change program description	Incomplete	Starr, Debra	2019-12-11	Select

The commented item is in the **Action required** section.

4. Click  . The **Summary** page appears.
5. Scroll down to the **History of Ministry / Applicants comments** section.

Comment	Date added	Added by	Action
Could you elaborate on the rationale?	2019-12-11 11:22 AM	Starr, Debra(Licensors)	

Comments to the Ministry: [Add](#)

[Withdraw](#) [Exit](#) [Back](#) [Submit](#)

6. Enter your **Comments to the Ministry**.

7. Click [Add](#). The comment appears in the list.

Comment	Date added	Added by	Action
Could you elaborate on the rationale?	2019-12-11 11:22 AM	Starr, Debra(Licensors)	
I've updated it.	2019-12-11 11:27 AM	Dddd, Deb(Service Provider Admin)	Edit Delete

Comments to the Ministry: [Add](#)

[Withdraw](#) [Exit](#) [Back](#) [Submit](#)

8. Click [Submit](#). The **Declaration and Consent** page appears.

9. Read the Declaration and Consent, then answer the questions.

10. Click [Confirm](#). A confirmation message appears.

11. Click [Back to module dashboard](#).

3. Creating / editing an applicant profile

3.1. Introduction


In SOR-RL there are two profiles: one for the user (to use SOR-RL) and one for the applicant to identify the agency type (individual or corporation). This section refers to the applicant profile. For information about a user profile, see [Updating your user profile](#) starting on page [166](#).

The applicant profile includes information about the individual or corporation such as the address, phone number, owners, directors, officers, etc. There is supporting documentation that must be uploaded before an individual / corporation can be licensed.



The profile must be completed before an application can be started.

3.2. Creating an individual profile

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

2. Select “Individual” as the **Applicant Type**.
3. Select the **Preferred language of correspondence**. (This is the language you wish to receive correspondence in from the Ministry.) The **Individual details** section appears.

Individual details

First name: *

Last name: *

Middle initial:

Date of birth: *

Phone number: *

Ext

Mobile number:

Email: *

Website:

4. Enter the individual information.
5. Scroll down to the **Address** section then enter the address information

Address

Country: *

Street No.: * Street name: * Street type: * Street direction: *

Suite/Unit No:

Additional address information:

City: * Province: * Postal code: *

Mailing address

Same as above?: *

☐ Yes ☐ No

6. Scroll down to the **Operating name** section then answer the question.

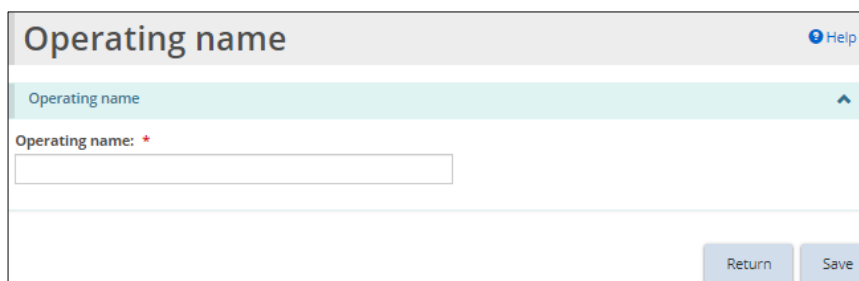
Operating name

Are you operating a business under a name that is different than your name? *

☐ Yes ☐ No

7. If you selected “Yes” the section expands:

7.1. Click . The **Operating name** page appears.

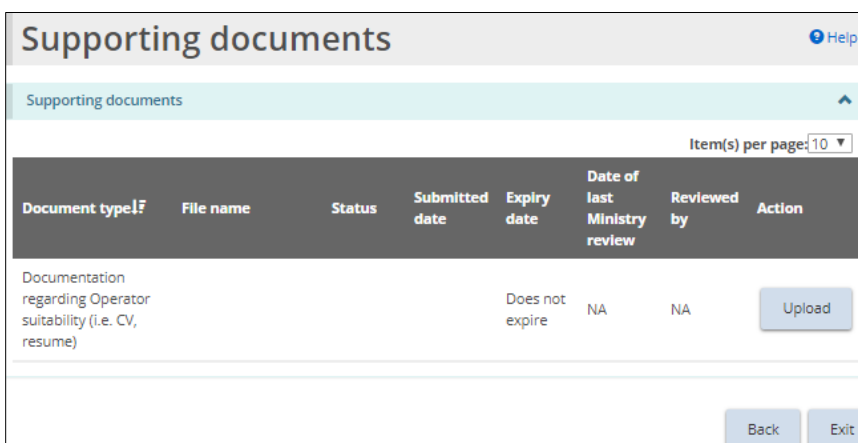


7.2. Enter the operating name.

7.3. Click .

7.4. Click . The name appears in the operating name list.

8. Click . The **Supporting Documents** page appears.



Document type	File name	Status	Submitted date	Expiry date	Date of last Ministry review	Reviewed by	Action
Documentation regarding Operator suitability (i.e. CV, resume)		Does not expire		NA	NA		Upload


9. Upload the supporting documents. See [Uploading a document from a list](#) starting on page [59](#).

3.3. Creating a corporation profile



Notes:

- **Either one Director or Officer must be authorized to receive ministry communications on behalf of the licensee before you can submit your application.**
- **There must be at least two signing authorities before you can submit your application.**

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

SOR-RL → Profile

• **Profile** • Supporting documents

Profile [Help](#)

General information

Applicant type: *
☐ Individual ☐ Corporation

Preferred language of correspondence: *
☐ English ☐ French

Exit

2. Select “Corporation” as the **Applicant type**.
3. Select the **Preferred language of correspondence**. The **Corporation details** section opens.

Corporation details

Corporation number: *

Corporation name: *

Phone number: *
 Ext

Email: *

Website:

The corporation is: *
☐ For profit ☐ Not for profit

Is the corporation a society? *
☐ Yes ☐ No

Is the applicant an existing Transfer Payment Recipient? *
☐ Yes ☐ No

4. Enter the corporation details.
5. Scroll down then enter the head office address.

Head office address

Country: *
CANADA

Street No.: * Street name: * Street type: * Street direction:
Please select... Please select...

Suite/Unit No:

Additional address information:

City: * Province: * Postal code: *
Please select

6. Scroll down then indicate if the mailing address is the same as the head office address. If it is different, enter the mailing address.

Head office mailing address

Same as above?: *
☐ Yes ☐ No

7. Scroll down to the **Operating Name** section.

Operating name

Is the corporate operating a business under a name that is different than its corporation name? *
☐ Yes ☐ No

8. Indicate if the corporation is operating under a different name.
8.1. If you select "Yes": The section expands.

Operating name

Is the corporate operating a business under a name that is different than its corporation name? *
☒ Yes ☐ No

Name	Action
No data exists.	

Add

- 8.2. Click **Add**. The **Operating name** page appears.

Operating name

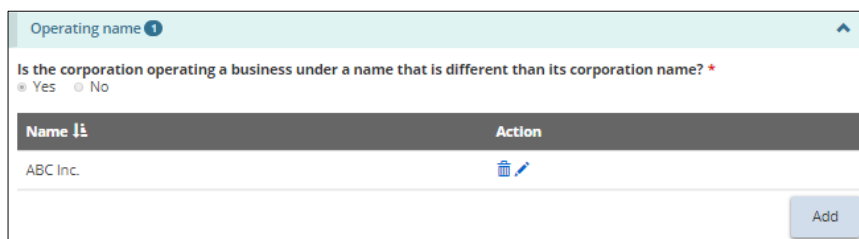
Operating name: *

Return Save

- 8.3. Enter the operating name.

- 8.4. Click **Save**.


8.5. Click . The operating name appears in the table.




Operating name ¹

Is the corporation operating a business under a name that is different than its corporation name? *

☒ Yes ☐ No

Name ¹	Action
ABC Inc.	

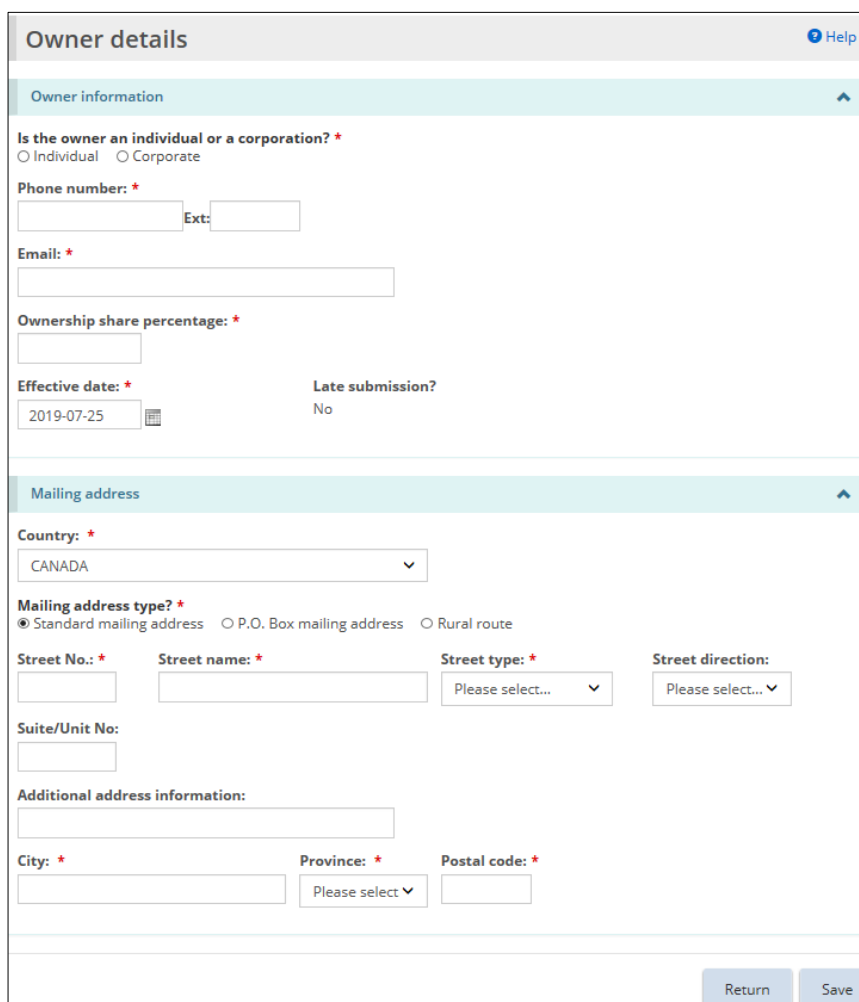
Add

8.6.  You can have more than one operating name. Repeat step 8.2 for each name.

9. Enter the owners of the corporation.

9.1. Scroll down to the **Owners of the corporation** section.

9.2. Click . The **Owner details** page appears.



Owner details ¹ Help

Owner information ¹

Is the owner an individual or a corporation? *


☐ Individual ☐ Corporate

Phone number: *

Ext:

Email: *

Ownership share percentage: *

Effective date: * 

Late submission? No

Mailing address ¹

Country: *

Mailing address type? *

☒ Standard mailing address ☐ P.O. Box mailing address ☐ Rural route

Street No.: *

Street name: *

Street type: *

Street direction:

Suite/Unit No:

Additional address information:

City: *


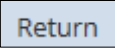
Province: *


Postal code: *

Return Save

9.3. Enter the owner information.

9.4. Enter the owner's mailing address.

- 9.5. Click .
- 9.6. Click . The owner appears in the table.

10. Enter the directors of the corporation.
- 10.1. Scroll down to the **Directors of the corporation** section.
- 10.2. Click . The **Director details** page appears.

Director details

Help

Director information

First name: *

Last name: *

Middle initial:

Phone number: *

Ext:


Mobile number:

Email: *

Signing authority: *

☐ Yes
 ☐ No

Date elected: *



Late submission?

No

Status:

Active

Mailing address

Country: *

CANADA

Mailing address type? *

☒ Standard mailing address
 ☐ P.O. Box mailing address
 ☐ Rural route

Street No.: *

Street name: *

Street type: *

Please select...

Street direction:

Please select...

Suite/Unit No:

Additional address information:

City: *

Province: *


Please select

Postal code: *

Return

Save

- 10.3. Enter the Director information.

 **If the Date elected is in the past and more than 15 business days from the current date, the Late Submission indicator will display “Yes”.**

10.4. Enter the Director's mailing address.

10.5. Click .

10.6. Click . The Director appears in the table.

Directors of the corporation ¹					
Show inactive					
Name	Date elected 	Date deactivated	Signing authority	Authorized to receive Ministry communications on behalf of Licensee	Action
Hhh, Helen	2019-07-25		Yes	<input checked="" type="radio"/>	 

10.7. Indicate if the person is authorized to receive ministry communications on behalf of the licensee. (Click the radio button.)



At least one individual must be authorized to receive ministry communications before a licence can be submitted.

11. Enter the Officers of the corporation:

11.1. Scroll down to the **Officers of the corporation** section.

11.2. Click . The **Officer details** page appears.

Officer details

Help

Officer information

First name: *

Last name: *

Middle initial:

Role: *

Phone number: *

Ext:

Mobile number:

Email: *

Signing authority: *

☐ Yes
☐ No

Date elected: *

2019-07-25

Late submission?

No

Status:

Active

Mailing address

Country: *

CANADA

Mailing address type? *

☒ Standard mailing address
☐ P.O. Box mailing address
☐ Rural route

Street No.: *

Street name: *

Street type: *

Please select...

Street direction:

Please select...

Suite/Unit No:

Additional address information:

City: *

Province: *

Please select

Postal code: *

Return

Save

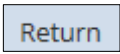
11.3. Enter the Officer information.



If the Date elected is in the past and more than 15 business days from the current date, the Late Submission indicator will show “Yes”.

11.4. Enter the Officer’s mailing address.

11.5. Click .

11.6. Click . The officer appears in the table.

Officers of the corporation 1						Show inactive
Name	Role	Date elected 17	Date deactivated	Signing authority	Authorized to receive Ministry communications on behalf of Licensee	Action
JJJ, Jack	Secretary	2019-07-25		No	<input type="radio"/>	

11.7. Indicate if the person is authorized to receive Ministry communications on behalf of the licensee. (Click the radio button.)

12. Click **Save & next**. The **Supporting documents** page appears.

Supporting documents							Help
Supporting documents							
Document type 17	File name	Status	Submitted date	Expiry date	Last satisfactory date	Last reviewed by	Action
Incorporation documents				Does not expire	NA	NA	

(The documentation list will vary depending on your selections when creating your profile.)

13. Upload the supporting documents. For details, see [Uploading a document from a list](#) starting on page 59.

3.4. Editing the individual / corporate profile



Once you submit an application, the applicant type cannot be changed.



If there is a change to the officers or directors of the corporation, you must notify the ministry of the change within 15 days.

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

2. Make the changes required.



A Director / officer cannot be deleted but can be deactivated.

Open the director's / officer's page. Click then enter the date and deactivation reasons.

3. Click **Save & next**. The **Supporting Documents** page appears.

4. Edit / change the supporting documents if required.

5. If you changed a supporting document, click otherwise click .

4. Working with licence applications

4.1. Before you start

An application can be submitted to operate a **children's residence** or **foster care agency**. The step-by-step instructions are documented separately in this section. Be sure you follow the correct instructions.

Applications can be submitted by a corporation or an individual. The application process is slightly different depending on whether you are applying as a corporation or an individual. Only the corporation application process is documented in this guide.

4.2. Submitting a Children's Residence application for a corporation

4.2.1. Introduction

An application can be submitted / updated by a Registered User (SOR-RL role).



This section outlines the process for applying for a Children's Residence licence.

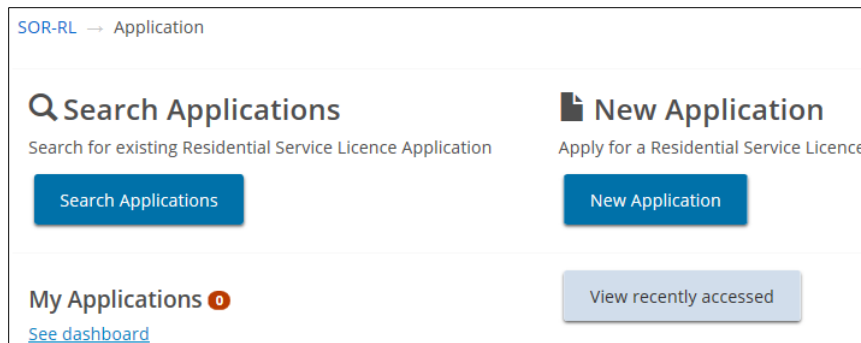
The process for applying for a Foster Care Agency licence can be found in this guide starting on page [42](#).

4.2.2. Step 1: Start the application and enter basic information



As you work on your application, click  to save your entries. You can open your draft application at any time and continue working on it. See page [52](#) for details on opening a draft application.

1. From the SOR-RL home page, click  **LICENCE APPLICATION**. The **Application** menu appears.



The screenshot shows the SOR-RL Application page. At the top, it says "SOR-RL → Application". Below this, there are two main sections. On the left, "Search Applications" with a magnifying glass icon, a description "Search for existing Residential Service Licence Application", and a blue "Search Applications" button. On the right, "New Application" with a document icon, a description "Apply for a Residential Service Licence", and a blue "New Application" button. At the bottom left, "My Applications" with a red notification badge showing "0" and a link "See dashboard". At the bottom right, a grey button labeled "View recently accessed".

- Click **New Application**. The **Notice of collection of personal information** page appears.

- Read the notice then click **Next**. The **Licence information** page appears.

Tips:

- Look at the steps section to monitor your progress.
- Symbols indicate the status of each section.

A green checkmark appears after you go to the next page. It indicates that the information on that page is complete.

A red exclamation mark appears after you go to the next page. It indicates that information is missing from that page and must be completed before you can submit the application. The red exclamation mark does not indicate if the information is correct.

- To quickly go to a step: click the step link.
- To hide the list of steps: click **Hide steps**.
- To show the list of steps: click **Show steps**.

- Scroll down to the **Licence type** section.

Licence type

Please select the Licence type you are applying for: *

☐ Children's Residence ☐ Foster Care Agency

Preferred language of Licence: *

☐ English ☐ French

5. Select "Children's Residence".
6. Select the **Preferred language of the licence**.
7. Scroll down to the **Funding type information** section.

Funding type

Please select the funding type of the Licence you are applying for (Check all that apply): *

☐ Transfer Payment Recipient
☐ Private Operator

Example of Corporate Funding Types



If you are applying as an individual, there is only one option.

Funding type

Please select the funding type of the Licence you are applying for (Check all that apply): *

☒ Private operator

8. Select the funding type information.
9. Scroll down to the **Licensing history** section.

Licensing history

I currently have a licence to provide Residential Care pursuant to section 244 of the Child, Youth and Family Services Act, 2017 [Note: this includes either a licence to operate a Children's Residence or a licence to provide Residential Care, directly or indirectly, to three or more children not of common parentage in places that are not Children's Residences.]: *

☐ Yes ☐ No

I have previously applied for a licence to provide residential care under section 244 of the Child, Youth and Family Services Act, 2017 or its predecessor, the Child and Family Services Act: *

☐ Yes ☐ No

The Director previously revoked, suspended or refused to issue or renew my licence for a Children's Residence or to provide residential care under the authority of a licence: *

☐ Yes ☐ No

I have voluntarily returned my licence to the Ministry to close my Children's Residence or Foster Care Agency: *

☐ Yes ☐ No

Are you operating any sites/agencies other than those listed below? *

☐ Yes ☐ No

Licence number ¹	Licence type	Site/Agency name	Address	Licence status	Licence expiry date
No other Licence is held.					

10. Answer the licensing history questions.
11. More questions may appear depending on your answers. Be sure to answer all the questions.
12. Click **Save & next**. The **Applicant profile** page appears.

4.2.3. Step 2: Review the applicant profile

SOR-RL → Licence Application → Applicant profile

1 Licence
Go to: [Licence information](#)

2 Applicant
Go to: [Applicant profile](#)

3 Residence & Operation
Go to: [Residence information](#)
[Operation information](#)

4 Documents
Go to: [Supporting documents](#)

5 Application
Go to: [Application summary](#)

[Hide steps](#)

Applicant profile [Help](#)

Name of Children's Residence:
Application ID: LA201900002
Application status: Draft
Licence type: Children's Residence

[Update Profile](#)

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

[Back](#) [Exit](#) [Next](#)

1. If the **Applicant profile** page is not on your screen, click the [Applicant profile](#) link from the steps section.
2. Expand and review all the sections of your profile.
3. If changes are required:
 - 3.1. Click [Update Profile](#). The **Profile** page appears.
 - 3.2. Make the changes as required.
 - 3.3. Save the changes.
 - 3.4. Click [Exit](#). The SOR-RL home page appears.
 - 3.5. To return to your application: Click [LICENCE APPLICATION](#) then select the draft application from your dashboard.
4. Click [Next](#). The **Residence information** page appears.

4.2.4. Step 3: Enter the residence information

SOR-RL → Licence Application → Residence information

1 Licence Go to: [Licence information](#)

2 Applicant Go to: [Applicant profile](#)

3 Residence & Operation Go to: [Residence information](#) [Operation information](#)

4 Documents Go to: [Supporting documents](#)

5 Application Go to: [Application summary](#)

[Hide steps](#)

Residence information [Help](#)

Name of Children's Residence:
 Application ID: LA201900002
 Application status: Draft
 Licence type: Children's Residence

Children's Residence information ▼

Children's Residence address ▼

Children's Residence mailing address ▼

Safe Drinking Water Act ▼

Residence contacts ▼

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

1. If the **Residence information** page is not on your screen, click the [Residence information](#) link from the steps section.
2. Enter the **Children's residence information**.

Children's Residence information

Prefix:

Operating name: *

Suffix:

Name of Children's Residence:

Phone number: * Ext:

Email:

Website:

Ownership: *
☐ Rental ☐ Own

The residence will be located in the following municipality: *
 Municipality:

3. Enter the **Children's Residence address** information.

Children's Residence address

Street No.: * Street name: * Street type: * Street direction:

Suite/Unit No:

Additional address information:

City: * Province: Postal code: *

4. Enter the **Children's residence mailing address**.

Children's Residence mailing address

Same as above? * ☐ Yes ☐ No ☐ Same as head office address

5. Enter the **Safe Drinking Water Act** information.

Safe Drinking Water Act

Is water provided through service connections with a municipal residential water system? * ☐ Yes ☐ No

6. Add the **Residence contacts**:



Enter the onsite residence contact for the licensee.

Residence contacts

[Hide inactive](#)

Name	Role	Phone number	Date activated	Date deactivated	Email	Action
						Add contact

- 6.1. Click [Add contact](#). The **Residence contact details** page appears.

Residence contact details [Help](#)

Contact information

First name: *

Last name: *

Role: *

Phone number: *
 Ext:

Mobile number:

Email: *

Date activated: *

Status: Active

Date deactivated: *

Deactivation reasons:

0 / 3500

6.2. Enter the contact information.

6.3. Click .

6.4. Click . The contact name appears in the table.

Residence contacts [Hide inactive](#)

Name	Role	Phone number	Date activated	Date deactivated	Email	Action
Ddd, Deb	Owner	1111111111	2019-10-10		deb.ddd@mailinator.com	

6.5. Repeat step 6 for all contacts.

7. Click . The **Operation information** page appears.

4.2.5. Step 4: Enter the operation Information

The screenshot shows the 'Operation information' page in the SOR-RL system. At the top, a breadcrumb trail reads 'SOR-RL → Licence Application → Operation information'. Below this is a progress bar with five steps: 1. Licence (Go to: Licence information), 2. Applicant (Go to: Applicant profile), 3. Residence & Operation (Go to: Residence information, Operation information), 4. Documents (Go to: Supporting documents), and 5. Application (Go to: Application summary). A 'Hide steps' link is also present. The main heading is 'Operation information' with a 'Help' link. Below the heading, the following information is displayed: 'Name of Children's Residence: ABC Inc.', 'Application ID: LA201900002', 'Application status: Draft', and 'Licence type: Children's Residence'. There are three expandable sections: 'Premises', 'Program', and 'Capacity', each with a downward arrow. At the bottom right, there are four buttons: 'Back', 'Exit', 'Save', and 'Save & next'.

1. If the **Operation information** page is not on your screen, click the [Operation information](#) link from the steps section.
2. Enter the **Premises** information.

The screenshot shows the 'Premises' section of the 'Operation information' page. It has a title bar 'Premises' with an upward arrow. Below the title bar, the text 'Brief description of premises: *' is followed by a large text input area. In the bottom right corner of the input area, there is a character count '0 / 3500'.

3. Enter the **Program** information.

Program

Program: *
☐ Full time ☐ Part time ☐ Respite

Program description: *

 0 / 3500

Age range: *
☐ 0 to 18 months ☐ Over 18 months to under 16 years (15 years + 364 days) ☐ 16 years and above

Gender: *
☐ Male ☐ Female ☐ X

General service categories (Check all that apply): *
☐ Children's Mental Health
☐ Complex Medical Care
☐ Developmental Services
☐ French Language Designation
☐ Fetal Alcohol Spectrum Disorder
☐ Problematic Substance Abuse
☐ Integrated Service for Indigenous Children and Youth
☐ Secure Treatment
☐ Medically Fragile/Technologically Dependant and/or Palliative
☐ Respite Offered
☐ Trauma and Behavioural Issues
☐ Young Parent Resource Centre
☐ Lesbian/Gay/Bisexual/Transsexual/Transgender Services
☐ Educational Program (e.g., Section 23 Classrooms)
☐ Provincial Anti-human trafficking coordination office
☐ Indigenous Health and Wellness Branch
☐ Cultural Needs
☐ Others

Referral sources: *
☐ Families/caregivers
☐ Indigenous partners
☐ Children's Aid Society
☐ Out of Province
☐ Others

4. Scroll down to the **Capacity** section:

Capacity

Proposed capacity (Total number of beds): *

Room size unit of measurement:
☒ Metre ☐ Inch ☐ Feet

Room name	Room size	Number of beds	Age range	Gender	Floor	Action
						Add

5. Enter the room information:

5.1. Click . The **Room information** page appears.

Room information
Help

Room information

Room name: *

Room size unit of measurement: *
☒ Metre ☐ Inch ☐ Feet

Room size: *
 X

Number of beds: *

Age range: *
☐ 0 to 18 months

Gender: *
☐ Male ☐ Female

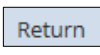
Floor: *
Please select ▼

Return Save

(The required room information varies depending on the program information selected.)

5.2. Enter the room information.



5.3. Click .

5.4. Click . The room appears in the table.

Capacity

Proposed capacity (Total number of beds): *
 2

Room size unit of measurement:
☒ Metre ☐ Inch ☐ Feet

Room name	Room size	Number of beds	Age range	Gender	Floor	Action
Male	5 x 4	1	16 years and above	Male	First floor	 

Add

Back Exit Save Save & next




The room size is converted to metres. To view the room size in a different unit of measure, select the unit of measure from the top of the table

5.5. Repeat step 5 for each room.

6. Click . The **Supporting documents** page appears.

4.2.6. Step 5: Upload supporting documents

 You must upload the mandatory supporting documents with your application. Other documents can be added after submission but will be required before your licence is issued.

