Ontario

SOR-RL

SOR-RL Residential Licensing User Guide for Applicants and Licensees

Version 3 – January 2026

Summary of Changes

Version 3 – January 2026

- Incorporated the changes to Program Description for all licence types
- Updated information and steps for new licence applications to reflect the requirements for mandatory documentation necessary for the submission of an application to the ministry
- Updated language, tips, examples, and screenshots to provide more detail to some functions

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Introduction

Introduction to SOR-RL

The Serious Occurrence Reporting 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 out of home care and the reporting of Serious Occurrence Reports.

System users are assigned roles that determine what functions can be performed. A list of functional roles can be found in Appendix B: System/Functional roles.

Using this guide

This guide provides step-by-step instructions for service providers who already have a profile in SOR-RL to use and navigate SOR-RL for the purpose of Children's Residential Licensing. Specifically, this guide is to be used by users with Service Providers who are involved in the Residential Licensing process in SOR-RL, those being users with the Service Provider Administrator role, the Site Designate role, and the Monthly Reporting User role.

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

A description of SOR-RL icons can be found in Appendix D: Symbols and icons quick reference. See Appendix A: Terms and acronyms for a list of terms and acronyms.

Throughout this guide, key information is highlighted in a plum-coloured text box for emphasis.

Information not included

Please note that this guide does not provide information or instructions for registering for SOR-RL. It is to be used for users who have been registered and have SOR-RL access. For information on how to register for SOR-RL or how to create a new service provider profile, please reference the SOR-RL registration guides located on the SOR-RL Training Portal.

This document is a reference for using the SOR-RL online tool only; no business functions outside the system are included.

Instructions for performing Serious Occurrence reporting-related functions are not included. A separate guide entitled *SOR-RL Serious Occurrence Reporting Guide for SOR Initiators* is available on the SOR-RL Training Portal.

Getting assistance

If you have questions regarding the processes described in this document, contact your designated regional licensing specialist or SOR-RL Tier 1 User Support Representative, listed here.

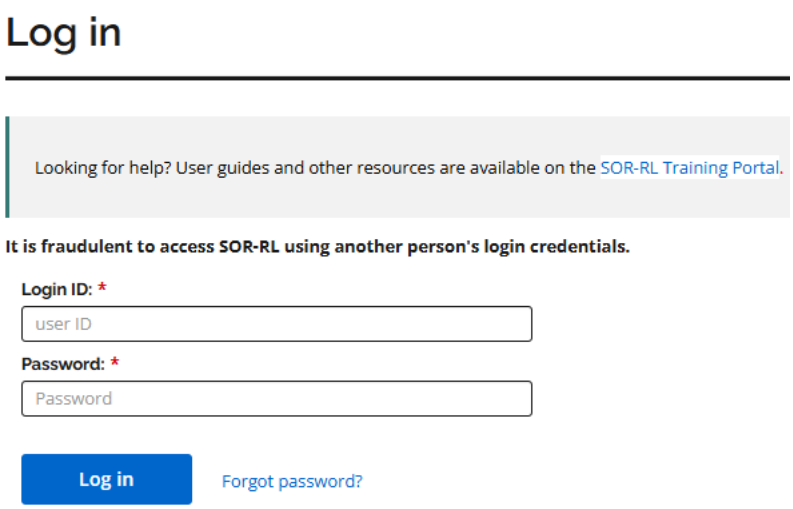
Performing basic SOR-RL functions

Logging in to SOR-RL

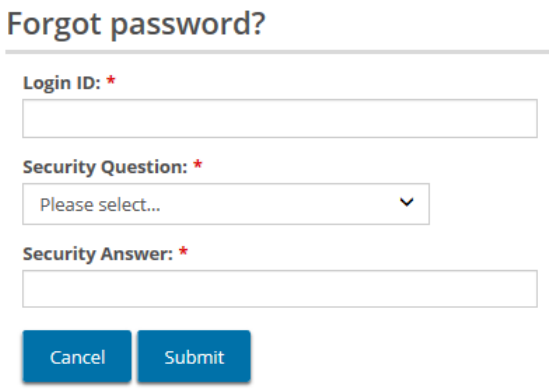
1. Open your browser (Note: Microsoft Edge or Google Chrome can only be used).
2. Enter the following address in your browser: https://www.sorrl.mcss.gov.on.ca/SORRL/public/login.xhtml

Tip: *Save the link to SOR-RL as a favourite in your browser for easy access.*

3. The Log in page appears.



4. Enter your Login ID (your email).
5. Enter your Password.
6. If you have forgotten your password:
    a. Select Forgot password? The Forgot password? page appears.



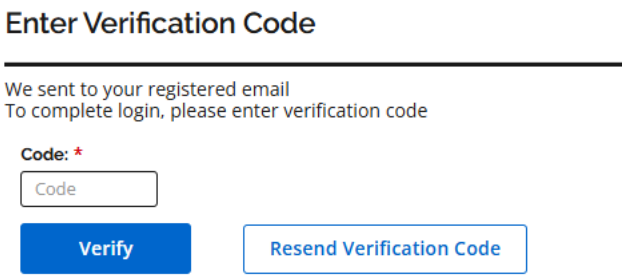
b. Enter your Login ID.

c. Select the Security Question from the dropdown list.

d. Enter the Security Answer.

e. Select Submit.

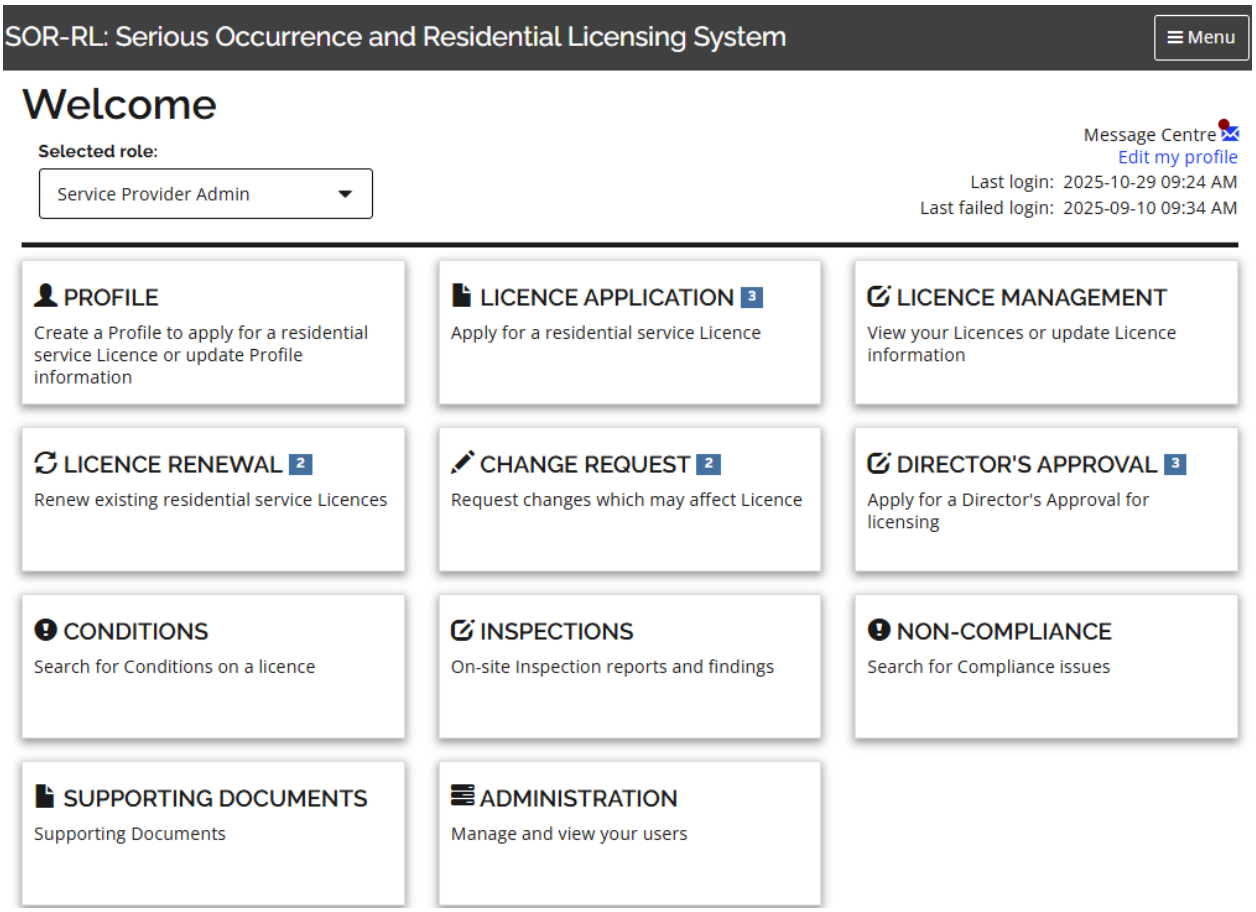
7. Select Log in. The Enter Verification Code page appears.



8. You will be emailed a verification code. Enter the verification Code from the email.

Tip: *Copy and paste the code from the email.*

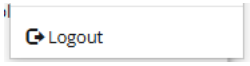
9. Select Verify. The SOR-RL home page appears.



Modules appearing on the SOR-RL home page will vary depending on the role selected.

Logging out of SOR-RL

1. Select 

.
2. Select 

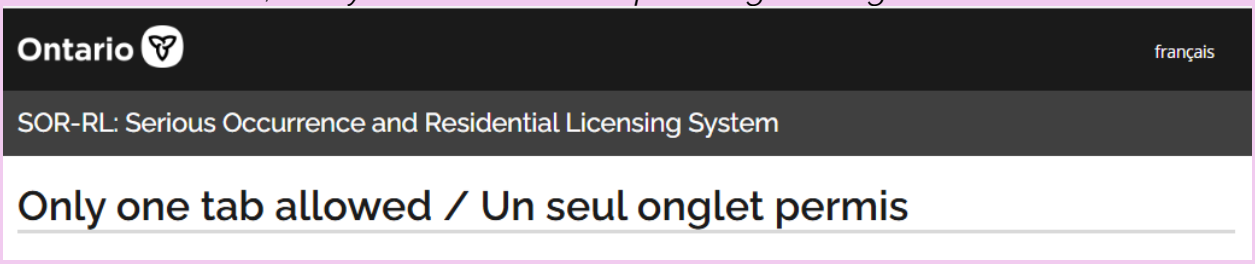
. The Log in page appears.

System time-out

In order to protect the privacy of information in SOR-RL, the system times out after approximately 20 minutes of inactivity. Users can save their work regularly with the 'Save' button or refresh the page to re-start the session.

Note: *SOR-RL does not allow the same user to simultaneously log in to the system through more than one tab or window of SOR-RL.*

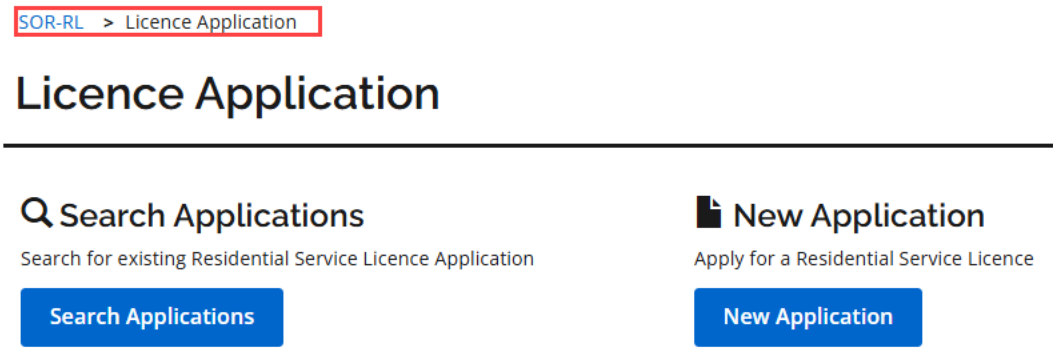
In these instances, the system will show the following message.



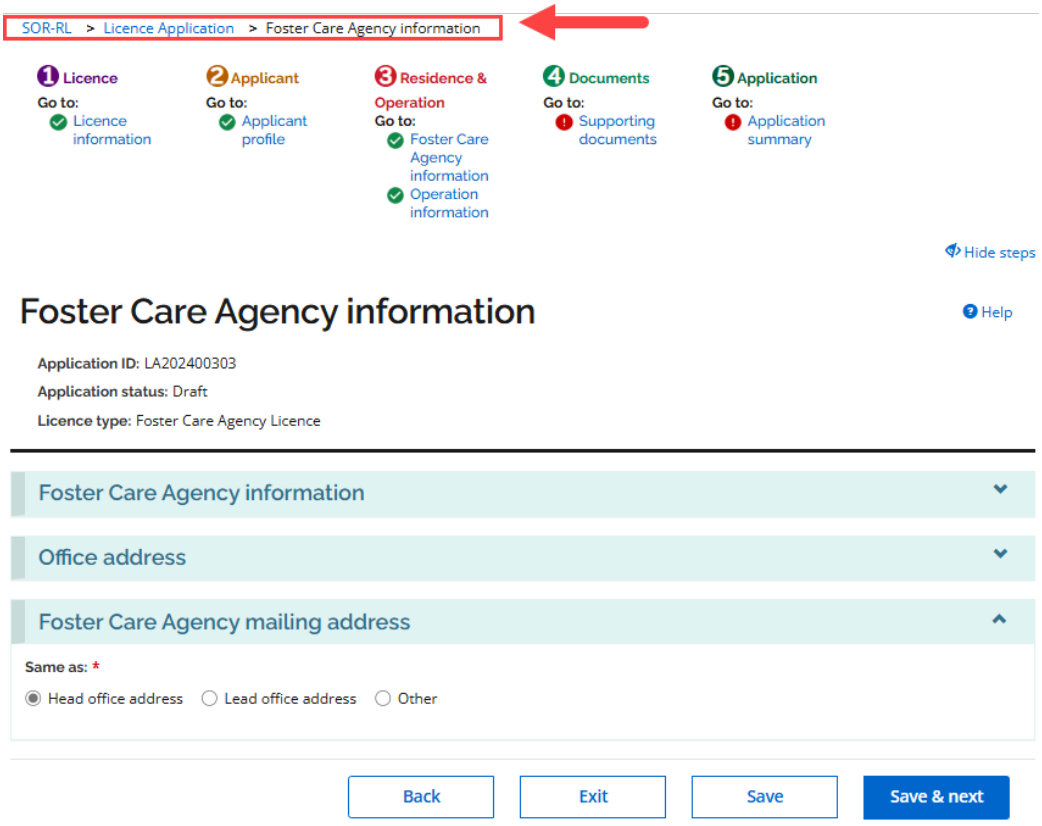
Note: *SOR-RL can time-out or fail if the user selects a button more than once. Select a button once. The system may be slow to load but will eventually load. If not, refresh the page rather than selecting the button again.*

Navigating

- Select Next or Back to navigate between main pages in the same module.
- Select Return to go back to the previous.
- Select Exit to return to the home page.
- The menu can be accessed from the top of any page by selecting ≡ Menu. The menu contains links to the sections you have access to as well as the logout function.
- To access the SOR-RL home page from any page, select ≡ Menu then select the SOR-RL link, or choose the SOR-RL link from the breadcrumbs at the top of the page.



- As you begin to navigate through pages in SOR-RL, a line of links at the top of the page will form which tracks the chronological change in pages. This line of links is called breadcrumbs. Select the previous section in the breadcrumb to go back to the previous page. For example, in the screenshot below, you would select the Licence Application breadcrumb to go to back to the Application page from the Foster Care Agency information page. It is recommended that you navigate back in SOR-RL by using the breadcrumbs. If you select your browser's 'back' button, SOR-RL can time-out or fail.

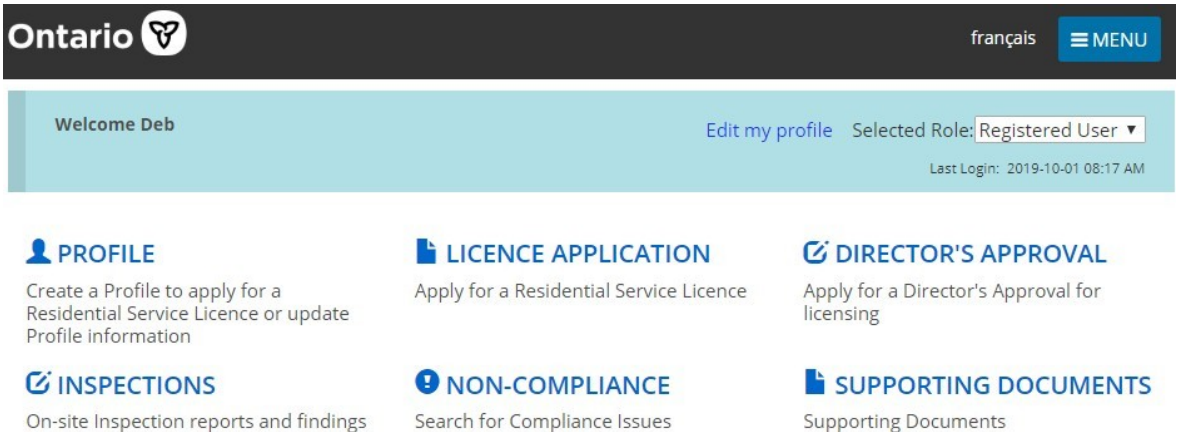


Saving your entries

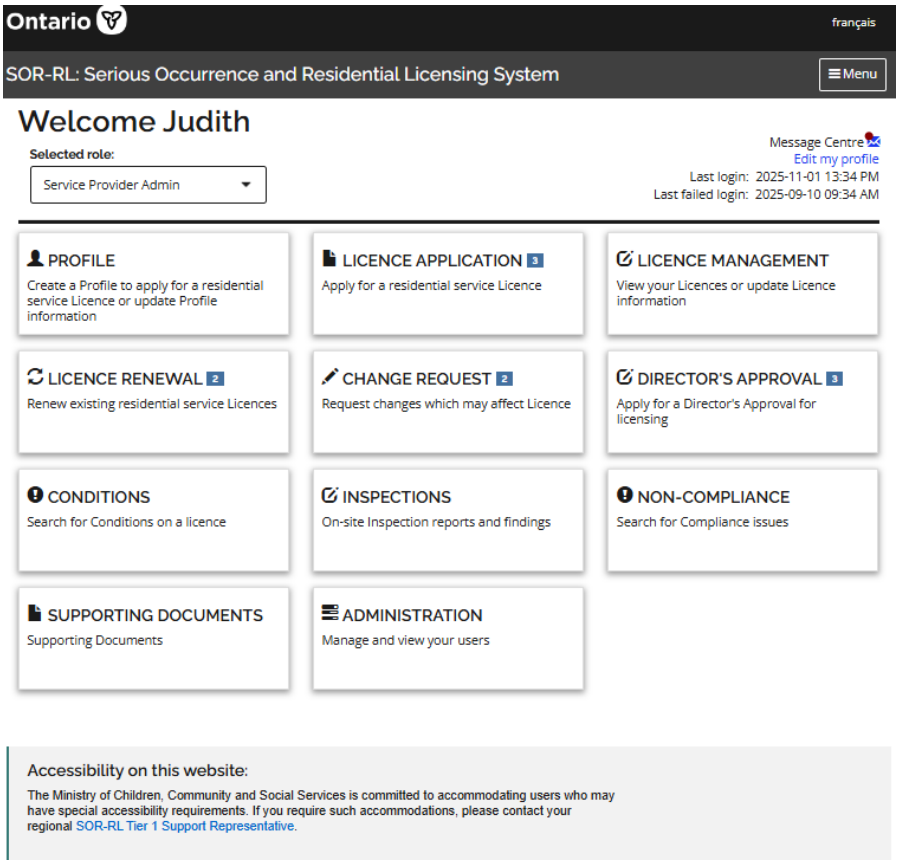
1. Select Save to save your entries and remain on the current page.
2. Select Save & next to save your entries and go to the next page.

Understanding the SOR-RL home page

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



Example of a home page for a Registered User

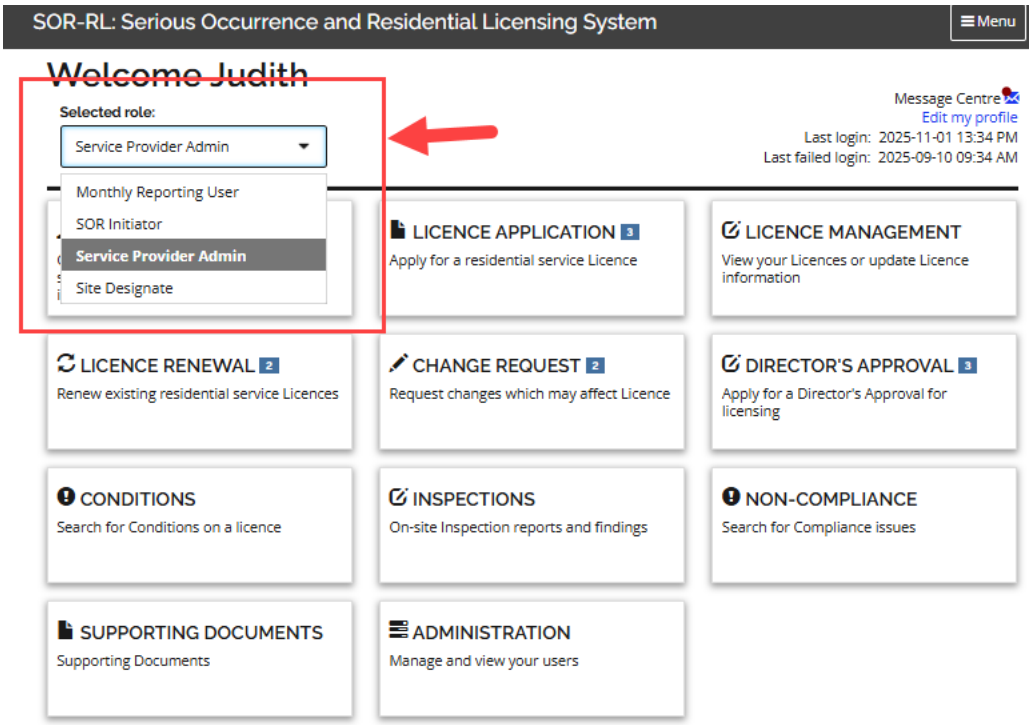


Example of a home page for a Service Provider Administrator

Changing the role displayed

If you have been assigned more than one role, you can change the selected role from the home page.