SOR-RL → Licence Application → Licence Application Supporting Documents

1 Licence
 Go to:
 Licence information

2 Applicant
 Go to:
 Applicant profile

3 Residence & Operation
 Go to:
 Residence information
 Operation information

4 Documents
 Go to:
 Supporting documents

5 Application
 Go to:
 Application summary

[Hide steps](#)

Supporting documents [Help](#)

Name of Children's Residence: ABC Inc.
 Application ID: LA201900002
 Application status: Draft
 Licence type: Children's Residence

Mandatory documents prior to submission

Item(s) per page: 10

Document type!	File name	Type	Status	Submitted date	Expiry date	Action
Zoning approval						Upload

Other mandatory documents

[Upload additional document](#)

[Back](#) [Exit](#) [Next](#)

1. If the **Supporting Documents** page is not on your screen, click the [Supporting Documents](#) link from the steps section.
2. Upload the documents: For details see [Uploading a document from a list](#) starting on page [59](#).
3. Click [Next](#). The **Application summary** page appears.

4.2.7. Step 6: Review and submit

SOR-RL → Licence Application → Licence Application summary

1 Licence
Go to: [Licence information](#)

2 Applicant
Go to: [Applicant profile](#)

3 Residence & Operation
Go to: [Residence information](#)
[Operation information](#)

4 Documents
Go to: [Supporting documents](#)

5 Application
Go to: [Application summary](#)

[Hide steps](#)

Application summary [Help](#)

Name of Children's Residence: ABC Inc.
Application ID: LA201900002
Application status: Draft
Licence type: Children's Residence

Application summary ^

[Licence information](#)

[Applicant profile](#)

[Residence information](#)

[Operation information](#)

[Supporting documents](#)

[Withdraw](#) [Back](#) [Exit](#) [Submit](#)

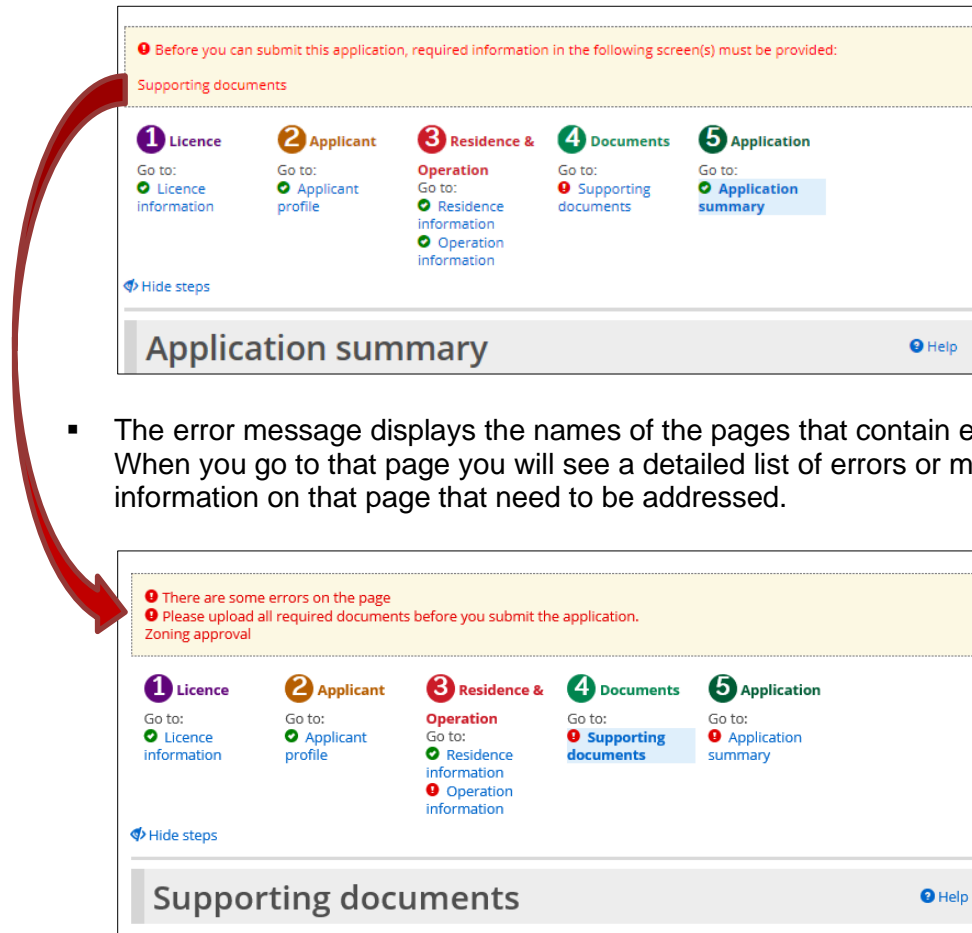
1. If the **Application summary** page is not on your screen, click the [Application summary](#) link from the steps section.
2. Review the information in the summary.




Tips:

- **To see information under a blue heading:** Click the sub-heading.
- **To edit the information:** Click the heading in the steps section.
- **To withdraw the application:**
 1. Click [Withdraw](#)
 2. A confirmation window appears.
 3. To continue click [OK](#). To cancel the action, click [Cancel](#).

3. Click [Submit](#). The system reviews your entries and verifies that the mandatory information / documents are completed.
 - If there is an error, a description of the error/omission appears at the top of the page.



- The error message displays the names of the pages that contain errors. When you go to that page you will see a detailed list of errors or missing information on that page that need to be addressed.

4. If the information is complete, a confirmation message appears. Click . The **Declaration & consent** page appears.

The screenshot shows a multi-step application process. At the top, five steps are listed: 1. Licence, 2. Applicant, 3. Residence & Operation, 4. Documents, and 5. Application. Step 3 is currently active. Below the steps, a 'Hide steps' link is visible. The main heading is 'Declaration & consent' with a 'Help' link. The form contains the following information:

- Name of Children's Residence: ABC Inc.
- Application ID: LA201900002
- Application status: Draft
- Licence type: Children's Residence

Below this is a section titled 'Declaration & consent' with a sub-header 'The applicant certifies that the information supplied in support of this application is true, correct, and complete'. There are radio buttons for 'I agree' (selected) and 'I disagree'. The text continues: 'Attestation as prescribed in s. 79 of Ontario Regulation 156/18 under the CYFSA. I, Deb Dddd, attest that I have not been convicted of the following offences under the Criminal Code (Canada), as prescribed in s. 79 of Ontario Regulation 156/18 under the CYFSA:'.

A list of 10 offences follows:

1. Section 151 (sexual interference)
2. Section 153 (sexual exploitation)
3. Section 163.1 (making child pornography)
4. Section 215 (duty of persons to provide necessities)
5. Sections 229, 230, 231 or 235 (murder)
6. Section 233 (infanticide)
7. Section 239 (attempt to commit murder)
8. Section 273 (aggravated sexual assault)
9. Section 279.011 (trafficking of a person under the age of eighteen years)
10. Subsection 279.02 (2) (material benefit - trafficking)

At the bottom of this section are radio buttons for 'I agree' (selected) and 'I disagree'. At the very bottom of the form are three buttons: 'Back', 'Exit', and 'Confirm'.

5. Read the Declaration and consent, then answer the questions.

6. Click **Confirm**. A **Confirmation** message appears.

The screenshot shows the 'Confirmation' screen. At the top, a breadcrumb trail reads 'SOR-RL → Licence Application → Confirmation'. The main heading is 'Confirmation' with a 'Help' link. The form contains the following information:


- Name of Children's Residence: ABC Inc.
- Application ID: LA201900002
- Application status: Under Ministry review
- Licence type: Children's Residence

Below this is a green message: 'Submitted successfully'. At the bottom right is a button labeled 'Back to module dashboard'.


7. Click **Back to module dashboard**. The application appears in the submitted section of your dashboard with a status of "Under Ministry review".

Submitted 1							
Item(s) per page: 10 ▼							
Application ID	Licence type	Site/Agency name	Status	Region	Assigned Licensor	Submitted date	Action
LA201900002	Children's Residence	ABC Inc.	Under Ministry review	Toronto		2019-12-05	Select

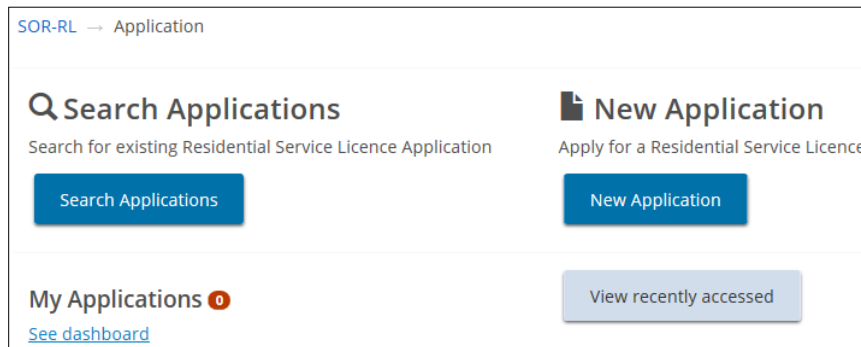
4.3. Submitting a Foster Care Agency application for a corporation

 The instructions in this section are for a Foster Care Agency application only. For instructions on submitting a Children's Residence application see [Submitting a Children's Residence application for a corporation](#) starting on page 27.

4.3.1. Step 1: Start the application and enter basic information

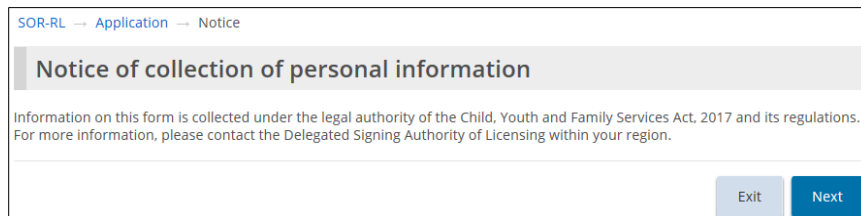
 As you work on your application, click **Save** to save your entries. You can open your draft application at any time and continue working on it. See page 52 for details on opening a draft application.

1. From the SOR-RL home page, click  **LICENCE APPLICATION**. The **Application** menu appears.



The screenshot shows the SOR-RL Application menu. At the top, it says "SOR-RL → Application". Below this, there are two main sections. On the left, "Search Applications" with the subtext "Search for existing Residential Service Licence Application" and a "Search Applications" button. On the right, "New Application" with the subtext "Apply for a Residential Service Licence" and a "New Application" button. At the bottom left, "My Applications" with a notification icon and a "See dashboard" link. At the bottom right, a "View recently accessed" button.

2. Click **New Application**. The **Notice of collection of personal information** page appears.



The screenshot shows the "Notice of collection of personal information" page. At the top, it says "SOR-RL → Application → Notice". Below this, there is a heading "Notice of collection of personal information". The main text states: "Information on this form is collected under the legal authority of the Child, Youth and Family Services Act, 2017 and its regulations. For more information, please contact the Delegated Signing Authority of Licensing within your region." At the bottom right, there are two buttons: "Exit" and "Next".

3. Read the notice then click **Next**. The **Licence information** page appears.

SOR-RL → Application → Licence information

Steps Section →

1 **Licence** 2 **Applicant** 3 **Residence & Operation** 4 **Documents** 5 **Application**

Go to: Go to: Go to: Go to: Go to:

Licence information TBD **Residence & Operation** TBD **Application**

Go to: Go to: Go to: Go to: Go to:

Licence information TBD **Residence & Operation** TBD **Application**

[Hide steps](#)

Licence information [Help](#)

Application ID: Submitted date: Closed date:

Application status: Assigned Licensor: Assigned Program Supervisor:

Region:

Licence type [▼](#)

Funding type [▼](#)

Licensing history [▼](#)


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




Tips:

- Look at the steps to monitor your progress.

- Symbols indicate the status of each section.

A green checkmark  appears after you go to the next page. It indicates that the information on that page is complete.

A red exclamation mark  appears after you go to the next page. It indicates that information is missing from that page and must be completed before you can submit the application. The red exclamation mark does not indicate if the information is correct.

- To quickly go to a step: click the step link.
- To hide the list of steps: click [Hide steps](#).
- To show the list of steps: click [Show steps](#).

- Scroll down to the **Licence type** section.

Licence type [▲](#)


Please select the Licence type you are applying for: *

☐ Children's Residence ☐ Foster Care Agency

Preferred language of Licence: *

☐ English ☐ French

- Select "Foster Care Agency".
- Select the **Preferred language of the licence**. The page expands.
- Scroll down to the **Funding type information** section.

Funding type 

Please select the funding type of the Licence you are applying for (Check all that apply): *


☐ Transfer Payment Recipient

☐ Private Operator

Example of Corporate Funding Types




If you are applying as an individual, there is only one option.

Funding type 

Please select the funding type of the Licence you are applying for (Check all that apply): *

☒ Private operator

8. Select the funding type information.
9. Scroll down to the **Licensing history** section.

Licensing history 

I currently have a licence to provide Residential Care pursuant to section 244 of the Child, Youth and Family Services Act, 2017 [Note: this includes either a licence to operate a Children's Residence or a licence to provide Residential Care, directly or indirectly, to three or more children not of common parentage in places that are not Children's Residences.]: *

☐ Yes ☐ No

I have previously applied for a licence to provide residential care under section 244 of the Child, Youth and Family Services Act, 2017 or its predecessor, the Child and Family Services Act: *

☐ Yes ☐ No

The Director previously revoked, suspended or refused to issue or renew my licence for a Children's Residence or to provide residential care under the authority of a licence: *


☐ Yes ☐ No

I have voluntarily returned my licence to the Ministry to close my Children's Residence or Foster Care Agency: *

☐ Yes ☐ No

Are you operating any sites/agencies other than those listed below? *

☐ Yes ☐ No

Licence number 	Licence type	Site/Agency name	Address	Licence status	Licence expiry date
No other Licence is held.					

10. Answer the licensing history questions.
11. More questions may appear depending on your answers. Be sure to answer all the questions.
12. Click **Save & next**. The **Applicant profile** page appears.

4.3.2. Step 2: Enter the applicant profile

SOR-RL → Licence Application → Applicant profile

1 Licence
Go to: [Licence information](#)

2 Applicant
Go to: [Applicant profile](#)

3 Residence & Operation
Go to: [Foster Care Agency information](#)
[Operation information](#)

4 Documents
Go to: [Supporting documents](#)

5 Application
Go to: [Application summary](#)

[Hide steps](#)

Applicant profile [Help](#)

Name of Foster Care Agency:
Application ID: LA201900003
Application status: Draft
Licence type: Foster Care Agency

[Update Profile](#)

General information ▼

Corporation details ▼

Head office address ▼

Head office mailing address ▼

Operating name ▼

Owners of the corporation ▼

Directors of the corporation ▼

Officers of the corporation ▼

Supporting documents ▼

[Back](#) [Exit](#) [Next](#)

1. If the **Applicant profile** page is not on your screen, click the [Applicant profile](#) link from the steps section.
2. Expand and review all the sections of your profile.
3. If changes are required:
 - 3.1. Click [Update Profile](#). The **Profile** page appears.
 - 3.2. Make the changes as required.
 - 3.3. Save the changes.
 - 3.4. Click [Exit](#). The SOR-RL home page appears.
 - 3.5. To return to your application: Click [LICENCE APPLICATION](#) then select the draft application from your dashboard.
4. Click [Next](#). The **Foster Care Agency information** page appears.

4.3.3. Step 3: Enter the Foster Care Agency information

SOR-RL → Licence Application → Foster Care Agency information

1 Licence
Go to: Licence information

2 Applicant
Go to: Applicant profile

3 Residence & Operation
Go to: Foster Care Agency information
Operation information

4 Documents
Go to: Supporting documents

5 Application
Go to: Application summary

Hide steps

Foster Care Agency information [Help](#)

Name of Foster Care Agency:
Application ID: LA201900003
Application status: Draft
Licence type: Foster Care Agency

Foster Care Agency information

Office address

Foster Care Agency mailing address

Same as: *

☐ Head office address ☐ Lead office address ☐ Other

Back Exit Save Save & next

1. If the **Foster Care Agency information** page is not on your screen, click the [Foster Care Agency information](#) link from the steps section.
2. Scroll down to the **Foster Care Agency information** section.

Foster Care Agency information

Prefix:

Operating name: *

Suffix:

Name of Foster Care Agency:

Phone number: * Ext:

Email:

Website:

The Foster Care Agency is located in the following municipality: *

Municipality:

3. Enter the **Foster Care Agency information**.
4. Scroll down to the **Office address** section. Please list all office addresses that provide support/supervision to the foster care agency

Office address

Please identify all office supporting this program:

Address	Region	Lead office	Action
Add address			

5. Enter the office address information. Be sure to list all office addresses that provide support/supervision to the foster care agency.

5.1. Click **Add address**. The **Add office address** page appears.

Add office address

Address Information

Municipality: *

Please select...

Street No.: * Street name: * Street type: * Street direction:

Suite/Unit No:

Additional address information:

City: * Province: Ontario Postal code: *

Email:

Phone number: * Ext:

Is this the lead office?

☐ Yes ☒ No

Return Save

5.2. Enter the office address information.

5.3. Click **Save**.

5.4. Click **Return**. The office appears in the table.

6. Scroll down to the **Foster Care Agency mailing address** section.

Foster Care Agency mailing address

Same as: *

☐ Head office address ☐ Lead office address ☐ Other

7. Select / enter the **Foster Care Agency mailing address** information.

8. Click **Save & next**. The **Operation information** page appears.

4.3.4. Step 4: Enter the operation information

SOR-RL → Licence Application → Operation information

1 Licence
Go to: Licence information

2 Applicant
Go to: Applicant profile

3 Residence & Operation
Go to: Foster Care Agency information
Operation information

4 Documents
Go to: Supporting documents

5 Application
Go to: Application summary

Hide steps

Operation information [Help](#)

Name of Foster Care Agency: Wxy Inc.
Application ID: LA201900003
Application status: Draft
Licence type: Foster Care Agency

Operation information

Back Exit Save Save & next

1. If the **Operation information** page is not on your screen, click the [Operation information](#) link from the steps section.
2. Enter the **Operation Information**.

Operation information

Proposed number of foster homes:

Proposed number of foster children:

Please provide information on classification and planned utilization of foster homes under the authority of the licence:

0 / 3500

General service categories (Check all that apply): *

- ☐ Children's mental health
- ☐ Complex medical care
- ☐ Developmental services
- ☐ French language designation
- ☐ Fetal alcohol spectrum disorder
- ☐ Problematic substance abuse
- ☐ Integrated service for indigenous children and youth
- ☐ Secure treatment
- ☐ Medically fragile/Technologically dependant and/or palliative
- ☐ Respite offered
- ☐ Trauma and behavioural issues
- ☐ Young parent resource centre
- ☐ Lesbian/Gay/Bisexual/Transsexual/Transgender services
- ☐ Educational program (e.g., section 23 classrooms)
- ☐ Provincial anti-human trafficking coordination office
- ☐ Indigenous health and wellness branch
- ☐ Cultural needs
- ☐ Others

Back Exit Save Save & next

3. Click **Save & next**. The **Supporting documents** page appears.

4.3.5. Step 5: Upload supporting documents

SOR-RL → Licence Application → Licence Application Supporting Documents

1 Licence
Go to: [Licence information](#)

2 Applicant
Go to: [Applicant profile](#)

3 Residence & Operation
Go to: [Foster Care Agency information](#)
[Operation information](#)

4 Documents
Go to: [Supporting documents](#)

5 Application
Go to: [Application summary](#)

[Hide steps](#)

Supporting documents [Help](#)

Name of Foster Care Agency: Wxy Inc.
Application ID: LA201900003
Application status: Draft
Licence type: Foster Care Agency

Supporting documents ▼

[Upload additional document](#)

[Back](#) [Exit](#) [Next](#)

1. If the **Supporting Documents** page is not on your screen, click the [Supporting Documents](#) link from the steps section.
2. Upload the documents. For details see [Uploading a document from a list](#) starting on page [59](#).



There are no mandatory documents required with your application. Documents can be added after submission, but documents must be received before your licence will be issued.

3. Click [Next](#). The **Application summary** page appears.

4.3.6. Step 6: Review and submit

SOR-RL → Licence Application → Licence Application summary

1 Licence
Go to: [Licence information](#)

2 Applicant
Go to: [Applicant profile](#)

3 Residence & Operation
Go to: [Foster Care Agency information](#)
[Operation information](#)

4 Documents
Go to: [Supporting documents](#)

5 Application
Go to: [Application summary](#)

[Hide steps](#)

Application summary [Help](#)

Name of Foster Care Agency: Wxy Inc.
Application ID: LA201900003
Application status: Draft
Licence type: Foster Care Agency

Application summary ^

[Licence information](#)

[Applicant profile](#)

[Foster Care Agency information](#)

[Operation information](#)

[Supporting documents](#)

[Withdraw](#) [Back](#) [Exit](#) [Submit](#)

1. If the **Application summary** page is not on your screen, click the [Application summary](#) link from the steps section.
2. Review the information in the summary.



Tips:

- **To see information under a blue section sub-heading:** Click the sub-heading.
- **To edit the information:** Click the heading in the steps section.
- **To withdraw the application:**
 - (1) Click [Withdraw](#)
 - (2) A confirmation window appears.
 - (3) To continue click [OK](#). To cancel the action, click [Cancel](#).

3. Click [Submit](#). The system will review your entries and verify that the mandatory information / documents are completed.
 - If there is an error, a description of the error/omission appears at the top of the page.

Before you can submit this application, required information in the following screen(s) must be provided:

Foster Care Agency Information

1 Licence Go to: ● Licence information	2 Applicant Go to: ● Applicant profile	3 Residence & Operation Go to: ● Foster Care Agency information ● Operation information	4 Documents Go to: ● Supporting documents	5 Application Go to: ● Application summary
---	---	---	--	---

[Hide steps](#)

Application summary [Help](#)

The error message displays the names of the pages that contain errors. When you go to that page you will see a detailed list of errors or missing information on that page that need to be addressed.

SOR-RL → Licence Application → Foster Care Agency Information

There are some errors on the page

1 Licence Go to: ● Licence information	2 Applicant Go to: ● Applicant profile	3 Residence & Operation Go to: ● Foster Care Agency information ● Operation information	4 Documents Go to: ● Supporting documents	5 Application Go to: ● Application summary
---	---	---	--	---

[Hide steps](#)

Foster Care Agency information [Help](#)

4. If the information is complete, a confirmation message appears. Click . The **Declaration & consent** page appears.

Declaration & consent Help

Name of Foster Care Agency: Wxy Inc.
Application ID: LA201900003
Application status: Draft
Licence type: Foster Care Agency

Declaration & consent

Under Ontario Regulation 156/18 under the Child Youth and Family Services Act, 2017, "Foster Care licensee" means a licensee who provides residential care, directly or indirectly, for three or more children not of common parentage in one or more homes in which parent model Foster Care is provided. I confirm that parent model Foster Care will be provided by not more than two adults on a continuous basis

☐ Yes ☐ No

The applicant certifies that the information supplied in support of this application is true, correct, and complete

☐ I agree ☐ I disagree

Attestation as prescribed in s. 79 of Ontario Regulation 156/18 under the CYFSA

I, Deb Dddd, attest that I have not been convicted of the following offences under the Criminal Code (Canada), as prescribed in s. 79 of Ontario Regulation 156/18 under the CYFSA:

1. Section 151 (sexual interference)
2. Section 153 (sexual exploitation)
3. Section 163.1 (making child pornography)
4. Section 215 (duty of persons to provide necessities)
5. Sections 229, 230, 231 or 235 (murder)
6. Section 233 (infanticide)
7. Section 239 (attempt to commit murder)
8. Section 273 (aggravated sexual assault)
9. Section 279.011 (trafficking of a person under the age of eighteen years)
10. Subsection 279.02 (2) (material benefit - trafficking)

☐ I agree ☐ I disagree

Back
Exit
Confirm

5. Read the Declaration and consent, then answer the questions.

6. Click Confirm. A confirmation message appears.

SOR-RL → Licence Application → Confirmation

Confirmation Help

Name of Foster Care Agency: Wxy Inc.
Application ID: LA201900003
Application status: Under Ministry review
Licence type: Foster Care Agency

Submitted successfully

Back to module dashboard

7. Click Back to module dashboard. The application appears in the submitted section of your dashboard with a status of "Under Ministry review".

Submitted 2							
Item(s) per page: 10							
Application ID	Licence type	Site/Agency name	Status	Region	Assigned Licensor	Submitted date	Action
LA201900003	Foster Care Agency	Wxy Inc.	Under Ministry review	Toronto	Starr, Debra	2019-12-06	Select

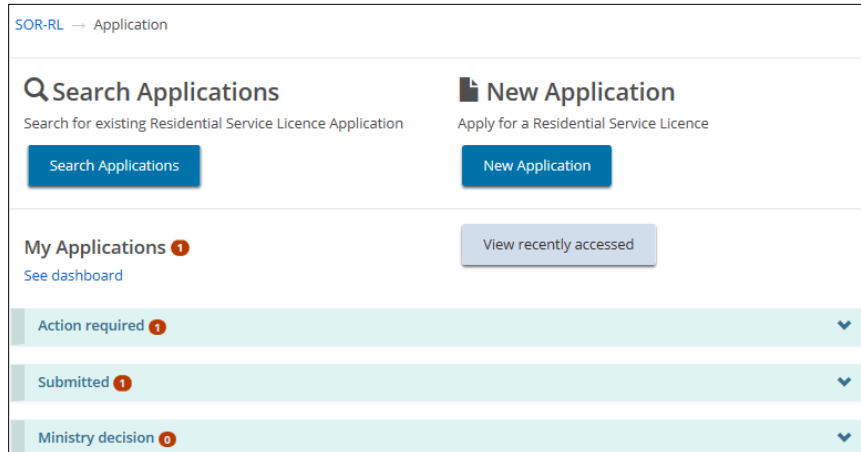
4.4. Continuing to work on a draft application



Notes:

- A draft application is an application that has not been submitted.
- The Ministry cannot view a draft application.
- If you have already submitted the application, see the next section for directions on viewing / editing.