1. Choose the Selected Role dropdown on the home page.



2. Select the role from the list.

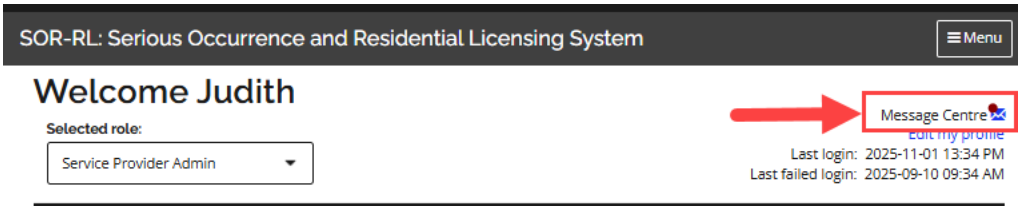
Changing the page language

To change the page language, from the top of any page, select the language button. français English

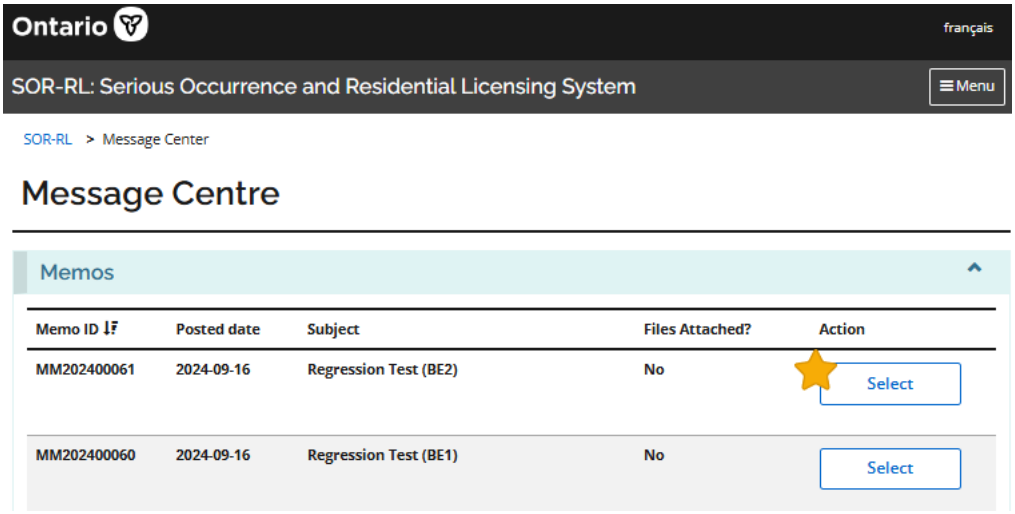
Message Center

This functionality allows the SOR-RL Corporate Team to easily communicate important SOR-RL information directly to users, through memos or emails. A memo or email may be targeted based on user roles or sent to all users, for example to notify of an upcoming SOR-RL outage.

All users have access to the "Message Centre" module that is available at the top of their SOR-RL homepage. When a new memo or email has been received, a red dot will appear beside the mail icon.

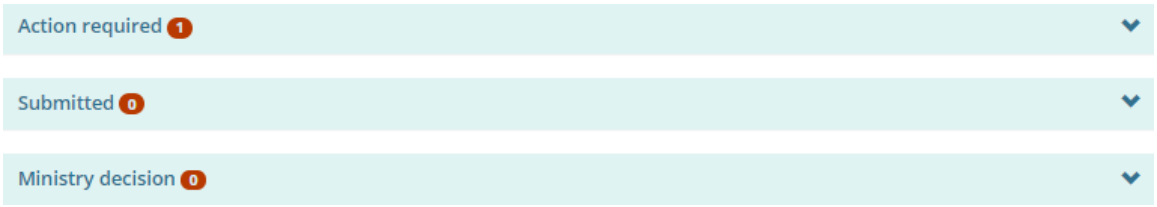


Select the mail icon and you will be brought to the Message Centre module. Here you will see memos and/or emails that have been sent to you. Choose the "Select" button of a specific memo or email to open and read its contents. Once you have opened all "unread" memos and emails, the red dot beside the mail icon on your SOR-RL homepage will disappear.



Memos will appear in your Message Centre for only as long as they are posted. Records of the emails will continue to show in this module for 6 months. Please do not respond to emails or memos from the SOR-RL Message Centre.

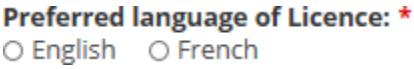
Banners



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

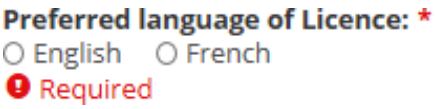
Identifying mandatory information

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



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.



Entering a date

Dates can be entered manually or by selecting 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, select . A calendar appears.



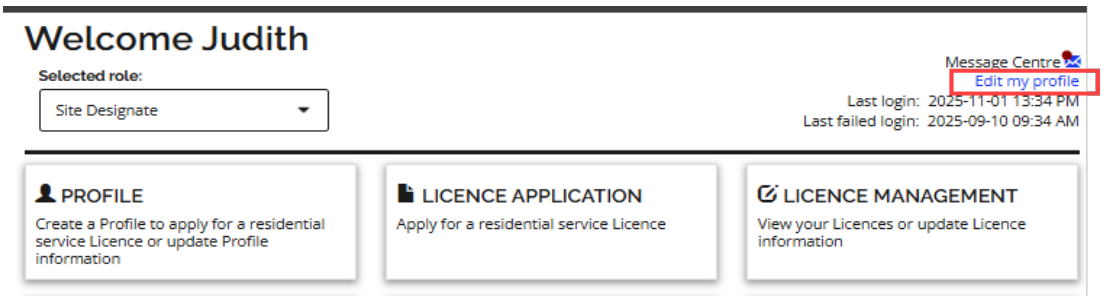
Scroll to the month using the arrow buttons. To change the year, choose the chevron **<<** **>>** arrows. Select the date.

Updating your user profile

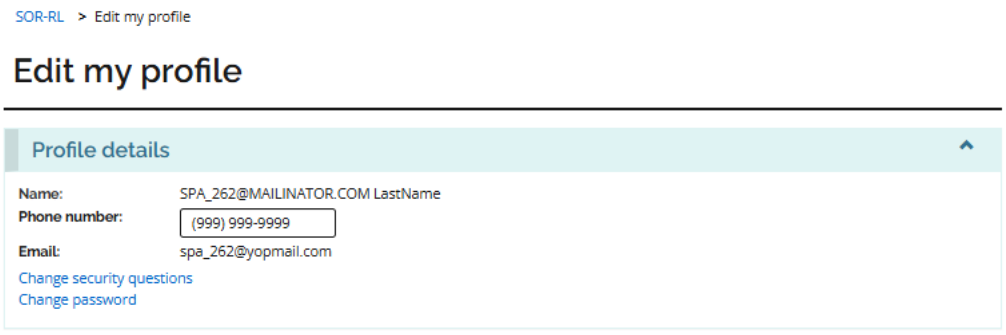
Your user profile includes your email address, phone number, password, and security questions. Your name and email address cannot be edited; if they need to be changed, please contact the ministry.

Changing your phone number

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



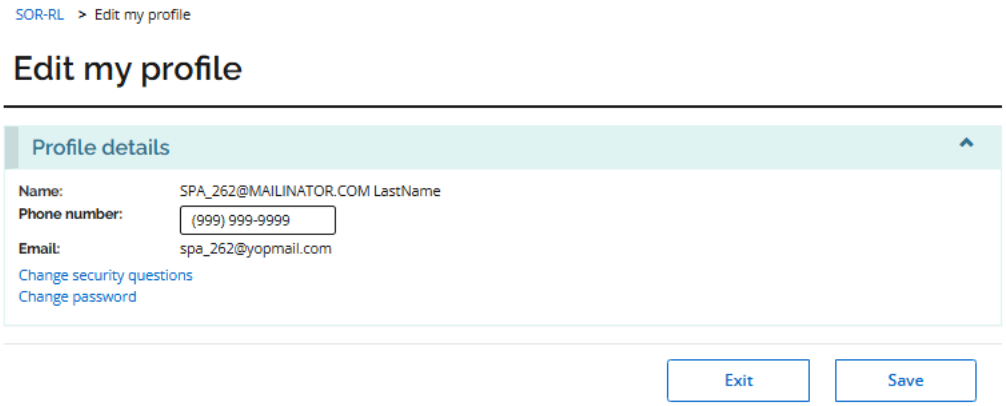
2. Update your phone number as required.



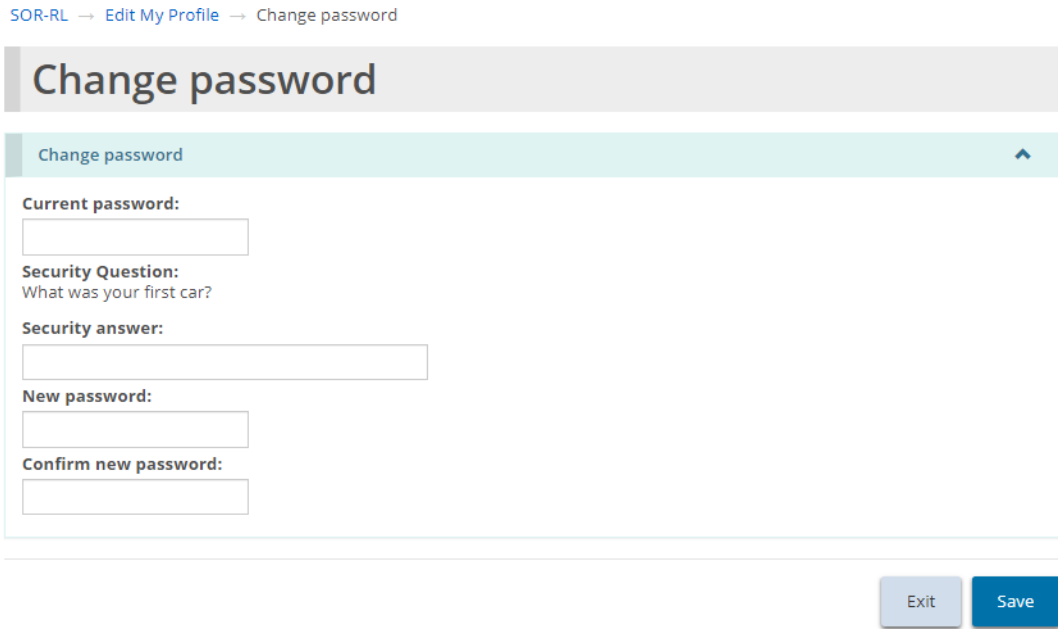
3. Select Save.

Changing your password

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



2. Select Change password. The Change password page appears.



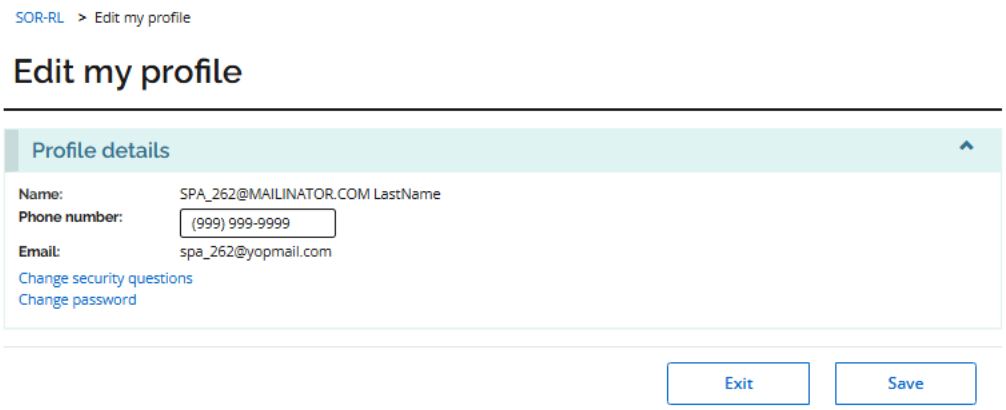
3. Enter your Current password.
4. Enter the Security answer.
5. Enter the New password.

Note: *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. ( ) ! _ @ # $ % ^ &* +.*

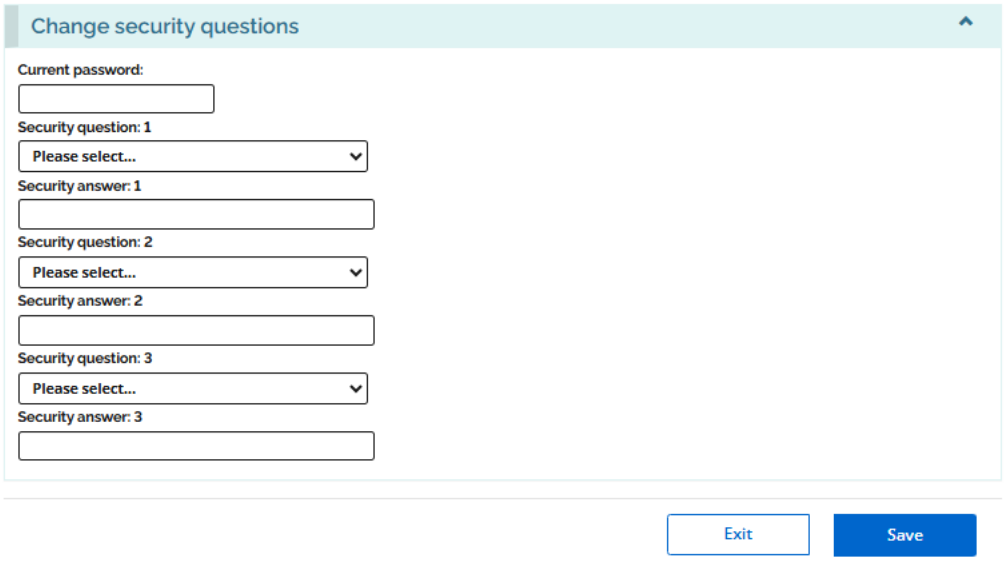
6. Type the new password again in the Confirm new password field.
7. Select Save.

Changing your security questions

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



2. Select Change security questions. The Security questions page appears.



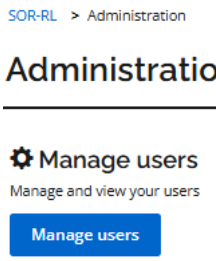
3. Enter your Current password.
4. Select the Security question.
5. Enter the Security answer.
6. Repeats steps 4 and 5 for all three questions.
7. Select Save.

Administration – Viewing SOR-RL users

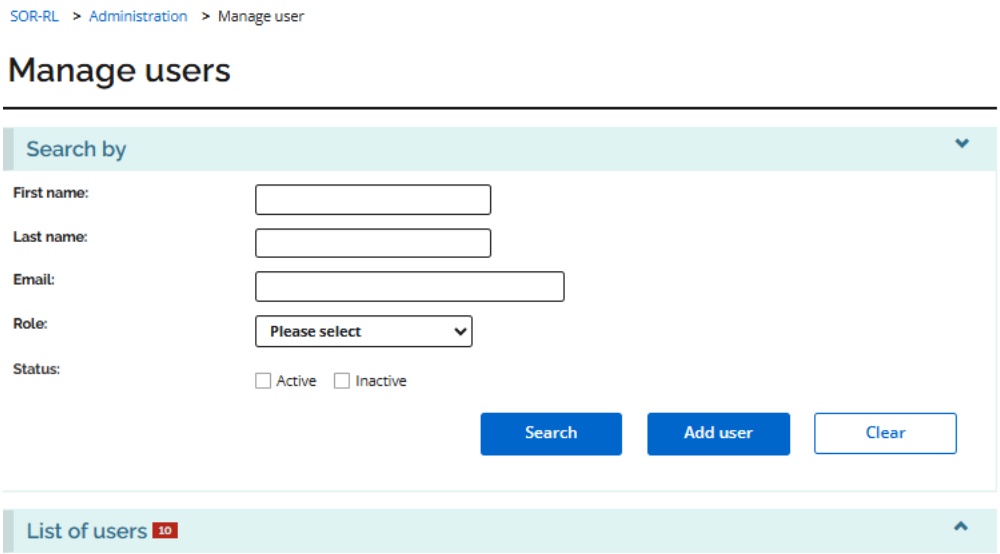
The Administration module is used for SOR-RL user management. Only users with the Service Provider Administrator role have access to the Administration module. Additionally, Service Provider Administrators *without* a Local Registration Authority

(LRA) designation have read-only access to the Administration module, meaning they can only view user profiles but cannot make changes or register new users. Only Service Providers *with* an LRA designation can perform user management functions. An LRA designation is obtained through an application submitted to the ministry. This guide does not provide information on user management functions of a Service Provider Administrator with an LRA designation. For more information, access the SOR-RL Training Portal and the *SOR-RL Registration and User Guide for Service Provider Administrators with Local Registration Authority Designations*.

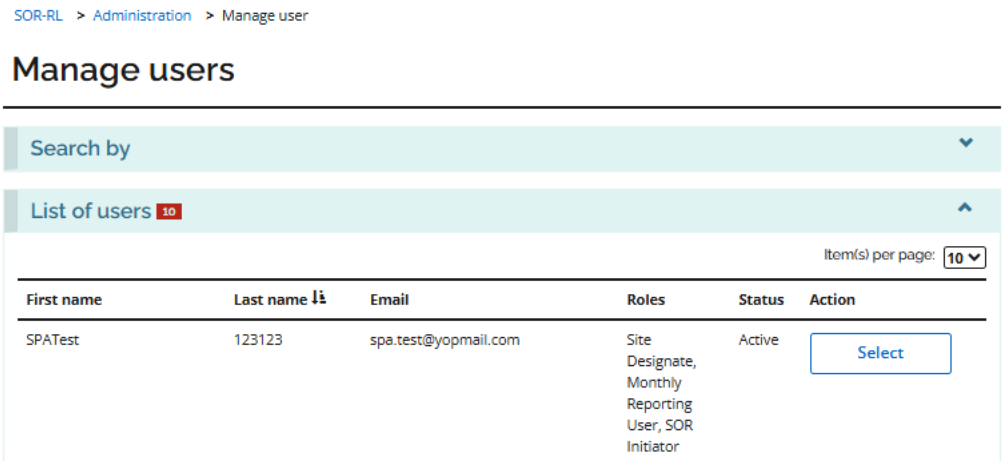
1. Select ADMINISTRATION tab. The Administration menu appears.



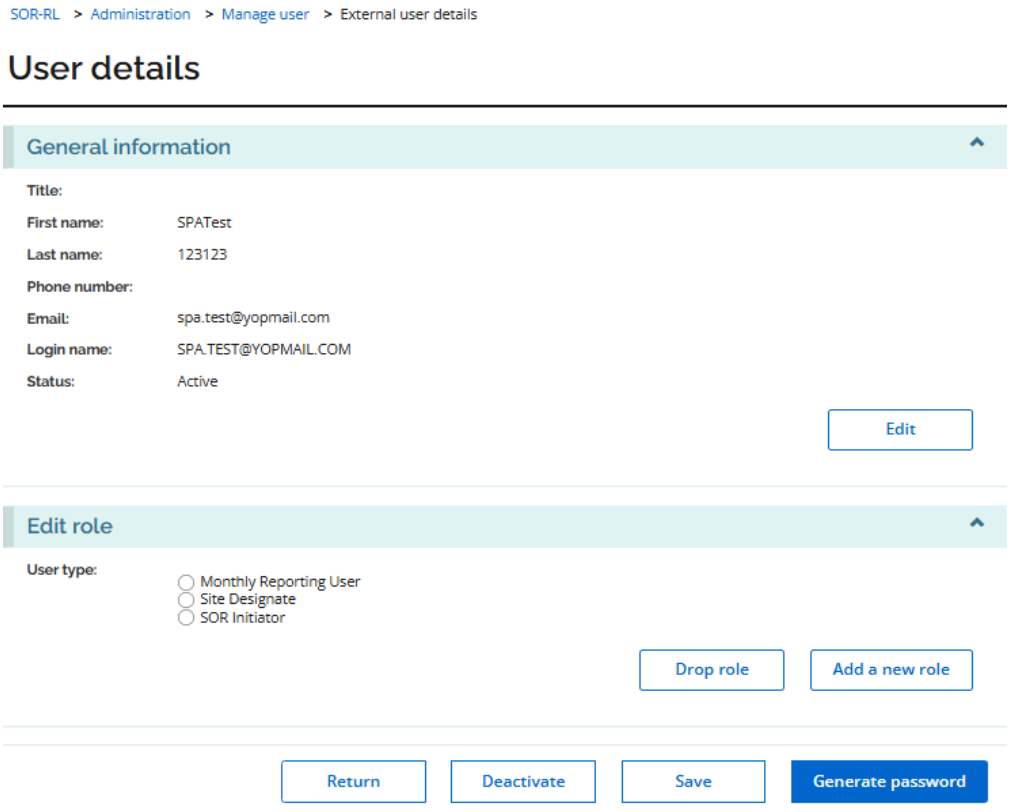
2. Select Manage users. The Manage Users page appears.



3. Enter the search criteria for the user, then select Search. The List of Users section appears at the bottom of the page.



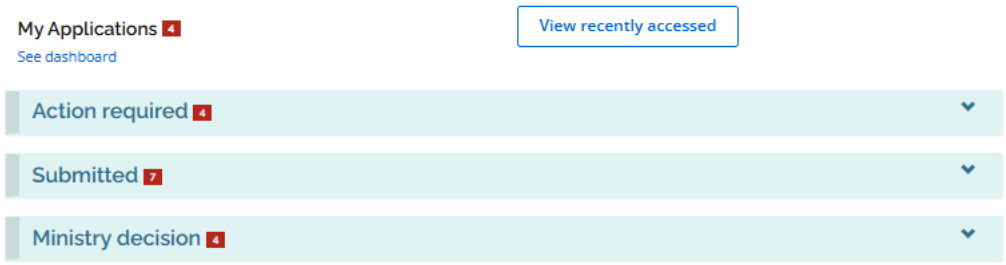
4. Choose Select. The User details page appears.



SOR-RL functionality common to all modules

Working in a dashboard

A dashboard is a list of items grouped by function.

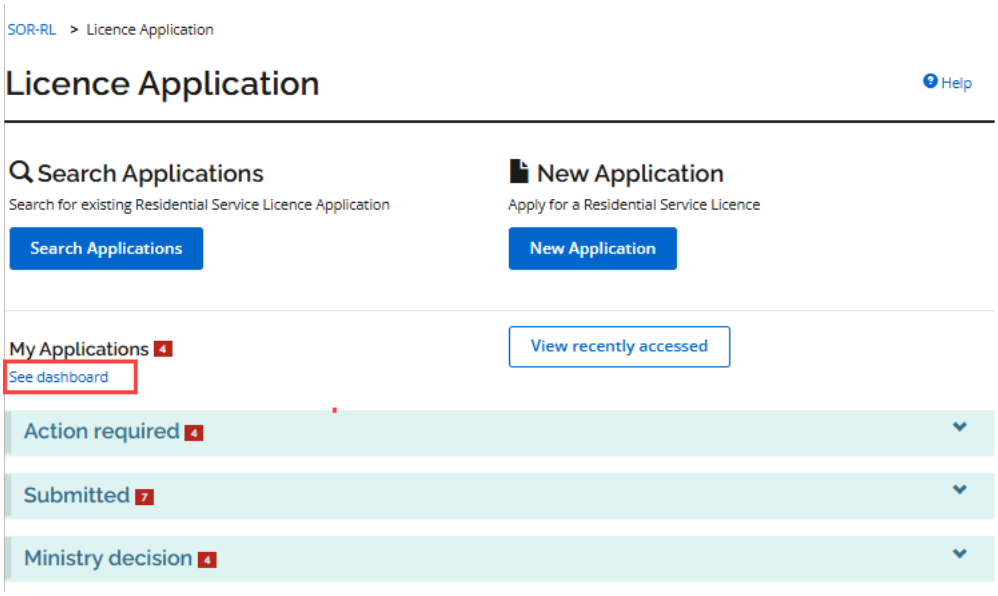


Example of a dashboard

There is a different dashboard for each of the Residential Licensing modules used to perform functions in the Licensing process.