1. Click  **LICENCE APPLICATION**. The **Applications** menu appears.



SOR-RL → Application

Search Applications
Search for existing Residential Service Licence Application
[Search Applications](#)

New Application
Apply for a Residential Service Licence
[New Application](#)

My Applications 1
[See dashboard](#) [View recently accessed](#)

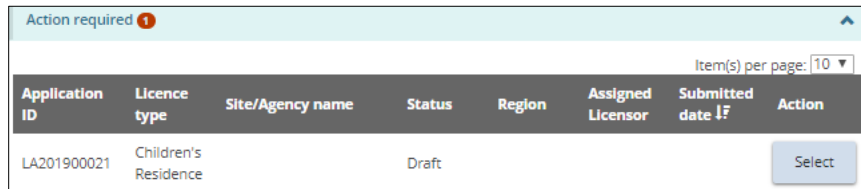
Action required 1

Submitted 1

Ministry decision 0

Application ID	Licence type	Site/Agency name	Status	Region	Assigned Licensor	Submitted date	Action
LA201900021	Children's Residence		Draft				Select

2. Expand the **Action required** section. A table appears showing draft applications.



Action required 1

Item(s) per page: 10

Application ID	Licence type	Site/Agency name	Status	Region	Assigned Licensor	Submitted date	Action
LA201900021	Children's Residence		Draft				Select

3. Click [Select](#).
4. Continue updating the application as outlined in section [Submitting a Children's Residence application for a corporation](#) or [Submitting a Foster Care Agency application for a corporation](#).

4.5. Viewing a submitted application



If you have not submitted the application, see the previous section for viewing details.

Once an application has been submitted, the applicant is unable to edit the information submitted, unless additional information or revisions are requested by the ministry.

Although information cannot be edited unless requested by the ministry, at any time, you can:

- ✓ Upload supporting documents that have not been marked as “Not required” or “Satisfactory” by the ministry or documents that have been marked as “Pending Revision”.
- ✓ Update the Owner, Director, Officer information in the Profile module.
- ✓ Withdraw the application.

1. Click  **LICENCE APPLICATION**. The **Application** menu appears.

SOR-RL → Application

Search Applications
Search for existing Residential Service Licence Application
[Search Applications](#)

New Application
Apply for a Residential Service Licence
[New Application](#)

My Applications 1
[Hide dashboard](#) [View recently accessed](#)

Action required 1 [▼](#)

Submitted 1 [▼](#)

Ministry decision 0 [▼](#)

2. Expand the **Submitted** section.

Submitted 2 [^](#)

Item(s) per page: 10 ▼

Application ID	Licence type	Site/Agency name	Status	Region	Assigned Licensor	Submitted date	Action
LA201900003	Foster Care Agency	Wxy Inc.	Under Ministry review	Toronto	Starr, Debra	2019-12-06	Select
LA201900002	Children's Residence	ABC Inc.	Under Ministry review	Toronto	Starr, Debra	2019-12-05	Select

3. Click . The **Application summary** page appears.

SOR-RL → Licence Application → Licence Application summary

• [Application summary](#) • [Supporting documents](#)

Application summary Help

Name of Children's Residence: ABC Inc.

Application ID: LA201900002 Submitted date: 2019-12-05 Closed date:

Application status: Under Ministry review Assigned Licensor: Assigned Program Supervisor:

Licence type: Children's Residence Region: Toronto

Application summary

Licence information

Applicant profile

Residence information

Operation information

Supporting documents

Declaration & consent

Withdraw Exit Next



To see the contents of a section, click the blue section heading.

4. Click .

4.6. Revising a submitted application

A submitted application cannot be revised or corrected unless the ministry changes the status of the application to “Incomplete”. Contact the ministry to change the status. Once the status changes, you will see it in the dashboard.

Action required 1							
Item(s) per page: 10 ▼							
Application ID	Licence type	Site/Agency name	Status	Region	Assigned Licensor	Submitted date	Action
LA201900002	Children's Residence	ABC Inc.	Incomplete	Toronto	Qrst, Debra	2019-12-05	Select

1. Open the application with the status “Incomplete”.
2. From the **Application Summary** page, scroll down to the **History of Ministry/Applicant comments** section and read the ministry comment.

History of Ministry/Applicant comments ⓘ

Comment	Date added	Added by	Action
Please check the expiry date.	2019-12-06 08:56 AM	Qrst, Debra(Licensor)	

Comments to the Ministry:

0 / 3500

[Add](#)

[Withdraw](#)
[Back](#)
[Exit](#)
[Submit](#)

3. Make the changes required.
4. Save the changes.
5. Click **Application Summary**. The **Application Summary** page appears.
6. If required, add a note back to the ministry then click [Add](#).
7. Click [Submit](#). The **Declaration and Consent** page appears.
8. Read the declaration and consent, then answer the questions.
9. Click [Confirm](#). A **Confirmation** message appears.
10. Click [Back to module dashboard](#). The application status changes back to “Under Ministry Review”.

4.7. Withdrawing a draft or submitted application

1. Open the application. The **Application summary** page appears.

SOR-RL → Licence Application → Licence Application summary

• **Application summary** • Supporting documents

Application summary [Help](#)

Name of Children's Residence: ABC Inc.

Application ID: LA201900002 Submitted date: 2019-12-05 Closed date:

Application status: Under Ministry review Assigned Licensor: Assigned Program Supervisor:

Licence type: Children's Residence Region: Toronto

- Application summary
- Licence information
- Applicant profile
- Residence information
- Operation information
- Supporting documents
- Declaration & consent

Withdraw Exit Next

2. Click **Withdraw**. A confirmation message appears.
3. Click **OK** to continue.

Withdraw Application

Reason for withdrawal: *

Please select...

OK Cancel

4. Select the reason for the withdrawal.
5. Click **OK**.

4.8. Decision notification

You will be notified by email when a decision is reached. You will also see the decision in the **Ministry decision** section.

SOR-RL → Licence Application

Licence Application [Help](#)

Search Applications

Search for existing Residential Service Licence Application

[Search Applications](#)

New Application

Apply for a Residential Service Licence

[New Application](#)

My Applications 1

[See dashboard](#)

[View recently accessed](#)

Action required 1

Submitted 0

Ministry decision 2

Item(s) per page: 10

Application ID	Licence type	Site/Agency name	Status	Region	Assigned Licensor	Ministry decision date 17	Action
LA201900002	Children's Residence	ABC Inc.	Approved	Toronto	Starr, Debra	2019-12-11	Select
LA201900003	Foster Care Agency	Wxy Inc.	Approved	Toronto	Starr, Debra	2019-12-11	Select

5. Working with supporting documents

5.1. Introduction

- There are several areas in SOR-RL where you can upload and edit documents. The process is documented here for reference.
- The following types of files can be uploaded:
 - ✓ Graphics: .gif, jpeg, png, pdf
 - ✓ Documents: pdf, rtf, doc, docx, plain text, ppt
 - ✓ Spreadsheets: xls, xlsx
- If the document is larger than 10MB, it must be split it into smaller files and uploaded separately. Consult with the ministry if you have questions about large files.
- Do not email documents to the ministry. All communication with the Ministry, regarding a licence, must be done through SOR-RL. The system notifies recipients of all correspondence and action items. SOR-RL automatically saves communication.
- You can upload documents itemized in a list, or, in some cases, you can upload an additional document.


5.2. Uploading a document from a list

The documents contained in the supporting documents list depend on the module (application, Director's approval, etc.)

The list may be divided into **Mandatory** documents required prior to submission and **Other mandatory** documents.



If the document status of a mandatory document is "Submitted", no further updates can be made.

1. Open the application / licence. The summary page appears.
2. Click **Supporting documents** or  **Supporting documents** from the steps section. The **Supporting documents** page appears.

1 Licence

Go to:
Licence information

2 Applicant

Go to:
Applicant profile

3 Residence & Operation

Go to:
Residence information
Operation information

4 Documents

Go to:
Supporting documents

5 Application

Go to:
Application summary

Hide steps

Supporting documents [Help](#)

Name of Children's Residence:
Application ID: LA201900021
Application status: Draft
Licence type: Children's Residence

Mandatory documents prior to submission [^](#)

Item(s) per page: 10

Document type?	File name	Type	Status	Submitted date	Expiry date	Action
Zoning approval						Upload

Other mandatory documents [^](#)

Item(s) per page: 10

Document type?	File name	Type	Status	Submitted date	Expiry date	Action
Written evidence of consultation with community facilities and services that will provide services to the residents to be served by the children's residence.					Does not expire	Upload
Staff policies		Policies and procedures			Does not expire	Upload

Partial page example of a Supporting Documents page from a Children's Residence application

Supporting documents [Help](#)

Name of Foster Care Agency:
Application ID: LA201920624
Application status: Draft
Licence type: Foster Care Agency

Supporting documents [^](#)

Item(s) per page: 10

Document type?	File name	Type	Status	Submitted date	Expiry date	Action
Supervision and support of foster parent(s)		Policies and procedures			Does not expire	Upload
Serious Occurrences-reporting		Policies and procedures			Does not expire	Upload
Resident orientation/intake package					Does not expire	Upload

Partial page example of a Supporting Documents page from a Foster Care Agency application.

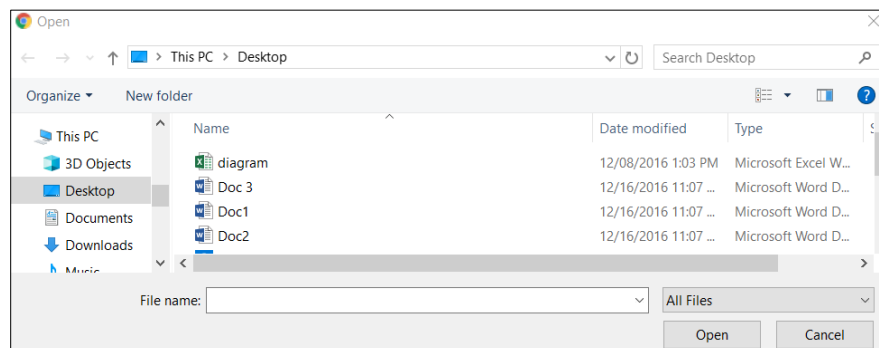


To quickly see the documents that have not been submitted, click the **Status** column heading to sort the list and bring the unmarked documents to the top of the list.


- Click **Upload** or **Select**. The **Upload supporting document** page appears.

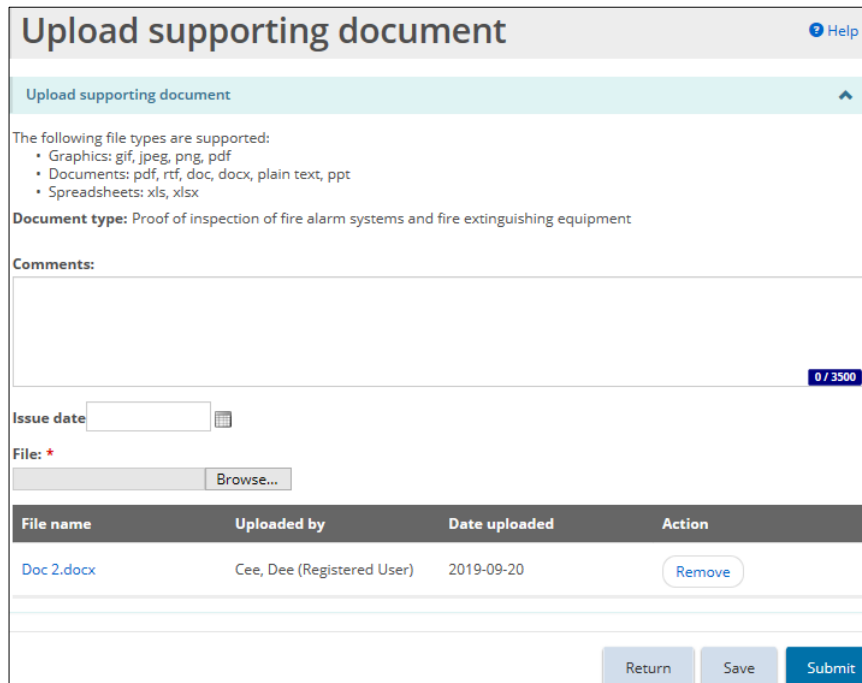
The page may look different depending on the type document being uploaded

- You can enter a description of the document in the **Comments** field.
- Select the **Issue Date** of the document if applicable.
- Click **Choose File**. The **Choose File to Upload** page appears.



- Select the document.
- Click **Open**.

9. Click . The file name appears in the table.



Upload supporting document [Help](#)

Upload supporting document

The following file types are supported:


- Graphics: gif, jpeg, png, pdf
- Documents: pdf, rtf, doc, docx, plain text, ppt
- Spreadsheets: xls, xlsx

Document type: Proof of inspection of fire alarm systems and fire extinguishing equipment



Comments:

0 / 3500

Issue date

File: 

File name	Uploaded by	Date uploaded	Action
Doc 2.docx	Cee, Dee (Registered User)	2019-09-20	<input type="button" value="Remove"/>

10. Click . A confirmation message appears.
11. Click . The document appears in the **Supporting documents** page with the status of “Submitted”.

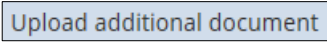
Document type	File name	Type	Status	Submitted date	Expiry date	Action
Written evidence of consultation with community facilities and services that will provide services to the residents to be served by the children's residence.	Doc2.docx		Submitted	2019-10-10	Does not expire	<input type="button" value="Select"/>




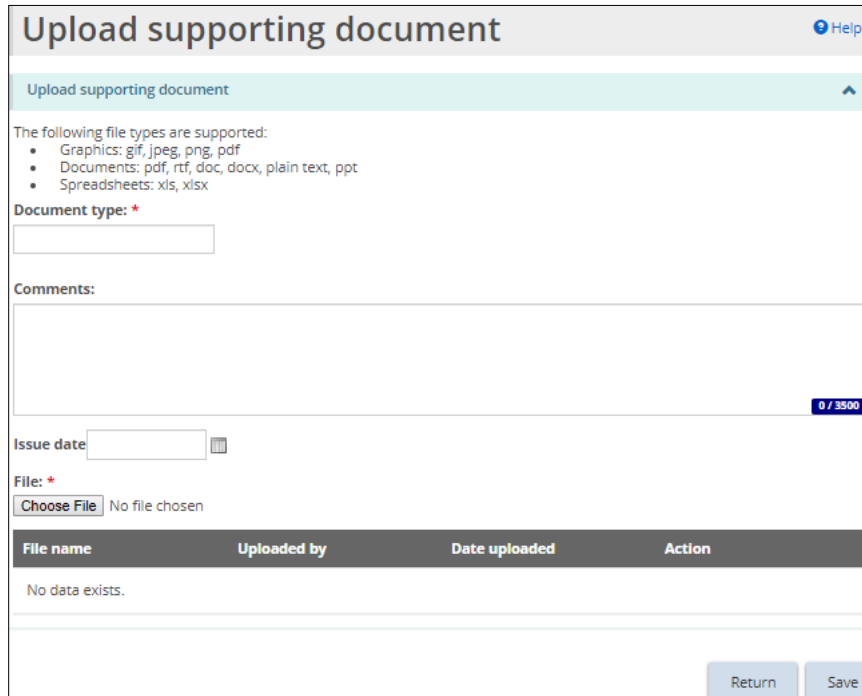
Once a mandatory document has been uploaded and submitted to the ministry for review, further updates cannot be made.

5.3. Uploading a document that is not in the supporting document list



If the item (application, Director's approval, etc.) status is “Draft” or “Incomplete”, there will be an  button on the **Supporting Documents** page. This button allows you to upload other documents.

1. From the application / licence, click **Supporting documents**. The **Supporting documents** page appears.
2. Click **Upload additional document**.
 **Look at the bottom of the page.** The **Upload supporting document** page appears.



Upload supporting document [Help](#)

Upload supporting document

The following file types are supported:

- Graphics: gif, jpeg, png, pdf
- Documents: pdf, rtf, doc, docx, plain text, ppt
- Spreadsheets: xls, xlsx

Document type: *

Comments:

0 / 3500

Issue date:

File: *

Choose File No file chosen

File name	Uploaded by	Date uploaded	Action
No data exists.			

Return **Save**

3. Enter a short description of the document in the **Document type** field. (Mandatory)
4. Enter a description of the document in the **Comments** field. (Optional)
5. Select the **issue date** if applicable.
6. Click **Choose File**. The **Choose File to Upload** page appears.
7. Select the document.
8. Click **Open**.
9. Click **Save**. The file name appears in the table.

File name	Uploaded by	Date uploaded	Action
report.GIF	Cee, Dee (Registered User)	2019-09-20	Remove

Return **Save** **Submit**

10. Click [Return](#). The document appears in the **Additional documents** table.

Additional documents					
					Item(s) per page: 10
Document type	File name	Status	Submitted date	Expiry date	Action
Resume	report.GIF				Select
Upload additional document					

5.4. Viewing the contents of an uploaded document

1. From the application / licence, click **Supporting documents**. The **Supporting documents** page appears.

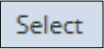
Supporting documents						
Name of Children's Residence: Application ID: LA201900021 Application status: Draft Licence type: Children's Residence						
Mandatory documents prior to submission						
Other mandatory documents						
Item(s) per page: 10						
Document type	File name	Type	Status	Submitted date	Expiry date	Action
Discipline and intervention policy	Doc2.docx	Policies and procedures			Does not expire	Select
Admission policy		Policies and procedures			Does not expire	Upload

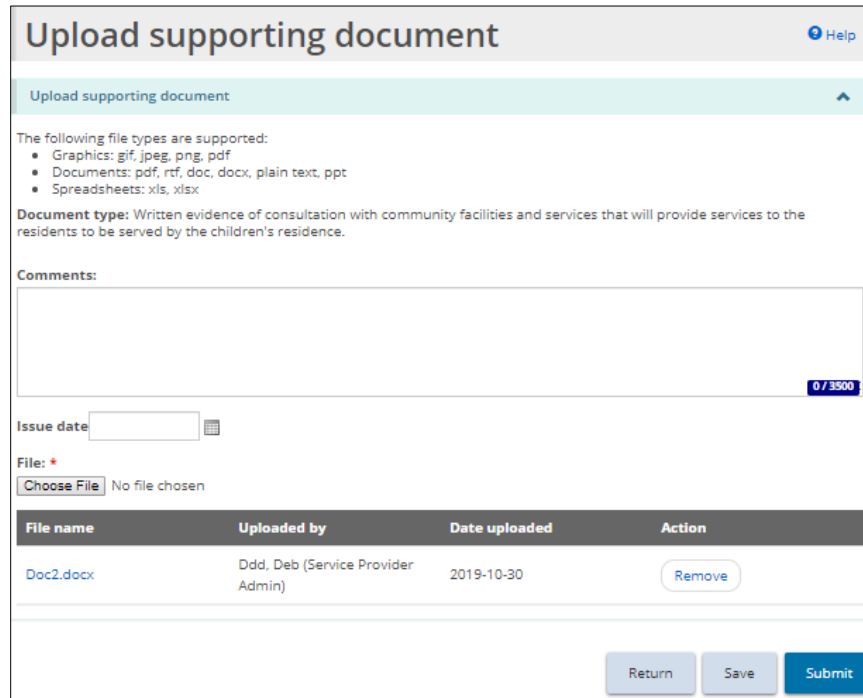
2. From the **Supporting documents** page, click the blue file name link. Depending on your browser, a message appears, or the document name appears at the bottom of your screen.
3. Click [Open](#) or click the document name at the bottom of the page. The document opens.
4. When you are done, close the document.

5.5. Removing a draft document



A document cannot be removed once it is submitted.

1. From the application / licence, click **Supporting documents**. The **Supporting documents** page appears.
2. Click . The **Upload supporting document** page appears.



Upload supporting document [Help](#)

Upload supporting document

The following file types are supported:


- Graphics: gif, jpeg, png, pdf
- Documents: pdf, rtf, doc, docx, plain text, ppt
- Spreadsheets: xls, xlsx

Document type: Written evidence of consultation with community facilities and services that will provide services to the residents to be served by the children's residence.

Comments:

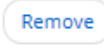

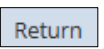
0 / 3500

Issue date:

File:  **Choose File** No file chosen

File name	Uploaded by	Date uploaded	Action
Doc2.docx	Ddd, Deb (Service Provider Admin)	2019-10-30	Remove

[Return](#) [Save](#) [Submit](#)

3. Click . A confirmation message appears.
4. Click  to continue.
5. Click .

5.6. Working with a submitted document

5.6.1. Introduction

You will receive an email if a supporting document needs to be updated. In addition, some documents with an expiry date will need to be updated. You can see all the supporting documents requiring updates and those nearing expiry on the **Supporting Documents** page.

Supporting Documents
Help

Action required

No action required list found

Documents nearing Expiry

Total item(s): 2 Item(s) per page: 10

Document type	Licence number	Last satisfactory date	Expiry date
Proof of inspection of fire alarm systems and fire extinguishing equipment	DA201900421	2019-10-18	2019-12-31
Zoning approval	DA201900421	2019-10-18	2019-12-31

5.6.2. Updating a document when action is required

- From the SOR-RL home page, click **SUPPORTING DOCUMENTS**. The **Supporting Documents** page appears. Documents requiring updates have the status of “Pending Revision”.

Mandatory documents prior to submission

Item(s) per page: 10

Document type	File name	Type	Status	Submitted date	Expiry date	Action
Zoning approval	Doc1.docx		Pending revision	2019-10-10		Select

- Select the document to be updated. (The **Status** is “Pending revision”.)
- Select the **Issue date**.
- Click **Choose File**. The **Choose File to Upload** page appears.
- Select the document.
- Click **Open**.
- Click **Submit**. The document is submitted to the ministry for review.
- Click **Ministry action**.
- Enter a reply to the ministry in the **History of Ministry/Applicant comments** section.

History of Ministry/Applicant comments 1

Comment	Date added	Added by	Action
This is the wrong document. Please attach the correct doc.	2019-10-11 10:46 AM	Starr, Debra A.(Licensor)	

Comments to the Ministry:

0 / 3500

[Add](#)

[Withdraw](#)
[Back](#)
[Exit](#)
[Submit](#)

10. Click [Add](#).
11. Click [Submit](#). A confirmation message appears.
12. Click [OK](#). The declaration and consent message appears.
13. Read the declaration and consent then answer the questions.
14. Click [Confirm](#).

5.6.3. Updating a document that is nearing expiry



You will be sent a reminder notification before a document expires.

1. From the SOR-RL home page, click [SUPPORTING DOCUMENTS](#). The **Supporting Documents** page appears.

SOR-RL → Supporting Documents

[Help](#)

Action required

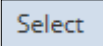
Documents nearing Expiry

Total item(s): 7 Item(s) per page: 10

Document type	Licence number	Last satisfactory date	Expiry date
Fire department approval	LI00500		2019-12-31
Fire department approval	LI00548		2019-11-01
Liability insurance coverage	LI00500		2019-12-31
Liability insurance coverage	LI00550		2019-11-11
Liability insurance coverage	LI00548		2019-11-03
Proof of inspection of fire alarm systems and fire extinguishing equipment	LI00500		2019-12-31
Zoning approval	LI00500		2019-12-31

- Click the blue licence number link. The **Licence summary** page appears.
- Click **Supporting documents**. The **Supporting documents** page appears.

Supporting documents								
								Item(s) per page: 10
Document type	File name	Type	Status	Expiry date	Date of last Ministry review	Reviewed by	Origin ID	Action
Zoning approval	Doc 3.docx		Submitted		NA	Starr, Debra A.	LI00548	Select
Proof of inspection of fire alarm systems and fire extinguishing equipment	Doc 3.docx		Submitted		NA	Starr, Debra A.	LI00548	Select
Liability insurance coverage	Doc2.docx		Satisfactory	2019-11-03	NA	Starr, Debra A.	LA201920659	Select
Fire department approval	Doc 3.docx		Satisfactory	2019-11-01	NA	Starr, Debra A.	LA201920659	Select

- Click the  button of the document type you want to update / upload. The **Upload supporting document** page appears.

SOR-RL → Supporting Documents → Licence Management supporting documents → Upload supporting documents

Upload supporting document [Help](#)

Upload supporting document

The following file types are supported:

- Graphics: gif, jpeg, png, pdf
- Documents: pdf, rtf, doc, docx, plain text, ppt
- Spreadsheets: xls,xlsx

Document type: Liability insurance coverage

Comments:

Issue date:

File: *
 No file chosen

File name	Uploaded by	Date uploaded	Action
No data exists.			

Revision history

Version	File name	Uploaded by	Date uploaded	Issue date	Expiry date
V1	Doc2.docx	Ddd, Deb (Service Provider Admin)	2019-10-25		2019-11-03

- Click .
- Select the file.
- Click .
- Click . The file name appears in the list.
- Click . The file is submitted to the ministry for review.



When you open the document link again, the **Revision history** section displays all the submitted versions of the document.

Revision history

Version	File name	Uploaded by	Date uploaded	Issue date	Expiry date
V2	Doc 3.docx	Ddd, Deb (Service Provider Admin)	2019-10-30		

Version	File name	Uploaded by	Date uploaded	Issue date	Expiry date
V1	Doc2.docx	Ddd, Deb (Service Provider Admin)	2019-10-25		2019-11-03

Return

Save

Submit

6. Working with Director's Approval

6.1. Introduction

The applicant / licensee must request a Director's Approval if there is an exceptional situation, for instance a Children's Residence using a bedroom in a basement, or a Foster Care Agency placing more than four children in a foster home.

Following is a list of the types of Director's Approvals that can be submitted:

- **Children's Residence:**
 - Secure de-escalation
 - Sleeping accommodation – sharing a bedroom, 7 years or older, opposite sex
 - Sleeping accommodation – basement bedroom
 - Overcapacity
 - Alternative to outdoor play space
- **Children's Residence – Youth Justice:**
 - Mechanical restraint equipment
 - Secure de-escalation
 - Sleeping accommodation - basement bedroom
 - Sleeping accommodation - alternate arrangement
 - Alternative to outdoor play space
 - Electronic surveillance
 - Wilderness trip
 - Overcapacity
- **Foster Care Agency:**
 - Placement in Foster Home more than four
 - Placement in foster home – more than two children under 2 years of age
 - Sleeping accommodation – bedroom (no window, detached attic, basement, stairway, hall)
 - Sleeping accommodation - no bed, mattress, bedding suitable to age and size
 - Sleeping accommodation – Shared bedroom, aged 7 or over
 - Sleeping accommodation – Sharing bed or room with adult

In most cases, the Director's Approval is requested for a specific timeframe.

There are no changes to the licence details and as such the licence is not changed. A letter is sent when the request is approved or denied.


6.2. Requesting Director's Approval

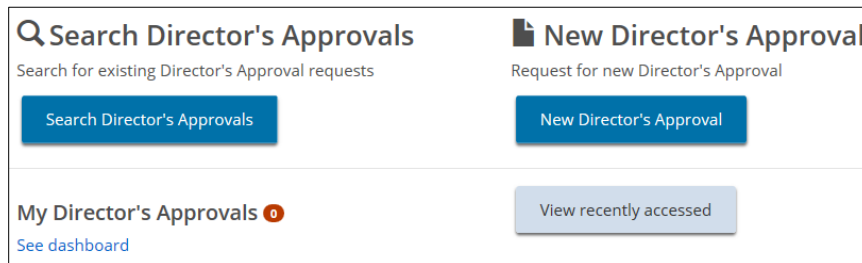


Notes:

- A request for a Director's Approval can be linked to a Children's residence application or licence or an existing licence (including a renewal or change request).
- A request for a Director's Approval can be linked to a Foster Care Agency licence (not an application)
- If you have already submitted a request for a Director's Approval for an application, you must wait until a decision has been reached before submitting another request.
- The examples in this section are based on an existing licence.

6.2.1. Step 1: Start the approval and enter the director's approval details

1. Click  [DIRECTOR'S APPROVAL](#). The **Director's Approval** menu appears.



The screenshot shows a web interface for Director's Approvals. It has a search bar at the top left with the text 'Search Director's Approvals' and a subtext 'Search for existing Director's Approval requests'. Below the search bar is a blue button labeled 'Search Director's Approvals'. To the right of the search bar is a section titled 'New Director's Approval' with a subtext 'Request for new Director's Approval' and a blue button labeled 'New Director's Approval'. At the bottom left, there is a section titled 'My Director's Approvals' with a red notification icon and a link 'See dashboard'. At the bottom right, there is a grey button labeled 'View recently accessed'.

2. Click . The **Select Application / Licence** page appears.

SOR-RL → Director's Approval → Select Application/Licence

Select Application/ Licence [Help](#)

New Licence applications [^](#)

Item(s) per page: 10 ▼

Application ID i?	Licence type	Site/Agency name	Status	Assigned Licensor	Action
LA201900021	Children's Residence		Draft		Select
LA201900002	Children's Residence	ABC Inc.	Under Ministry review	Starr, Debra	Select

List of Licences [^](#)

Item(s) per page: 10 ▼

Licence number i?	Licence type	Site/Agency name	Address	Licence expiry date	Action
LI00001	Foster Care Agency	Wxy Inc.	4 Xyz Street, Markham	2019-12-31	Select

3. Select the application or licence that the approval is for.
4. If you have a Children's Residence licence and have an in-progress change request or renewal, the following page appears. On this page, you can link the Director's Approval request to an in-progress renewal or change request. Make your selection then click [Next](#).

Link Renewal /Change Request [Help](#)

Link this Director's Approval to an in-progress: *

☐ Renewal application
☐ Change Request
☐ None

[Back](#) [Exit](#) [Next](#)

The **New Director's Approval** page appears.

SOR-RL → Main → App Or Licence Select → Select

New Director's Approval [Help](#)

What type of Director's Approval are you requesting? *

☐ Secure de-escalation
☐ Sleeping accommodation - Sharing a bedroom 7 or older opposite sex
☐ Sleeping accommodation - Basement bedroom
☐ Overcapacity
☐ Alternative to outdoor play space

[Exit](#) [Next](#)

Children's Residence example

SOR-RL → Director's Approval → Select Application/Licence → New Director's Approval

New Director's Approval [Help](#)

What type of Director's Approval are you requesting? *

- ☐ Alternative to outdoor play space
- ☐ Electronic surveillance
- ☐ Mechanical restraint equipment
- ☐ Overcapacity
- ☐ Sleeping accommodation - Alternate arrangement
- ☐ Sleeping accommodation - Basement bedroom
- ☐ Secure de-escalation
- ☐ Wilderness trip

[Exit](#) [Next](#)

Children's Residence – Youth Justice example

SOR-RL → Director's Approval → App Or Licence Select → Select Directors Approval Type

New Director's approval [Help](#)

What type of Director's approval are you requesting? *

- ☐ Placement in Foster Home_More than four
- ☐ Placement in Foster Home_More than two under 2
- ☐ Sleeping accommodation_Bedroom (no window, detached-attic-basement-stairway-hall)
- ☐ Sleeping accommodation_No bed-mattress-bedding suitable to age and size
- ☐ Sleeping accommodation_Shared bedroom 7 or over
- ☐ Sleeping accommodation_Sharing bed or room with adult

[Exit](#) [Next](#)

Foster Care Home example

If you are linking the Director's Approval to a change request, the following page appears.

New Director's Approval [Help](#)

What type of Director's Approval are you requesting? *

- ☐ Sleeping accommodation - Basement bedroom

[Back](#) [Exit](#) [Next](#)

5. Select the type of Director's Approval required. (Only one type can be selected. If you require more than one type, you must create a separate request for each one.)
6. Click [Next](#). The **Notice of Collection of personal information** page appears.

Notice of collection of personal information

Information on this form is collected under the legal authority of the Child, Youth and Family Services Act, 2017 and its regulations. For more information, please contact the Delegated Signing Authority of Licensing within your region.

[Exit](#) [Next](#)

7. Read the notice of collection of personal information.
8. Click [Next](#). The **Director's Approval details** page appears. (The page that appears depends on the type of Director's Approval you selected in step 4 above.)

1 Details
 Go to:
[Director's Approval details](#)
[Hide steps](#)

2 Supporting documents
 Go to:
[Supporting documents](#)

3 Submit request
 Go to:
[Director's Approval summary](#)

Director's Approval details [Help](#)

Type of Director's Approval:
 Director's Approval ID:
 Origin ID: None

Director's Approval status:

Sleeping accommodation - Sharing a bedroom 7 or older opposite sex

Requested start date: *

Requested end date: *

Reason(s) for requesting that children of the opposite sex share a bedroom: [Please identify the placing agency (where applicable) and confirm that the placing agency is supportive of this proposed sleeping arrangement.): *

0 / 3500

Details of children/young persons: *

Last name	First name	Date of birth	Gender	Action
				Add

Room size unit of measurement:
☒ Metre ☐ Inch ☐ Feet


Please indicate which bedroom is to be used: *


☒ Room 1

Room name	Room size	# of beds	Age range	Gender	Floor

Exit Save **Save & next**

9. Expand the sections and answer the questions.

 **If you are applying for an overcapacity director's approval, be sure to add information about existing occupants of the room.**

 **For the following types of director's approvals, the applicant / licensee must specify a start and end date:**

- Sleeping accommodation - Sharing a bedroom 7 or older opposite sex
- Overcapacity
- Sleeping accommodation - Alternate arrangement
- All Foster Care requests

10. Click **Save & next**. The **Supporting documents** page appears.

6.2.2. Step 2: Upload supporting documents

The screenshot shows the 'Supporting documents' page in the Director's Approval system. At the top, a breadcrumb trail reads: SOR-RL → Director's Approval → Select Application/Licence → Director's Approval Supporting Documents. Below this is a progress bar with three steps: 1. Details, 2. Supporting documents (the current step), and 3. Submit request. Under each step, there is a 'Go to:' link. For step 2, the link is 'Supporting documents'. A 'Hide steps' link is also present. The main heading is 'Supporting documents' with a 'Help' link. Below the heading, the following information is displayed: 'Name of Children's Residence: ABC Inc.', 'Type of Director's Approval: Sleeping accommodation - Sharing a bedroom 7 or older opposite sex', 'Director's Approval ID: DA201900048', 'Director's Approval status: Draft', and 'Origin ID: LA201900002'. At the bottom right, there is an 'Upload additional document' button and three navigation buttons: 'Back', 'Exit', and 'Next'.

1. If the **Supporting Documents** page is not on your screen, click the [Supporting Documents](#) link from the steps section.
2. Depending on the type of request, there may be mandatory documents to be submitted. You may also have documents that substantiate your request. Upload the documents as applicable. For instructions see [Working with supporting documents](#) starting on page [59](#).
3. Click **Next**. The **Director's Approval summary** page appears.

6.2.3. Step 3: Review and submit

SOR-RL → Director's Approval → Select Application/Licence → Director's Approval summary

1 Details
Go to: [Director's Approval details](#)

2 Supporting documents
Go to: [Supporting documents](#)

3 Submit request
Go to: [Director's Approval summary](#)

[Hide steps](#)

Director's Approval summary

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

Name of Children's Residence: ABC Inc.
 Type of Director's Approval: Sleeping accommodation - Sharing a bedroom 7 or older opposite sex
 Director's Approval ID: DA201900048 Director's Approval status: Draft
 Origin ID: LA201900002

Director's Approval summary [Edit](#)

Director's Approval details

Supporting documents

Director's Approvals

Director's Approval ID	Type of Director's Approval	Status	Effective date	Expiry date	Action
DA201900048	Sleeping accommodation - Sharing a bedroom 7 or older opposite sex	Draft			Select

[Withdraw](#) [Back](#) [Exit](#) [Submit](#)

1. If the **Director's Approval summary** page is not on your screen, click the [Director's Approval summary](#) link from the steps section.

2. Review the information in the summary.



Tips:

- **To see information under a blue section sub-heading:** Click the sub-heading.
- **To edit the information:** Click the [Edit](#) link.
- **To withdraw the request:**
 - (1) Click [Withdraw](#).
 - (2) A confirmation window appears.
 - (3) To continue click [OK](#). To cancel the action, click [Cancel](#).

3. Click [Submit](#). A confirmation message appears.
4. Click [OK](#). The **Declaration & consent** page appears.
5. Read the declaration and consent and then answer the questions.
6. Click [Confirm](#). A confirmation message appears.

7. Click [Back to module dashboard](#). The request appears in the submitted section of your dashboard with a status of "Under Ministry review".

The screenshot shows the 'Director's Approval' dashboard. At the top, there's a search bar for existing approvals and a button for new approvals. Below this, the 'My Director's Approvals' section shows a count of 1. A table lists the submitted items. The first item is DA201900050, for Children's Residence at ABC Inc., with a status of 'Under Ministry review' and a submitted date of 2019-12-10. The 'Action' column has a 'Select' button.

Director's Approval ID	Licence type	Site/Agency name	Type of Director's Approval	Status	Submitted date	Action
DA201900050	Children's Residence	ABC Inc.	Alternative to outdoor play space	Under Ministry review	2019-12-10	Select

6.3. Viewing the ministry decision

1. Click [DIRECTOR'S APPROVAL](#). The **Director's Approval** menu appears.

The screenshot shows the 'Director's Approval' dashboard. The 'My Director's Approvals' section shows a count of 0. Below this, there's a 'See dashboard' link.

2. Click [See dashboard](#). The **Director's Approval** appears in the **Ministry decision** section.

The screenshot shows the 'Ministry decision' section. A table lists the decisions. The first item is DA201900064, for Children's Residence at ABC Inc., with a status of 'Approved' and a ministry decision date of 2019-12-12. The 'Action' column has a 'Select' button.


Director's Approval ID	Licence type	Site/Agency name	Type of Director's Approval	Status	Ministry decision date	Action
DA201900064	Children's Residence	ABC Inc.	Alternative to outdoor play space	Approved	2019-12-12	Select

3. Click . The **Director's Approval summary** page appears.


[Directors Approval application](#)
[Supporting documents](#)



Director's Approval summary


Name of Children's Residence: ABC Inc.
Type of Director's Approval: Alternative to outdoor play space
Director's Approval ID: DA201900064 **Director's Approval status:** Approved **Licence number:** LI00002
Origin ID: None
Licence type: Children's Residence **Assigned Licensor:** Starr, Debra **Submitted date:** 2019-12-11
Closed date: 2019-12-12


Director's Approval summary
 


[Director's Approval details](#)
[Supporting documents](#)
[Declaration & consent](#)


Letters
 

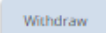


Letter type	File name	Date created	Action
Response letter	Stage 2 Summary Report, IN201900035_EN_2019Dec12.pdf - Print friendly version	2019-12-12	
Response letter	Alternative to Outdoor Play Space_EN.pdf - Print friendly version	2019-12-12	

Inspection overview
 

Inspection ID	Inspection type	Inspection date	Assigned Licensor	Action
IN201900035	Monitoring Inspection	Dec 11, 2019	Starr, Debra	

Director's Approvals
 

Director's Approval ID 	Type of Director's Approval	Status	Effective date	Expiry date
DA201900064	Alternative to outdoor play space	Approved	2019-12-12	2019-12-31

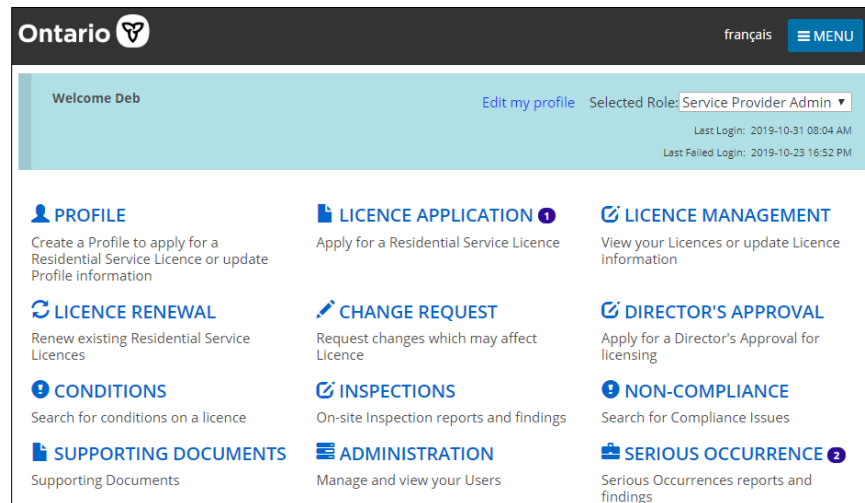
4. On this page you can view the request details, the letters and the inspection overview. Expand the blue [Supporting Documents](#) link to see the documents that you uploaded.

7. Licence management

7.1. Introduction

You will be notified when you receive the decision about your application. When your licence is approved, you will have access to the following modules:

- Profile
- Licence Application
- Licence Management
- Licence Renewal
- Change Request
- Director's Approval
- Conditions
- Inspections
- Non-Compliance
- Supporting Documents
- Administration
- Serious Occurrence.



7.2. Viewing a list of your licences

1. From the SOR-RL home page, click **LICENCE MANAGEMENT**. The **Licence management** page appears showing a list of your licences. From this page you can see the licence details and the history of the licence.

SOR-RL → Licence Management

Licence Management [Help](#)

List of Licences **2**

Licence number	Licence type	Site/Agency name	Address	Licence status	Licence expiry date	Action
LI00002	Children's Residence	ABC Inc.	1 Xyz Street, Markham	Issued	2019-12-31	Select View history
LI00001	Foster Care Agency	Wxy Inc.	4 Xyz Street, Markham	Issued	2019-12-31	Select View history

My Licence Management workload **0**
[See dashboard](#)

7.3. Viewing the history of a licence

The **Licence History** page displays a list of activities that have occurred on the licence including:

- New Licence application;
- Renewal application;
- Amendment;
- Change Request; and
- Director's Approval.

The list also indicates when the licence status changed.

1. From the SOR-RL home page, click [LICENCE MANAGEMENT](#). The **Licence management** page appears.

SOR-RL → Licence Management

Licence Management

Help

List of Licences 2

Licence number	Licence type	Site/Agency name	Address	Licence status	Licence expiry date	Action
LI00002	Children's Residence	ABC Inc.	1 Xyz Street, Markham	Issued	2019-12-31	<div>Select</div> <div>View history</div>
LI00001	Foster Care Agency	Wxy Inc.	4 Xyz Street, Markham	Issued	2019-12-31	<div>Select</div> <div>View history</div>

My Licence Management workload 0

See dashboard

2. Click

View history

. The **Licence history** page appears.

SOR-RL → Licence Management → License history

Licence history

Licence inspection reports

Licence history

Help

Name of Children's Residence: ABC Inc.

Licence type: Children's Residence

Licence number: LI00002

Licence issued: Licence

Licensor: Starr, Debra

Date of issue: 2019-12-11

Licence expiry date: 2019-12-31

Licence status: Issued

History of Licence

Per Page 10

Date	Activity	Licensor	Action
2019-12-11	New Licence application	Starr, Debra	<div>Select</div>

Exit


Next

3. To see the activity item in detail, click

Select

.

7.4. Viewing the licence details / accessing the licence summary page

1. From the SOR-RL home page, click  **LICENCE MANAGEMENT**. The **Licence management** page appears.

SOR-RL → Licence Management

Licence Management Help

List of Licences 2

Licence number	Licence type	Site/Agency name	Address	Licence status	Licence expiry date	Action
LI00002	Children's Residence	ABC Inc.	1 Xyz Street, Markham	Issued	2019-12-31	<div>Select</div> <div>View history</div>
LI00001	Foster Care Agency	Wxy Inc.	4 Xyz Street, Markham	Issued	2019-12-31	<div>Select</div> <div>View history</div>

My Licence Management workload 0
[See dashboard](#)

2. Click . The **Licence summary** page appears.

SOR-RL → Licence Management → Licence summary

[Licence summary](#) • [Update residence details](#) • [Supporting Documents](#)

Licence summary Help

Name of Children's Residence: ABC Inc.

Licence type: Children's Residence

Licence number: LI00002

Licence issued: Licence

Licensors: Starr, Debra

Date of Issue: 2019-12-11

Licence expiry date: 2019-12-31

Licence status: Issued

Licence information

Licensee profile

Children's Residence information

Operation information

Staff summary

Supporting documents

Exit

Next

Children's Residence example

SOR-RL → Licence Management → Licence summary

[Licence summary](#)
[Update Foster Care Agency details](#)
[Supporting Documents](#)

Licence summary [Help](#)

Name of Foster Care Agency: Wxy Inc.
 Licence type: Foster Care Agency Licensor: Starr, Debra Licence status: Issued
 Licence number: LI00001 Date of issue: 2019-12-11
 Licence issued: Licence Licence expiry date: 2019-12-31

- Licence information
- Licensee profile
- Foster Care Agency information
- Operation information
- Staff summary
- Supporting documents

Exit Next

Foster Care Agency example

The top section of the page displays the basic licence information including the:

- name of the children's residence / foster care agency;
- licence type;
- licensor;
- licence status;
- licence number;
- date of issue;
- licence issued; and
- licence expiry date.

7.5. Viewing / updating Children's Residence licence details and supporting documents

7.5.1. Introduction

Some changes such as the children, staff, contacts, homes and parents and supporting documents can be made without a change request. However, most licence changes must go through a formal change request process. See [Requesting a change to a licence](#) starting on page [125](#).

A Children's Residence licence displays the address of the location where residence is located and may not be the same as the head office address in the profile. The head office can be anywhere, but the children's residence must be in Ontario and is the one mentioned in the Licence.

7.5.2. Viewing the licence information and printing licensing documents

1. Access the **Licence summary** page. See [Viewing the licence details / accessing the licence summary page](#) starting on page [83](#).
2. Expand the **Licence information** section.

SOR-RL → Licence Management → Licence summary

[Licence summary](#)
[Update residence details](#)
[Supporting Documents](#)

Licence summary [Help](#)

Name of Children's Residence: ABC Inc.
 Licence type: Children's Residence Licensor: Starr, Debra Licence status: Issued
 Licence number: LI00002 Date of issue: 2019-12-11
 Licence issued: Licence Licence expiry date: 2019-12-31

Licence information [^](#)

Youth Justice Facility: No
 Preferred language of licence: English
 Funding type: Private operator
 Licence status date:

Licence document	Issue date if	Communication Document type	Action
LICENCE.pdf [Print friendly version]	2019-12-11	Licence	Select

To view a licensing document: Click [Select](#) or click the blue link.

To print the document:

- (1) Click the blue link. The document opens a printable format.
- (2) Press <Ctrl P> to open the print menu.

7.5.3. Viewing the licensee profile

1. Access the **Licence summary** page. See [Viewing the licence details / accessing the licence summary page](#) starting on page [83](#).
2. Expand the **Licensee profile** section.

Licensee profile

Licensee type:	Corporation
Preferred language of correspondence:	English
Corporation number:	234242323
Corporation name:	Wxy Inc.
Phone number:	(111) 111-1111
Email:	deb@jjj.com
Website:	
The corporation is:	For profit
Is the corporation a society?	Yes
Is the applicant/licensee an existing Transfer Payment Recipient?	No
Head office address:	2 Main Street Xyz, Ontario, L3R3M4, CANADA
Head office mailing address:	2 Main Street Xyz, Ontario, L3R3M4, CANADA
Is the corporation operating a business under a name that is different than its corporation name?	Yes

Operating name

Name

ABC Inc.

Owners of the corporation

Name	Role	Share percentage	Effective date	Signing authority	Action
Zxxx, Jack	Individual	100%	2019-12-05	Yes	Select

Directors of the corporation

Show inactive

Name	Date elected	Date deactivated	Signing authority	Authorized to receive Ministry communications on behalf of Licensee	Action
Jxxxxx, Bob	2019-12-05		Yes	Yes	Select

Officers of the corporation

Show inactive

Name	Role	Date elected	Date deactivated	Signing authority	Authorized to receive Ministry communications on behalf of Licensee	Action
Xzzz, Joe	President	2019-12-05		Yes	No	Select

Supporting documents

Item(s) per page: 10 ▼

Document type ¹	File name	Status	Submitted date	Expiry date	Date of last Ministry review	Reviewed by
Incorporation documents	Doc1.docx	Satisfactory	2019-12-05	Does not expire	2019-12-10	Starr, Debra
Documentation regarding Operator suitability (i.e. CV, resume) for Owner - Zxxx, Jack	Doc2.docx	Satisfactory	2019-12-05	Does not expire	2019-12-10	Starr, Debra
Documentation regarding Operator suitability (i.e. CV, resume) for Officer - Xzzz, Joe	Doc 3.docx	Satisfactory	2019-12-05	Does not expire	2019-12-10	Starr, Debra

 To make changes to the profile information in this section see [Updating your user profile](#) starting on page [166](#).


7.5.4. Viewing Children's Residence information

Introduction

Information cannot be changed on this page, however contacts can be added and/or edited.

Process

1. Access the **Licence summary** page. See [Viewing the licence details / accessing the licence summary page](#) starting on page [83](#).
2. Expand the **Children's Residence information** section.

Children's Residence information 

Name of Children's Residence:

ABC Inc.

Phone number:

(111) 111-1112

Email:

Website:

Ownership:

Own

Municipality:

City of Toronto

Region:

Toronto

Residence address:

1 Xyz Street Markham, Ontario, L3R3M4, CANADA

Residence mailing address:

1 Xyz Street Markham, Ontario, L3R3M4, CANADA



Safe Drinking Water Act

Is water provided through service connections with a municipal residential water system?

Yes

Residence contacts

Show inactive


Name 	Role	Phone number	Date activated	Date deactivated	Email	Action
Dddd, Jim	Supervisor	(111) 111-1111	2019-12-01		jim@mailinator.com	

Add contact

7.5.5. Viewing, adding and editing residence contacts


Opening the contact page

1. Access the **Licence summary** page. See [Viewing the licence details / accessing the licence summary page](#) starting on page 83.
2. Scroll down to the **Children's Residence Information – Residence contacts** section.

Residence contacts							Show inactive
Name	Role	Phone number	Date activated	Date deactivated	Email	Action	
Dddd, Jim	Supervisor	(111) 111-1111	2019-12-01		jim@mailinator.com		
							Add contact



This page shows all active contacts. To see all contacts, click [Show inactive](#).

3. To see the contact details, click the edit icon  .

Adding a contact

1. Open the contact page.
2. **From the Children's Residence Information – Residence contact** section click [Add contact](#) . The **Residence Contact Details** page appears.

SOR-RL → Licence Management → Licence summary → Residence contact details

Residence Contact details [Help](#)

Name of Children's Residence: ABC Inc.
Licence type: Children's Residence **Licensor:** Starr, Debra **Licence status:** Issued
Licence number: LI00002 **Date of issue:** 2019-12-11
Licence issued: Licence **Licence expiry date:** 2019-12-31

Contact information

First name: *

Last name: *

Role: *

Phone number: *
 Ext:

Mobile No.:

Email: *

Date activated: *

Status: Active

- Enter the contact information.
- Click then click . The contact appears on the Residence contacts list on the **Licence Summary** page.

Editing / deactivating a contact

- Click the edit icon . The **Residence Contact details** page appears.

SOR-RL → Licence Management → Licence summary → Residence contact details

Residence Contact details [Help](#)

Name of Children's Residence: ABC Inc.
Licence type: Children's Residence **Licensor:** Starr, Debra **Licence status:** Issued
Licence number: LI00002 **Date of issue:** 2019-12-11
Licence issued: Licence **Licence expiry date:** 2019-12-31

Contact information

First name: *

Last name: *

Role: *

Phone number: *
 Ext:

Mobile No.:

Email: *

Date activated: *

Status: Active

Date deactivated: *

Deactivation reasons:
0 / 3500

2. Make the changes. If deactivating a contact, click and make the updates.

3. Click then click .

7.5.6. Viewing operation information

Introduction

This section displays a brief description of the premises, program and capacity. There is also a list of the children that have been added.



The name of children will be displayed full or initials depending on your system role.

Process

1. Access the **Licence summary** page. See [Viewing the licence details / accessing the licence summary page](#) starting on page 83.
2. Expand the **Operation information** section.

Operation information

Brief description of premises:

My home

Program:

Full time

Number of respite beds:

Program description:

xxx

Age range:

16 years and above

Gender:

Female, Male

General service categories:

Children's mental health

Referral sources:

Families/caregivers

Capacity

Approved capacity (Total number of beds): 1

Room size unit of measurement: ☒ Metre ☐ Inch ☐ Feet

Room name	Room size	# of beds	Age range	Gender	Floor	Action
Room 1	6 x 6	1	16 years and above	Male	First floor	Select

Children information

Name

Date of birth

Last date interviewed

Status

Action

No data exists.

Show discharge

Add child

To see the room information: Click .

Viewing / adding / editing child information

Accessing the Children information section

1. Access the **Licence summary** page. See [Viewing the licence details / accessing the licence summary page](#) starting on page 83.
2. Scroll down to the **Operation information – Children information** section.

Children information

Name

Date of birth

Last date interviewed

Status

Action

No data exists.

Show discharge

Add child

Adding a child

- 1. Access the **Children information** section.

Children information Show discharged

Name ⓘ	Date of birth	Last date interviewed	Status	Action
No data exists.				

Add child

- 2. Click

Add child

. The **Child details** page appears.

SOR-RL → Licence Management → Licence summary → Child details Help

Child details

Name of Children's Residence: ABC Inc.

Licence type: Children's ResidenceLicensor: Starr, DebraLicence status: Issued

Licence number: LI00002Date of issue: 2019-12-11

Licence issued: LicenceLicence expiry date: 2019-12-31

Child information

First name: *

Last name: *

Date of birth: *

Gender: *
☐ Male ☐ Female ☐ X

Date of admission: *

Legal status: *
Please select...

Status: Active

Last date interviewed:

Return

Save

- 3. Enter the child information.
- 4. Click

Save

 then click

Return

. The child appears in the **Children information list** on the **Licence Summary** page.



Children information Show discharged

Name ⓘ	Date of birth	Last date interviewed	Status	Action
Ssssss, Sally	2000-01-01		Active	

Add child

Editing / discharging a child

1. Open the **Children information** section.

Children information				
				Show discharged
Name 	Date of birth	Last date interviewed	Status	Action
Ssssss, Sally	2000-01-01		Active	
				Add child


2. Click the edit icon . The **Child details** page appears.
3. Make the changes.
4. Click [Save](#) then click [Return](#).

7.5.7. Viewing / withdrawing a Director's Approval



Changes cannot be made here, however a Director's Approval can be withdrawn.