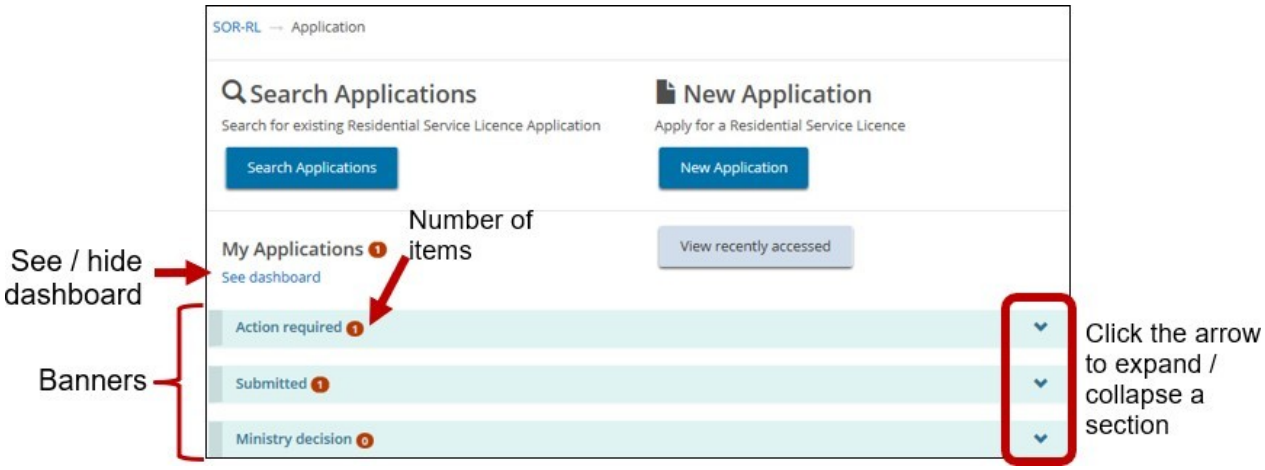
Opening a dashboard

1. From the SOR-RL home page, open a module, such as LICENCE APPLICATION.



2. Press See dashboard. (The link changes to Hide dashboard.)

Working in a dashboard



A dashboard is divided into sections indicated by banners. The number in the banner indicates the number of items in the section. To expand a section, select the arrow in the banner.

Below is a list of common sections.

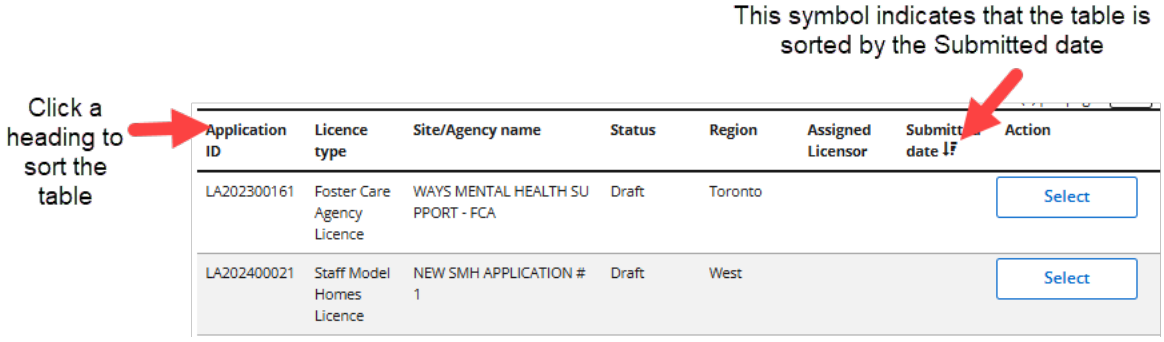
Note: *Not all dashboards have the same sections.*

- **Action required:** This section displays applications that are in 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, select Show dashboard/Hide dashboard.

Working with a table

Search results and other information are displayed in a table.



After you expand a section, 10 items appear. Select the Per Page arrow Item(s) per page: 10

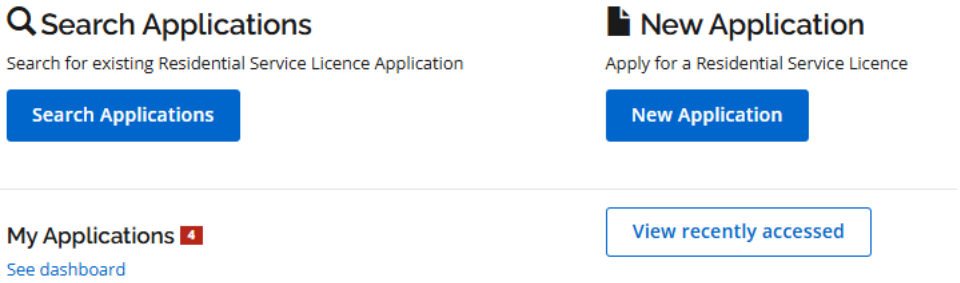
to change the number of items per page. If there is more than one page of results, a page indicator appears at the bottom of the page 1 2 3 4 5 6 Next. Select the page number you want or choose.

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

In some tables you will see a delete or edit icon.

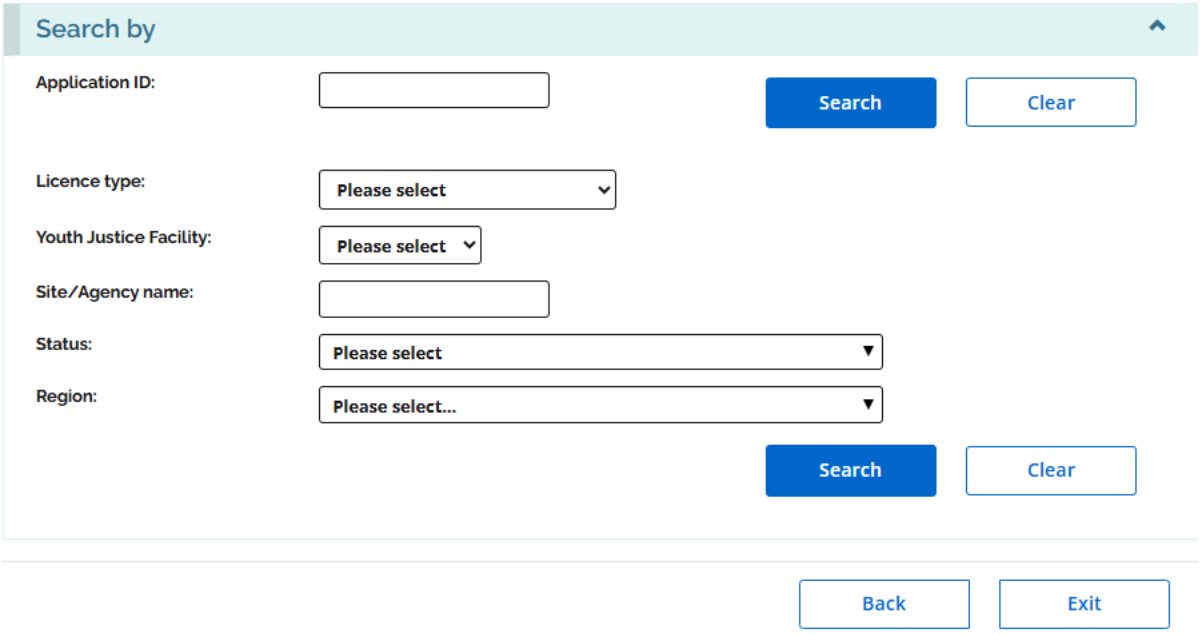
Searching

Searching can be completed once having accessed a module.



Tip: *If you are looking for an item that you worked on recently, select* View recently accessed.

1. To complete a search, select the search button such as Search Applications. The Search by page appears.

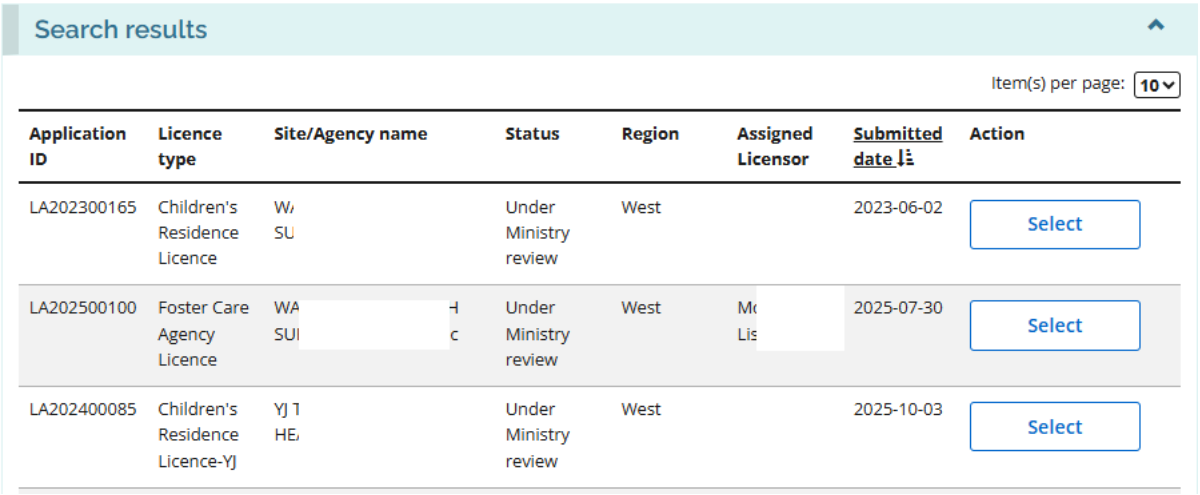


Options in the search by page vary depending on the module.

2. 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 are 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, select* Clear.

3. Select Search. The search results appear in a table below the search criteria.



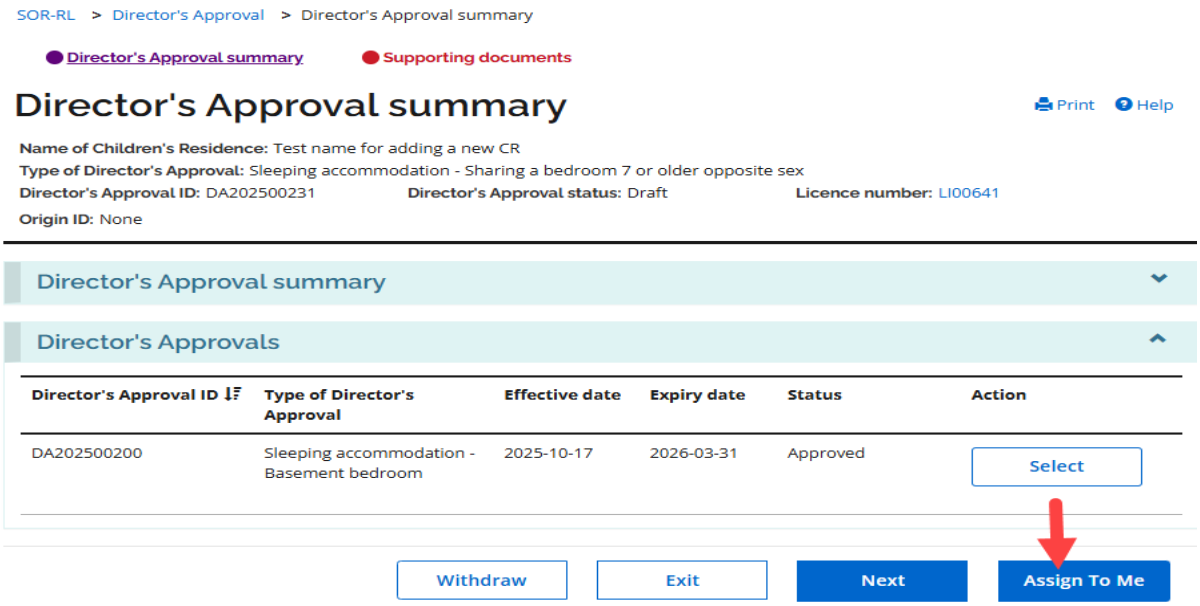
4. To view an item, choose Select.

Note: *See the Working in a Table section for tips on working with a search result table.*

Assign to Me

Licensing items in SOR-RL can only be assigned to one user at a time. Where a licensed site has more than one Service Provider Admin or Site Designate assigned to it, a user may first need to "assign to me" to be able to take any action on an item in SOR-RL.

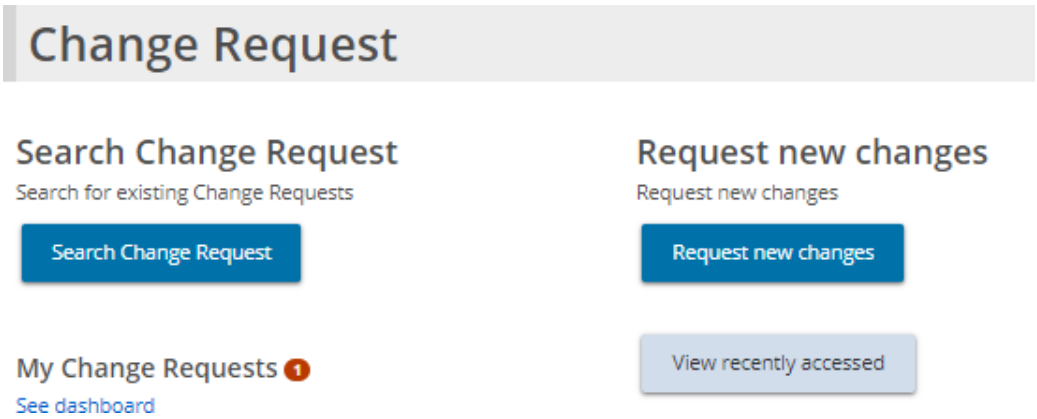
To do this, the user must access the licensing item through the appropriate module on the SOR-RL homepage. After selecting the appropriate licensing item, the user must the scroll to the bottom of the summary page and select the "assign to me" button.



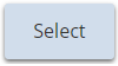
Viewing/replying to a ministry comment

A user can view or add comments to the ministry on the summary page prior to submitting an action in SOR-RL. This functionality is available in all modules in SOR-RL where a licensing action is underway, for example an application for a Director's Approval, a licensing renewal or in response to a non-compliance.

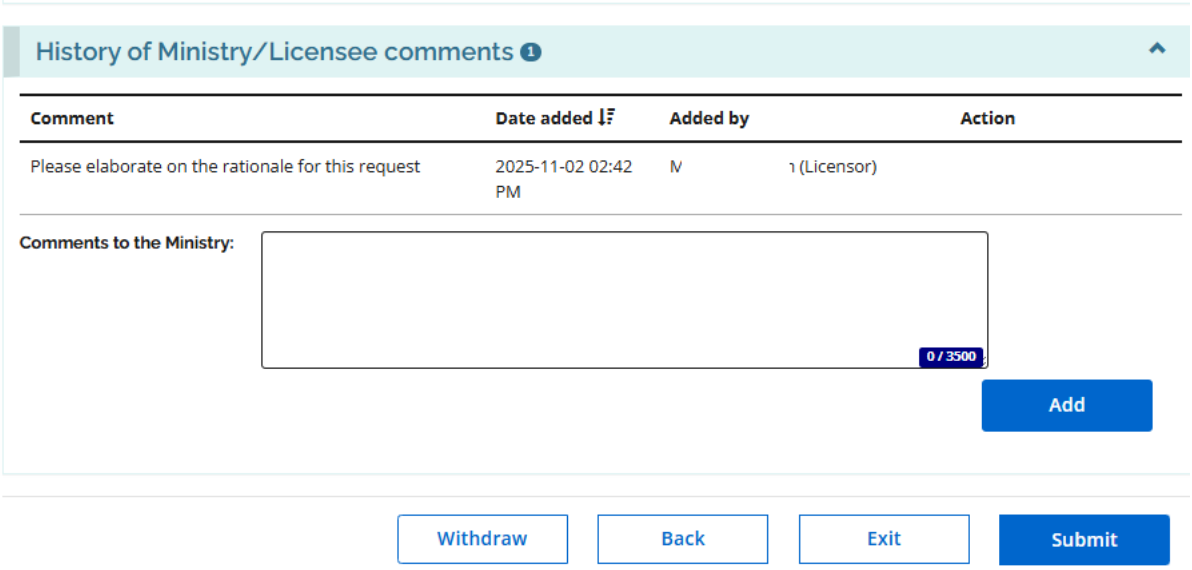
1. Open an item, either through a search, the recently accessed function, or through your dashboard.



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

3. Choose  to open the item. The Summary page appears.

4. Scroll down to the comments section.



5. To reply to the ministry's comment, enter your comments back to the Ministry in the comment box and press .

6. The comment appears in the list.

7. In order for the comment to be sent and be visible to the ministry, the action in SOR-RL must be submitted to the ministry. To complete the licensing action and submit to the ministry, please follow the remaining steps outlined in the appropriate module section in this manual.



Note: *Where a licensing action has been returned by the ministry to a licensee, the licensee is required to add a comment on the summary page prior to resubmitting. Additionally, a comment is required to be added when submitting a Monthly Report in overdue status.*

Creating/editing an applicant profile

In SOR-RL there are two profiles: one for the user (to use SOR-RL) and one for the applicant (individual or corporation). The applicant profile includes information about the individual or corporation such as the address, phone number, owners, directors, officers, etc.

This section refers to the applicant profile. For information about your user profile, see the Updating your user profile section.

Note: *The profile must be completed before a licence application can be started. Supporting documentation must be uploaded before an individual/corporation can be licensed.*

Creating a profile (Corporation or Individual)

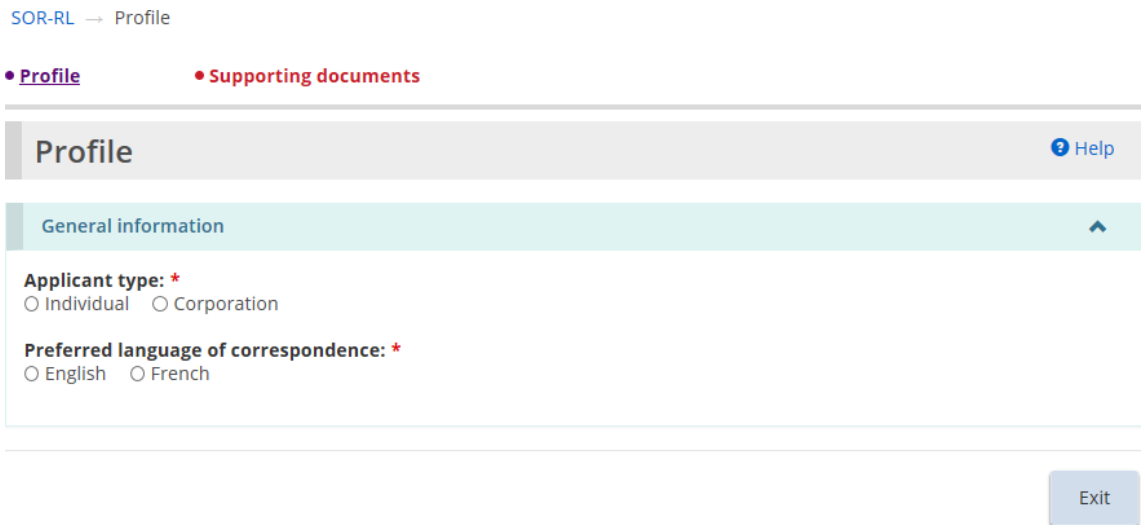
Corporation profile

Note: *Only one corporation can be listed per profile.*

Note: *Either one Director or Officer must be authorized to receive ministry communications on behalf of the licensee before you can submit an application.*

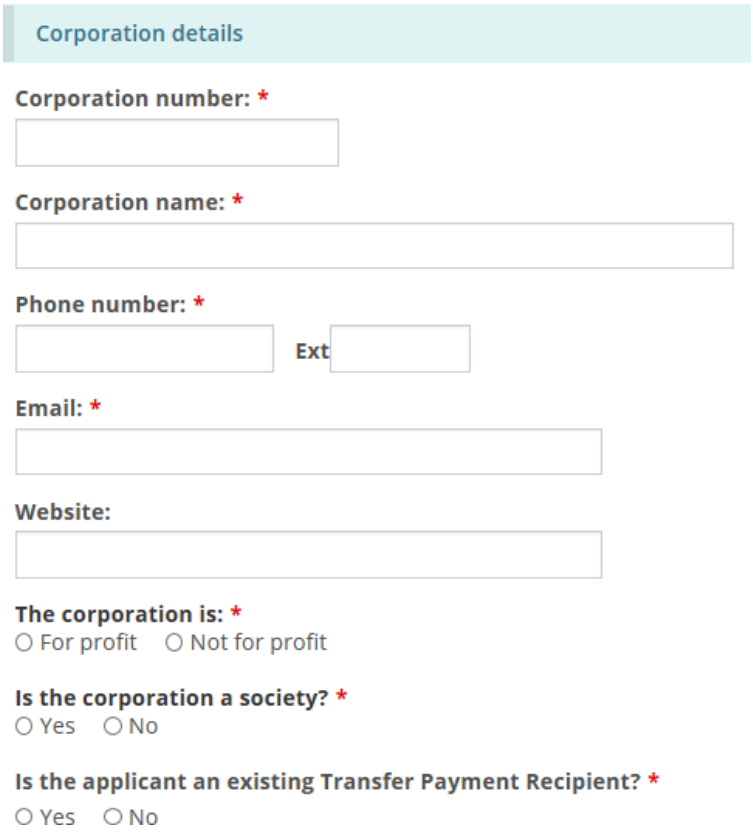
Note: *There must be at least two signing authorities and two active Directors, Officers, or Owners with a submitted "supporting document regarding operator suitability" before you can submit an application.*

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



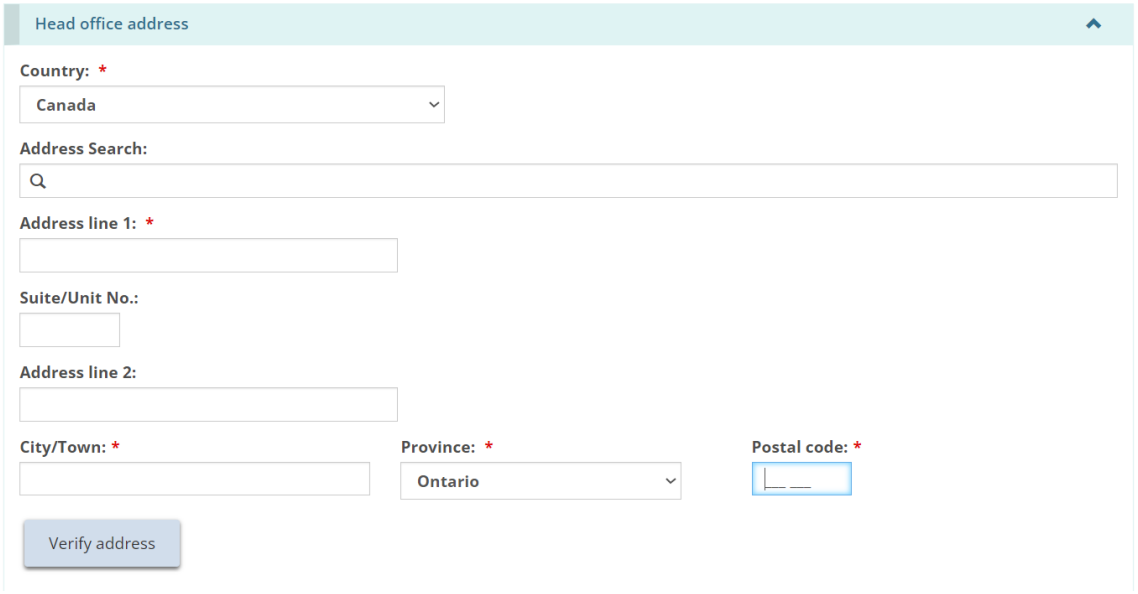
2. Select "Corporation" as the Applicant type.