1. Access the **Licence summary** page. See [Viewing the licence details / accessing the licence summary page](#) starting on page [83](#).
2. Expand the **Director's Approvals** section.

Director's Approvals					
Director's Approval ID 	Type of Director's Approval	Status	Effective date	Expiry date	Action
DA201900421	Sleeping accommodation - Basement bedroom	Approved	2019-10-18	2019-10-25	Select
DA201900427	Sleeping accommodation - Sharing a bedroom 7 or older opposite sex	Approved	2019-10-22	2019-10-24	Select

3. Click [Select](#) to see the details. The **Director's Approval summary** page appears.



To withdraw a Director's Approval, click [Withdraw](#).

7.5.8. Viewing / adding / editing staff members

Accessing the Staff summary section

1. Access the **Licence summary** page. See [Viewing the licence details / accessing the licence summary page](#) starting on page 83.

2. Expand the **Staff Summary** section.



Click the **Show Inactive** link to include inactive staff in the list.

Staff summary							
Show inactive							
Name of staff member	Current position title	Position start date	Employment time	Date of first shift in this residence	Last date interviewed	Status	Action
Ggggg, George	Assistant	2019-10-01	full time	2019-10-01	2019-10-18	Active	
Add staff							

Adding a staff member

1. Access the **Staff summary** section. For details see page 94.

Staff summary							
Show inactive							
Name of staff member	Current position title	Position start date	Employment time	Date of first shift in this residence	Last date interviewed	Status	Action
No data exists.							
Add staff							

2. Click **Add staff**. The **Staff details** page appears.

SOR-RL → Licence Management → Licence summary → Staff details

Staff details Help

Name of Children's Residence: ABC Inc.
 Licence type: Children's Residence Licensor: Starr, Debra Licence status: Issued
 Licence number: LJ00002 Date of issue: 2019-12-11
 Licence issued: Licence Licence expiry date: 2019-12-31

Staff information

First name: *

Last name: *

Current position title: *

Qualifications:

Employment start date: *

Position start date: *

Employment time: * ☐ Full-Time ☐ Part-Time ☐ Relief

Date of first shift in this residence: *

Last date interviewed:

On leave: ☐

Status: Active

Return Save

- Enter the staff information.
- Click Save then click Return. The contact appears on the **Staff Summary** list on the **Licence Summary** page.

Staff summary Show inactive							
Name of staff member	Current position title	Position start date	Employment time	Date of first shift in this residence	Last date interviewed	Status	Action
Ggggg, George	Assistant	2019-10-01	full time	2019-10-01	2019-10-18	Active	
Add staff							

Editing / deactivating a staff member

- Access the **Staff summary** section. For details see page 94.

Staff summary Show inactive							
Name of staff member	Current position title	Position start date	Employment time	Date of first shift in this residence	Last date interviewed	Status	Action
Ggggg, George	Assistant	2019-10-01	full time	2019-10-01	2019-10-18	Active	
Add staff							

- Click the edit icon . The **Staff details** page appears.

SOR-RL → Licence Management → Licence summary → Staff details

Staff details [Help](#)

Name of Children's Residence: ABC Inc.
 Licence type: Children's Residence Licensor: Starr, Debra Licence status: Issued
 Licence number: L100002 Date of issue: 2019-12-11
 Licence issued: Licence Licence expiry date: 2019-12-31

Staff information

First name: *
 Last name: *
 Current position title: *
 Qualifications:
 Employment start date: *
 Position start date: *
 Employment time: * ☒ Full-Time ☐ Part-Time ☐ Relief
 Date of first shift in this residence *
 Last date interviewed:
 On leave: ☐
 Status: Active

[Return](#) [Save](#)

3. Make the changes required.

If the staff member is on leave: Click the **On leave** checkbox.

To deactivate the staff member:

- (1) Click [End employment](#).
- (2) Enter the **employment end date**.

4. Click [Save](#) then click [Return](#).

7.5.9. Updating residence details

1. From the top of the licence summary page, click **Update residence details**. The **Update residence details** page appears.

SOR-RL → Licence Management → Update residence details

[Licence summary](#)
[Update residence details](#)
[Supporting Documents](#)

Update residence details [Help](#)

Name of Children's Residence: ABC Inc.
 Licence type: Children's Residence Licensor: Starr, Debra Licence status: Issued
 Licence number: LI00002 Date of issue: 2019-12-11
 Licence issued: Licence Licence expiry date: 2019-12-31

Children's Residence information [^](#)

Phone number: *
 (111) 111-1112 Ext:
 Email: *

 Website:

 Ownership: *
☐ Rental ☒ Own
 Municipality: City of Toronto
 Region: Toronto
 Preferred language of licence: *
☒ English ☐ French

Safe Drinking Water Act [^](#)

Is water provided through service connections with a municipal residential water system? *
☒ Yes ☐ No

Residence mailing address [^](#)

Same as residence address? *
☒ Yes ☐ No

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

2. Make the changes required.
3. Click [Save](#).

7.5.10. Viewing conditions

1. Access the **Licence summary** page. See [Viewing the licence details / accessing the licence summary page](#) starting on page [83](#).
2. Expand the **Condition** section.

Condition							
Condition ID	Condition	Status	Frequency	Reporting period start date	Reporting period end date	Origin	Action
CN201900077	During the term of the licence, the licensee shall advise the ministry's program advisor when a youth has been placed in care	Active	Quarterly	2020-01-01	2020-12-31	Licence Amendment	Select Show occurrence
CN201900076	Send safety plans for each child/youth in care	Active	Monthly	2020-01-01	2020-03-31	Licence Amendment	Select Show occurrence
CN201900075	The Licensee will not expand the number of approved parent model foster homes beyond 10 homes within the licensed period	Active	Not applicable	Not applicable	Not applicable	Licence Amendment	Select

3. Click [Select](#). The **Condition summary** page appears.

Condition summary

[Help](#)

Name of Foster Care Agency: Wxy Inc.
Licence number: LI00001 **Condition ID:** CN201900076 **Origin ID:**
Licence issued: Licence with conditions **Condition status:** Active
Date of issue: 2019-12-20 **Licensors:** Qrst, Debra

Condition details

Condition type: Deliverable condition
Condition: Send safety plans for each child/youth in care
Reasons: -
Condition requirement: Supporting document requirement
Legislation / policy / standard reference:
Frequency: Monthly
Reporting period start date: 2020-01-01
Reporting period end date: 2020-03-31
Approved date: Dec 20, 2019

Occurrence details

Occurrence ID	Occurrence status	Submitted date	Reporting period start date	Reporting period end date	Comply by date	Action
CN201900076-1	Active		2020-01-01	2020-01-31	2020-02-05	Select
CN201900076-2	Active		2020-02-01	2020-02-29	2020-03-05	Select
CN201900076-3	Active		2020-03-01	2020-03-31	2020-04-06	Select

To see the occurrences only, click [Show occurrence](#).

Condition							
Condition ID	Condition	Status	Frequency	Reporting period start date	Reporting period end date	Origin	Action
CN201900077	During the term of the licence, the licensee shall advise the ministry's program advisor when a youth has been placed in care	Active	Quarterly	2020-01-01	2020-12-31	Licence Amendment	<div>Select</div> <div>Show occurrence</div>
CN201900076	Send safety plans for each child/youth in care	Active	Monthly	2020-01-01	2020-03-31	Licence Amendment	<div>Select</div> <div>Hide occurrence</div>
Occurrence ID	Status	Submitted date	Reporting period start date		Reporting period end date		Comply by date
CN201900076-1	Active		2020-01-01		2020-01-31		2020-02-05
CN201900076-2	Active		2020-02-01		2020-02-29		2020-03-05
CN201900076-3	Active		2020-03-01		2020-03-31		2020-04-06
CN201900075	The Licensee will not expand the number of approved parent model foster homes beyond 10 homes within the licensed period	Active	Not applicable	Not applicable	Not applicable	Licence Amendment	<div>Select</div>

For more information about conditions see [Working with conditions](#) starting on page [150](#).

7.5.11. Viewing / uploading supporting documents

1. Access the **Licence summary** page. See [Viewing the licence details / accessing the licence summary page](#) starting on page [83](#).
2. Click **• Supporting documents**. The **Supporting documents** page appears.

SOR-RL → Licence Management → Licence Management Supporting Documents

[Licence summary](#)
[Update residence details](#)
[Supporting Documents](#)

Supporting documents [Help](#)

Name of Children's Residence: ABC Inc.
 Licence type: Children's Residence Licensor: Starr, Debra Licence status: Issued
 Licence number: [LI00002](#) Date of issue: 2019-12-11
 Licence issued: Licence Licence expiry date: 2019-12-31

Supporting documents [↑](#)

Item(s) per page: 10 ▼

Document type ¹	File name	Type	Status	Expiry date	Date of last Ministry review	Reviewed by	Origin ID	Action
Zoning approval	Doc2.docx		Satisfactory		2019-12-06	Starr, Debra	LA201900002	Select
Written evidence of consultation with community facilities and services that will provide services to the residents to be served by the children's residence.				Does not expire	NA	NA		Upload

To view the contents of an uploaded document: Click the blue link in the **File name** column.

To upload a document:



You cannot upload a document directly from this page if the document has already been uploaded through an application, Director's Approval or Change Request.

To upload a document that has not yet been uploaded: Click

[Upload](#)

. See [Uploading a document from a list](#) starting on page [59](#).

To view a list of submitted document versions: Click [Select](#). The **Upload supporting document** page appears. Click the blue file name link to see the document details.

Upload supporting document

Upload supporting document

Document type:
Zoning approval

Comments:

Version	File name	Uploaded by	Date uploaded	Issue date	Expiry date
No data exists.					

Revision history

Version	File name	Uploaded by	Date uploaded	Issue date	Expiry date
V3	Doc2.docx	Ddd, Deb (Service Provider Admin)	2019-10-18		2019-12-31
V2	Doc2.docx	Ddd, Deb (Service Provider Admin)	2019-10-17		2019-10-31
V1	Doc2.docx	Ddd, Deb (Registered User)	2019-10-11		2019-11-30

7.6. Viewing / updating Foster Care Agency licence details and supporting documents

7.6.1. Introduction

Some changes such as the children, staff, contacts, homes and parents and supporting documents can be made without a change request. However, most licence changes must go through a formal change request process. See [Requesting a change to a licence](#) starting on page [125](#).

7.6.2. Viewing the licence information and printing licensing documents

1. Access the **Licence summary** page. See [Viewing the licence details / accessing the licence summary page](#) starting on page [83](#).

• [Licence summary](#) • [Update Foster Care Agency details](#) • [Supporting Documents](#)

Licence summary [Help](#)

Name of Foster Care Agency: Wxy Inc.
 Licence type: Foster Care Agency Licensor: Starr, Debra Licence status: Issued
 Licence number: LI00001 Date of issue: 2019-12-11
 Licence issued: Licence Licence expiry date: 2019-12-31

- Licence information
- Licensee profile
- Foster Care Agency information
- Operation information
- Staff summary
- Supporting documents

[Exit](#) [Next](#)

2. Expand the **Licence information** section.

Licence summary [Help](#)

Name of Foster Care Agency: Wxy Inc.
 Licence type: Foster Care Agency Licensor: Starr, Debra Licence status: Issued
 Licence number: LI00001 Date of issue: 2019-12-11
 Licence issued: Licence Licence expiry date: 2019-12-31

Licence information

Preferred language of licence: English

Funding type: Private operator

Licence status date:

Licence document	Issue date	Communication Document type	Action
SCHEDULE_A.pdf [Print friendly version]	2019-12-11	Schedule A	Select
LICENCE.pdf [Print friendly version]	2019-12-11	Licence	Select

Foster Care Agency example

To view a licensing document: Click [Select](#) or click the blue link.

To print the document:

- (1) Click the blue link. The document opens a printable format.
- (2) Press [Ctrl P] to open the print menu.

7.6.3. Viewing the licensee profile

1. Access the **Licence summary** page. See [Viewing the licence details / accessing the licence summary page](#) starting on page [83](#).

2. Expand the **Licensee profile** section.

Licensee profile

Licensee type:	Corporation
Preferred language of correspondence:	English
Corporation number:	234242323
Corporation name:	Wxy Inc.
Phone number:	(111) 111-1111
Email:	deb@jjj.com
Website:	
The corporation is:	For profit
Is the corporation a society?	Yes
Is the applicant/licensee an existing Transfer Payment Recipient?	No
Head office address:	2 Main Street Xyz, Ontario, L3R3M4, CANADA
Head office mailing address:	2 Main Street Xyz, Ontario, L3R3M4, CANADA
Is the corporation operating a business under a name that is different than its corporation name?	Yes

Operating name

Name ⓘ

ABC Inc.

Owners of the corporation

Name	Role	Share percentage	Effective date ⓘ	Signing authority	Action
Zxxx, Jack	Individual	100%	2019-12-05	Yes	Select

Directors of the corporation

Show inactive

Name	Date elected ⓘ	Date deactivated	Signing authority	Authorized to receive Ministry communications on behalf of Licensee	Action
Jxxxx, Bob	2019-12-05		Yes	Yes	Select

Officers of the corporation

Show inactive

Name	Role	Date elected ⓘ	Date deactivated	Signing authority	Authorized to receive Ministry communications on behalf of Licensee	Action
Xzzz, Joe	President	2019-12-05		Yes	No	Select

Supporting documents

Item(s) per page: 10 ▼

Document type ^{1,2}	File name	Status	Submitted date	Expiry date	Date of last Ministry review	Reviewed by
Incorporation documents	Doc1.docx	Satisfactory	2019-12-05	Does not expire	2019-12-10	Starr, Debra
Documentation regarding Operator suitability (i.e. CV, resume) for Owner - Zxxx, Jack	Doc2.docx	Satisfactory	2019-12-05	Does not expire	2019-12-10	Starr, Debra
Documentation regarding Operator suitability (i.e. CV, resume) for Officer - Xzzz, Joe	Doc3.docx	Satisfactory	2019-12-05	Does not expire	2019-12-10	Starr, Debra

Partial supporting documents section



To make changes to the information in this section see [Updating your user profile](#) starting on page [166](#).

7.6.4. Viewing Foster Care Agency information

1. Access the **Licence summary** page. See [Viewing the licence details / accessing the licence summary page](#) starting on page [83](#).



Only the office address can be added or edited on this page. Other information cannot be changed.

2. Expand the **Foster Care Agency information** section.

Foster Care Agency information

Name of Foster Care Agency: Wxy Inc.

Phone number: (111) 111-1111

Email:

Website:

Municipality: City of Toronto


Region: Toronto

Office address	Lead office ^{1,2}	Email	Phone number	Action
4 Xyz Street Markham, Ontario, L3R3M4, CANADA	Yes		(111) 111-1111	Edit

[Add office](#)

Foster Care Agency mailing address: 2 Main Street Xyz, Ontario, L3R3M4, CANADA

7.6.5. Adding an office

1. Access the **Licence summary** page. See [Viewing the licence details / accessing the licence summary page](#) starting on page 83.
2. From the **Foster Care Agency information** section, click . The **Office address** page appears.

SOR-RL → Licence Management → Licence summary → Office update

Office address

Name of Foster Care Agency: Wxy Inc.
 Licence type: Foster Care Agency Licensor: Starr, Debra Licence status: Issued
 Licence number: U00001 Date of Issue: 2019-12-11
 Licence issued: Licence Licence expiry date: 2019-12-31

Address Information

Municipality:

Region:

Street No.: * Street name: * Street type: * Street direction: *

Suite/Unit No:



City: * Province: Ontario Postal code: *



Additional address information:




Email:

Phone number: * Ext:

Is this the lead office? No


 

3. Enter the office information.
4. Click  then click . The office appears on the **Licence summary** page.

Office address	Lead office 	Email	Phone number	Action
4 Xyz Street Markham, Ontario, L3R3M4, CANADA	Yes		(111) 111-1111	
				

7.6.6. Editing an office's email or phone number

1. From the **License summary** page, expand the **Foster Care Agency information** section.

Foster Care Agency information				
Name of Foster Care Agency:	Wxy Inc.			
Phone number:	(111) 111-1111			
Email:				
Website:				
Municipality:	City of Toronto			
Region:	Toronto			
Office address	Lead office	Email	Phone number	Action
4 Xyz Street Markham, Ontario, L3R3M4, CANADA	Yes		(111) 111-1111	
				Add office

2. Click the edit icon . The **Office address** page appears.

Office address			
Name of Foster Care Agency: Wxy Inc.		Licence status: Issued	
Licence type: Foster Care Agency		Licensor: Starr, Debra	
Licence number: LI00001		Date of issue: 2019-12-11	
Licence issued: Licence		Licence expiry date: 2019-12-31	
Address Information			
Municipality: City of Toronto			
Region: Toronto			
Street No.:	Street name:	Street type:	Street direction:
4	Xyz	Street	
Suite/Unit No:			
City:	Province:	Postal code:	
Markham	Ontario	L3R3M4	
Additional address information:			
Email:			
<input type="text"/>			
Phone number: *			
(111) 111-1111	Ext:	<input type="text"/>	
Is this the lead office? Yes			
		Return	Save

3. Edit the email and/or phone number. Other information is not editable.
4. Click [Save](#) then click [Return](#).

7.6.7. Viewing operation information

1. Access the **Licence summary** page. See [Viewing the licence details / accessing the licence summary page](#) starting on page [83](#).
2. Expand the **Operation information** section.

Operation information

Proposed number of Foster Homes in New Licence application:

1

Proposed number of foster children in New Licence application:

1

Information on classification and planned utilization of Foster Homes under the authority of the licence:

General service categories:

Children's mental health

Foster Homes

Current number of active Foster Care homes: 0

Current number of foster children: 0

Show inactive

Foster Home name	Foster parent names	Address	# of beds currently occupied by foster children under 18 placed by my foster agency	# of beds currently occupied by foster children under 18 placed by other foster agencies	Over capacity Director's Approval	Bed type	Status	Action
No data exists.								

Add Foster Home

7.6.8. Adding a foster care home

1. Access the **Licence summary** page. See [Viewing the licence details / accessing the licence summary page](#) starting on page [83](#).
2. Expand the **Operation information** section.

Operation information

Proposed number of Foster Homes in New Licence application:

1

Proposed number of foster children in New Licence application:

1

Information on classification and planned utilization of Foster Homes under the authority of the licence:

General service categories:

Children's mental health

Foster Homes

Current number of active Foster Care homes: 0

Current number of foster children: 0

Show inactive

Foster Home name	Foster parent names	Address	# of beds currently occupied by foster children under 18 placed by my foster agency	# of beds currently occupied by foster children under 18 placed by other foster agencies	Over capacity Director's Approval	Bed type	Status	Action
No data exists.								

Add Foster Home

3. Click Add Foster Home. The **Foster Home** page appears.

SOR-RL → Licence Management → Licence summary → Foster home

Foster Home

Help

Name of Foster Care Agency: Wxy Inc.

Licence type: Foster Care Agency

Licence number: LI00001

Licence issued: Licence

Licensor: Starr, Debra

Date of issue: 2019-12-11

Licence expiry date: 2019-12-31

Licence status: Issued

Foster Home information

Foster Home location address

Return

Save

4. Enter the foster home information.

Foster Home information

Foster home name: *

Foster Parent details

Title:

Please select...

First name: *

Last name: *

Email:

Phone number

Mobile phone #:

Children information

Show discharged

Name	Date of birth	Last date interviewed	Status	Action
No data exists.				

Add child

of Beds currently occupied by foster children under 18 placed by my foster agency:

of Beds currently occupied by foster children under 18 placed by other foster agencies:

Name of other foster agencies :

Over capacity Director's Approval: 0

of children under 18 living in the same home excluding those identified above:

of individuals over 18 living in the same home including foster parents: *

Bed type: *

☐ Other

☐ Therapeutic

☐ Respite

☐ Specialized

☐ Customary care

☐ Kinship

☐ Regular

Ownership: *

☐ Family dwelling ☐ Licensee owned/Rented

Date activated: *

Foster home approval date: *

Status: Active

5. Add a child if applicable:

5.1. Click [Add child](#). The **Child details** page appears.

Child details [Help](#)

Name of Foster Care Agency: Wxy Inc.

Licence type: Foster Care Agency

Licence number: LI00001

Licence issued: Licence

Licensors: Starr, Debra

Date of issue: 2019-12-11

Licence expiry date: 2019-12-31

Licence status: Issued

Child information

First name: *

Last name: *

Date of birth: *

Date of admission: *

Legal status: *

Name of child's worker:

Status: Active

Last date interviewed:

[Return](#) [Save](#)

5.2. Enter the child information.

5.3. Click [Save](#) then click [Return](#). The child appears in the **Foster Home** page.

6. Scroll down to the **Foster home location address** section.

Foster home location address

Street No.: *

Street name: *

Street type: *

Street direction:

Please select...

Please select...

Suite/Unit No:

Additional address information:

City: *

Province:

Postal code: *

Ontario

Return

Save

7. Enter the foster home location address.
8. Add a parent if applicable. (There can be more than one parent.)
- 8.1. Click

Add parent

. The **Foster parent details** page appears.

Foster Parent details

Title:

Please select...

First name: *

Last name: *

Date activated: *

Status:

Active

Return

Save

- 8.2. Enter the foster parent information.
- 8.3. Click

Save

 then click

Return

. The foster parent appears in the list.
9. Click

Save

 then click

Return

. The foster care home appears in the list.

Foster Homes

Current number of active Foster Care homes: 1

Current number of foster children: 0

Show inactive

Foster Home name	Foster parent names	Address	# of beds currently occupied by foster children under 18 placed by my foster agency	# of beds currently occupied by foster children under 18 placed by other foster agencies	Over capacity Director's Approval	Bed type	Status	Action
DEF home	Bob Bbbbb	2 DEF Street, Markham	0	0	0	Regular	Active	<div></div>



Add Foster Home

7.6.9. Discharging a child

1. Access the **Licence summary** page. See [Viewing the licence details / accessing the licence summary page](#) starting on page 83.
2. Scroll down to the **Foster homes** section.

Foster Homes
Current number of active Foster Care homes: 1
Current number of foster children: 0

[Show inactive](#)



Foster Home name 	Foster parent names	Address	# of beds currently occupied by foster children under 18 placed by my foster agency	# of beds currently occupied by foster children under 18 placed by other foster agencies	Over capacity Director's Approval	Bed type	Status	Action
DEF home	Bob Bbbbbb	2 DEF Street, Markham	0	0	0	Regular	Active	

[Add Foster Home](#)


3. Click the edit icon .
4. Scroll down to the **Children information** section.

Children information

[Show discharged](#)

Name 	Date of birth	Last date interviewed	Status	Action
JJJJ, Jack	2000-01-01		Active	

[Add child](#)

5. Click the edit icon . The **Child Details** page appears.

Child details Help

Name of Foster Care Agency: Wxy Inc.
Licence type: Foster Care Agency
Licence number: LI00001
Licence issued: Licence

Licensor: Starr, Debra
Date of issue: 2019-12-11
Licence expiry date: 2019-12-31

Licence status: Issued

Child information

First name: *

Last name: *

Date of birth: *

Date of admission: *

Legal status: *

Name of child's worker:

Status: Active

Last date interviewed:

Discharge

Date of discharge: *

Return Save

- Click **Discharge**.
- Enter the discharge date.
- Click **Save** then click **Return**. The child's status changes to "Discharged" and the child's name disappears from the Children information list on the **Licence Summary** page.

7.6.10. Editing / deactivating a foster home

- Access the **Licence summary** page. See [Viewing the licence details / accessing the licence summary page](#) starting on page 83.
- Scroll down to the **Foster homes** section.

Foster Homes
Current number of active Foster Care homes: 1
Current number of foster children: 0

Show inactive

Foster Home name	Foster parent names	Address	# of beds currently occupied by foster children under 18 placed by my foster agency	# of beds currently occupied by foster children under 18 placed by other foster agencies	Over capacity Director's Approval	Bed type	Status	Action
DEF home	Bob Bbbbb	2 DEF Street, Markham	0	0	0	Regular	Active	

Add Foster Home

3. Click the edit icon . The **Foster Home** page appears.


Foster Home Help

Name of Foster Care Agency: Wxy Inc.
Licence type: Foster Care Agency **Licensors:** Qrst, Debra **Licence status:** Issued
Licence number: LI00001 **Date of issue:** 2019-12-11
Licence issued: Licence with conditions **Licence expiry date:** 2019-12-31

Foster Home information

Foster Home name: *

[Show inactive](#)

Title	Foster parent name ⓘ	Last date interviewed	Status	Action
	Bbbbb, Bob		Active	

[Add parent](#)

Email:

Phone number:

Mobile phone #:

Children information:

[Show discharged](#)

Name ⓘ	Date of birth	Last date interviewed	Status	Action
No data exists.				

[Add child](#)

of beds currently occupied by foster children under 18 placed by my foster agency: 0

of beds currently occupied by foster children under 18 placed by other foster agencies:

Name of other foster agencies :

Over capacity Director's Approval: 0

of children under 18 living in the same home excluding those identified above:

of individuals over 18 living in the same home including foster parents: *


Bed type: *

☐ Other
☐ Therapeutic
☐ Respite
☐ Specialized
☐ Customary care
☐ Kinship
☒ Regular


Ownership: *

☒ Family dwelling ☐ Licensee owned/Rented

Date activated: *

Foster Home approval date: *

Status: Active

Date deactivated: *
 

Closure: *
☒ Voluntarily ☐ Non-voluntarily

Deactivation reasons:

0 / 3500

4. Make the changes required.

To deactivate a home:

 There cannot be any active children in the home being deactivated.

- (1) Click .
- (2) Enter the **Date deactivated**.
- (3) Enter the closure was voluntary / non-voluntary.
- (4) Enter the **Deactivation reasons**.
- (5) Click then click .

7.6.11. Viewing conditions

1. Access the **Licence summary** page. See [Viewing the licence details / accessing the licence summary page](#) starting on page [83](#).
2. Expand the **Condition** section.

Condition							
Condition ID	Condition	Status	Frequency	Reporting period start date	Reporting period end date	Origin	Action
CN201900077	During the term of the licence, the licensee shall advise the ministry's program advisor when a youth has been placed in care	Active	Quarterly	2020-01-01	2020-12-31	Licence Amendment	<input type="button" value="Select"/> <input type="button" value="Show occurrence"/>
CN201900076	Send safety plans for each child/youth in care	Active	Monthly	2020-01-01	2020-03-31	Licence Amendment	<input type="button" value="Select"/> <input type="button" value="Show occurrence"/>
CN201900075	The Licensee will not expand the number of approved parent model foster homes beyond 10 homes within the licensed period	Active	Not applicable	Not applicable	Not applicable	Licence Amendment	<input type="button" value="Select"/>

3. To view the condition details, click [Select](#). The **Condition summary** page appears.

Condition summary [Help](#)

Name of Foster Care Agency: Wxy Inc.
Licence number: [LI00001](#) Condition ID: CN201900076 Origin ID:
Licence issued: Licence with conditions Condition status: Active
Date of issue: 2019-12-20 Licensor: Qrst, Debra

Condition details

Condition type: Deliverable condition
Condition: Send safety plans for each child/youth in care
Reasons: -
Condition requirement: Supporting document requirement
Legislation / policy / standard reference:
Frequency: Monthly
Reporting period start date: 2020-01-01
Reporting period end date: 2020-03-31
Approved date: Dec 20, 2019

Occurrence details

Occurrence ID	Occurrence status	Submitted date	Reporting period start date	Reporting period end date	Comply by date	Action
CN201900076-1	Active		2020-01-01	2020-01-31	2020-02-05	Select
CN201900076-2	Active		2020-02-01	2020-02-29	2020-03-05	Select
CN201900076-3	Active		2020-03-01	2020-03-31	2020-04-06	Select

To see the occurrences only, click [Show occurrence](#).