3. Select the Preferred language of correspondence. The Corporation details section opens.



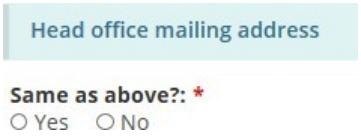
4. Enter the corporation details.

5. Scroll down and enter the head office address. Users may manually populate the address fields or utilize the predictive address search field. An address verification mechanism is available.



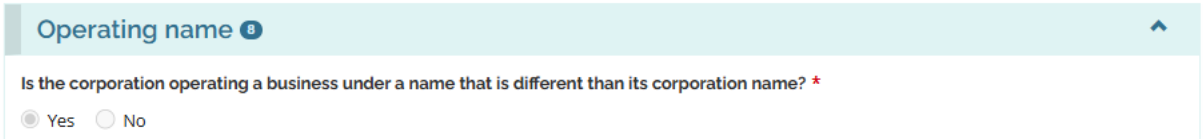
Note: *An address is not required to be verified for it to be saved in the system.*

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

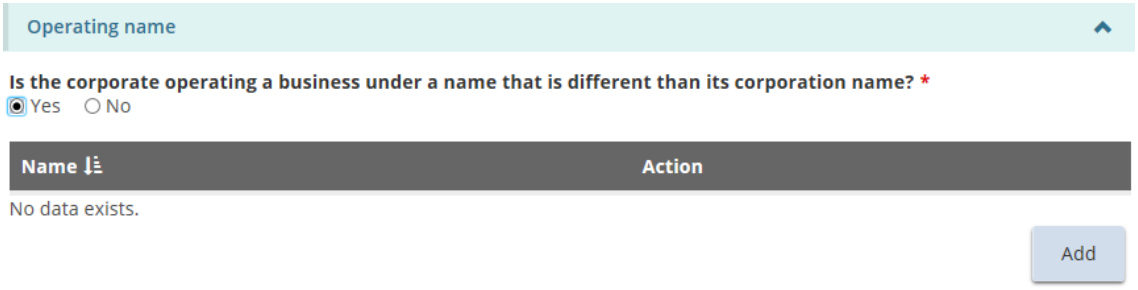


7. Scroll down to the Operating Name section.

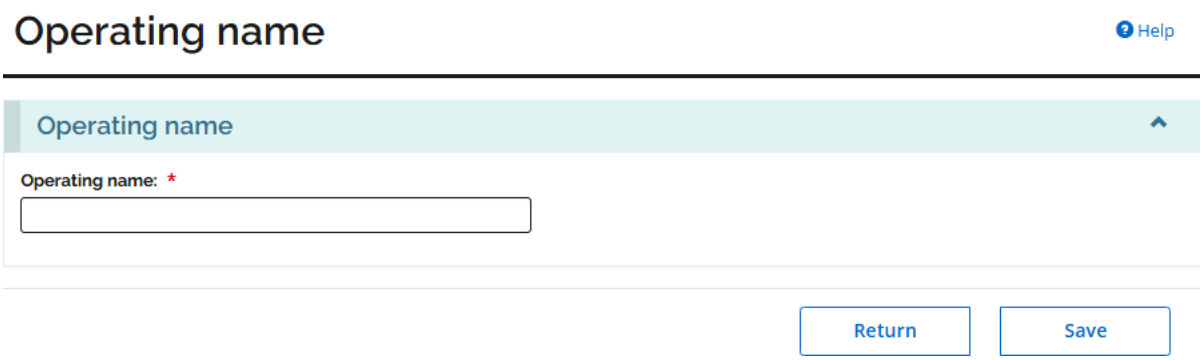
8. Indicate if the corporation is operating under a different name.



9. If you select "Yes", the section expands.

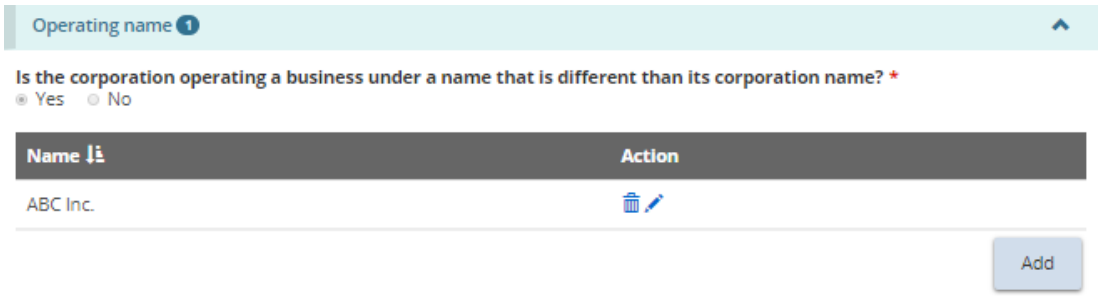


10. Select Add. The Operating name page appears.



11. Enter the operating name and select Save.

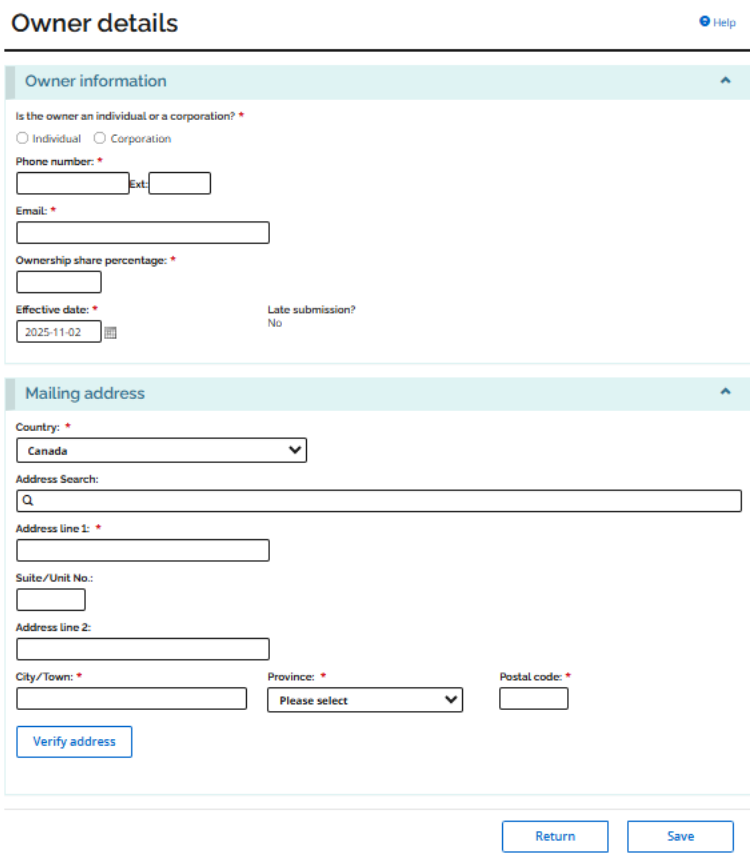
12. Select Return. The operating name appears in the table.



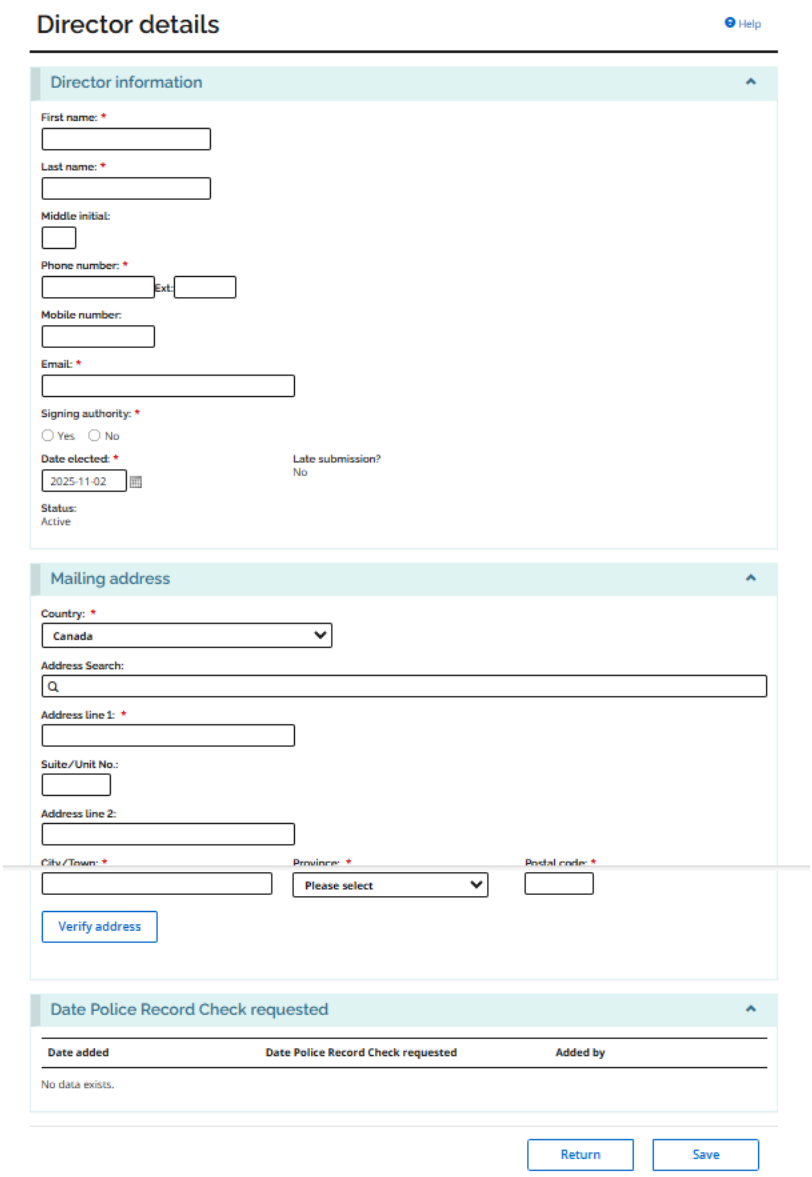
Note: *You can have more than one operating name. Repeat the steps for each name.*

13. Scroll down to the Owners of the corporation section.

14. Select Add. The Owner details page appears.



15. Enter the owner information and select Save.
16. Select Return. The owner appears in the table.
17. Scroll down to the Directors of the corporation section.
18. Select Add. The Director details page appears.

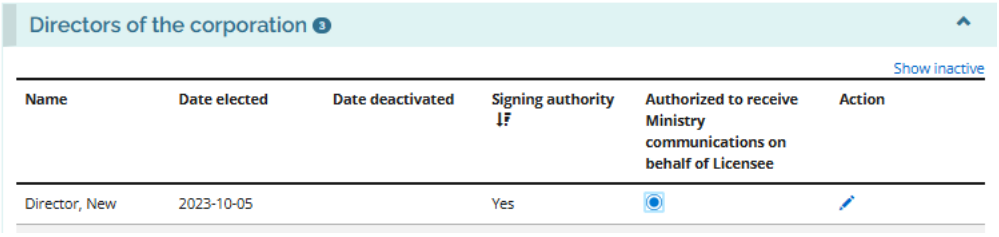


19. Enter the Director information and select Save.

Note: *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".*

20. Select Return. The Director appears in the table.

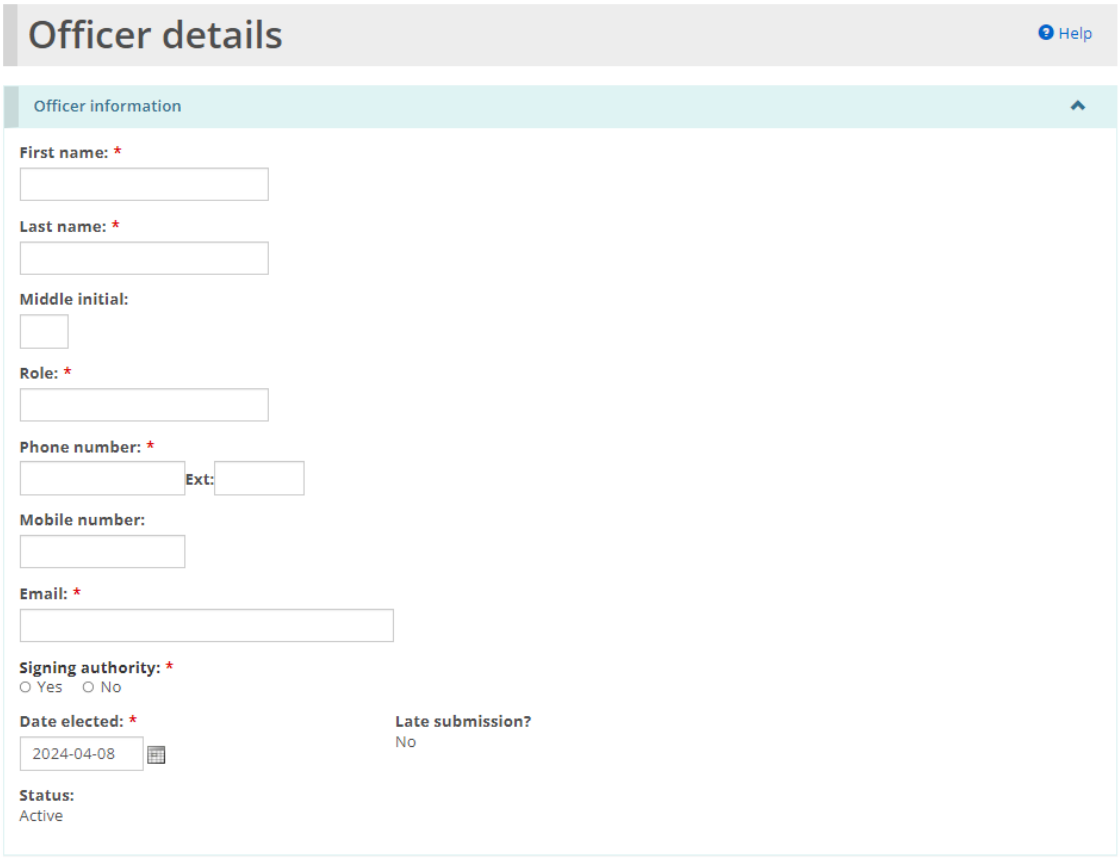
21. Indicate if the person is authorized to receive ministry communications on behalf of the licensee. (Choose the radio button.)

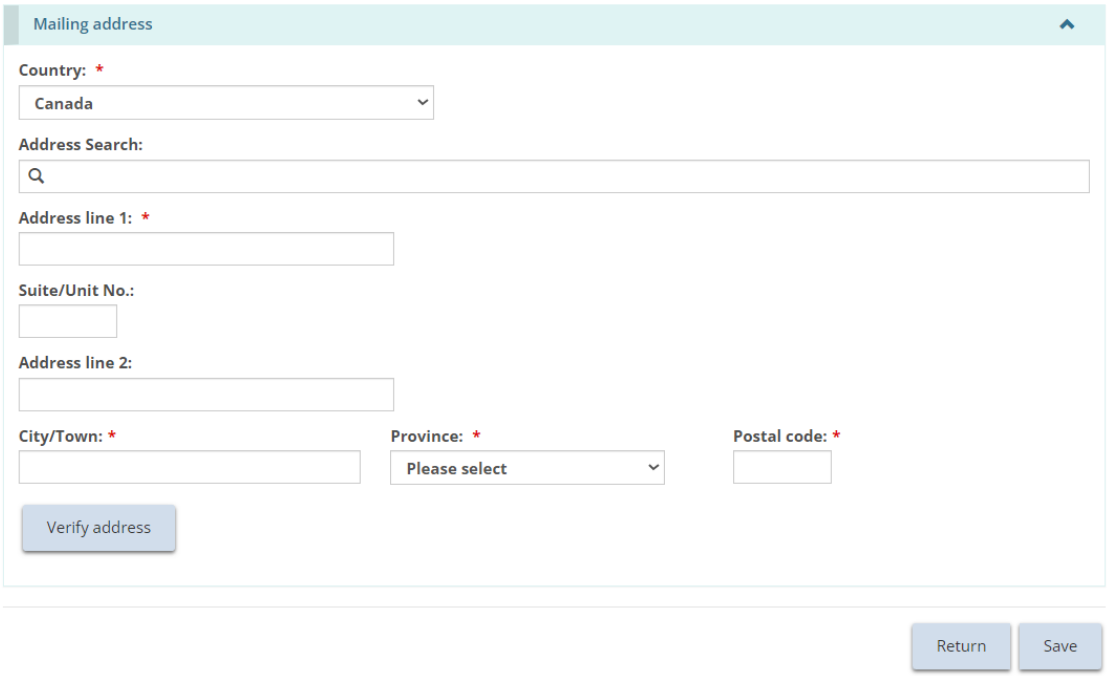


Note: *At least one individual must be authorized to receive ministry communications before a licence can be submitted.*

22. Scroll down to the Officers of the corporation section.

23. Select Add. The Officer details page appears.

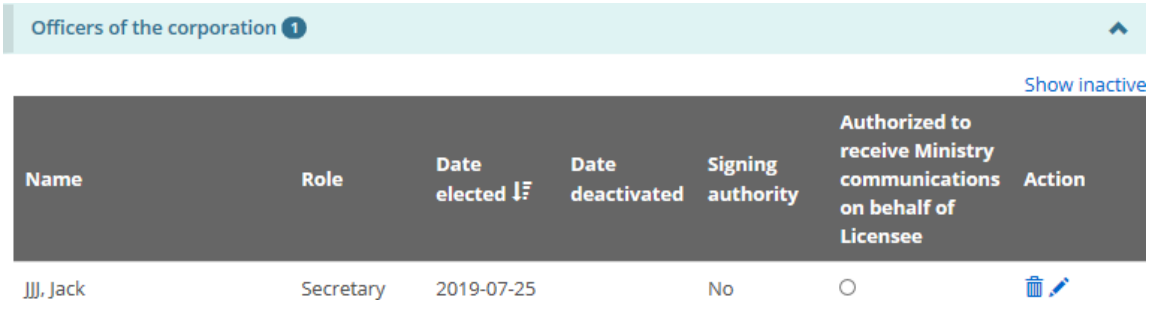




24. Enter the Officer information and select Save.

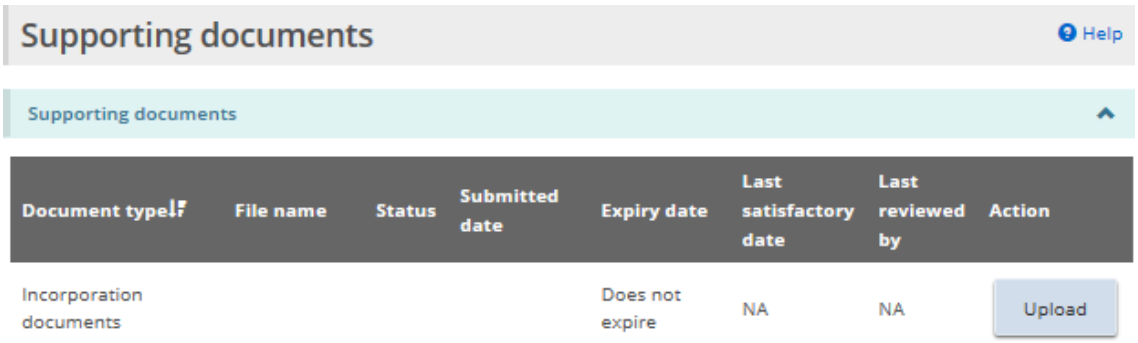
Note: *If the Date elected is in the past and more than 15 business days from the current date, the Late Submission indicator will show "Yes".*

25. Select Return. The officer appears in the table.



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

27. Select Save & next. The Supporting documents page appears.



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

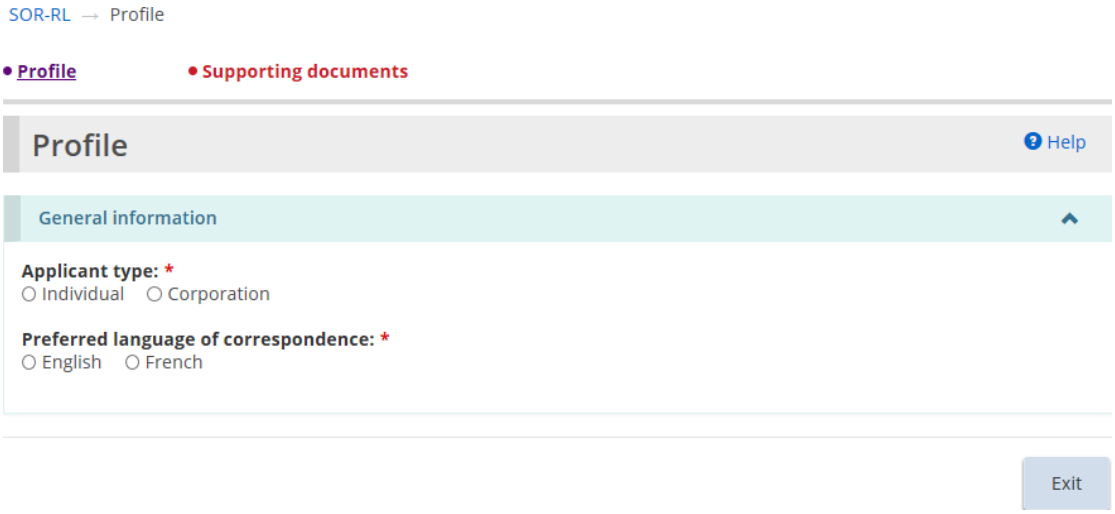
28. Upload the supporting documents. For details, see the Working with Supporting Documents section.

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

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

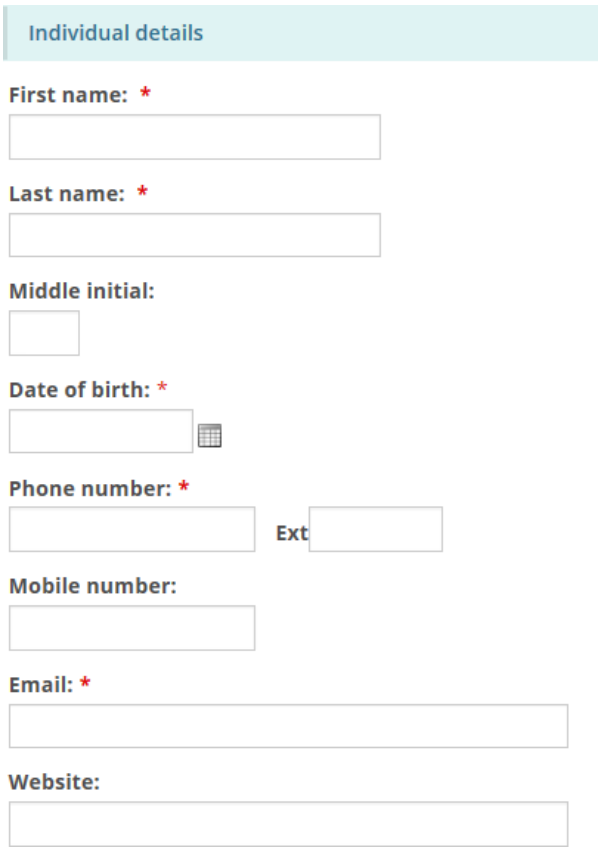
Individual profile

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



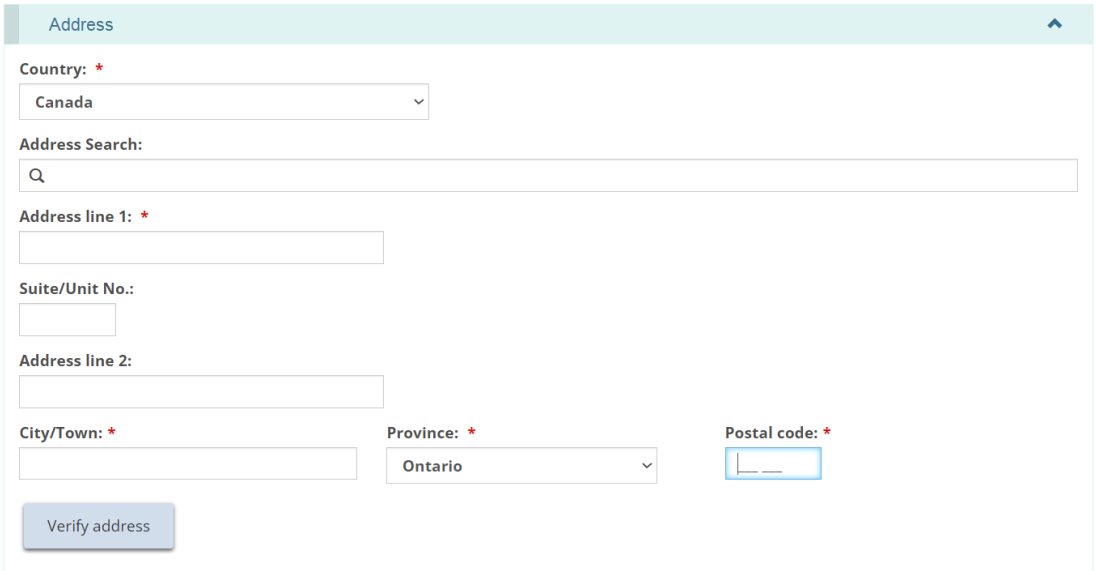
2. Select "Individual" as the Applicant Type.

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.



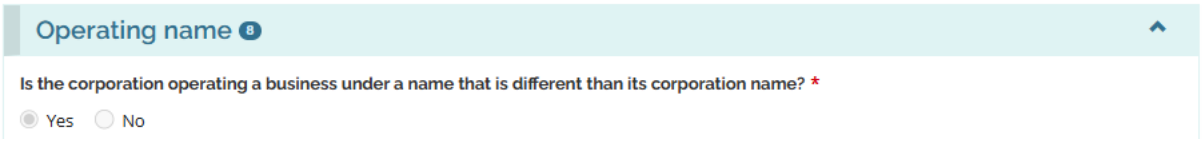
4. Enter the individual information.

5. Scroll down to the Address section and enter the address information. Users may manually populate the address fields or utilize the predictive address search field. An address verification mechanism is available.



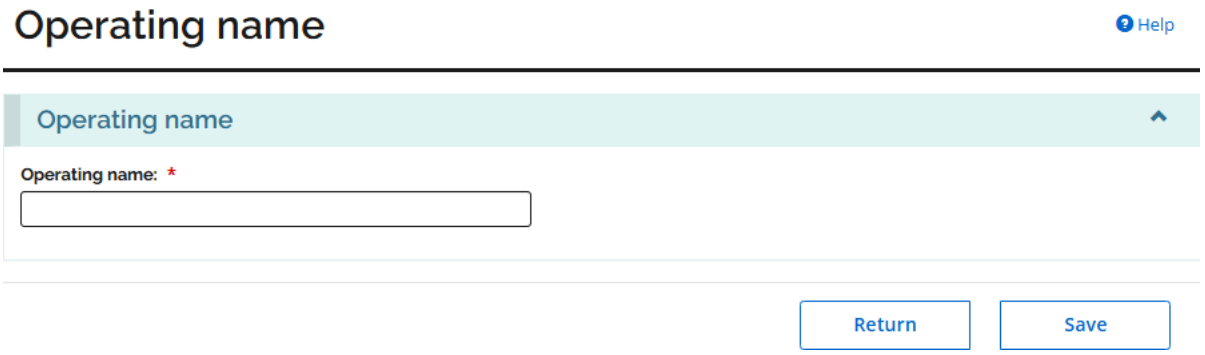
Note: *An address is not required to be verified for it to be saved in the system.*

6. Scroll down to the Operating name section and answer the question.



7. If you selected "Yes" the section expands.

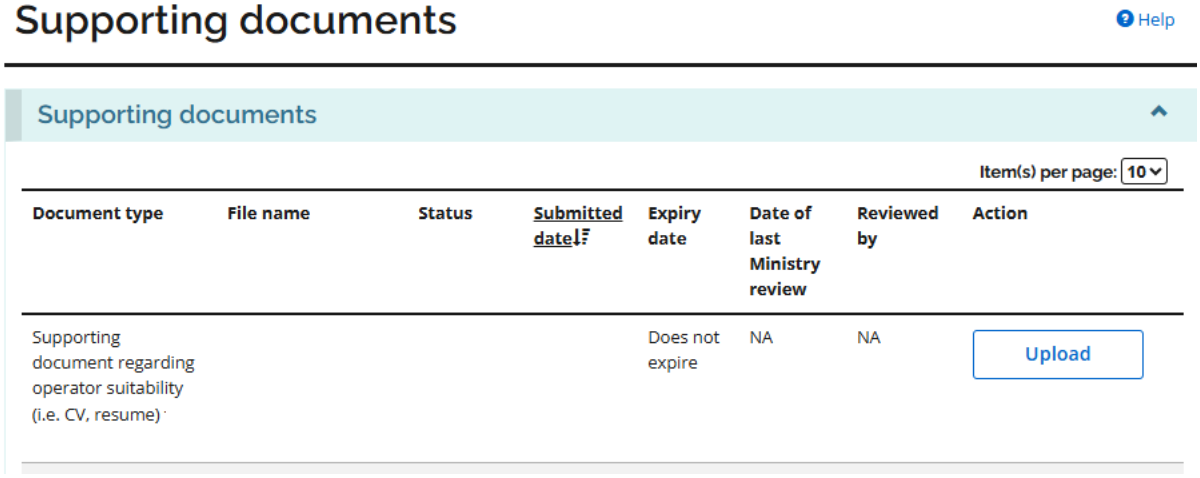
8. Select Add. The Operating name page appears.



9. Enter the operating name and select Save.

10. Choose Return. The name appears in the operating name list.

11. Choose Save & next. The Supporting Documents page appears.



12. Upload the supporting documents. See the Working with supporting documents section of the guide for more information.

Editing a profile

1. From the SOR-RL home page, select PROFILE. The Profile module appears.
2. Make the changes required. A Director/officer cannot be deleted but can be deactivated.
3. Open the director's/officer's page. Select Deactivate. Enter the date and the deactivation reasons.
4. Choose Save & next. The Supporting Documents page appears.
5. Edit/change the supporting documents if required.
6. If you changed a supporting document, select Submit otherwise choose Exit.

Working with licence applications

Before you start

An application can be submitted to operate a **Children's Residence**, **Foster Care Agency**, **or Staff Model Homes**. 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.

Note: Only the corporation application process is documented in this guide.

Submitting a Children's Residence licence application

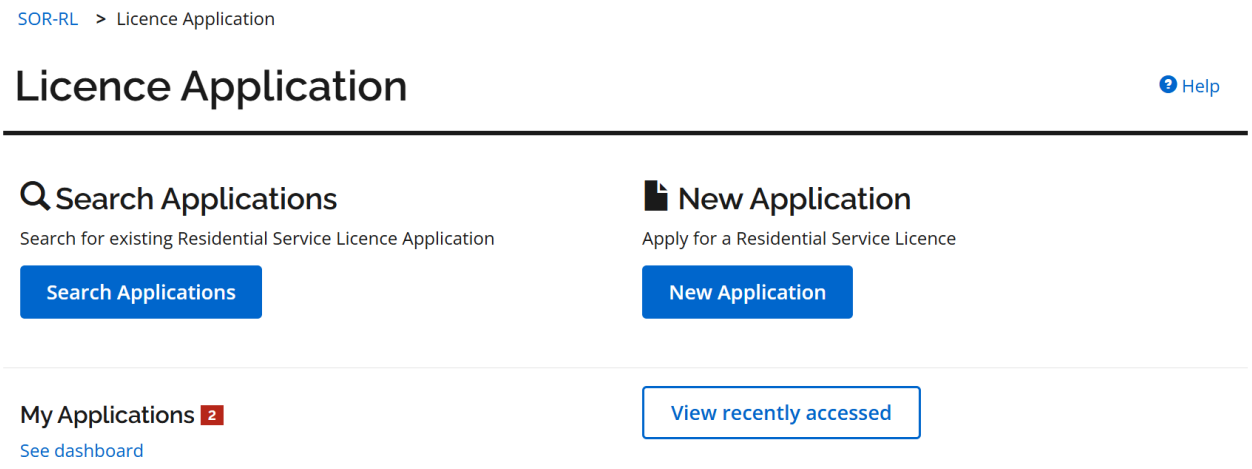
Note: *This section outlines the process for applying for a Children's Residence licence. Please see the process for applying for a Foster Care Agency or Staff Model Homes licence in the sections below.*

An application can be submitted/updated by a user with the Registered User or Service Provider Admin role in SOR-RL.

Step 1: Start the application and enter basic information

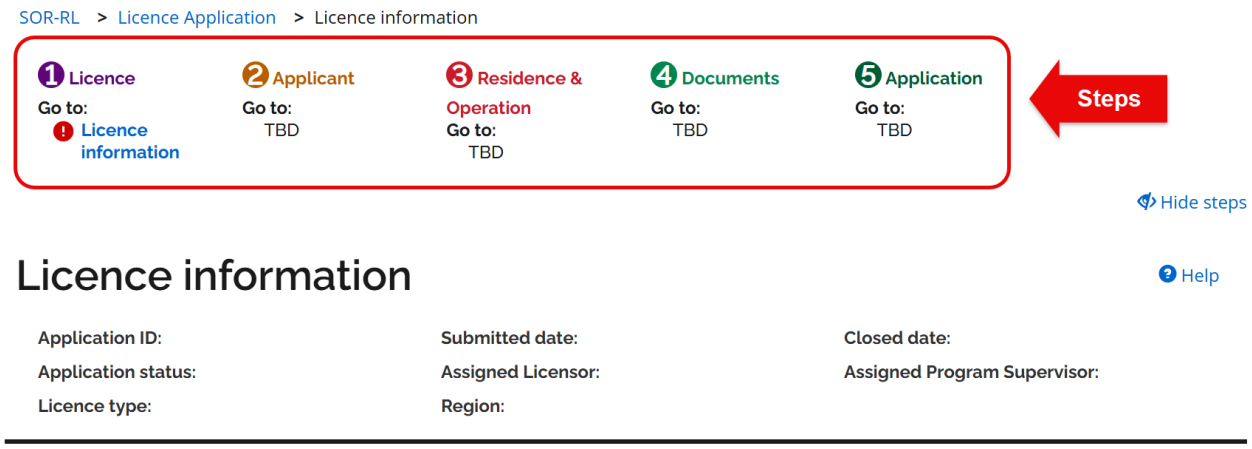
Tip: *As you work on your application, select* Save *to save your entries. You can open your draft application at any time and continue working on it. See the "continuing to work on a draft application" section for details.*

1. From the SOR-RL home page, select the LICENCE APPLICATION module. The Application module appears.



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

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



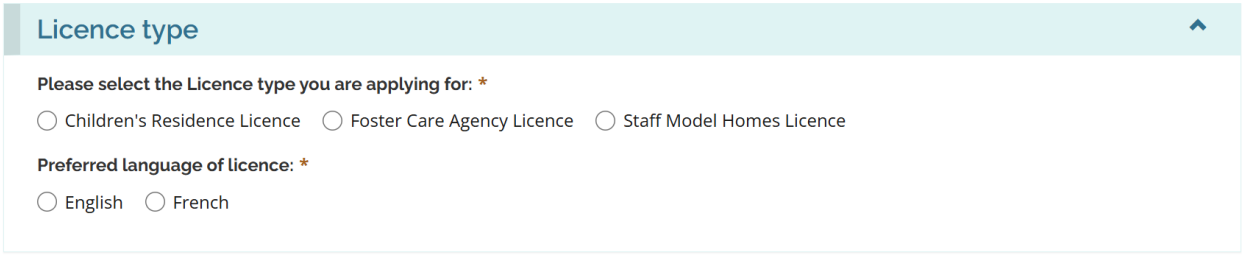
Tips: *Look at the steps section to monitor your progress.*

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 incorrect.

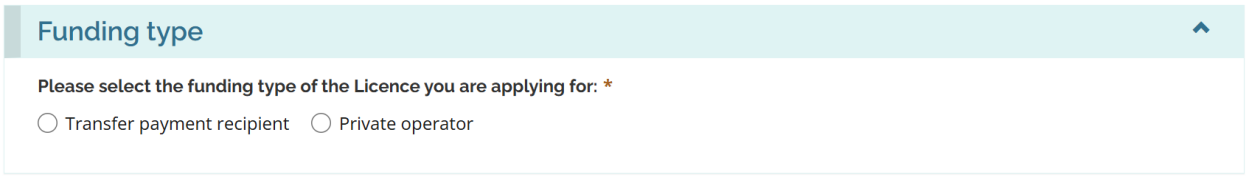
To quickly go to a step, select the step from the steps section.

To hide the list of steps, select Hide steps. To show the list of steps, select

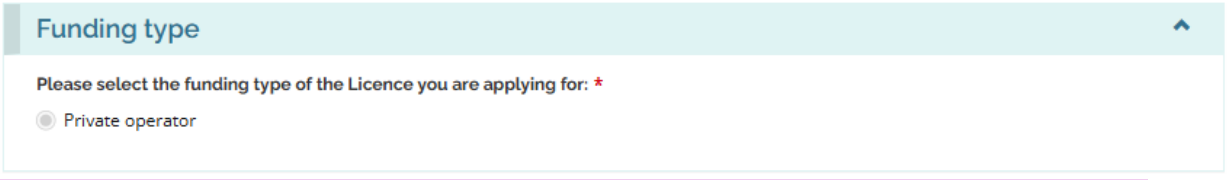
4. Scroll down to the Licence type section.



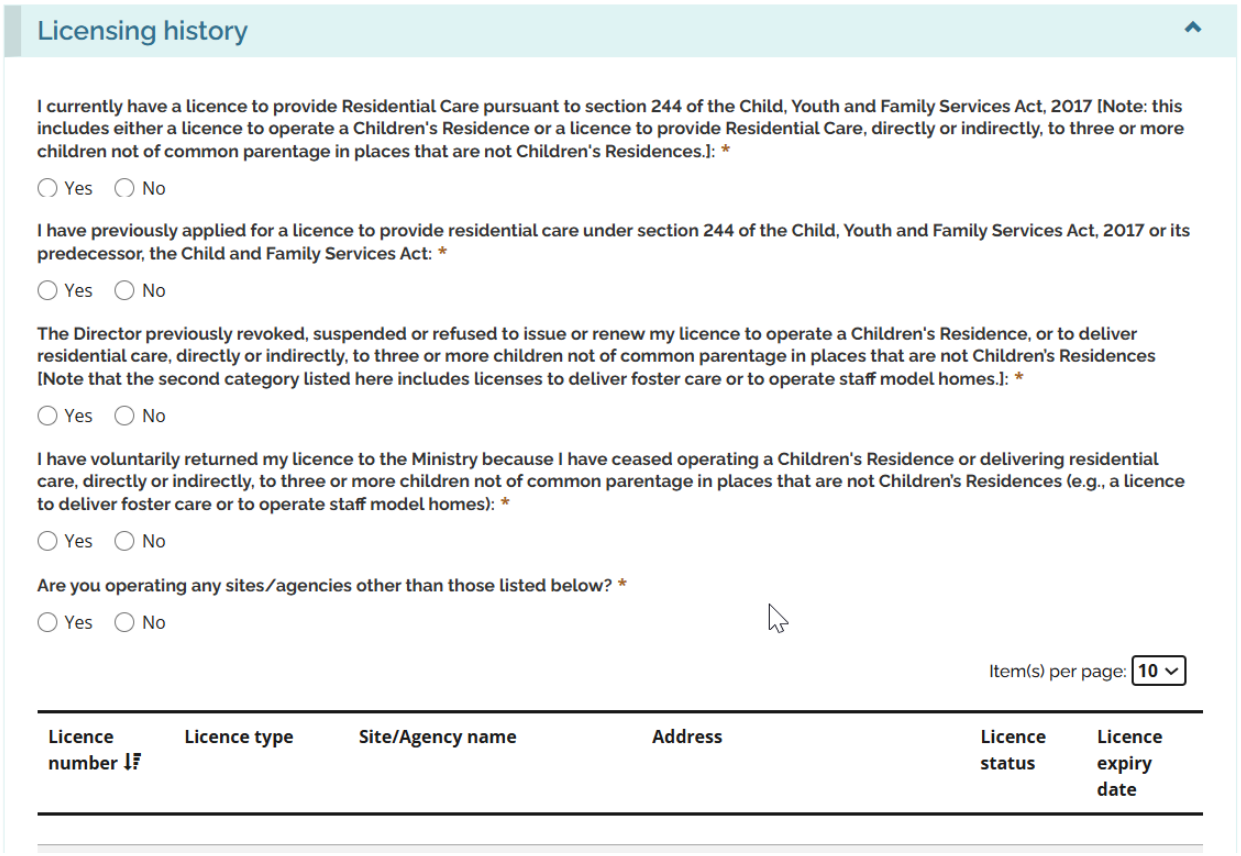
5. Select "Children's Residence".
6. Select the Preferred language of the licence.
7. Scroll down to the Funding type information section and select the funding type.