Condition							
Condition ID	Condition	Status	Frequency	Reporting period start date	Reporting period end date	Origin	Action
CN201900077	During the term of the licence, the licensee shall advise the ministry's program advisor when a youth has been placed in care	Active	Quarterly	2020-01-01	2020-12-31	Licence Amendment	<div>Select</div> <div>Show occurrence</div>
CN201900076	Send safety plans for each child/youth in care	Active	Monthly	2020-01-01	2020-03-31	Licence Amendment	<div>Select</div> <div>Hide occurrence</div>
Occurrence ID	Status	Submitted date	Reporting period start date		Reporting period end date		Comply by date
CN201900076-1	Active		2020-01-01		2020-01-31		2020-02-05
CN201900076-2	Active		2020-02-01		2020-02-29		2020-03-05
CN201900076-3	Active		2020-03-01		2020-03-31		2020-04-06
CN201900075	The Licensee will not expand the number of approved parent model foster homes beyond 10 homes within the licensed period	Active	Not applicable	Not applicable	Not applicable	Licence Amendment	<div>Select</div>

7.6.12. Viewing staff information

1. Access the **Licence summary** page. See [Viewing the licence details / accessing the licence summary page](#) starting on page 83.
2. Expand the **Staff summary** section.

Staff summary

Show inactive

Name of staff member	Current position title	Position start date	Employment time	Last date interviewed	Status	Action
No data exists.						

Add staff

7.6.13. Adding a staff member

1. Access the **Licence summary** page. See [Viewing the licence details / accessing the licence summary page](#) starting on page 83.
2. Expand the **Staff summary** section.

Staff summary ⬆

[Show inactive](#)

Name of staff member 	Current position title	Position start date	Employment time	Last date interviewed	Status	Action
No data exists.						

[Add staff](#)

3. Click [Add staff](#). The **Staff details** page appears.

Staff details Help


Name of Foster Care Agency: Wxy Inc.
 Licence type: Foster Care Agency Licensor: Qrst, Debra Licence status: Issued
 Licence number: LI00001 Date of issue: 2019-12-11
 Licence issued: Licence with conditions Licence expiry date: 2019-12-31


Staff information ⬆

First name: *

Last name: *

Current position title: *

Employment start date: * 

Position start date: * 

Employment time: * ☐ Full-Time ☐ Part-Time ☐ Relief

Last date interviewed:

On leave: ☐

Status: Active

[Return](#) [Save](#)

4. Enter the staff information.
5. Click [Save](#) then click [Return](#). The contact appears on the **Staff Summary** list on the **Licence Summary** page.

7.6.14. Editing / deactivating a staff member

1. Access the **Licence summary** page. See [Viewing the licence details / accessing the licence summary page](#) starting on page [83](#).
2. Scroll down to the **Staff summary** section.

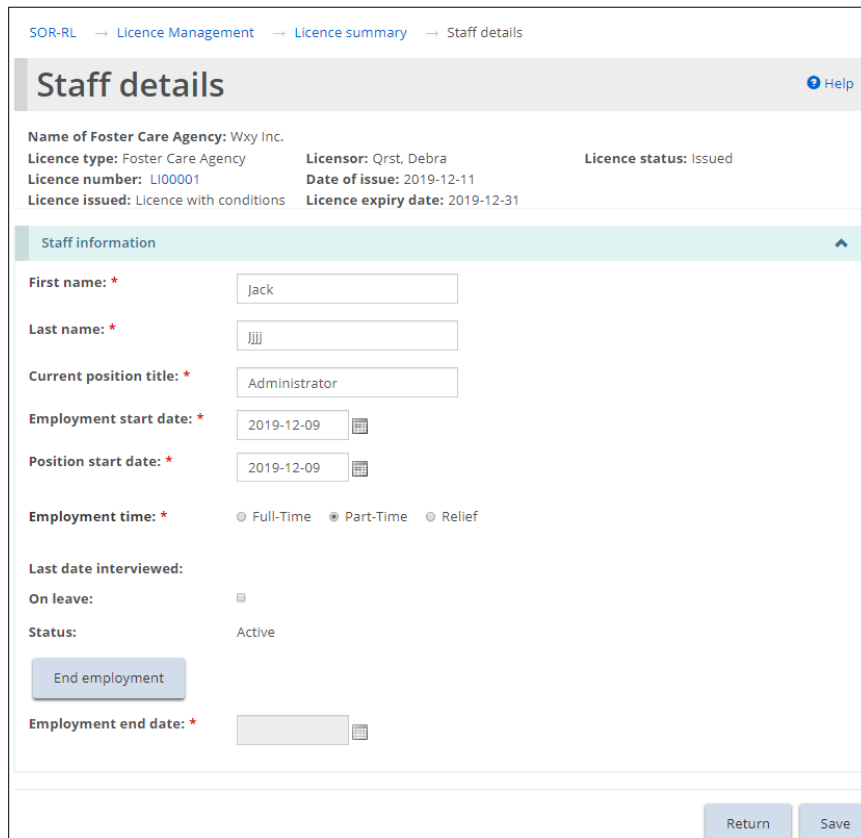
Staff summary ⬆

[Show inactive](#)

Name of staff member 	Current position title	Position start date	Employment time	Last date interviewed	Status	Action
Jjjj, Jack	Administrator	2019-12-09	Part-Time		Active	

[Add staff](#)

3. Click the edit icon . The **Staff details** page appears.



SOR-RL → Licence Management → Licence summary → Staff details

Staff details [Help](#)


Name of Foster Care Agency: Wxy Inc.
Licence type: Foster Care Agency **Licensor:** Qrst, Debra **Licence status:** Issued
Licence number: LI00001 **Date of issue:** 2019-12-11
Licence issued: Licence with conditions **Licence expiry date:** 2019-12-31


Staff information [^](#)

First name: *

Last name: *

Current position title: *

Employment start date: * 


Position start date: * 

Employment time: * ☐ Full-Time ☒ Part-Time ☐ Relief

Last date interviewed:

On leave: ☐

Status: Active

Employment end date: * 

4. If the staff member is on leave: Click the **On leave** checkbox.
5. To deactivate the staff member:
- 5.1 Click
- 5.2 Select the **Employment end date**.
6. Click then click .

7.6.15. Updating Foster Care Agency details

1. From the top of the **Licence Summary** page, click the **Update Foster Care Agency details** link. The **Update Foster Care Agency details** page appears.

SOR-RL → Licence Management → Update Foster Care Agency details

• [Licence summary](#) • [Update Foster Care Agency details](#) • [Supporting Documents](#)

Update Foster Care Agency details [Help](#)

Name of Foster Care Agency: Wxy Inc.
Licence type: Foster Care Agency **Licensor:** Qrst, Debra **Licence status:** Issued
Licence number: LI00001 **Date of issue:** 2019-12-11
Licence issued: Licence with conditions **Licence expiry date:** 2019-12-31

Foster Care Agency information

Phone number: *
 (111) 111-1111 Ext.
Email: *

Website:

Municipality: City of Toronto
Region: Toronto
Preferred language of licence: *
☒ English ☐ French

Foster Care Agency mailing address

Same as: *
☒ Head office address ☐ Lead office address ☐ Other

2. Make changes as required then click .

7.6.16. Uploading a document

1. Access the **Licence summary** page. See [Viewing the licence details / accessing the licence summary page](#) starting on page [83](#).
2. Click the **• Supporting documents** link from the top of the page. The **Supporting Documents** page appears.

SOR-RL → Licence Management → Licence Management Supporting Documents

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

Supporting documents [Help](#)

Name of Foster Care Agency: Wxy Inc.
 Licence type: Foster Care Agency Licensor: Qrst, Debra Licence status: Issued
 Licence number: LI00001 Date of issue: 2019-12-11
 Licence issued: Licence with conditions Licence expiry date: 2019-12-31

Supporting documents [^](#)

Item(s) per page: 10 ▼

Document type	File name	Type	Status	Expiry date	Date of last Ministry review	Reviewed by	Origin ID	Action
Supervision and support of foster parent(s)		Policies and procedures		Does not expire	NA	NA		Upload
Serious Occurrences-reporting		Policies and procedures		Does not expire	NA	NA		Upload
Resident orientation/intake package				Does not expire	NA	NA		Upload

(Partial page example only)



You cannot upload a document directly from this page if the document has already been uploaded through an application, Director's Approval or Change Request.

To view a document: Click [Select](#).

To upload a document that has not yet been uploaded: Click [Upload](#).
 See [Uploading a document from a list](#) starting on page [59](#).

7.7. Viewing inspection reports for a licence

If an inspection was done, a copy of the report can be found in the **Licence history** page.



The page examples are similar for Children's Residence licences and Foster Care Agency licenses. Only the Children's Residence pages appear in the instructions below.

1. From the SOR-RL home page, click [LICENCE MANAGEMENT](#). The **Licence Management** page appears.

SOR-RL → Licence Management

Licence Management

Help

List of Licences 2

Licence number	Licence type	Site/Agency name	Address	Licence status	Licence expiry date	Action
LI00002	Children's Residence	ABC Inc.	1 Xyz Street, Markham	Issued	2019-12-31	<div>Select</div> <div>View history</div>
LI00001	Foster Care Agency	Wxy Inc.	4 Xyz Street, Markham	Issued	2019-12-31	<div>Select</div> <div>View history</div>

2. Click

View history

. The **Licence history** page appears.

SOR-RL → Licence Management → License history

• Licence history

• Licence inspection reports

Licence history

Help

Name of Children's Residence: ABC Inc.

Licence type: Children's Residence

Licence number: LI00002

Licence issued: Licence

Licensor: Qrst, Debra

Date of issue: 2019-12-11

Licence expiry date: 2019-12-31

Licence status: Issued

History of Licence

Per Page 10

Date	Activity	Licensor	Action
2019-12-12	Director's Approval	Qrst, Debra	<div>Select</div>
2019-12-11	Licence Application	Qrst, Debra	<div>Select</div>

Exit

Next

3. Click

• Licence inspection reports

. The **Licence inspection reports** page appears.

SOR-RL → Licence Management → License Inspection reports

• Licence history • **Licence Inspection reports**

Licence Inspection reports Help

Name of Children's Residence: ABC Inc.
Licence type: Children's Residence **Licensor:** Qrst, Debra **Licence status:** Issued
Licence number: [LI00002](#) **Date of issue:** 2019-12-11
Licence issued: Licence **Licence expiry date:** 2019-12-31

List of Licence inspections ↑

Inspection ID	Inspection date	Inspection type	Assigned Licensor	Issues addressed	Action
IN201900043	2019-12-12	Renewal	Qrst, Debra	LR201900031	Select
IN201900035	2019-12-11	Monitoring	Qrst, Debra	DA201900064	Select
IN201900001	2019-12-06	New Application	Qrst, Debra	LA201900002	Select

Back Exit

4. Click Select to view the inspection details. The **Inspection summary** page appears.

SOR-RL → Licence Management → License Inspection reports → Inspection summary

• **Inspection summary**

Inspection summary Help

Name of Children's Residence: ABC Inc.
Licence number: [LI00002](#) **Licence issued:** Licence **Licence expiry date:** 2019-12-31
Licence type: Children's Residence **Licensor:** Qrst, Debra
Inspection ID: IN201900035 **Inspection type:** Monitoring Inspection

Inspection details ▼

Non-compliances ▼

Comments and recommendations ▼

Inspection documents ▼

Records to inspect ▼

Exit

7.8. Confirming amending children / parent / staff lists

During an inspection, your licensor may add staff, children, or parents. Anyone added needs to be confirmed by the licensee.

1. From the SOR-RL home page, click [LICENCE MANAGEMENT](#). The **Licence management** page appears.
2. Click [See dashboard](#).

SOR-RL → Licence Management

Licence Management

List of Licences **2**

My Licence Management workload **1**
[Hide dashboard](#)

Action required

Child Name	Added Date	Status	Action
Aaaa, Alvin	2019-12-12	Pending confirmation	Select

3. Click [Select](#). The page requiring action appears.

SOR-RL → Licence Management → Child details

Child details

[Help](#)

Name of Children's Residence: ABC Inc.
 Licence type: Children's Residence Licensor: Starr, Debra Licence status: Issued
 Licence number: LI00002 Date of issue: 2019-12-11
 Licence issued: Licence Licence expiry date: 2019-12-31

Child information

First name: *

Last name: *

Date of birth: *

Gender: * ☐ Male ☐ Female ☐ X

Date of admission: *

Legal status: *

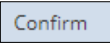

Status: Pending confirmation

Last date interviewed: 2019-12-11

[Confirm](#)

[Return](#)

Example of a child pending confirmation

4. Review / edit the information as required.
5. Click . If a message appears click . The page expands.

SOR-RL → Licence Management → Child details


Child details

Name of Children's Residence: ABC Inc.
 Licence type: Children's Residence Licensor: Starr, Debra Licence status: Issued
 Licence number: [LI00002](#) Date of issue: 2019-12-11
 Licence issued: Licence Licence expiry date: 2019-12-31


Child information


First name: *

Last name: *

Date of birth: * 

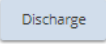
Gender: * ☒ Male ☐ Female ☐ X


Date of admission: * 



Legal status: * 



Status: Active

Last date interviewed: 2019-12-11



Date of discharge: * 

6. Click  then click . The item disappears from the action required list.

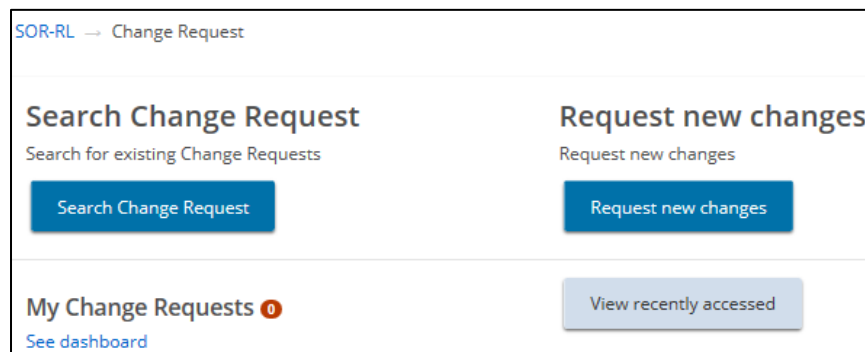
8. Requesting a change to a licence

8.1. Introduction

- A Licensee can submit the following types of change requests:
 - Change capacity (Children's Residence)
 - Change program description (Children's Residence and Foster Care Agency)
 - Change site/floor plan or renovation (Children's Residence)
 - Change Children's Residence name (Children's Residence)
 - Change Foster Care Agency name (Foster Care Agency)
 - Change Foster Care Lead office address (Foster Care Agency)
 - Licence closure (Children's Residence and Foster Care Agency)
- A change request to increase capacity in a children's residence needs to be entered as a capacity change request. Information on any renovations must be entered on the 'renovations' page if the purpose of the renovation is to change the home's capacity. The purpose of two change requests is different. A licensee cannot apply for both and renovations may not necessarily change capacity. Hence, similar information asked in different types of change requests.
- A Foster Care Agency licence lead office can be changed via a Change Request.
- Changing an address on a Foster Care Agency licence generates an updated licence with the new address.
- Change requests are given a number beginning with CR.

8.2. Requesting a change

1. From the SOR-RL home page, click  **CHANGE REQUEST**. The **Change Request** menu page appears.



2. Click **Request new changes**. The **Select Licence** page appears.

Select Licence [Help](#)

List of Licences [^](#)

Item(s) per page: 10 ▼

Licence number L?	Licence type	Site/Agency name	Address	Licence expiry date	Action
LI00002	Children's Residence	ABC Inc.	1 Xyz Street, Markham	2019-12-31	Select
LI00001	Foster Care Agency	Wxy Inc.	4 Xyz Street, Markham	2019-12-31	Select

3. Select the licence the change request is for. The **Request new changes** page appears. (The page contents differ depending on whether the licence is for a Children's Residence or Foster Care Agency.)

Request new changes [Help](#)

Request new changes [^](#)

What type of change are you requesting (click all that apply)? *

- ☐ Change capacity
- ☐ Change program description
- ☐ Change site/floor plan or renovation
- ☐ Change Children's Residence name
- ☐ Licence closure

Back Exit Next

Example of a Children's Residence page

SOR-RL → Change Request → Select Licence → New Change Request

Request new changes [Help](#)

Request new changes [^](#)

What type of change are you requesting (click all that apply)? *

- ☐ Change program description
- ☐ Change Foster Care Lead office address
- ☐ Change Foster Care Agency name
- ☐ Licence closure

Exit Next

Example of a Foster Care Agency page

4. Select the type of change being requested. You can select more than one type.
5. Click **Next**.



If you select “Change capacity” or “Change program description”, the following window appears. Click **OK** to continue.

The selected Change Request(s) may require a rate review or amendment to the service contract as part of the approval process. Would you like to proceed?

OK Cancel

The **Notice of collection of personal information** page appears.

SOR-RL → Change Request → Select Licence → Notice of collection of personal information

Notice of collection of personal information

Information on this form is collected under the legal authority of the Child, Youth and Family Services Act, 2017 and its regulations. For more information, please contact the Delegated Signing Authority of Licensing within your region.

Exit Next

6. Read the notice then click **Next**. The first change page appears.

 **Look at the steps section. The first step lists all the changes you requested in step 1.**

SOR-RL → Change Request → Select Licence → Change program description

1 Changes Go to: **Change program description**

2 Documents Go to: **Supporting documents**

3 Change Request Go to: **Change Request summary**

[Hide steps](#)

Change program description [Help](#)

Name of Children's Residence: ABC Inc.
Change Request ID: TBD Change Request status: Licence number: LI00002

Change program description

Current program

Proposed new program

Exit Save Save & next

Children's residence page

7. Expand each section and complete the information.
8. Click **Save & next**.
9. Repeat steps 7 and 8 for all requested changes. When you are done, the **Supporting documents** page appears.

Supporting documents						
						Item(s) per page: 10
Document type	File name	Type	Status	Submitted date	Expiry date	Action
Zoning approval						Upload
Site plan					Does not expire	Upload
Proof of inspection of fire alarm systems and fire extinguishing equipment						Upload
Floor plan					Does not expire	Upload
Evidence of compliance with the local board of health and/or the local medical officer of health					Does not expire	Upload
Document for staffing/supervision					Does not expire	Upload

Partial example only



The list of supporting documents required varies depending on the type of licence and the change(s) requested.

10. Upload the supporting documents. For details see [Uploading a document from a list](#) starting on page 59.

11. Click **Next**.

12. The **Change Request Summary** page appears.

1 Changes
 Go to:
 Change program description

2 Documents
 Go to:
 Supporting documents

3 Change Request
 Go to:
 Change Request summary

[Hide steps](#)

Change Request summary [Help](#)

Name of Children's Residence: ABC Inc.
 Change Request ID: CR201900041 Change Request status: Draft Licence number: LI00002

Change Request summary

[Change program description](#)
[Supporting documents](#)

[Edit](#)

Withdraw Exit Back **Submit**


13. Review the information. If edits are required, click the applicable [Edit](#) link.

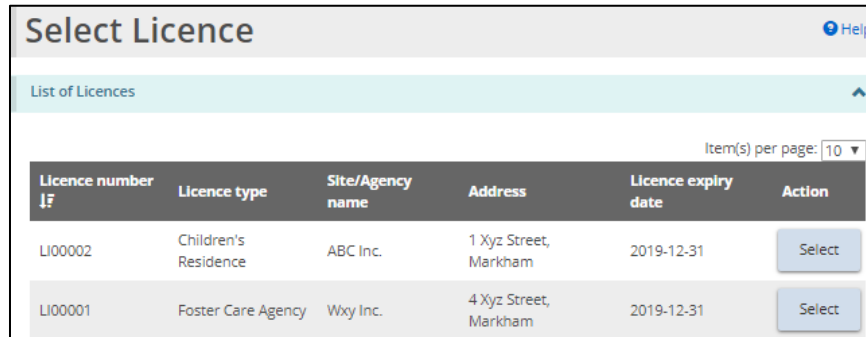
14. Click **Submit**. The **Declaration & consent** page appears.

15. Read the declaration and consent and then answer the questions.

16. Click **Confirm**. A confirmation message appears.

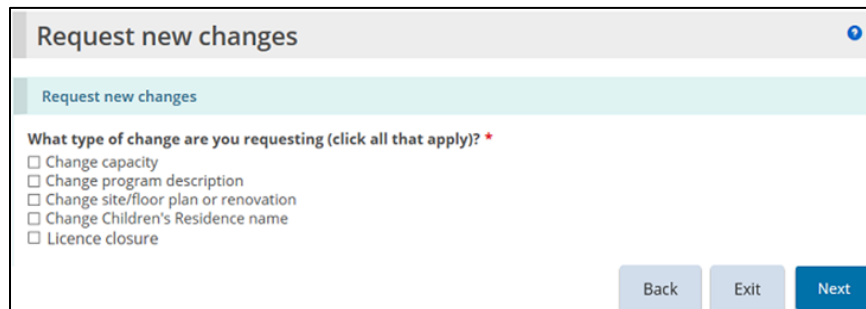
8.3. Closing a licence

1. From the SOR-RL home page, click  **CHANGE REQUEST**. The **Change Request** menu page appears.
2. Click **Request new changes**. The **Select Licence** page appears.



Licence number	Licence type	Site/Agency name	Address	Licence expiry date	Action
LI00002	Children's Residence	ABC Inc.	1 Xyz Street, Markham	2019-12-31	Select
LI00001	Foster Care Agency	Wxy Inc.	4 Xyz Street, Markham	2019-12-31	Select

3. Click **Select**. The **Request new changes** page appears. (The page contents differ depending on whether the licence is for a Children's Residence or Foster Care Agency.)



Request new changes

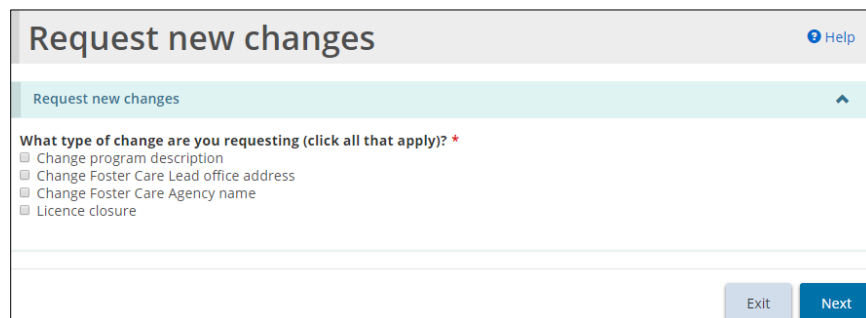
Request new changes

What type of change are you requesting (click all that apply)? *

- ☐ Change capacity
- ☐ Change program description
- ☐ Change site/floor plan or renovation
- ☐ Change Children's Residence name
- ☒ Licence closure

Back Exit Next

Example of a Children's Residence page



Request new changes

Request new changes

What type of change are you requesting (click all that apply)? *

- ☒ Change program description
- ☒ Change Foster Care Lead office address
- ☒ Change Foster Care Agency name
- ☒ Licence closure

Exit Next

Example of a Foster Care Agency page

4. Select "Licence closure".
5. Click **Next**. The **Notice of collection of personal information** page appears.

6. Read the notice then click **Next**. The **Licence closure** page appears.

Children's Residence example

7. Enter the information.
8. Click **Save & next**. The **Supporting documents** page appears.
9. Upload supporting documents if required. See [Uploading a document from a list](#) starting on page [59](#).
10. Click **Next**. The **Change Request summary** page appears.

1 Changes
Go to: [Licence closure](#)
[Hide steps](#)

2 Documents
Go to: [Supporting documents](#)

3 Change Request
Go to: [Change Request summary](#)

Change Request summary [Help](#)

Name of Foster Care Agency: Wxy Inc.
Change Request ID: CR201900043 Change Request status: Draft Licence number: LI00001

[Change Request summary](#) [Edit](#)

[Licence closure](#) [Edit](#)

[Supporting documents](#)

[Withdraw](#) [Exit](#) [Back](#) [Submit](#)

11. Review the summary.

12. Click [Submit](#). The **Declaration & consent** page appears.

13. Read the declaration and consent and then answer the questions.

14. Click [Confirm](#). A confirmation message appears.

8.4. Withdrawing a change request

1. From the SOR-RL home page, click [CHANGE REQUEST](#). The **Change Request** menu page appears.
2. Open the change request from your dashboard. The **Change Request summary** page appears.

1 Changes
Go to: [Licence closure](#)
[Hide steps](#)

2 Documents
Go to: [Supporting documents](#)

3 Change Request
Go to: [Change Request summary](#)

Change Request summary [Help](#)

Name of Foster Care Agency: Wxy Inc.
Change Request ID: CR201900043 Change Request status: Draft Licence number: LI00001

[Change Request summary](#) [Edit](#)


[Licence closure](#) [Edit](#)

[Supporting documents](#)

[Withdraw](#) [Exit](#) [Back](#) [Submit](#)

Example of a Children's Residence page

3. Click [Withdraw](#).

4. If this change request was already submitted (not draft), select a reason for the withdrawal.
5. Click . A confirmation message appears.

9. Renewing a licence

9.1. Introduction


You will be sent an email reminder 120 days before your licence expires. During that time, you must submit your licence renewal application. Supporting documents can be submitted after the renewal is submitted.

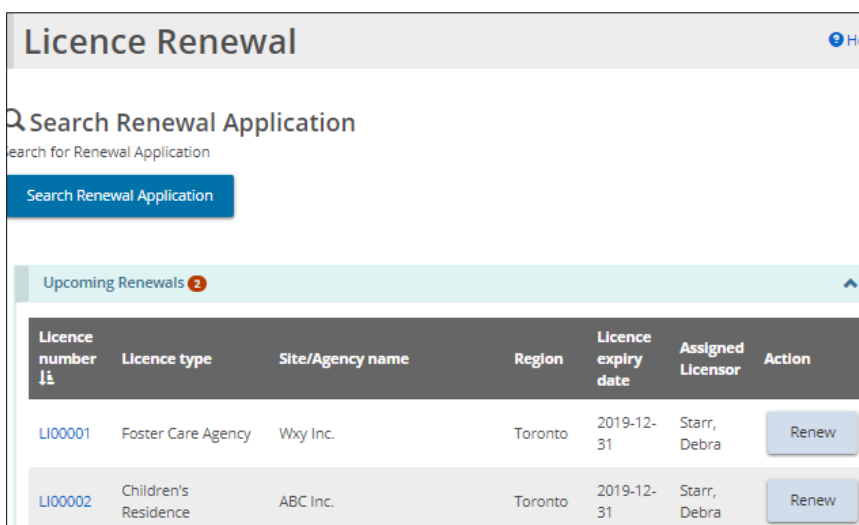
Renewals can be found in the **Upcoming Renewals** section of your dashboard if:

- ✓ you have not submitted a renewal, and
- ✓ the licence expiry date is equal to or less than 120 days.