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



8. Scroll down to the Licensing history section and answer the licensing history questions.

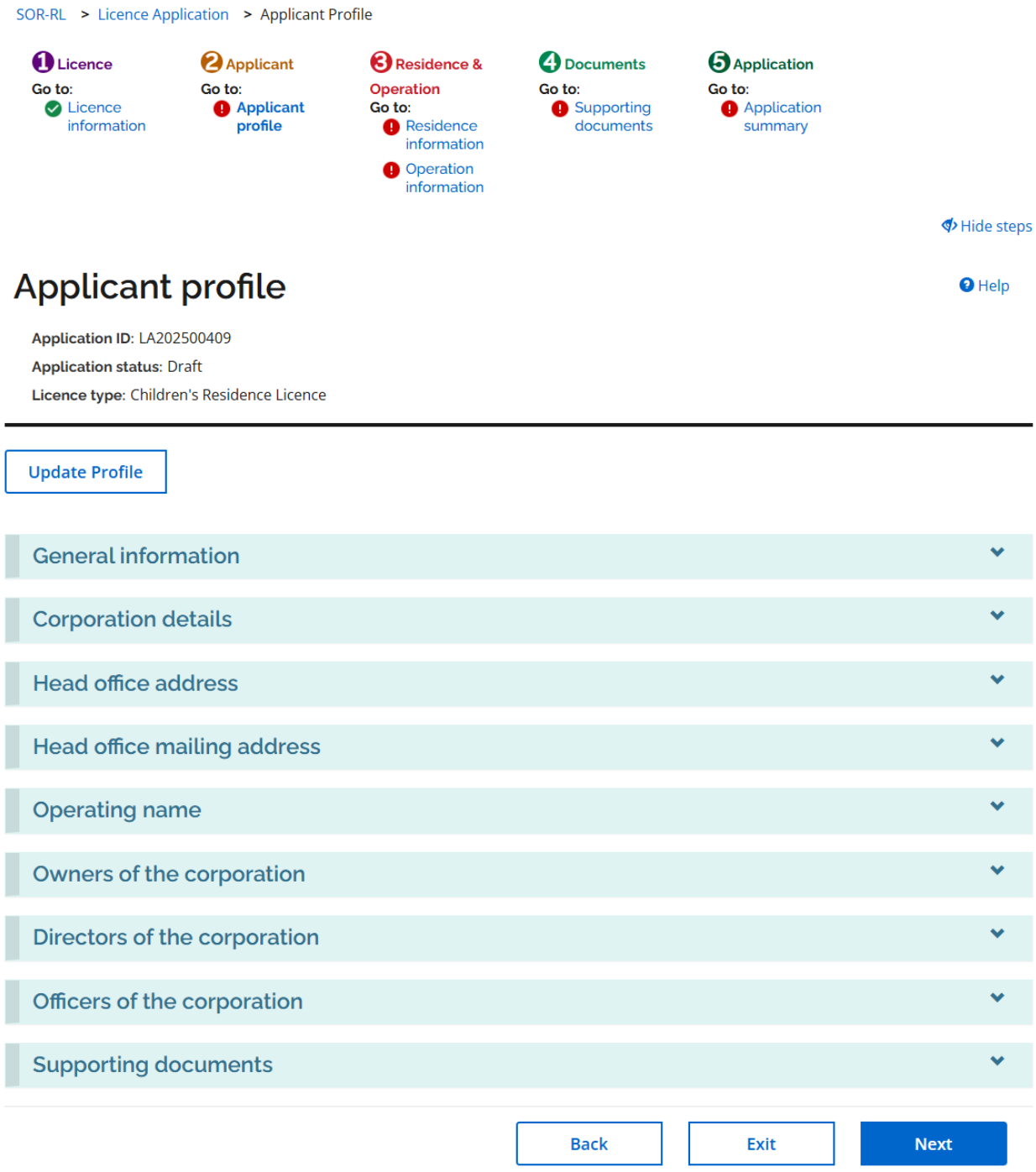


9. More questions may appear depending on your answers. Be sure to answer all the questions.

10. Select Save & next. The Applicant profile section appears.

Step 2: Review the applicant profile

1. If the Applicant profile page is not on your screen, select the Applicant profile link from the steps section.

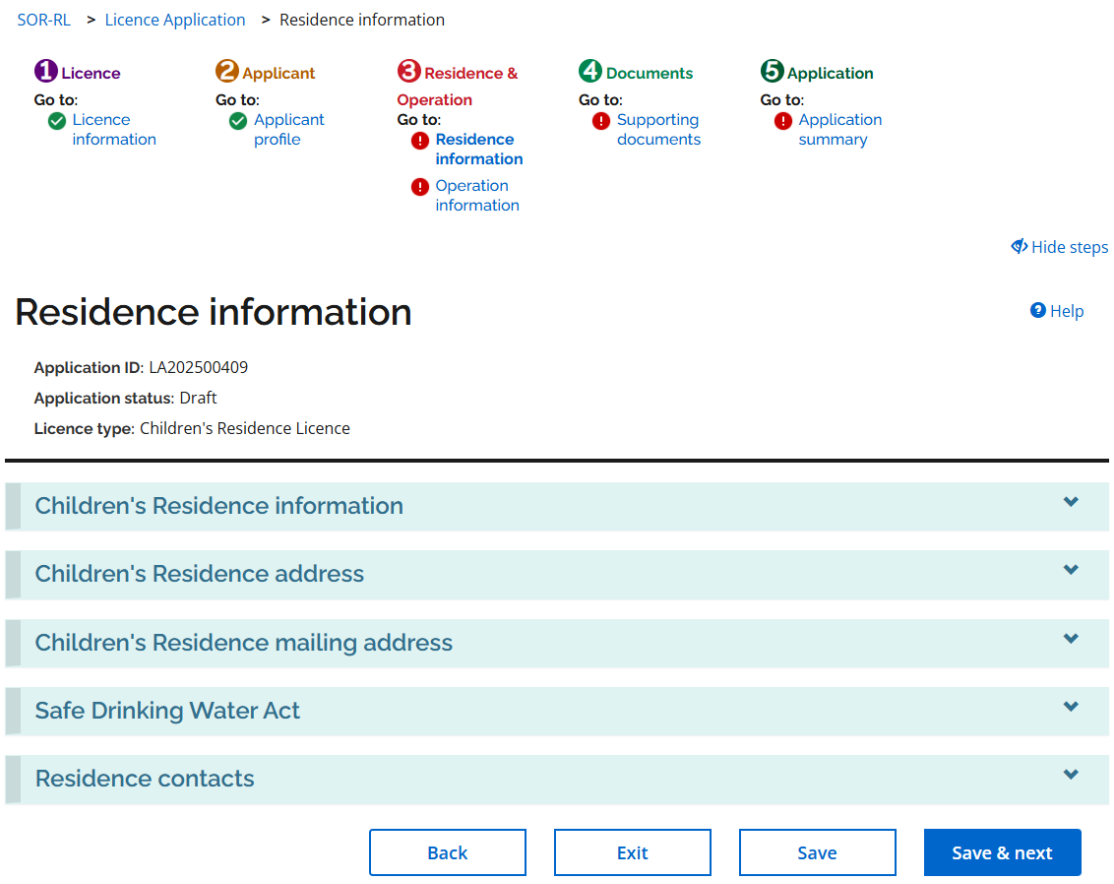


2. Expand and review all the sections of your profile.

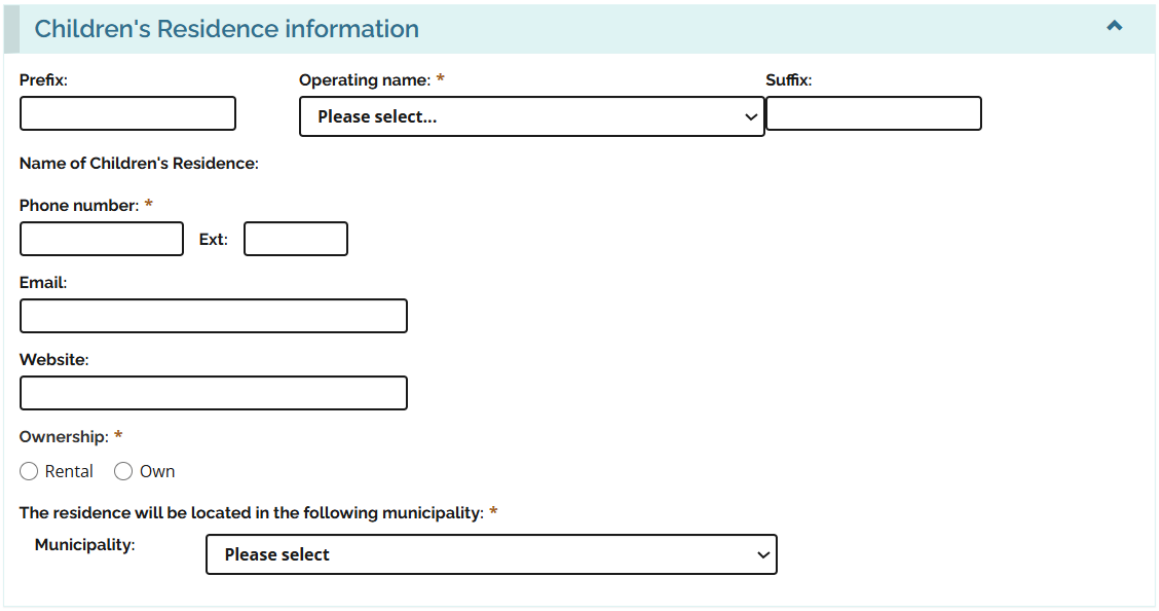
3. If changes are required:
   a. Select Update Profile. This brings you to the Profile module.
   b. Make the changes as required and save the changes.
   c. Select Exit. The SOR-RL home page appears.
   d. To return to your application, choose the LICENCE APPLICATION module then select the draft application from your dashboard. The Application summary screen appears.
   e. To proceed to the next section, select Residence Information.
4. If changes are not required, choose Next. The Residence Information section appears.

Step 3: Enter the residence information

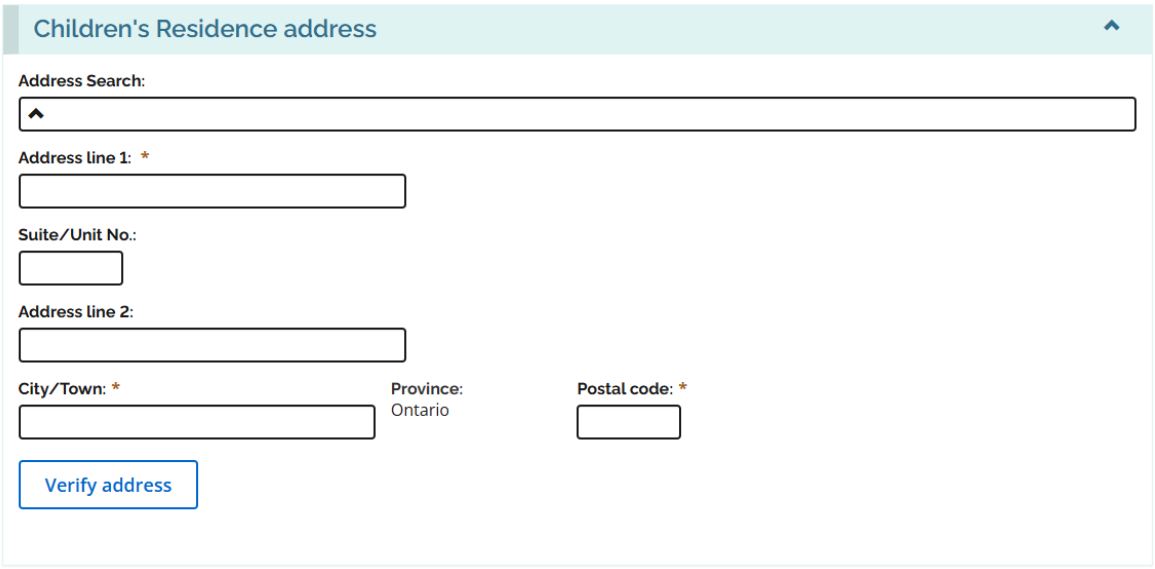
1. If the Residence information page is not on your screen, choose the Residence information link from the steps section.



2. Enter the Children's Residence information.



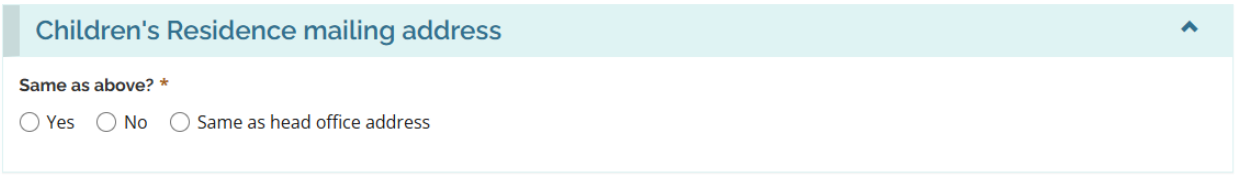
3. Enter the Children's Residence address information.



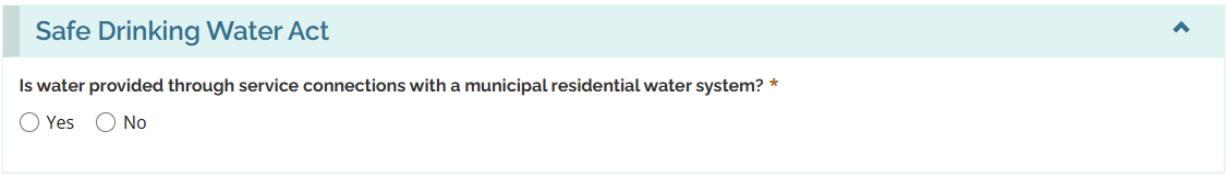
4. Users may manually populate the address fields or utilize the predictive address search field. An address verification mechanism is available.

Note: *An address is not required to be verified for it to be saved in the system.*

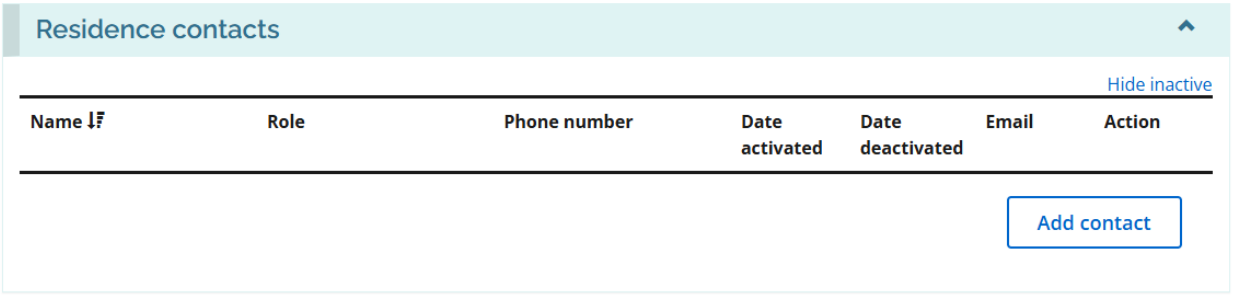
5. Enter the Children's residence mailing address.



6. Enter the *Safe Drinking Water Act, 2002* information.

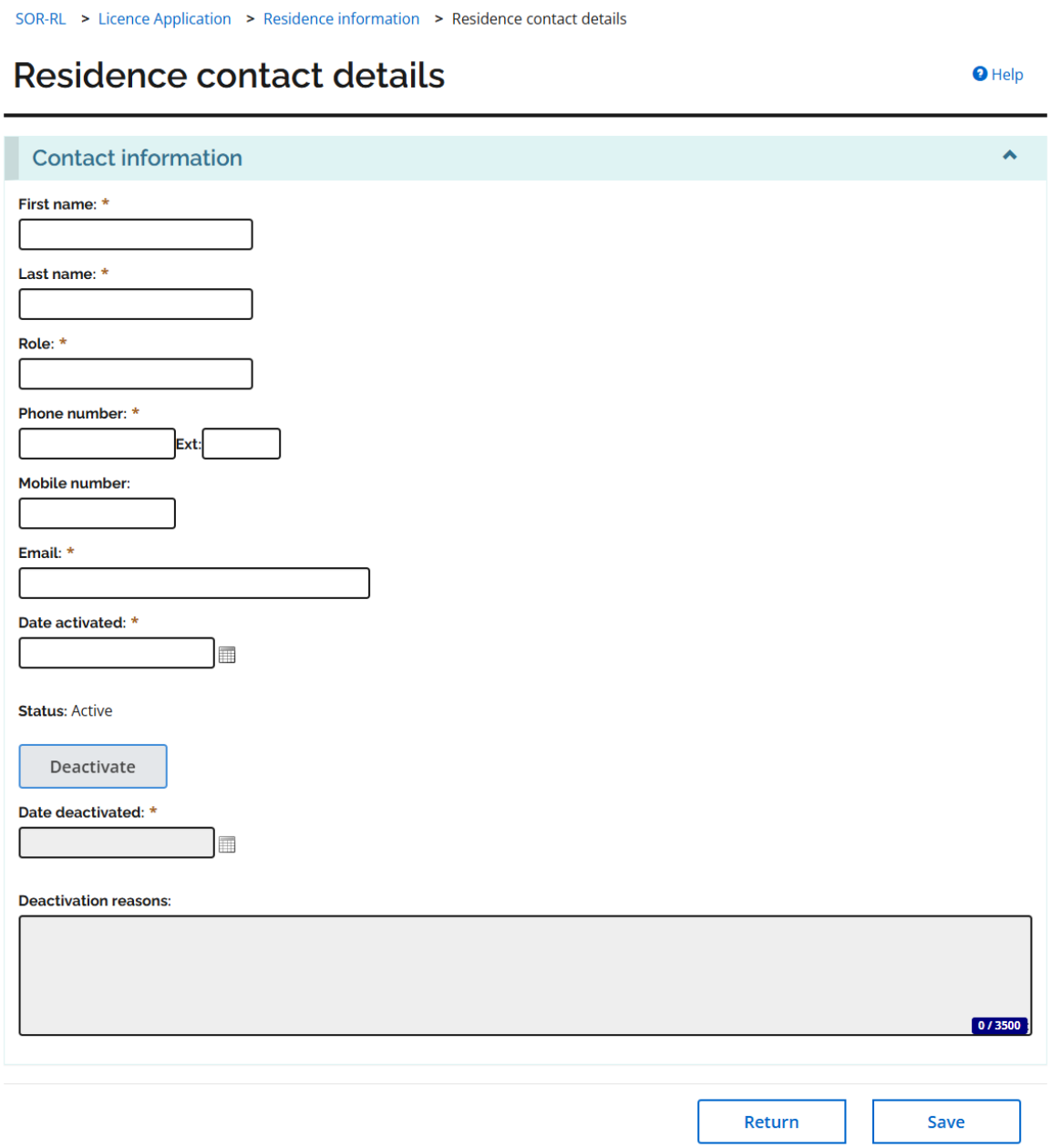


7. Add the Residence contacts.



Note: *Enter the onsite residence contact for the licensee.*

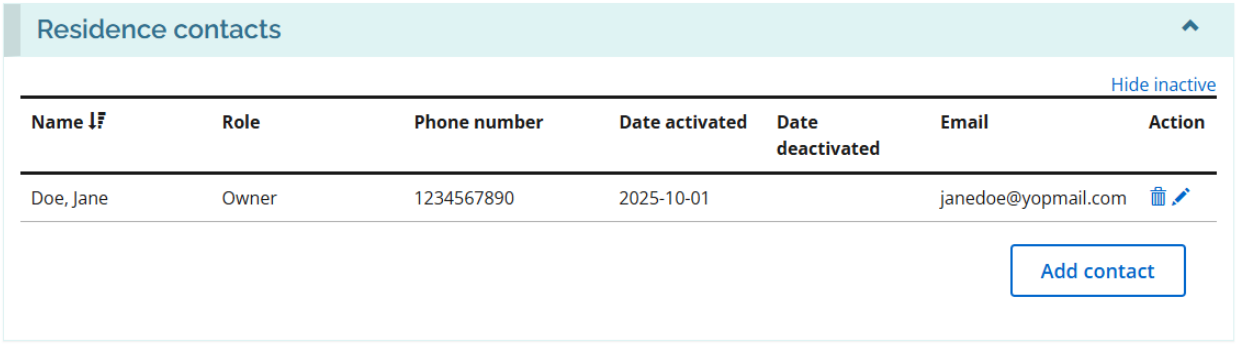
8. Select Add contact. The Residence contact details page appears.



9. Enter the contact information and select Save. SOR-RL will confirm whether the data you entered was saved successfully or not. If successful, you will see a message in a green banner confirming the request was completed and the data was saved successfully.



10. Choose Return. The contact name appears in the table.

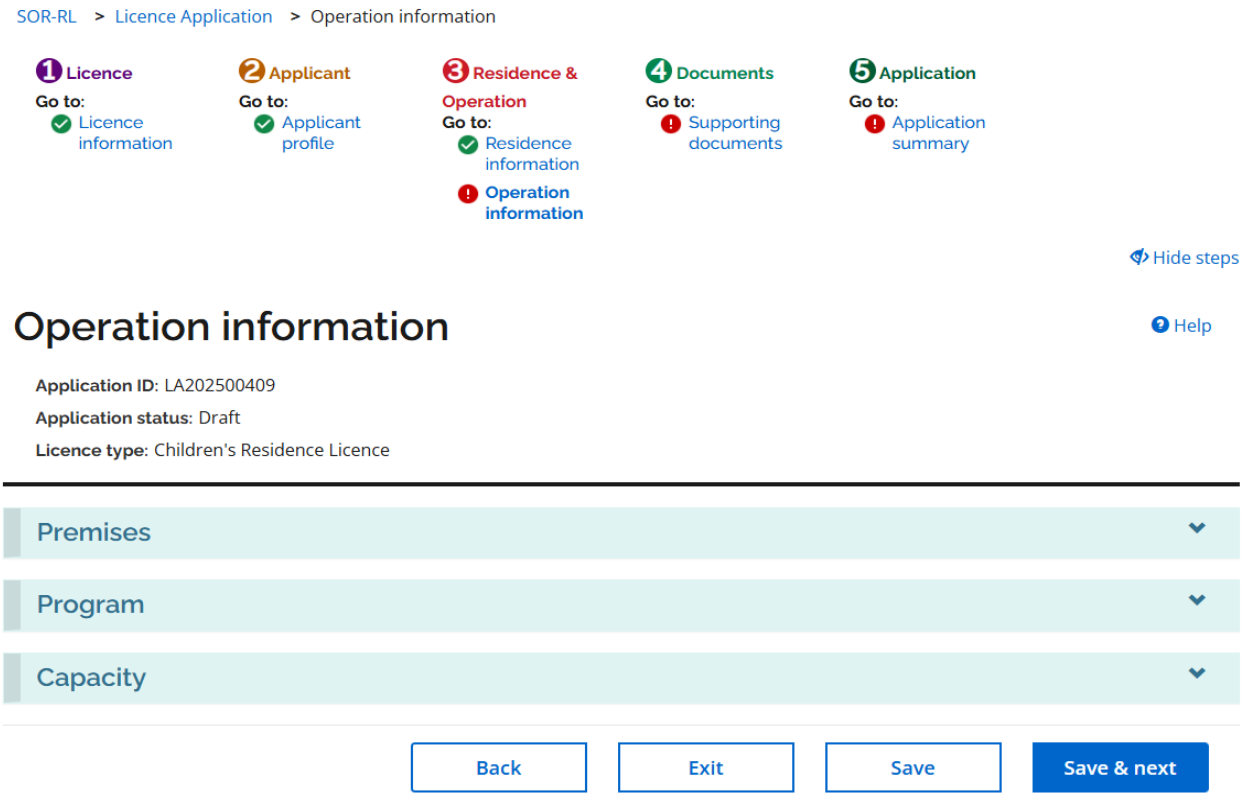


11. Repeat step 6 for all contacts.

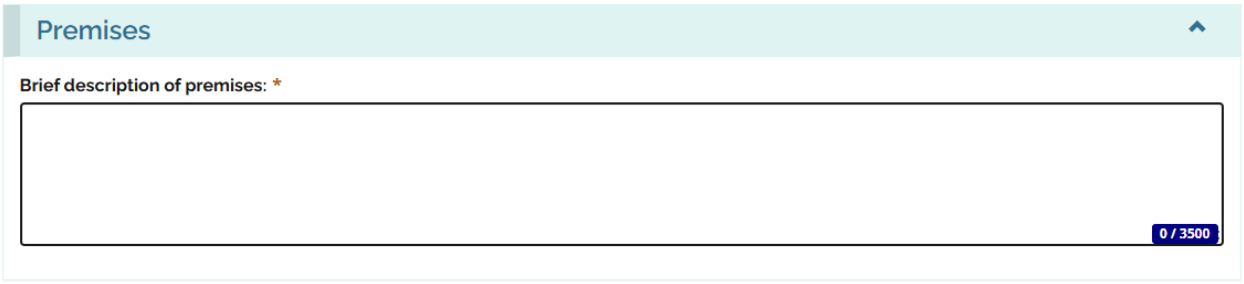
12. Select Save & next. The Operation information page appears.