Completing a renewal is similar to creating a new application except that the majority of fields are already completed. Review and edit the information and upload documents as required.

9.2. Step 1: Start the renewal

1. From the SOR-RL home page, click  **LICENCE RENEWAL**. The **Renew Licence** menu page appears displaying all licences that will expire within 120 days.



Licence number	Licence type	Site/Agency name	Region	Licence expiry date	Assigned Licensor	Action
LI00001	Foster Care Agency	Wxy Inc.	Toronto	2019-12-31	Starr, Debra	<button>Renew</button>
LI00002	Children's Residence	ABC Inc.	Toronto	2019-12-31	Starr, Debra	<button>Renew</button>



If you have a several licences in the list, sort the upcoming renewals list by Licence Expiry Date.

2. Open the licence to be renewed. (Click .) The **Notice of collection of personal information** page appears.

Notice of collection of personal information

Information on this form is collected under the legal authority of the Child, Youth and Family Services Act, 2017 and its regulations. For more information, please contact the Delegated Signing Authority of Licensing within your region.

Exit Next

3. Read the notice then click **Next**. The **Licence information** page appears.

1 Licence Go to: **1** Licence information
2 Applicant Go to: **1** TBD
3 Residence & operation Go to: **1** TBD
4 Documents Go to: **1** TBD
5 Application Go to: **1** TBD

Hide steps

Licence information Help

Name of Children's Residence: ABC Inc.
 Licence number: LI00002
 Licence issued: Licence
 Licence type: Children's Residence
 Renewal application ID:
 Renewal application status:
 Region: Toronto
 Submit date: 2019-12-05
 Closed date:
 Assigned Licensor: Starr, Debra

Licence details
 Funding type
 Licensing history

Exit Save Save & next

(The Foster Care agency page is similar to the Children's Residence page.)



As you saw when completing a new application, the steps section appears with a green checkmark as a page is completed.

1 Licence Go to: **1** Licence information
2 Applicant Go to: **1** Applicant profile
3 Residence & operation Go to: **1** Residence information
4 Documents Go to: **1** Supporting documents
5 Application Go to: **1** Director's approvals
1 Renewal application summary

Example of a Children's Residence page

1 Licence Go to: **1** Licence information
2 Applicant Go to: **1** Applicant profile
3 Residence & operation Go to: **1** Foster Care Agency information
1 Operation information
4 Documents Go to: **1** Supporting documents
5 Application Go to: **1** Director's approvals
1 Renewal application Summary

Example of a Foster Care Agency page

9.3. Step 2: Review / update the Licence information page

1. From the **Licence information** page, expand the **Licence information** section.
2. Change the **Preferred language of Licence** if required.

Licence details

Licence type: Children's Residence

Youth Justice Facility: No

Licence number: LI00002

Licence issued: Licence

Date of issue for current licence: 2019-12-11

Expiry date: 2019-12-31

Preferred language of licence: *

☒ English ☐ French

3. Answer the questions in the **Licensing history** section.

Licensing history

I currently have a licence to provide Residential Care pursuant to section 244 of the Child, Youth and Family Services Act, 2017 [Note: this includes either a licence to operate a Children's Residence or a licence to provide Residential Care, directly or indirectly, to three or more children not of common parentage in places that are not Children's Residences.]: *

☐ Yes ☐ No

I have previously applied for a licence to provide residential care under section 244 of the Child, Youth and Family Services Act, 2017 or its predecessor, the Child and Family Services Act: *

☐ Yes ☐ No

The Director has previously revoked, suspended or refused to renew my licence for a Children's Residence or Foster Care Agency: *

☐ Yes ☐ No

I have voluntarily returned my licence to the Ministry to close my Children's Residence or Foster Care Agency: *

☐ Yes ☐ No

Are you operating any sites/agencies other than those listed below? *

☐ Yes ☐ No

Licence number ↓↑	Licence type	Site/Agency name	Address	Licence status	Licence expiry date
LI00001	Foster Care Agency	Wxy Inc.	4 Xyz Markham ON	Issued	2019-12-31

Exit
Save
Save & next

4. Click **Save & next**. The **Applicant profile** page appears.

1 Licence
Go to: [Licence information](#)

2 Applicant
Go to: [Applicant profile](#)

3 Residence & operation
Go to: [Residence information](#)
[Operation information](#)

4 Documents
Go to: [Supporting documents](#)

5 Application
Go to: [Director's approvals](#)
[Renewal application summary](#)

[Hide steps](#)

Applicant profile [Help](#)

Name of Children's Residence: ABC Inc.
Licence number: LI00002
Licence issued: Licence
Licence type: Children's Residence

Renewal application ID: LR201900031
Renewal application status: Draft
Region: Toronto

[Update Profile](#)

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

[Back](#) [Exit](#) [Next](#)

Your page may look different

9.4. Step 3: Review / update the applicant profile information

1. Review the applicant profile.
2. No changes can be made directly on the **Applicant profile** page. If changes are required:
 - 2.1. Click [Update Profile](#). The **Profile** page appears.

2.2. Make the changes.



Some changes cannot be made in the profile page; a Change Request may be required.

2.3. Click **Save & next**. The **Supporting documents** page appears.



This list of supporting documents is related to your profile, not your licence.

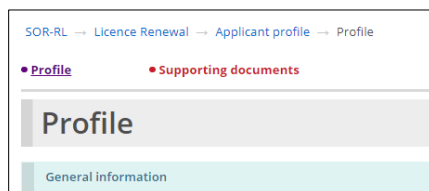
Document type	File name	Status	Submitted date	Expiry date	Date of last Ministry review	Reviewed by	Action
Incorporation documents	Doc 3.docx	Satisfactory	2019-07-25	Does not expire	2019-07-30	Starr, Debra A.	Select
Documentation regarding Operator suitability (i.e. CV, resume) for Owner - Dddd, Deb	Doc 2.docx	Satisfactory	2019-07-25	Does not expire	2019-07-30	Starr, Debra A.	Select

2.4. Upload any new versions of supporting documents. See [Uploading a document from a list](#) starting on page [59](#).

2.5. Go back to the **Licence Renewal**.



Click the [Applicant Profile](#) breadcrumb at the top of the page.



3. Click **Next**. The **Residence information** or **Foster Care Agency information** page appears.

Example of a Children's Residence page

1 Licence
Go to: [Licence information](#)

2 Applicant
Go to: [Applicant profile](#)

3 Residence & operation
Go to: [Foster Care Agency information](#)
[Operation information](#)

4 Documents
Go to: [Supporting documents](#)

5 Application
Go to: [Director's approvals](#)
[Renewal application summary](#)

[Hide steps](#)

Foster Care Agency information [Help](#)

Name of Foster Care Agency: Wxy Inc.
Licence number: LI00001
Licence issued: Licence
Licence type: Foster Care Agency

Renewal application ID: LR201900032
Renewal application status: Draft
Region: Toronto

Foster Care Agency information [▼](#)

Office address [▼](#)

Foster Care Agency mailing address [▼](#)

Staff summary [▼](#)

[Update Licence information](#)

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

Example of a Foster Care Agency page

9.5. Step 4: Review / update the Residence / Foster Care Agency information page

1. Review and update the information. Answer the questions that appear.
2. **If this is a foster care licence:** Review, edit or add office information if required.
3. To update any of the following licence information:
 - Add / edit contacts
 - Add / edit children
 - Add / edit staff
 - Add / edit a foster home

- 3.1. Click [Update licence management](#). The **Licence summary** page appears.

[Licence summary](#)
[Update residence details](#)
[Supporting Documents](#)

Licence summary [Help](#)

Name of Children's Residence: ABC Inc.
Licence type: Children's Residence **Licensor:** Starr, Debra **Licence status:** Issued
Licence number: LI00002 **Date of issue:** 2019-12-11
Licence issued: Licence **Licence expiry date:** 2019-12-31

- Licence information
- Licensee profile
- Children's Residence information
- Operation information
- Director's Approvals
- Staff summary
- Supporting documents

Exit Next

Example of a Children's residence page

[Licence summary](#)
[Update Foster Care Agency details](#)
[Supporting Documents](#)

Licence summary [Help](#)

Name of Foster Care Agency: Wxy Inc.
Licence type: Foster Care Agency **Licensor:** Qrst, Debra **Licence status:** Issued
Licence number: LI00001 **Date of issue:** 2019-12-11
Licence issued: Licence **Licence expiry date:** 2019-12-31

- Licence information
- Licensee profile
- Foster Care Agency information
- Operation information
- Staff summary
- Supporting documents

Exit Next

Example of a Foster Care Agency page

3.2. Make the changes.

- If this is for a Children's Residence licence: In the **Children's Residence information** section, you can edit / add a contact if required.
- If this is for a Foster Care Agency licence: In the **Foster Care Agency information** section, you can edit / add an office address if required.

- If this is for a Children's Residence licence: In the **Operation information** section, you can edit / add a child if applicable.
- If this is for a Foster Care Agency licence: In the **Operation information** section, you can edit / add a foster home if applicable.
- In the **Staff Summary** section, you can edit / add staff if applicable.

3.3. Return to the **Residence information / Foster Care Agency**

Information page.  Click the breadcrumb.

SOR-RL → Licence Renewal → Residence information → Licence summary

[Licence summary](#)
[Update residence details](#)
[Supporting Documents](#)

Children's Residence example

SOR-RL → Licence Renewal → Foster Care Agency information → Licence Management supporting documents

[Licence summary](#)
[Update Foster Care Agency details](#)
[Supporting Documents](#)

Foster Care Agency example

4. Click **Save & next**. The **Operation information** page appears.

1 Licence
Go to:
● Licence information

2 Applicant
Go to:
● Applicant profile

3 Residence & operation
Go to:
● Residence information
● Operation information

4 Documents
Go to:
● Supporting documents

5 Application
Go to:
● Director's approvals
● Renewal application summary

[Hide steps](#)

Operation information [Help](#)

Name of Children's Residence: ABC Inc.
 Licence number: LI00002
 Licence issued: Licence
 Licence type: Children's Residence

Renewal application ID: LR201900031
 Renewal application status: Draft
 Region: Toronto

Premises [▼](#)

Program [▼](#)

Capacity [▼](#)

Children information [▼](#)

[Update Licence information](#)

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

Children's Residence page

1 Licence Go to: [Licence information](#)

2 Applicant Go to: [Applicant profile](#)

3 Residence & operation Go to: [Foster Care Agency information](#), [Operation information](#)

4 Documents Go to: [Supporting documents](#)

5 Application Go to: [Director's approvals](#), [Renewal application summary](#)

[Hide steps](#)

Operation information [Help](#)

Name of Foster Care Agency: Wxy Inc.
 Licence number: LI00001
 Licence issued: Licence
 Licence type: Foster Care Agency

Renewal application ID: LR201900032
 Renewal application status: Draft
 Region: Toronto

Program [▼](#)

Foster Homes [▼](#)

[Update Licence information](#)

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

Foster Care Agency page

9.6. Step 5: Review the operation information

1. Review the operation information.



The **Referral sources** can be edited in the **Program** section.

2. To update the following licence information.
 - Add / edit contact
 - Add / edit children
 - Add / edit staff
 - Add office address for a Foster Care Agency
 - Add / edit a foster home

Click [Update Licence information](#). For more details see **Step 4: Review/update the Residence / Foster Care Agency information page**.

3. Click [Save & next](#). The **Supporting Documents** page appears.

Supporting documents Item(s) per page: 10 ▼



Document type ¹	File name	Type	Status	Submitted date	Expiry date	Action
Zoning approval	Doc2.docx		Satisfactory	2019-12-05		Select
Staff schedule					Does not expire	Upload
Proof of inspection of fire alarm systems and fire extinguishing equipment	Doc3.docx		Satisfactory	2019-12-06	2020-12-02	Select
Liability insurance coverage	Doc1.docx		Satisfactory	2019-12-06	2020-12-02	Select
Fire department approval	Doc3.docx		Satisfactory	2019-12-06	2020-12-02	Select
Evidence of compliance with the local board of health and/or the local medical officer of health					Does not expire	Upload
Building department approval					Does not expire	Upload

Upload additional document

Back Exit Next

Your page may list different documents.

9.7. Step 6: Upload supporting documents

-  The documents on this page refer to the licence documents, not the profile.
-  Supporting documents can be uploaded after the renewal application is submitted.

1. Upload supporting documents as required. See [Uploading a document from a list](#) starting on page [59](#)
2. Click **Next**. The **Director's Approvals** page appears.

1 Licence
Go to: Licence information

2 Applicant
Go to: Applicant profile

3 Residence & operation
Go to: Residence information
Go to: Operation information

4 Documents
Go to: Supporting documents

5 Application
Go to: Director's approvals
Go to: Renewal application summary

Hide steps

Director's Approvals [Help](#)

Name of Children's Residence: ABC Inc.
Licence number: LI00002
Licence issued: Licence
Licence type: Children's Residence

Renewal application ID: LR201900031
Renewal application status: Draft
Region: Toronto

Director's Approvals

Director's Approval ID	Type of Director's Approval	Status	Effective date	Expiry date	To be renewed	Action
DA201900064	Alternative to outdoor play space	Approved	2019-12-12	2019-12-31	<input type="checkbox"/>	Select

Back Exit Save **Save & next**

9.8. Step 7: Review the director's approvals

1. Review the Director's Approvals.
2. If the Director's Approval should be renewed along with your licence, click the **To be renewed** checkbox.
3. Click **Save & next**. The **Renewal application summary** page appears.

SOR-RL → Licence Renewal → Renewal application summary

1 Licence
 Go to:
 Licence information

2 Applicant
 Go to:
 Applicant profile

3 Residence & operation
 Go to:
 Residence information
 Operation information

4 Documents
 Go to:
 Supporting documents

5 Application
 Go to:
 Director's approvals
 Renewal application summary

[Hide steps](#)

Renewal application summary [+ Show all](#) [Help](#)

Name of Children's Residence: ABC Inc.
 Licence number: LI00002
 Licence issued: Licence
 Licence type: Children's Residence

Renewal application ID: LR201900031
 Renewal application status: Draft
 Region: Toronto

Application summary [^](#)

Licence information

Applicant profile

Residence information

Operation information

Supporting documents

Declaration & consent

Director's Approvals [v](#)

Back Exit Submit

Children's Residence example

SOR-RL → Licence Renewal → Renewal application summary

1 Licence
 Go to:
 Licence information

2 Applicant
 Go to:
 Applicant profile

3 Residence & operation
 Go to:
 Foster Care Agency information
 Operation information

4 Documents
 Go to:
 Supporting documents

5 Application
 Go to:
 Director's approvals
 Renewal application summary

[Hide steps](#)

Renewal application summary [+ Show all](#) [Help](#)

Name of Foster Care Agency: Wxy Inc.
 Licence number: LI00001
 Licence issued: Licence
 Licence type: Foster Care Agency

Renewal application ID: LR201900032
 Renewal application status: Draft
 Region: Toronto

Application summary [^](#)

Licence information

Applicant profile

Foster Care Agency information

Operation information

Supporting documents

Declaration & consent

Back Exit Submit

Foster Care Agency example

9.9. Step 8: Submit the renewal

1. Review the information. If changes are required, return to the section using the steps section at the top of the page.
2. Click **Submit**. The **Declaration and consent** page appears.

1 Licence
Go to: [Licence information](#)

2 Applicant
Go to: [Applicant profile](#)

3 Residence & operation
Go to: [Residence information](#), [Operation information](#)

4 Documents
Go to: [Supporting documents](#)

5 Application
Go to: [Director's approvals](#), [Renewal application summary](#)

[Hide steps](#)

Declaration & consent [Help](#)

Name of Children's Residence: ABC Inc.
Licence number: LI00002
Licence issued: Licence
Licence type: Children's Residence

Renewal application ID: LR201900031
Renewal application status: Draft
Region: Toronto

Declaration & consent

The Applicant certifies that the information supplied in support of this Application is true, correct, and complete

☒ I agree ☐ I disagree

Attestation

Attestation as prescribed in s. 79 of Ontario Regulation 156/18 under the CYFSA

I, Deb Dddd, attest that I have not been convicted of the following offences under the Criminal Code (Canada), as prescribed in s. 79 of Ontario Regulation 156/18 under the CYFSA:

1. Section 151 (sexual interference)
2. Section 153 (sexual exploitation)
3. Section 163.1 (making child pornography)
4. Section 215 (duty of persons to provide necessities)
5. Sections 229, 230, 231 or 235 (murder)
6. Section 233 (infanticide)
7. Section 239 (attempt to commit murder)
8. Section 273 (aggravated sexual assault)
9. Section 279.011 (trafficking of a person under the age of eighteen years)
10. Subsection 279.02 (2) (material benefit - trafficking)

☒ I agree ☐ I disagree

[Back](#) [Exit](#) [Confirm](#)

Children's Residence example

Declaration & consent Help

Name of Foster Care Agency: Wxy Inc.
Licence number: LI00001
Licence issued: Licence
Licence type: Foster Care Agency

Renewal application ID: LR201900032
Renewal application status: Draft
Region: Toronto

Declaration & consent

Under Ontario Regulation 156/18 under the Child Youth and Family Services Act, 2017, "Foster Care licensee" means a licensee who provides residential care, directly or indirectly, for three or more children not of common parentage in one or more homes in which parent model Foster Care is provided. I confirm that parent model Foster Care will be provided by not more than two adults on a continuous basis

☐ Yes ☐ No

The Applicant certifies that the information supplied in support of this Application is true, correct, and complete

☐ I agree ☐ I disagree

Attestation

Attestation as prescribed in s. 79 of Ontario Regulation 156/18 under the CYFSA

I, Deb Dddd, attest that I have not been convicted of the following offences under the Criminal Code (Canada), as prescribed in s. 79 of Ontario Regulation 156/18 under the CYFSA:

1. Section 151 (sexual interference)
2. Section 153 (sexual exploitation)
3. Section 163.1 (making child pornography)
4. Section 215 (duty of persons to provide necessities)
5. Sections 229, 230, 231 or 235 (murder)
6. Section 233 (infanticide)
7. Section 239 (attempt to commit murder)
8. Section 273 (aggravated sexual assault)
9. Section 279.011 (trafficking of a person under the age of eighteen years)
10. Subsection 279.02 (2) (material benefit - trafficking)

☐ I agree ☐ I disagree

[Back](#) [Exit](#) [Confirm](#)

Foster Care Agency example

3. Read the declaration and consent and answer the questions.
4. Click [Confirm](#). A **Confirmation** page appears.

Confirmation Help

Name of Children's Residence: ABC Inc.
Licence number: LI00002
Licence issued: Licence
Licence type: Children's Residence

Renewal application ID: LR201900031
Renewal application status: Under Ministry review
Region: Toronto

Submit date: 2019-12-12
Closed date:
Assigned Licensor: Qrst, Debra

Submitted successfully

[Back to module dashboard](#)

5. Click [Back to module dashboard](#). The renewal application can be found in the **Submitted renewals** section of your Licence renewals dashboard.

My Renewal workload 1						
Hide dashboard						
View recently accessed						
Action required 1						
Submitted Renewals 1						
Item(s) per page: 10						
Renewal application ID	Licence type	Site/Agency name	Status	Region	Assigned Licensor	Submitted date 17
LR201900031	Children's Residence	ABC Inc.	Under Ministry review	Toronto	Qrst, Debra	2019-12-12
						Select

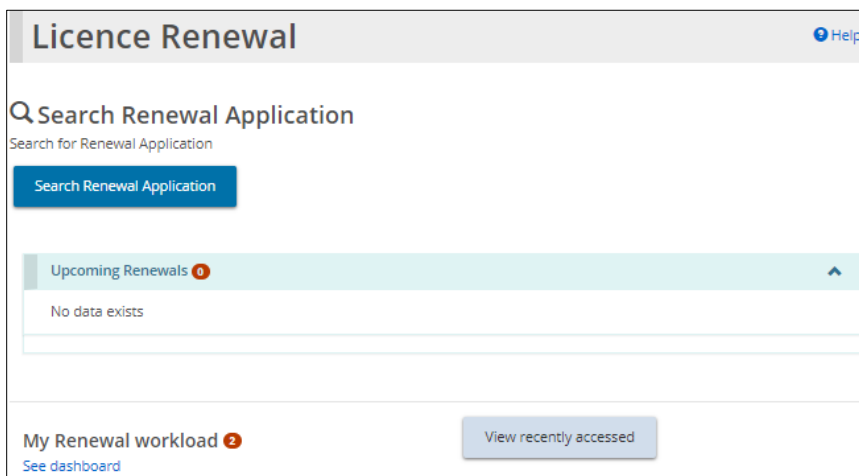
6. If you renewed a director's approval:

- 6.1. Return to the SOR-RL home page.
- 6.2. Click [DIRECTOR'S APPROVAL](#).
- 6.3. Click [See dashboard](#). The **Action required** section displays the draft Director's Approval.
- 6.4. Click [Select](#). The **Director's Approval Summary** page appears.
- 6.5. Click [Details](#). The **Director's Approval details** page appears.
- 6.6. Review/edit the details if required.
- 6.7. Click [Save & next](#). The **Supporting documents** page appears.
- 6.8. Upload the supporting documents. See [Uploading a document from a list](#) starting on page [59](#).
- 6.9. Click [Next](#). The **Director's Approval summary** page appears.
- 6.10. Click [Submit](#). The **Declaration and consent** page appears.
- 6.11. Answer the questions.
- 6.12. Click [Confirm](#). The **Confirmation page** appears.
- 6.13. Click [Back to module dashboard](#). The Director's Approval is moved to the **Submitted section** of your dashboard.

9.10. Opening a draft renewal

As you work on a renewal, it is saved in the Licence Renewal dashboard.

1. Click [LICENCE RENEWAL](#). The **Renew Licence** menu appears.



Licence Renewal [Help](#)

Search Renewal Application
Search for Renewal Application

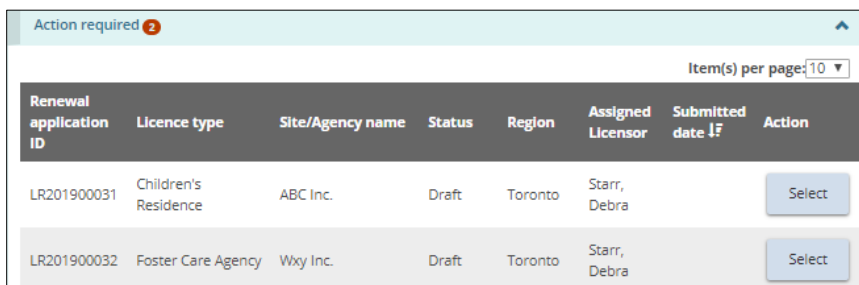
[Search Renewal Application](#)

Upcoming Renewals 0

No data exists

My Renewal workload 2 [View recently accessed](#)
[See dashboard](#)

- Click [See Dashboard](#). The draft renewal appears in the **Action required** section.



Action required 2

Item(s) per page: 10

Renewal application ID	Licence type	Site/Agency name	Status	Region	Assigned Licensor	Submitted date	Action
LR201900031	Children's Residence	ABC Inc.	Draft	Toronto	Starr, Debra		Select
LR201900032	Foster Care Agency	Wxy Inc.	Draft	Toronto	Starr, Debra		Select

- To open the renewal: Click [Select](#).

9.11. Withdrawing a renewal

Renewal applications cannot be withdrawn.

10. Working with conditions

10.1. Introduction

When your license is approved, there may be one or more, one-time or recurring conditions.

Examples of a condition is the requirement to submit a document. Another example is to confirm that an action was taken. A condition can also be a combination of submitting a document and confirming that an action was taken.

The top part of the **Condition** page outlines important information including the condition ID number, the condition status and the licence the condition is linked to.

Name of Foster Care Agency: Wxy Inc.		
Licence number: LI00001	Condition ID: CN201900076	Origin ID: AM20190081
Licence issued: Licence with conditions	Condition status: Active	
Date of issue: 2019-12-20	Licensor: Qrst, Debra	




See [Appendix C: Statuses](#) for a list of condition statuses

10.2. Viewing all conditions on a licence

There are two ways to view the conditions on a licence: Through [the Licence Management](#) link and the [Conditions](#) link.

Method 1:


1. From the SOR-RL home page, click  **LICENCE MANAGEMENT**. The **Licence Management** page appears.
2. Select the licence. The **Licence summary** page appears.
3. Scroll down to the **Condition** section.

Condition							
Condition ID	Condition	Status	Frequency	Reporting period start date	Reporting period end date	Origin	Action
CN201900077	During the term of the licence, the licensee shall advise the ministry's program advisor when a youth has been placed in care	Active	Quarterly	2020-01-01	2020-12-31	Licence Amendment	<div>Select</div> <div>Show occurrence</div>
CN201900076	Send safety plans for each child/youth in care	Active	Monthly	2020-01-01	2020-03-31	Licence Amendment	<div>Select</div> <div>Show occurrence</div>
CN201900075	The Licensee will not expand the number of approved parent model foster homes beyond 10 homes within the licensed period	Active	Not applicable	Not applicable	Not applicable	Licence Amendment	<div>Select</div>

Method 2:

1. From the SOR-RL home page, click  **CONDITIONS**. The **Conditions** menu page appears.

Conditions

 Search conditions

Search for conditions

Search conditions

Condition - Occurrence workload 0

View recently accessed

See dashboard

Condition 0

See dashboard

2. Click

Search conditions

.
3. Enter the search criteria.
4. Click

Search


. The list of conditions for that licence appears.

Search results							
					Item(s) per page: 10 ▾		
Condition ID	Condition	Site/Agency name	Condition status	Approved date	Comply by date	Origin	Action
CN201900077	During the term of the licence, the licensee shall advise the ministry's program advisor when a youth has been placed in care	Wxy Inc.	Active		2020-04-06	Licence Amendment	Select
CN201900076	Send safety plans for each child/youth in care	Wxy Inc.	Active		2020-02-05	Licence Amendment	Select
CN201900075	The Licensee will not expand the number of approved parent model foster homes beyond 10 homes within the licensed period	Wxy Inc.	Active			Licence Amendment	Select

10.3. Viewing your occurrence workload

- From the SOR-RL home page, click  **CONDITIONS**. The **Conditions** menu page appears.

Conditions

 Search conditions

Search for conditions

Search conditions

Condition - Occurrence workload 0

See dashboard

View recently accessed

Condition 0

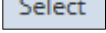
See dashboard

- Click the [See Dashboard](#) link under the **Condition - Occurrence workload** link. The dashboard appears.

Action required 7							
Item(s) per page: 10							
Occurrence ID	Condition	Site/Agency name	Origin	Occurrence status	Submitted date	Comply by date	Action
CN201900076-1	Send safety plans for each child/youth in care	Wxy Inc.	Licence Amendment	Active		2020-02-05	Select
CN201900076-2	Send safety plans for each child/youth in care	Wxy Inc.	Licence Amendment	Active		2020-03-05	Select
CN201900076-3	Send safety plans for each child/youth in care	Wxy Inc.	Licence Amendment	Active		2020-04-06	Select
CN201900077-1	During the term of the licence, the licensee shall advise the ministry's program advisor when a youth has been placed in care	Wxy Inc.	Licence Amendment	Active		2020-04-06	Select
CN201900077-2	During the term of the licence, the licensee shall advise the ministry's program advisor when a youth has been placed in care	Wxy Inc.	Licence Amendment	Active		2020-07-06	Select
CN201900077-3	During the term of the licence, the licensee shall advise the ministry's program advisor when a youth has been placed in care	Wxy Inc.	Licence Amendment	Active		2020-10-05	Select
CN201900077-4	During the term of the licence, the licensee shall advise the ministry's program advisor when a youth has been placed in care	Wxy Inc.	Licence Amendment	Active		2021-01-05	Select



In the above example, there are 2 conditions, but the conditions have more than one occurrence. The occurrence IDs are the same for an occurrence except for the last number.

3. To open an occurrence, click . The **Condition summary** page appears.




Condition summary Help

Name of Foster Care Agency: Wxy Inc.
 Licence number: [LI00001](#) Condition ID: CN201900076 Origin ID: [AM20190081](#)
 Licence issued: Licence with conditions Condition status: Active
 Date of issue: 2019-12-20 Licensor: Qrst, Debra

Condition details

Condition type: Deliverable condition
Condition: Send safety plans for each child/youth in care
Reasons: -
Condition requirement: Supporting document requirement
Legislation / policy / standard reference:
Frequency: Monthly
Reporting period start date: 2020-01-01
Reporting period end date: 2020-03-31
Approved date: Dec 20, 2019

Occurrence details

Occurrence ID	Occurrence status	Submitted date	Reporting period start date	Reporting period end date	Comply by date	Action
CN201900076-1	Active		2020-01-01	2020-01-31	2020-02-05	
CN201900076-2	Active		2020-02-01	2020-02-29	2020-03-05	
CN201900076-3	Active		2020-03-01	2020-03-31	2020-04-06	

Example of a deliverable condition requiring a confirmation and a document to be submitted.

10.4. Complying with a condition

1. Open the condition occurrence. The **Occurrence summary** page appears.

Occurrence summary [Help](#)

Name of Foster Care Agency: Wxy Inc.
 Licence number: LI00001
 Licence issued: Licence with conditions
 Date of issue: 2019-12-20

Condition ID: CN201900076
 Condition status: Active
 Licensor: Qrst, Debra

Origin ID: AM20190081

Occurrence details [▼](#)

Supporting documents [▼](#)

Comments [0](#) [▲](#)

No comments have been added.

[Exit](#) [Back](#) [Assign To Me](#)

2. Click [Assign To Me](#). The **Occurrence Summary** page updates.
3. If your condition includes uploading a supporting document:
 - 3.1. Click [Supporting documents](#). The **Supporting documents** page appears displaying the **Mandatory documents prior to submission**.

Supporting documents [Help](#)

Name of Foster Care Agency: Wxy Inc.
 Licence number: LI00001
 Licence issued: Licence with conditions
 Date of issue: 2019-12-20

Condition ID: CN201900076
 Condition status: Active
 Licensor: Qrst, Debra

Origin ID: AM20190081

Mandatory documents prior to submission [▲](#)

Item(s) per page: 10 [▼](#)

Document type	File name	Status	Submitted date	Expiry date	Action
Condition required document					Upload

[Upload additional document](#)

[Exit](#) [Next](#)

- 3.2. Click [Upload](#).
- 3.3. Upload the document. For more information see [Working with supporting documents](#) starting on page [59](#)

- 3.4. Click **Next**. The **Occurrence Summary** page appears. The document you added can be seen in the **Supporting documents** section.

Supporting documents					
Mandatory documents prior to submission					
Document type	File name	Type	Status	Submitted date	Expiry date
Condition required document	Doc2.docx				

4. Click **Submit**.
5. If a confirmation is included in the condition:
- 5.1. The **Confirmation** page appears.

• Supporting documents	• Occurrence summary	• Confirmation
------------------------	----------------------	----------------

Confirmation Help

Name of Foster Care Agency: Wxy Inc.
 Licence number: LI00001 Condition ID: CN201900077 Origin ID: AM20190081
 Licence issued: Licence with conditions Condition status: Active
 Date of issue: 2019-12-20 Licensor: Qrst, Debra

Condition: During the term of the licence, the licensee shall advise the ministry's program advisor when a youth has been placed in care

I, Deb Dddd, confirm this condition has been met for the following reporting period: ☒ Yes ☐ No

Reporting period start date: 2020-10-01
 Reporting period end date: 2020-12-31

Back Exit

- 5.2. Confirm the condition by answering the question. When you click "Yes", the **Confirm** button appears.
- 5.3. Click **Confirm**. A confirmation message appears. The occurrence can be found under the **Submitted** section of the dashboard.

10.5. Viewing completed condition occurrences

1. From the SOR-RL home page, click **! CONDITIONS**. The **Condition** menu page appears.

Condition

Search conditions
 Search for conditions

Condition - Occurrence workload 1

[See dashboard](#)

Condition 0

[See dashboard](#)

- Click [See dashboard](#) under the **Condition-Occurrence workload** section. The **Submitted** section appears.

Submitted 1							
Item(s) per page: 10							
Occurrence ID	Condition	Site/Agency name	Origin	Occurrence status	Submitted date	Comply by date	Action
CN201900077-4	During the term of the licence, the licensee shall advise the ministry's program advisor when a youth has been placed in care	Wxy Inc.	Licence Amendment	Under Ministry review	2020-01-06	2021-01-05	<input type="button" value="Select"/>

- To see the details, click .

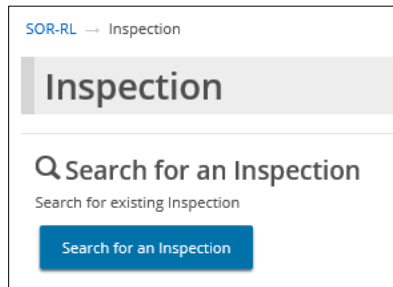
11. Viewing inspection reports and findings

11.1. Introduction

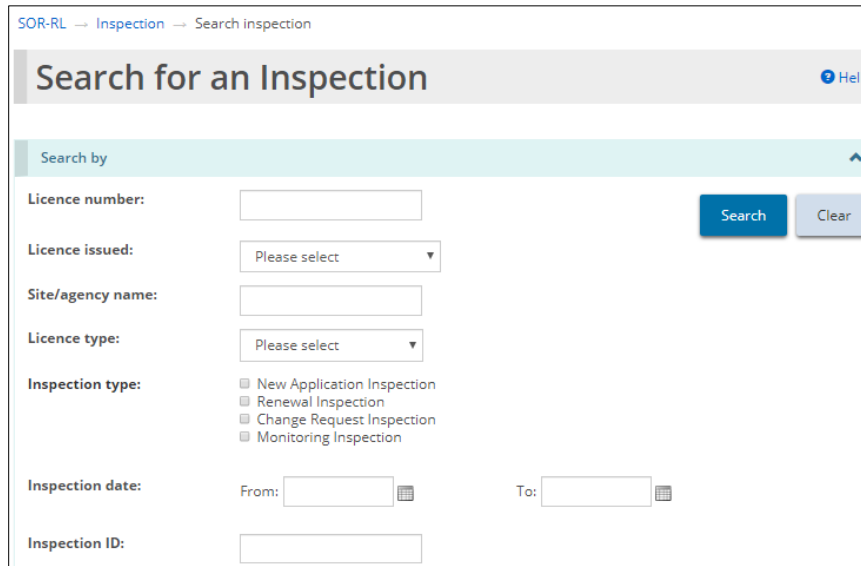
A licensing inspection may be performed for a new licence application, licence renewal application, and licence change request application. A monitoring inspection may be required for other applications, like a director's approval application, complaint application, and serious occurrence. In addition, licensors can also create an ad hoc inspection for an existing licence at any time.

11.2. Opening an inspection report

1. From the SOR-RL home page, click . The **Inspection** menu page appears.



2. Click . The **Search for an Inspection** page appears.



3. Enter the search criteria then click . The search results appear.

Search for an Inspection [Help](#)

Search by ▼

Search results 2 ▲

Item(s) per page: 10 ▼

Inspection ID 1	Inspection type	Site/agency name	Assigned Licensor	Action
IN201900002	New Application Inspection	Wxy Inc.	Starr, Debra	Select
IN201900001	New Application Inspection	ABC Inc.	Starr, Debra	Select

4. Click [Select](#). The **Inspection summary** page appears.

[SOR-RL](#) → [Inspection](#) → [Search Inspection](#) → Inspection summary

- [Inspection summary](#)

Inspection summary [Help](#)

Name of Children's Residence: ABC Inc.
Licence type: Children's Residence **Application ID:** [LA201900002](#) **Licensor:** Starr, Debra
Inspection ID: IN201900001 **Inspection type:** New Application Inspection

[Inspection details](#) ▼

[Non-compliances](#) ▼

[Comments and recommendations](#) ▼

[Inspection documents](#) ▼

[Records to inspect](#) ▼

[Exit](#)

The page example is similar for Foster Care Agency inspections

11.3. Examples of inspection sections

Following are examples of the **Inspection Summary** sections:

[Inspection details](#) ▲

Date Inspection created in SOR-RL:	2019-12-06
Inspection start date:	2019-12-10
Inspection type:	New Application Inspection
Stage 1 completion date:	2019-12-10
Stage 2 completion date:	
Conducted by:	Starr, Debra
Item(s) addressed during this Inspection:	LA201900002

Inspection details section



Click the blue link to see the items addressed during the inspection.

Non-compliances							
						Item(s) per page: 10	
Non-compliance ID	Checklist section	Checklist question	Observed Non-compliance	# of findings	Date to be completed	Status	Action
NC201900032	Physical Inspection	3.3 Smoke alarms	Not working on first floor.	N/A	2019-12-20	Pending follow-up	Select

Non-compliances section

Comments and recommendations	
Comments	<div></div> <div>0 / 3500</div>
Recommendations	<div></div> <div>0 / 3500</div>

Comments and recommendations section

Inspection documents		
Document type	Updated date	
Interim Summary Report (Print Friendly Version)	2019-10-16	View history
Stage 1 Summary Report (Print Friendly Version)	2019-10-16	View history
Stage 2 reports		
Stage 2 Final Report (Print Friendly Version)	2019-10-16	
Checklist Report (Print Friendly Version)	2019-10-16	

Inspection documents section



Click the blue link to see the report.

Records to inspect		
Staff selected		
Staff name	Last date interviewed	Number of times staff has been interviewed
No data exists.		
Children selected		
Name	Last date interviewed	Number of times child has been interviewed
No data exists.		

Records to inspect section

12. Working with non-compliances


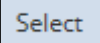
12.1. Introduction

During an inspection, the licensor may post a non-compliance(s) on your application or licence. The non-compliances must be cleared before your licence, renewal, etc. can be issued.


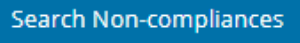
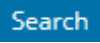
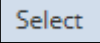
12.2. Viewing non-compliances for a licence

There are two ways to see a list of non-compliances for a licence:


Method 1:

1. From the SOR-RL home page click  **LICENCE MANAGEMENT**.
2. Click .
3. Scroll down the **Licence Summary** page to the non-compliance section.

Method 2:

1. From the SOR-RL home page, click  **NON-COMPLIANCE**. The **Non-Compliance** menu page appears.
2. Click .
3. Enter the search criteria for the licence.
4. Click .
5. Click .

12.3. Responding to unactioned non-compliances

1. Resolve the non-compliance issue.
2. From the SOR-RL home page, click  **NON-COMPLIANCE**. The **Non-Compliance** menu page appears.

SOR-RL → Non-Compliance

Non-compliance [Help](#)

Search Non-compliances
Search for existing Non-compliances

[Search Non-compliances](#)

My Non-compliance(s) 1 [View recently accessed](#)
[Hide dashboard](#)

- Action required 1 [▼](#)
- Submitted 0 [▲](#)
- Ministry decision 0 [▲](#)

3. Expand the **Action required** section.

Action required 1 [▲](#)

Item(s) per page: 10 ▼

Non-compliance ID	Site/agency name	Licensee name	Date to be completed	Status	Assigned Licensors	Submitted date	Action
NC201900032	ABC Inc.	Wxy Inc.	2019-12-20	Pending follow-up	Starr, Debra	2019-12-10	Select

4. Click [Select](#). The **Supporting documents** page appears.

SOR-RL → Non-Compliance → Non-Compliance Supporting Document

• **Supporting Documents** • [Non-compliance summary](#) [Hide steps](#)

Supporting documents [Help](#)

Name of Children's Residence: ABC Inc.
Application ID: LA201900002 **Licensors:** Starr, Debra
Inspection ID: IN201900001 **Non-compliance ID:** NC201900032 **Non-compliance status:** Pending follow-up

Additional documents [▲](#)

No supporting documents have been added.

[Exit](#) [Next](#)

5. Click [Non-compliance summary](#). The **Non-compliance summary** page appears showing the non-compliance details.

• Supporting Documents • **Non-compliance summary** [Hide steps](#)

Non-compliance summary [Help](#)

Name of Children's Residence: ABC Inc.
 Application ID: LA201900002 Licensor: Starr, Debra
 Inspection ID: IN201900001 Non-compliance ID: NC201900032 Non-compliance status: Pending follow-up

Non-compliance details ^

Checklist section	Physical Inspection
Checklist question	3.3 Smoke alarms
Date of Non-compliance	2019-12-10
Legislation section	Minister's Reg s.112
Legislation subsection	(3)(b)
Observed Non-compliance	Not working on first floor.
Compliance requirements	Replace smoke alarm
Date to be completed	2019-12-20
Submitted date	2019-12-10

Supporting documents

History of Ministry/Applicant comments 0 v

Back Exit **Assign To Me**

6. Click **Assign To Me**. The page updates to include a **History of Ministry/Applicant comments** section.

Non-compliance summary [Help](#)

Name of Children's Residence: ABC Inc.
 Application ID: LA201900002 Licensor: Starr, Debra
 Inspection ID: IN201900001 Non-compliance ID: NC201900032 Non-compliance status: Pending follow-up

Non-compliance details v

History of Ministry/Applicant comments 0 ^

No comments have been added.

Comments to ministry: 0 / 3500 **Add**

Back Exit **Submit**

7. Enter your response to the non-compliance in the **Comments to ministry** field.
8. Click **Add**.
9. You may be required to add supporting documents as part of your response.

- 9.1. Click **Supporting documents** . The **Supporting documents** page appears.
- 9.2. Click **Upload additional document** .
- 9.3. Upload the document. For more information see [Working with supporting documents](#) starting on page 59.
- 9.4. Click **Save** then click **Return** .
- 9.5. Click **Non-compliance summary** . The **Non-compliance summary** page appears.
10. Review your response.
11. Click **Submit** . A confirmation message appears.
12. Click **OK** .
 - ⇒ A submitted message appears at the top of the page.
 - ⇒ The non-compliance status changes to “Under ministry review” and can be found in the **Submitted section**.

The screenshot shows the 'Non-compliance' dashboard. At the top, there's a search bar labeled 'Search Non-compliances' with a button 'Search Non-compliances'. Below this, a section 'My Non-compliance(s)' shows 'Action required' and 'Submitted' counts. The 'Submitted' section is expanded, showing a table with one row of data. The table has columns: Non-compliance ID, Site/agency name, Licensee name, Date to be completed, Status, Assigned Licensor, Submitted date, and Action.

Non-compliance ID	Site/agency name	Licensee name	Date to be completed	Status	Assigned Licensor	Submitted date	Action
NC201900032	ABC Inc.	Wxy Inc.	2019-12-20	Under Ministry review	Starr, Debra	2019-12-10	Select

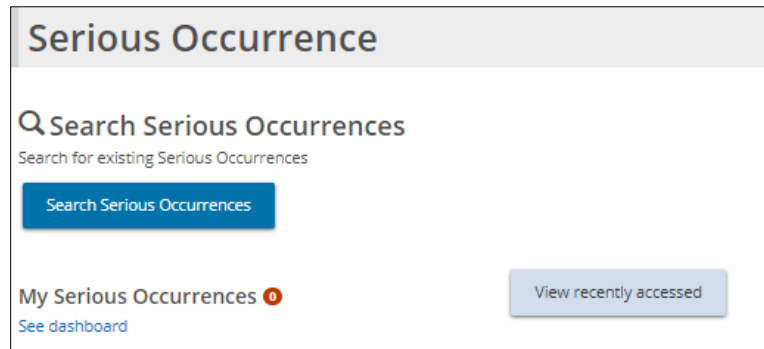
13. Viewing serious occurrences

Only the roles of “Service Provider Admin” or “SOR Initiator” can access the Serious Occurrence module.

The “Service Provider Admin” has read only access to all serious occurrence reports submitted by all of their facilities.

SOR Initiators can submit a serious occurrence report. For more information on submitting a Serious Occurrence Report, see the *SOR-RL Serious Occurrence Reporting Guide for SOR Initiators*. You can find a copy of the *Guide* on the portal.

1. Click  **SERIOUS OCCURRENCE**. The **Serious Occurrence** menu page appears.



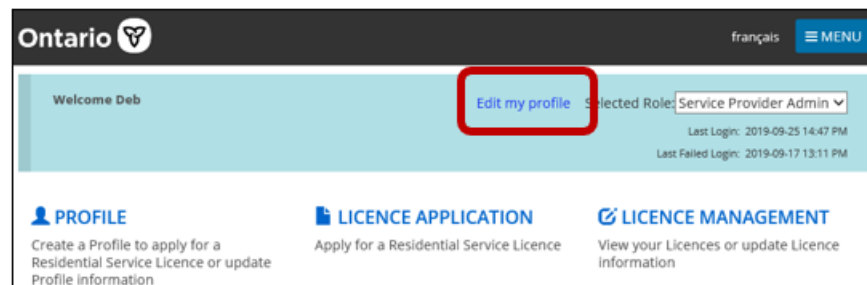
2. From this page you can search for serious occurrences.

14. Updating your user profile

14.1. Introduction

Your user profile includes your email address, phone number, password and security questions. Your name and email address cannot be edited; if they need to be changed, please contact the ministry.

14.2. Changing your phone number



1. From the SOR-RL home page, click [Edit my profile](#). The **Edit my profile** page appears.

 This is a screenshot of the 'Edit my profile' page. The breadcrumb 'SOR-RL → Edit my profile' is at the top left. The page title 'Edit my profile' is at the top center, with a 'Help' icon at the top right. Below the title is a section header 'Profile details' with an upward arrow. The form contains three rows: 'Name:' with the value 'Deb Dddd', 'Phone number:' with an empty text input field, and 'Email:' with the value 'DEBDDD@MAILINATOR.COM'. Below the email field are two links: 'Change security questions' and 'Change password'. At the bottom right of the form are two buttons: 'Exit' and 'Save'.

2. Update your phone number as required.
3. Click [Save](#).

14.3. Changing your password

1. From the SOR-RL home page, click [Edit my profile](#). The **Edit my profile** page appears.

SOR-RL → Edit my profile

Edit my profile [Help](#)

Profile details

Name: Deb Dddd

Phone number:

Email: DEBDDD@MAILINATOR.COM

[Change security questions](#)

[Change password](#)

[Exit](#) [Save](#)

- Click [Change password](#). The **Change password** page appears.

SOR-RL → Edit My Profile → Change password

Change password

Change password

Current password:

Security Question: What was your first car?

Security answer:

New password:

Confirm new password:

[Exit](#) [Save](#)

- Enter your **Current password**.
- Enter the **Security answer**.
- Enter the **New password**.



The password must be at 8 to 20 characters in length and contain:

- ✓ At least one UPPERCASE letter, AND
- ✓ At least one lowercase letter, AND
- ✓ At least one number, AND
- ✓ At least one special character. () ! _ @ # \$ % ^ & * +

- Type the new password again in the **Confirm new password** field.
- Click [Save](#).

14.4. Changing your security questions

1. From the SOR-RL home page, click [Edit my profile](#). The **Edit my profile** page appears.

SOR-RL → Edit my profile

Edit my profile [Help](#)

Profile details ^

Name: Deb Dddd
Phone number:
Email: DEBDDD@MAILINATOR.COM
[Change security questions](#)
[Change password](#)

[Exit](#) [Save](#)

2. Click [Change security questions](#). The **Security questions** page appears.

Security questions [Help](#)

Security questions ^

Current password:

Security question: 1
Please select... ^

Security answer: 1

Security question: 2
Please select... ^

Security answer: 2


Security question: 3
Please select... ^

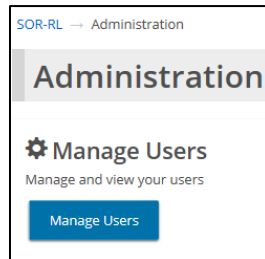
Security answer: 3

[Exit](#) [Save](#)

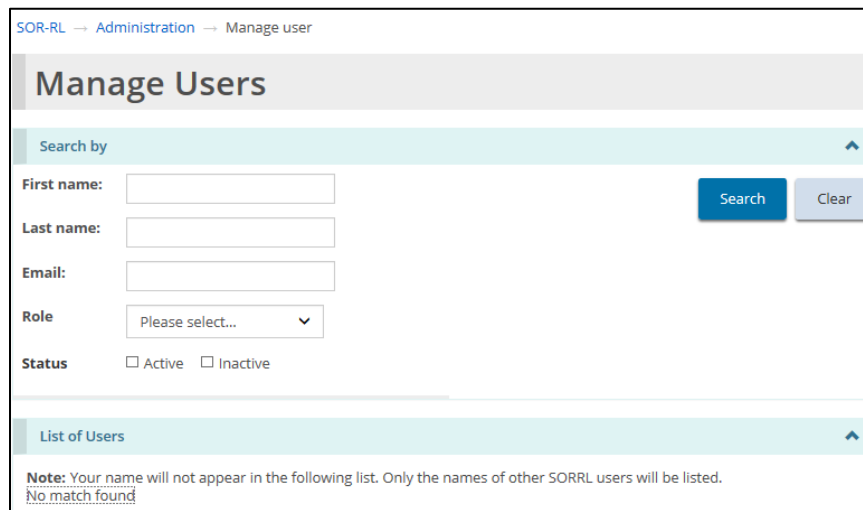
3. Enter your **Current password**.
4. Select the **Security question**.
5. Enter the **Security answer**.
6. Repeats steps 4 and 5 for all three questions.
7. Click [Save](#).

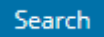
15. Administration – Viewing SOR-RL users

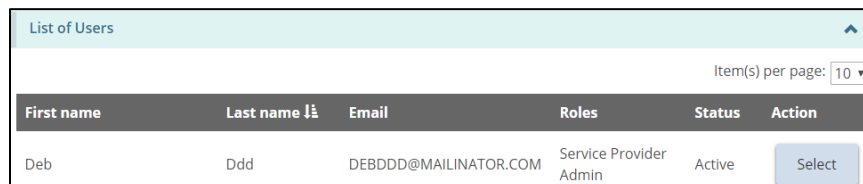
1. Click  **ADMINISTRATION**. The **Administration** menu appears.



2. Click . The **Manage Users** page appears.



3. Enter the search criteria for the user, then click . The **List of Users** section appears at the bottom of the page.



First name	Last name	Email	Roles	Status	Action
Deb	Ddd	DEBDDD@MAILINATOR.COM	Service Provider Admin	Active	Select

4. Click . The **User details** page appears.

User details

General information

Title:

First name:

Deb

Last name:

Ddd

Phone number:

Email:

DEBDDD@MAILINATOR.COM

Login name:

DEBDDD@MAILINATOR.COM

Status:

Active

Edit role

Local registration authority:

No

User type:

Service Provider Admin

Appendix A: Terms and acronyms

Term	Definition
Head office / lead office	The head office would be that in the profile (so the head office of the corporation – which may be in Quebec or Toronto – but they would like to set up a foster care program in the Kingston area – they would need an office location to be located in the region they would like the licence to be issued from – so would need to identify a 'lead' office (needed a different word from head) to link the licence to
Ministry	Ministry of Children, Community and Social Services
SOR-RL	Serious Occurrence Reporting - Residential Licensing

Appendix B: System / functional roles

Role	Functions
Service Provider Administrator	<ul style="list-style-type: none"> Manage and view users Update individual / corporate profile and add supporting documents Search for and view serious occurrence reports Create Licence applications Licence Management
Site Designate	<ul style="list-style-type: none"> Search for and view / update serious occurrence reports View dashboard Update profile
Registered User	<ul style="list-style-type: none"> Create / Update individual/corporation profile Create a new application Request director's approval

Appendix C: Statuses

Application statuses

The application status will change as it progresses through the approval process. Application includes a new application, renewal application, director's approval application, change request application.

Following are the possible application statuses:














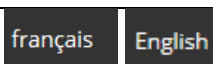





- **Draft:**
 - The item has not yet been submitted.
 - The application can be updated, withdrawn or submitted.
- **Under Ministry Review**
 - The ministry is currently reviewing the application.
 - Only some changes can be made by the applicant.
- **Incomplete:** More information / revisions are required
- **Withdrawn:** The item has been withdrawn by the applicant / licensee.
- **Approved**
- **Not approved**

Condition / occurrence statuses

Following is a list of statuses and what they mean. Note that both occurrences and the overall condition has a status.

- **Active:** The original occurrence has not been submitted by the licensee
- **Overdue:** The occurrence has not been submitted by the due date. Once an overdue item is in compliance, the word "Overdue" will appear in the submitted date column.
- **Under ministry review**
- **In compliance:** The submitted document or occurrence has been reviewed and is in compliance.
- When all occurrences are in compliance, the overall condition is "**in compliance**"
- **Incomplete:** Additional information is required.
- **Removed:** The licensor has removed the occurrence

Appendix D: Symbols and icons quick reference

Symbol	Description
	Edit entry
	Delete entry
	Use calendar to select a date
	Table sorted in ascending order by the field indicated
	Table sorted in descending order by the field indicated
Per Page 	Number of lines appearing on a page
	Expand / collapse banner
	A number indicates the number of items in that section
	Information in the section is complete
	Information is missing from the section.
 HELP	Get online help about the page you are on.
	Close window
	Mandatory field.
SOR-RL	Access the SOR-RL home page
	Toggle the language to French / English
 Hide steps	Hide steps at top of section
 Logout	Exit SOR-RL
 MENU	Access menu options
 Print	Open print dialog box
 Show steps	Show steps at top of section