Enter the Operation Information

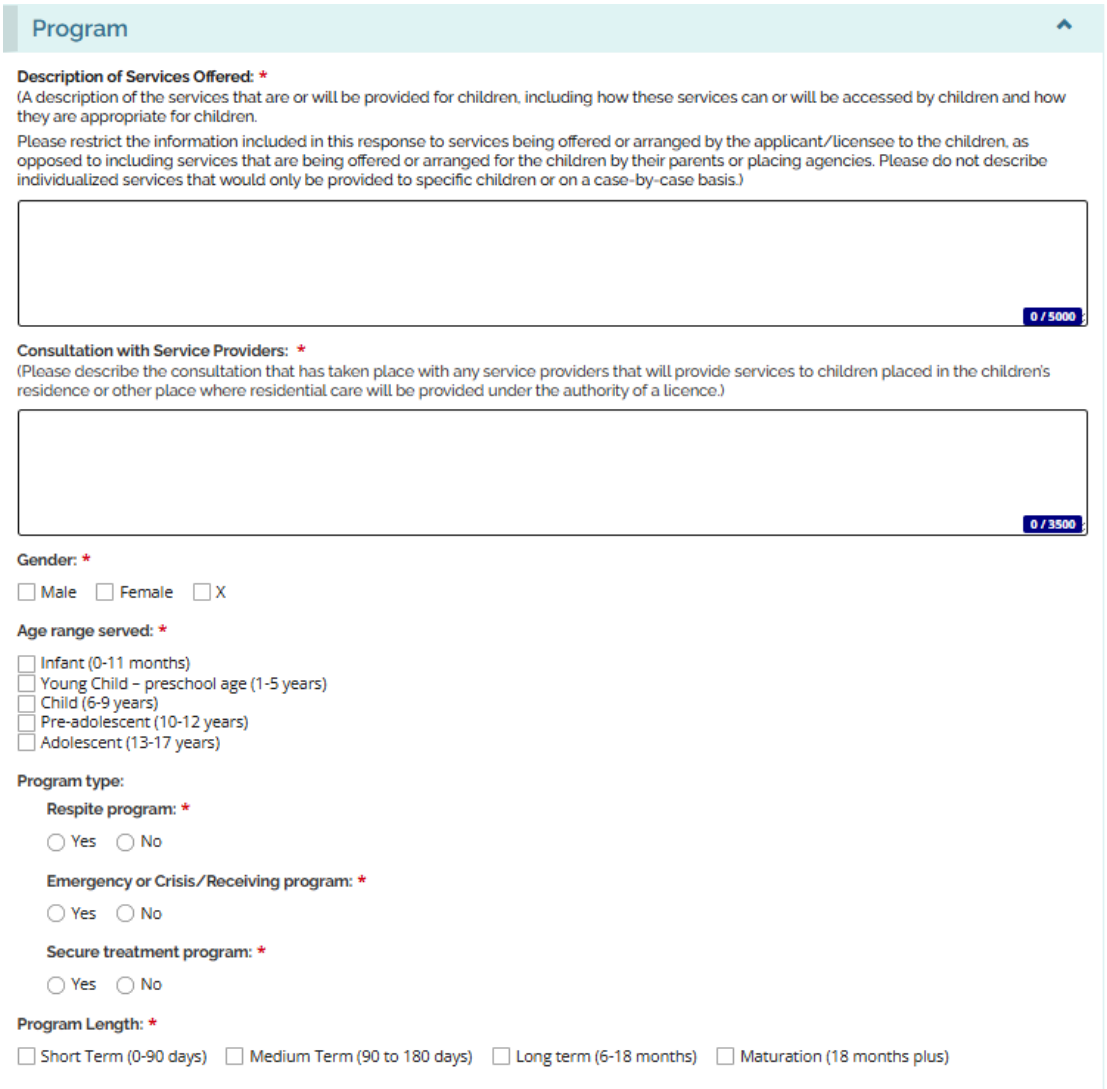
1. If the Operation information page is not on your screen, choose the Operation information link from the steps section.



2. Enter the Premises information.



3. Enter the Program information.



Client Program/Service Profile:

Does your program offer specialized services: *

◯ Yes ◯ No

Education and language services (check all that apply):

- ☐ Education and Community Partnership Program (ECPP)
- ☐ Program or service offered in English language
- ☐ Program or service offered in French language
- ☐ Program or Service offered in Other language

Cultural/Identity Services (check all that apply):

- ☐ 2SLGBTQIA+
- ☐ First Nations, Inuit, or Métis
- ☐ Other identity-based service

Identifying Characteristics of clients the applicant is able to service within the program (check all that apply):

- ☐ Autism Spectrum disorder (ASD)
- ☐ Fetal Alcohol Spectrum disorder (FASD)
- ☐ Fire Setting
- ☐ Frequent missing/absent without notice
- ☐ Obsessive/compulsive behaviours
- ☐ Physical Aggression
- ☐ Self-Harm
- ☐ Sexualized Behaviour/Sexual acting out
- ☐ Substance use
- ☐ Suicidal Ideation/Behaviour
- ☐ Verbal Aggression
- ☐ Youth justice involvement (for example, young persons on a community order or diversion)
- ☐ Other

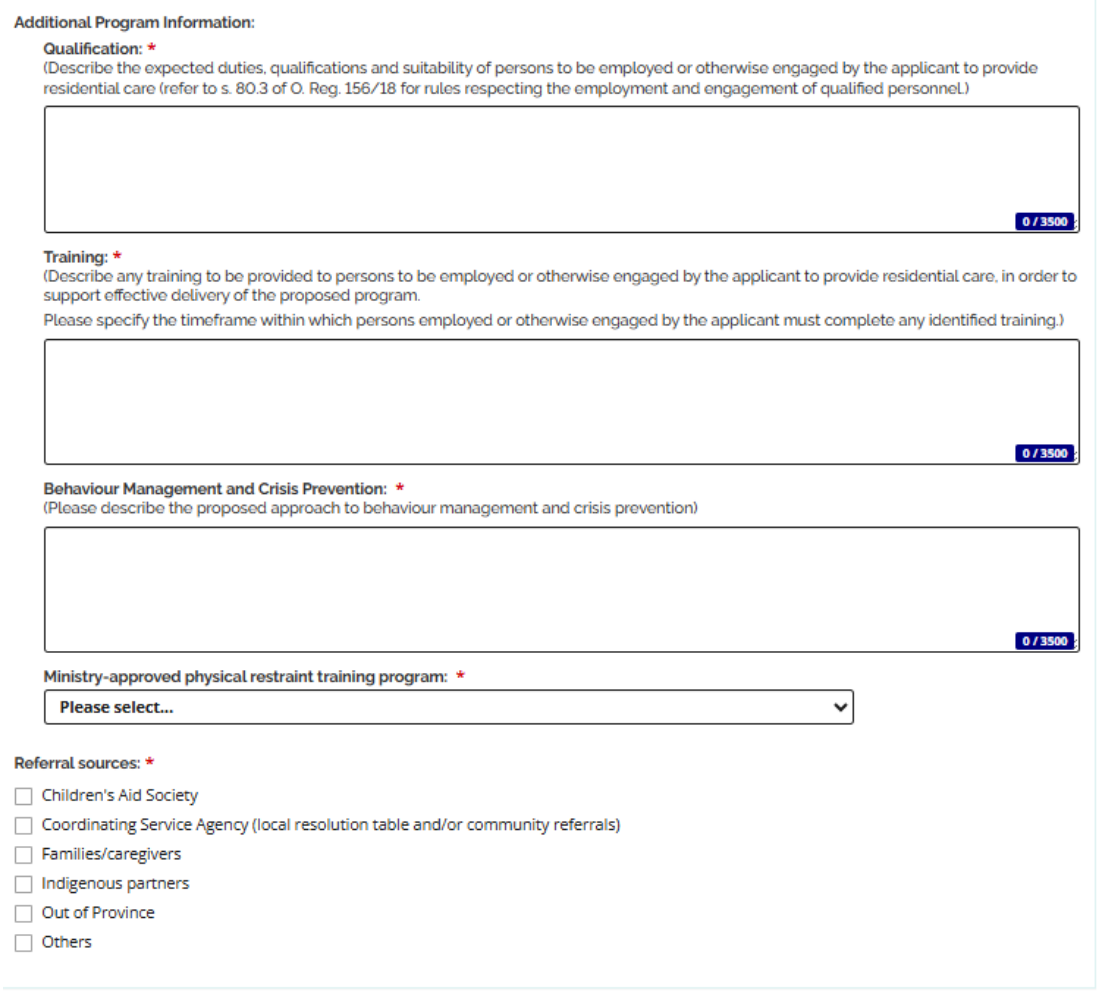
Identifying Characteristics of clients the applicant is unable to service within the program (check all that apply):

- ☐ Autism Spectrum disorder (ASD)
- ☐ Fetal Alcohol Spectrum disorder (FASD)
- ☐ Fire Setting
- ☐ Frequent missing/absent without notice
- ☐ Obsessive/compulsive behaviours
- ☐ Physical Aggression
- ☐ Self-Harm
- ☐ Sexualized Behaviour/Sexual acting out
- ☐ Substance use
- ☐ Suicidal Ideation/Behaviour
- ☐ Verbal Aggression
- ☐ Youth justice involvement (for example, young persons on a community order or diversion)
- ☐ Other

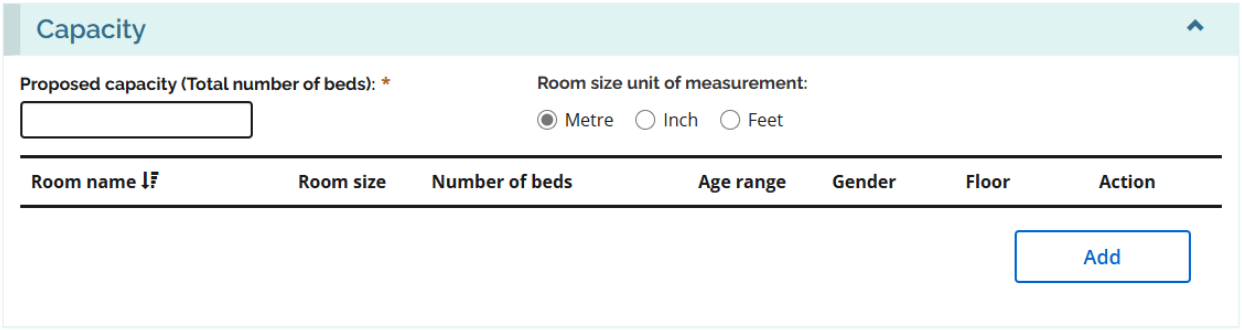
Clinical services:

Are Clinical Services offered by the Licensee as part of the licensed program (i.e., included in the per diem rate and/or service contract): *

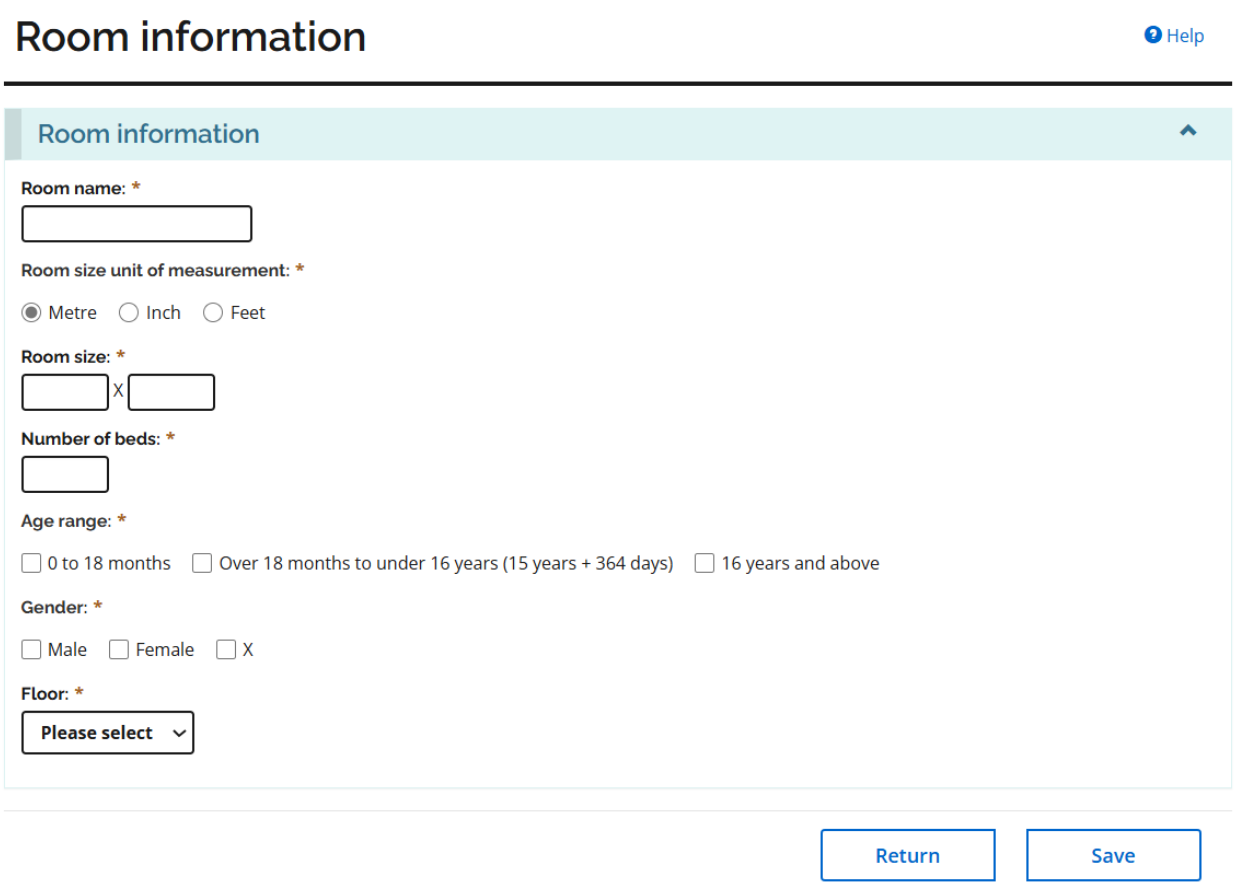
◯ Yes ◯ No



4. Scroll down to the Capacity section:



5. Select Add. The Room information page appears.

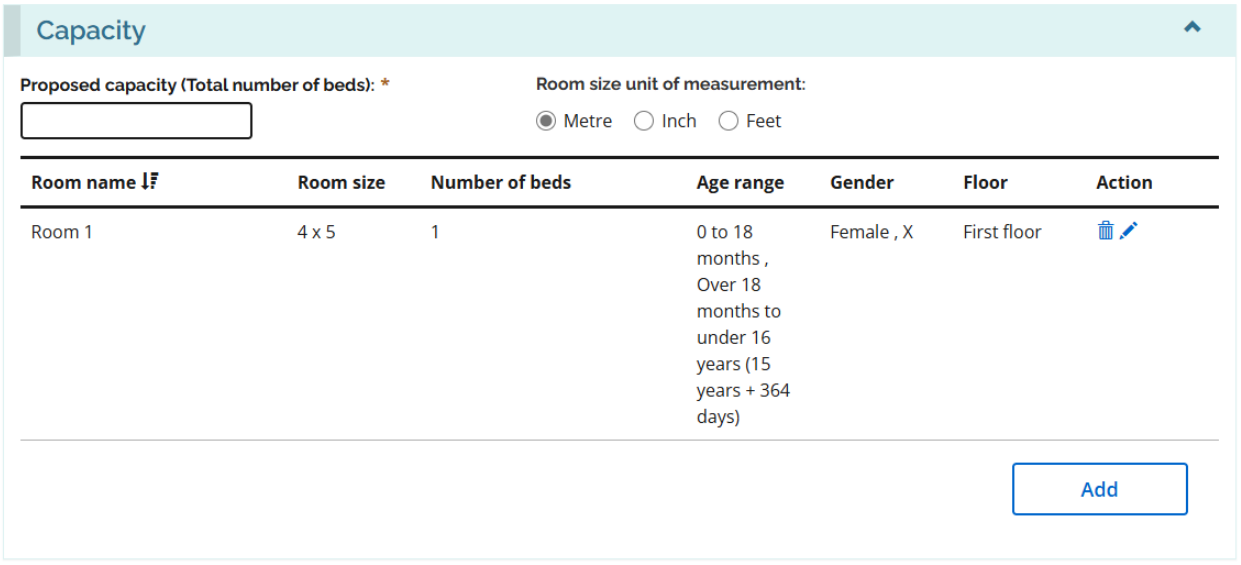


6. The required room information varies depending on the program information selected.

Note: *when entering the room measurements, please select the unit of measurement used when measuring the rooms. SOR-RL will automatically convert the measurements to metres after the information is saved. The measurements will display in metres by default.*

7. Enter the room information and select Save.

8. Select Return. The room appears in the table.



Note: *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.*

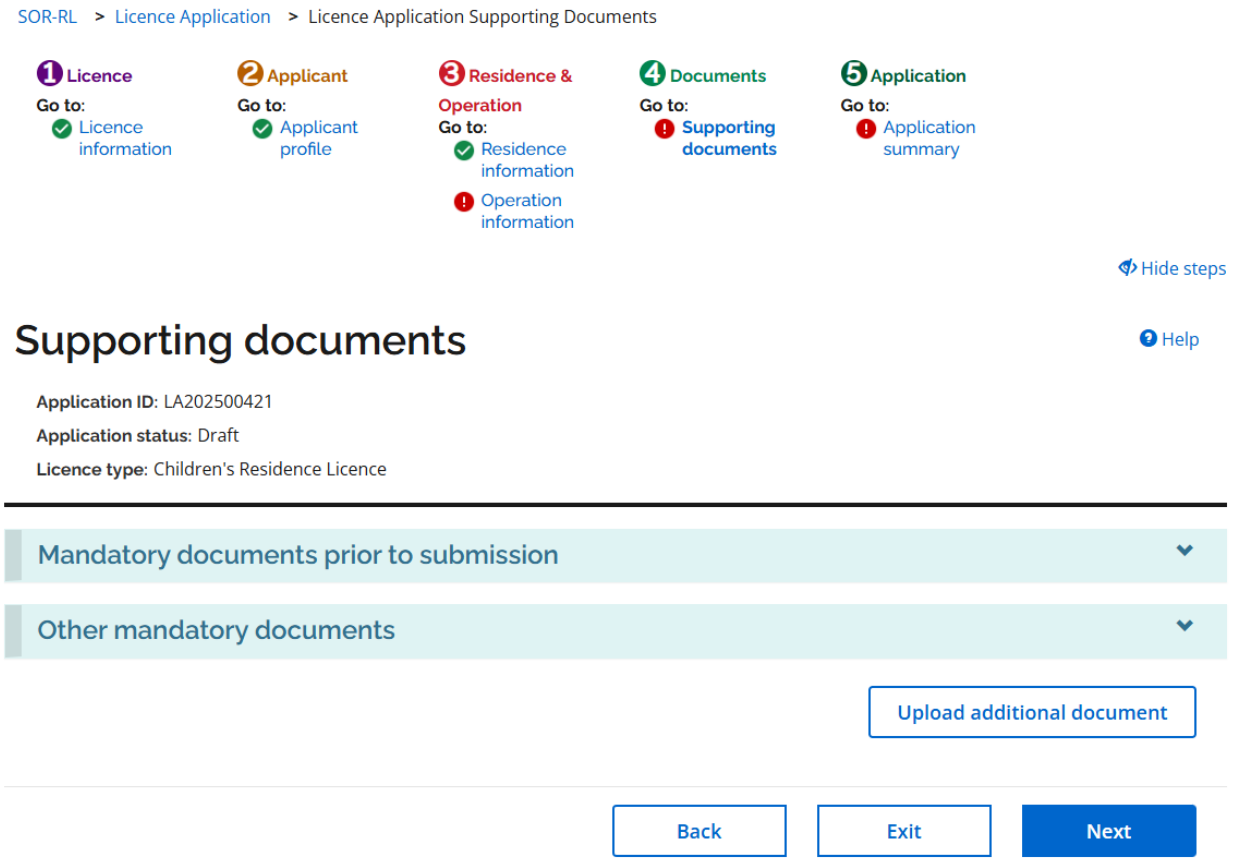
9. Repeat steps 5 to 8 for each room.

10. Choose Save & next. The Supporting documents page appears.

Step 4: Upload supporting documents

Note: *You must upload all the required documents listed under the mandatory documents prior to submission section prior to submitting your application to the ministry. The required documents listed under the other mandatory documents section can be added after your application is submitted but will be required before your licence is issued.*

1. If the Supporting Documents page is not on your screen, select the Supporting Documents link from the steps section.

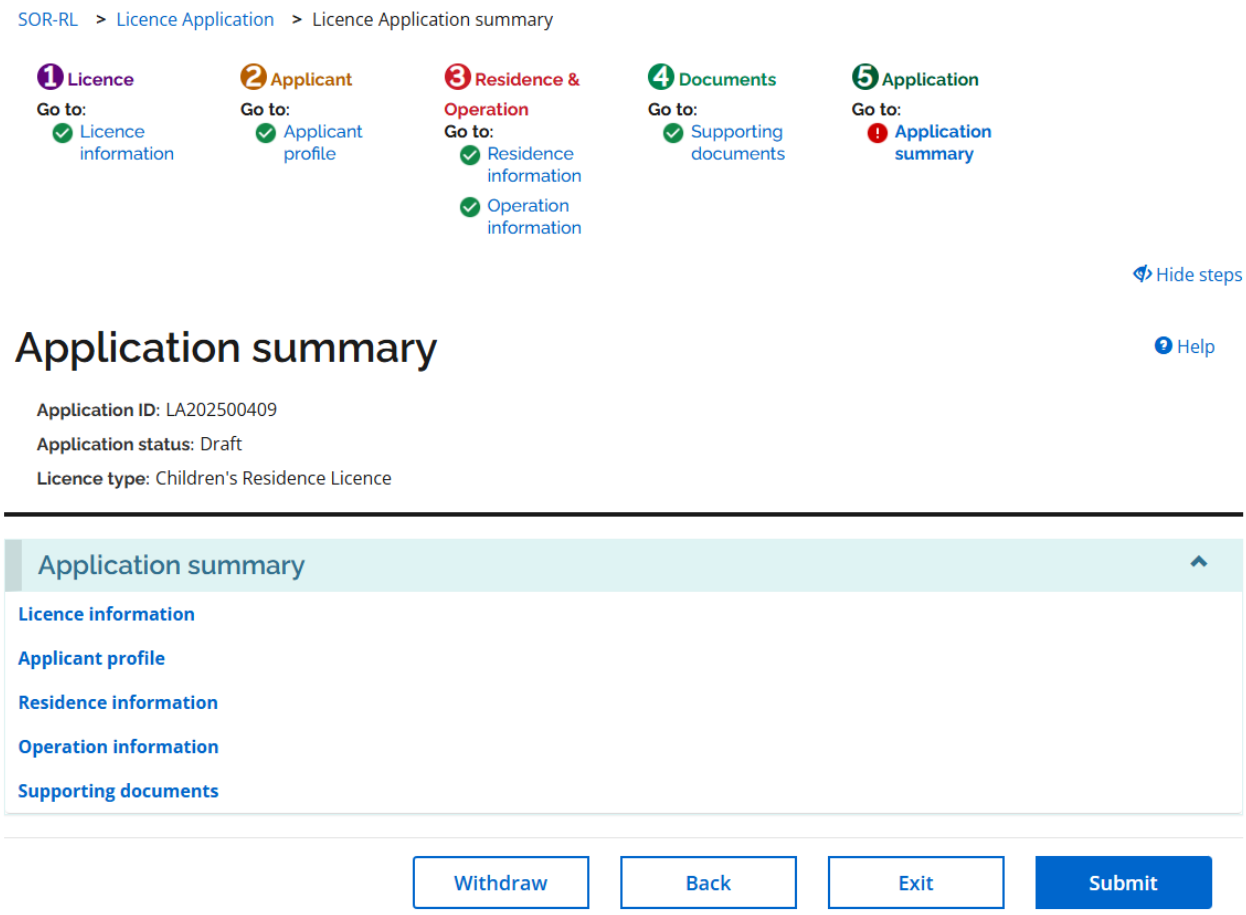


2. Upload the documents. For details, see the Working with Supporting Documents section.

3. Select Next. The Application summary page appears.

Step 5: Review and submit

1. If the Application summary page is not on your screen, select the Application summary link from the steps section.

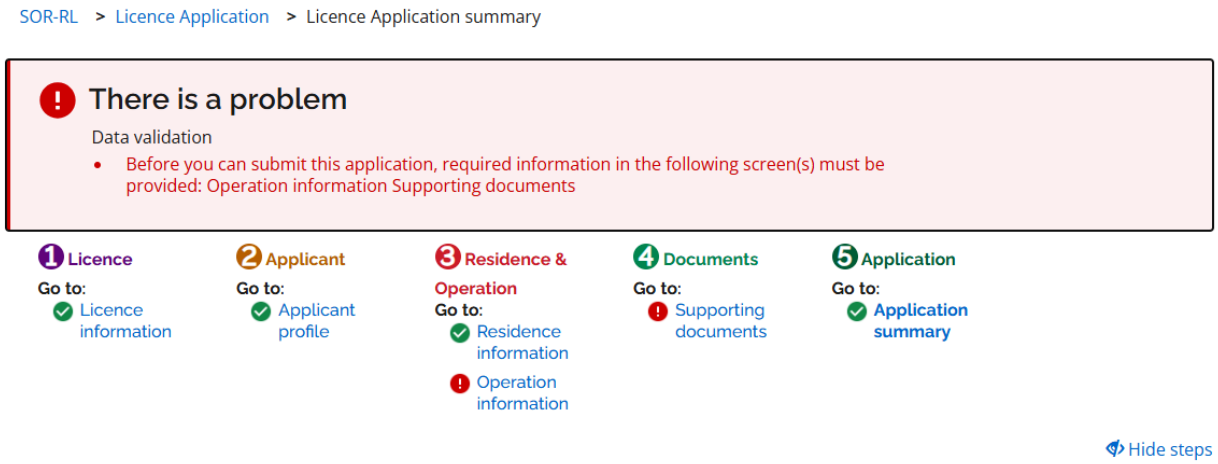


2. Review the information in the summary.

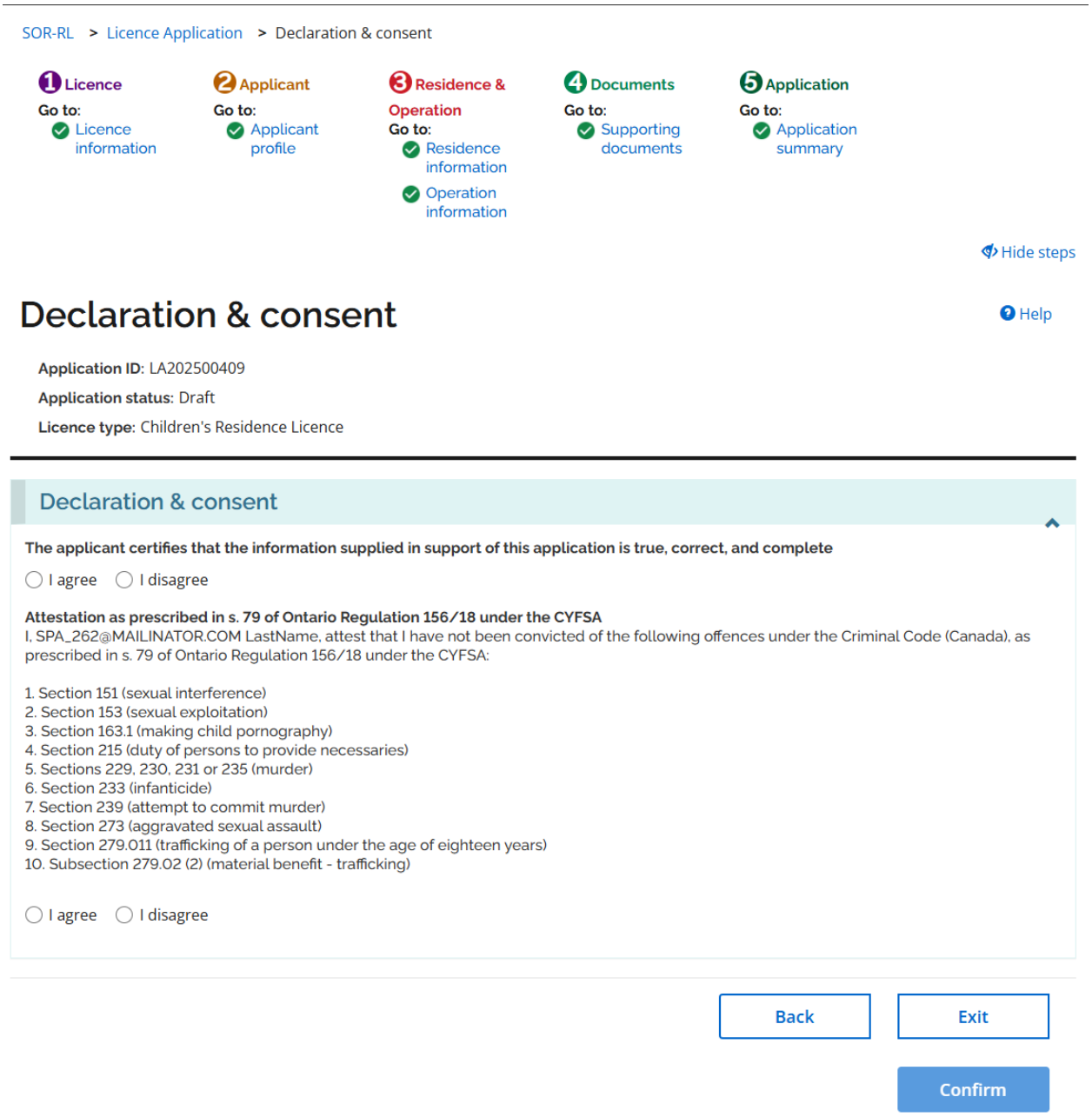
Tip: *To see information under a blue heading, choose the blue sub-heading. To edit the information, choose the heading in the steps section outlined at the top of the page.*

3. To withdraw the application:
   a. Choose Withdraw.
   b. A confirmation window appears.
   c. To continue choose OK. To cancel the withdrawal, choose Cancel.
4. Select Submit.

5. 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 in a red text box. 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.



6. If the information is complete, a confirmation message appears. Select OK.
7. The Declaration & consent page appears.



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

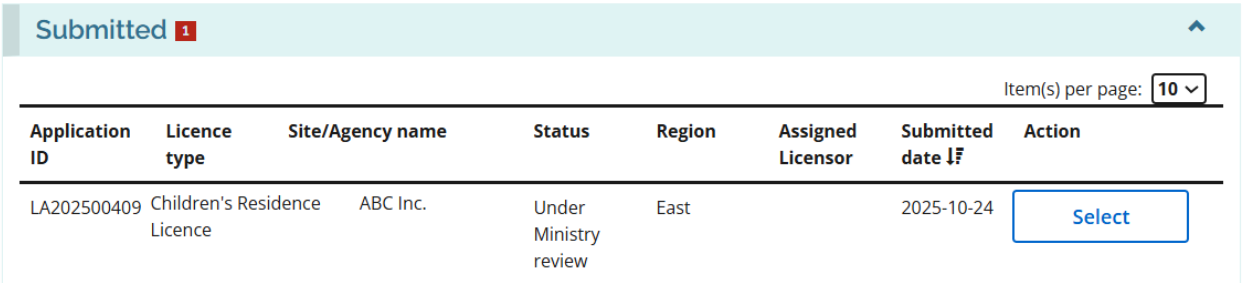
Note: *An executive officer of the corporation who has authority to bind the corporation must complete the attestation. The declaration and consent must be signed by an officer of the agency that has the authority to legally bind the corporation, for example an executive director. The application can be completed by another individual with appropriate access in the system, however for the required individual to complete the consent and declaration they must first access the application and select the "assign to me" button at the bottom of the summary page. Please see the "Assign to Me" section for further details.*

9. Select Confirm. A Confirmation message appears.



10. Choose Back to module dashboard.

11. The application appears in the submitted section of your dashboard with a status of "Under Ministry review".



Submitting a Staff Model Home licence application

Note: *This section outlines the process for applying for a Staff Model Home licence. The process for applying for a Staff Model Homes licence is identical to the licence application for a Children's Residence with the exception of adding individual sites.*

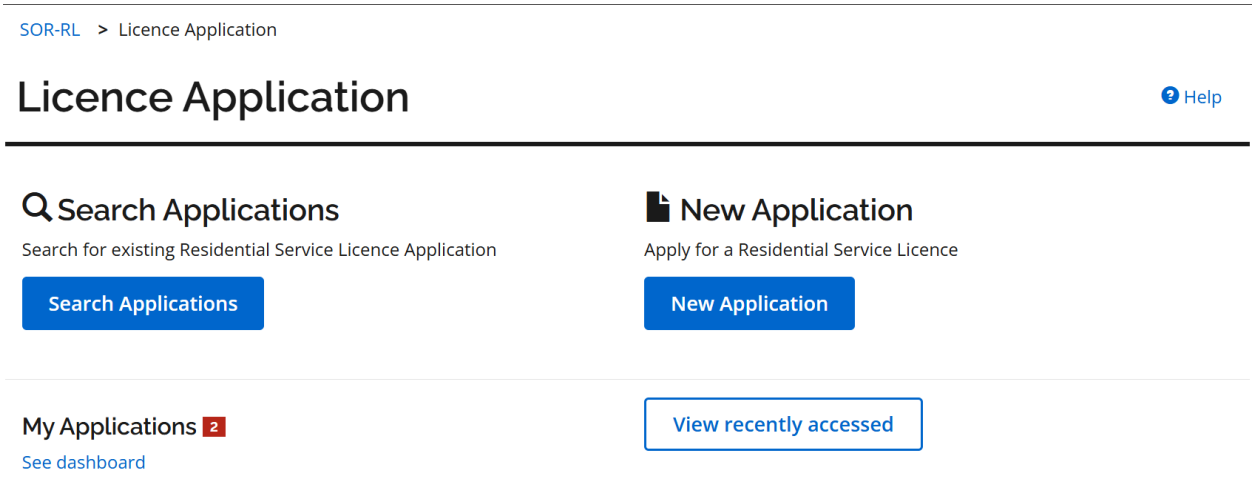
The process for applying for a Children's Residence can be found in the section above, and the process for applying for a Foster Care Agency licence can be found in the section below.

Note: *At least two sites must be added to a Staff Model Home licence application. The following screen must be completed for each individual site to be added to the Staff Model Home licence. Once the licence is approved, additional sites can be applied for through the Change Request module.*

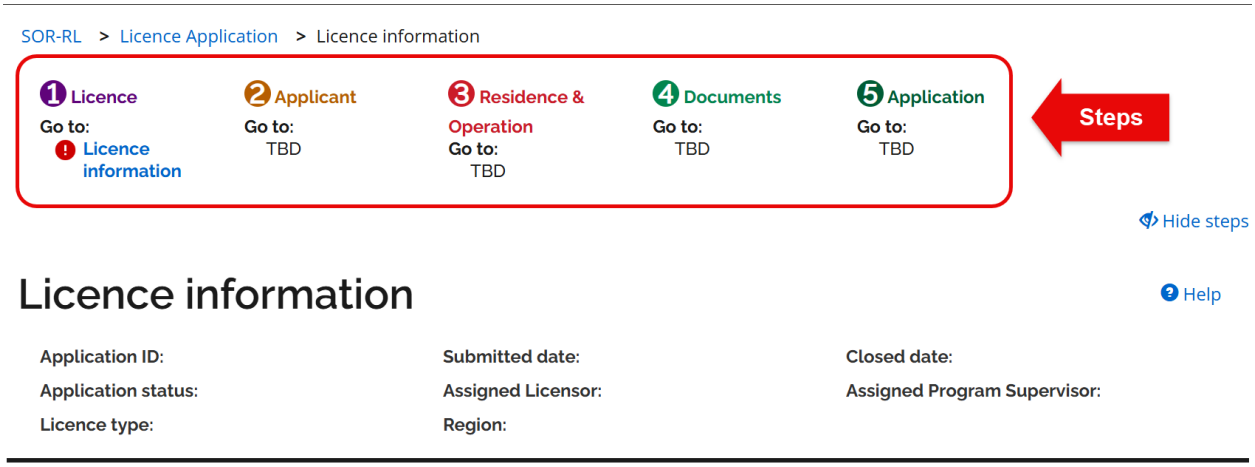
Step 1: Start the application and enter basic information

Tip: *As you work on your application, select* Save *to save your entries. You can open your draft application at any time and continue working on it. See the "continuing to work on a draft application" section for details.*

1. From the SOR-RL home page, choose the LICENCE APPLICATION module.
2. The Application module appears.



3. Choose New Application. The Notice of collection of personal information page appears.
4. Read the notice then select Next. The Licence information page appears.



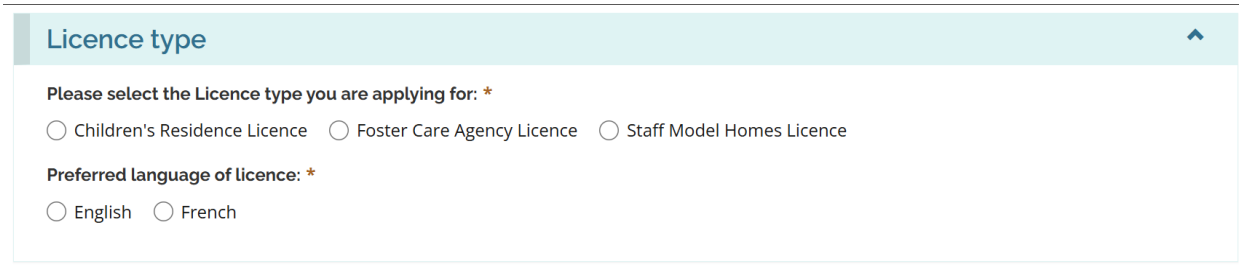
Tips: *Look at the steps section to monitor your progress.*

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.

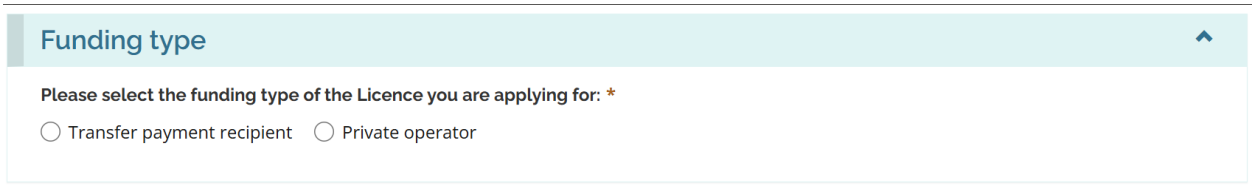
To quickly go to a step, select the step from the steps section.

To hide the list of steps, select Hide steps. *To show the list of steps, select* Show steps.

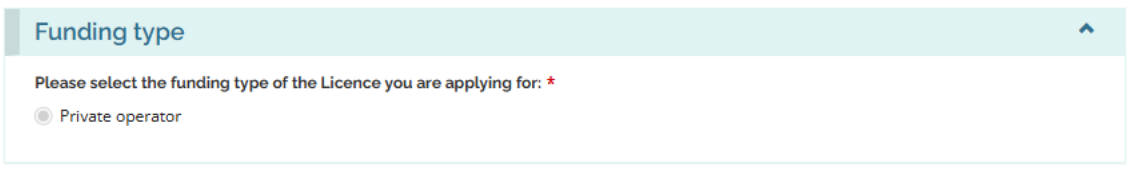
5. Scroll down to the Licence type section.



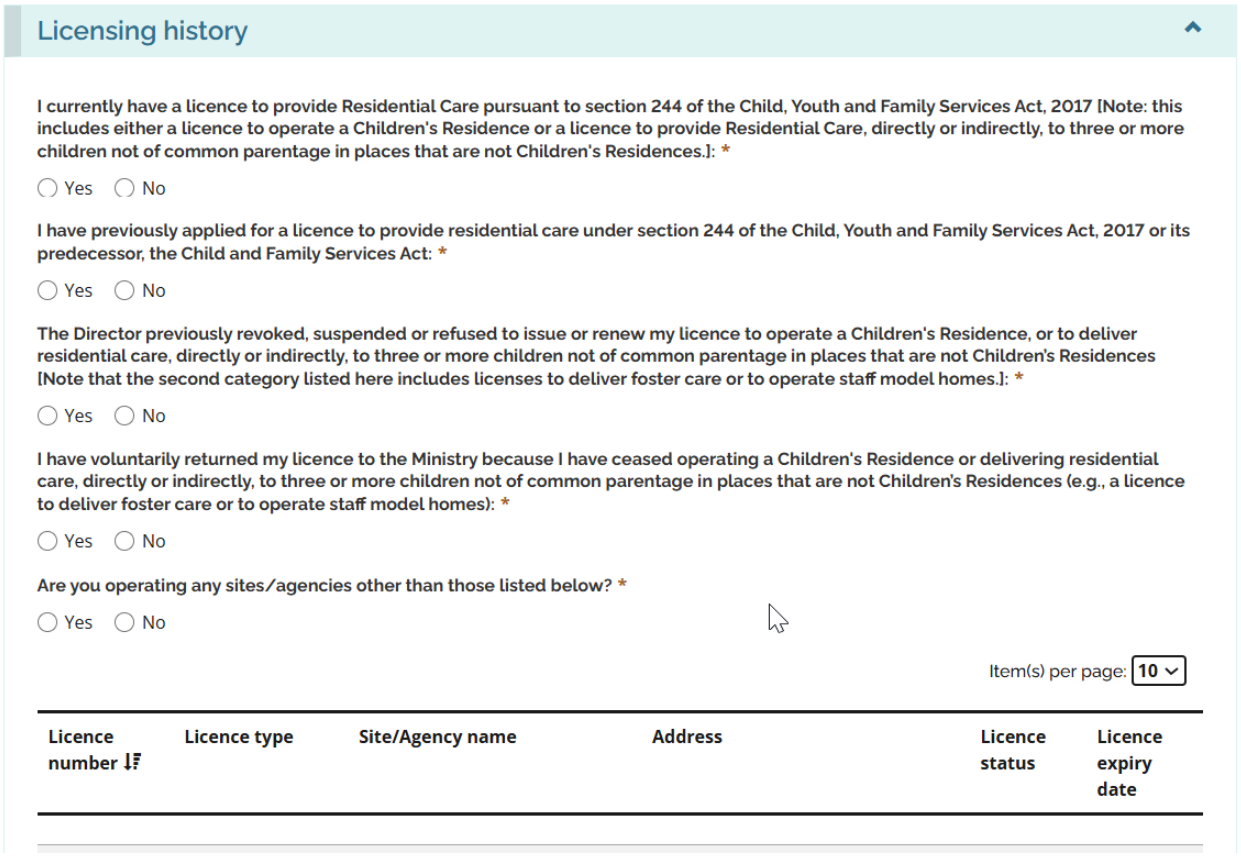
6. Select "Staff Model Homes".
7. Select the Preferred language of the licence.
8. Scroll down to the Funding type information section.



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



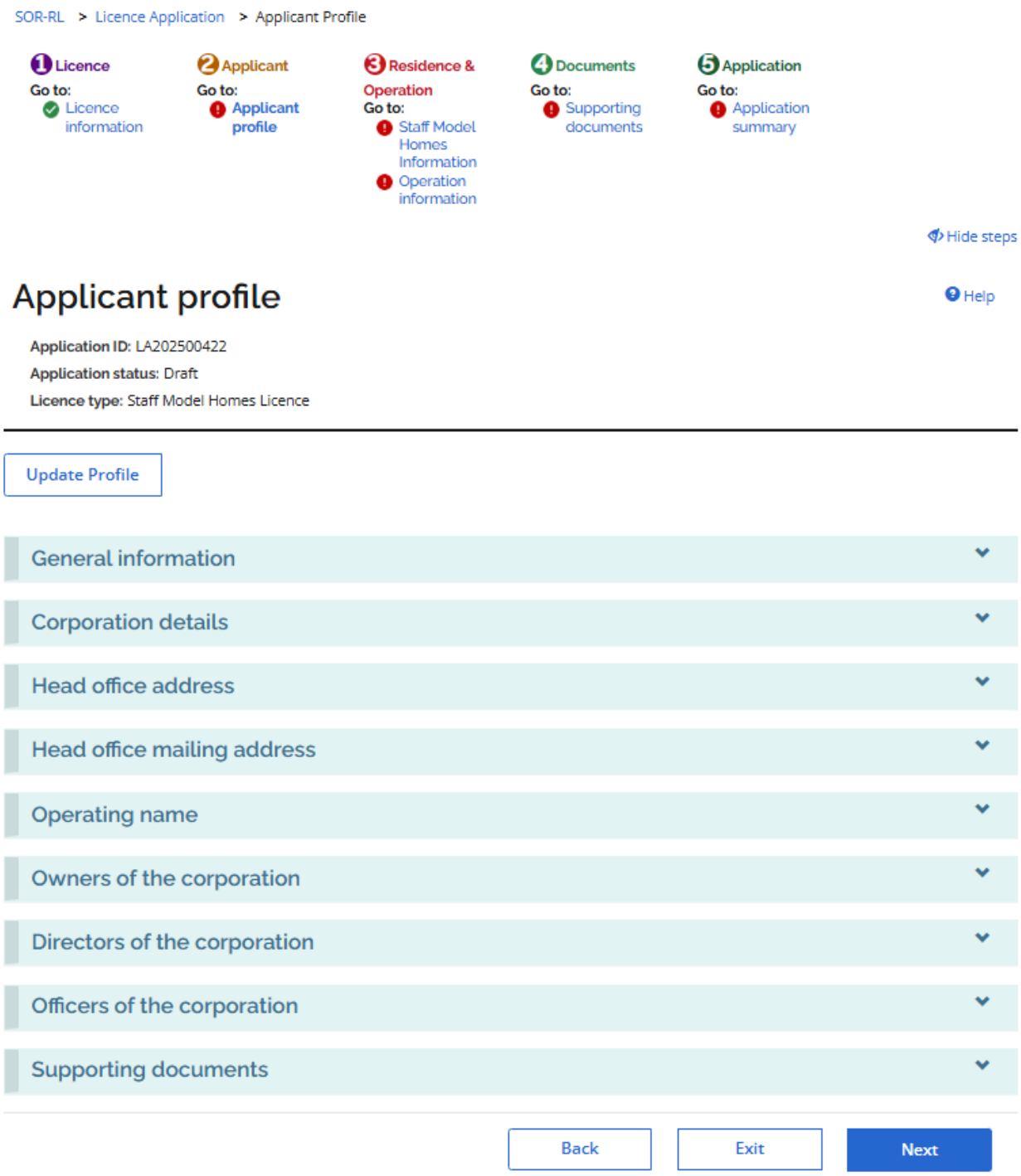
9. Select the funding type information.
10. Scroll down to the Licensing history section.



11. Answer the licensing history questions.
12. More questions may appear depending on your answers. All questions are mandatory and require answers to proceed.
13. Select Save & next. The Applicant profile section appears.

Step 2: Review the applicant profile

1. If the Applicant profile page is not on your screen, select the Applicant profile link from the steps section.



2. Expand and review all the sections of your profile.
3. If changes are required:
   a. Choose Update Profile. This brings you to the Profile module.
   b. Make the changes as required and save the changes.

c. Select SOR-RL . The SOR-RL home page appears.

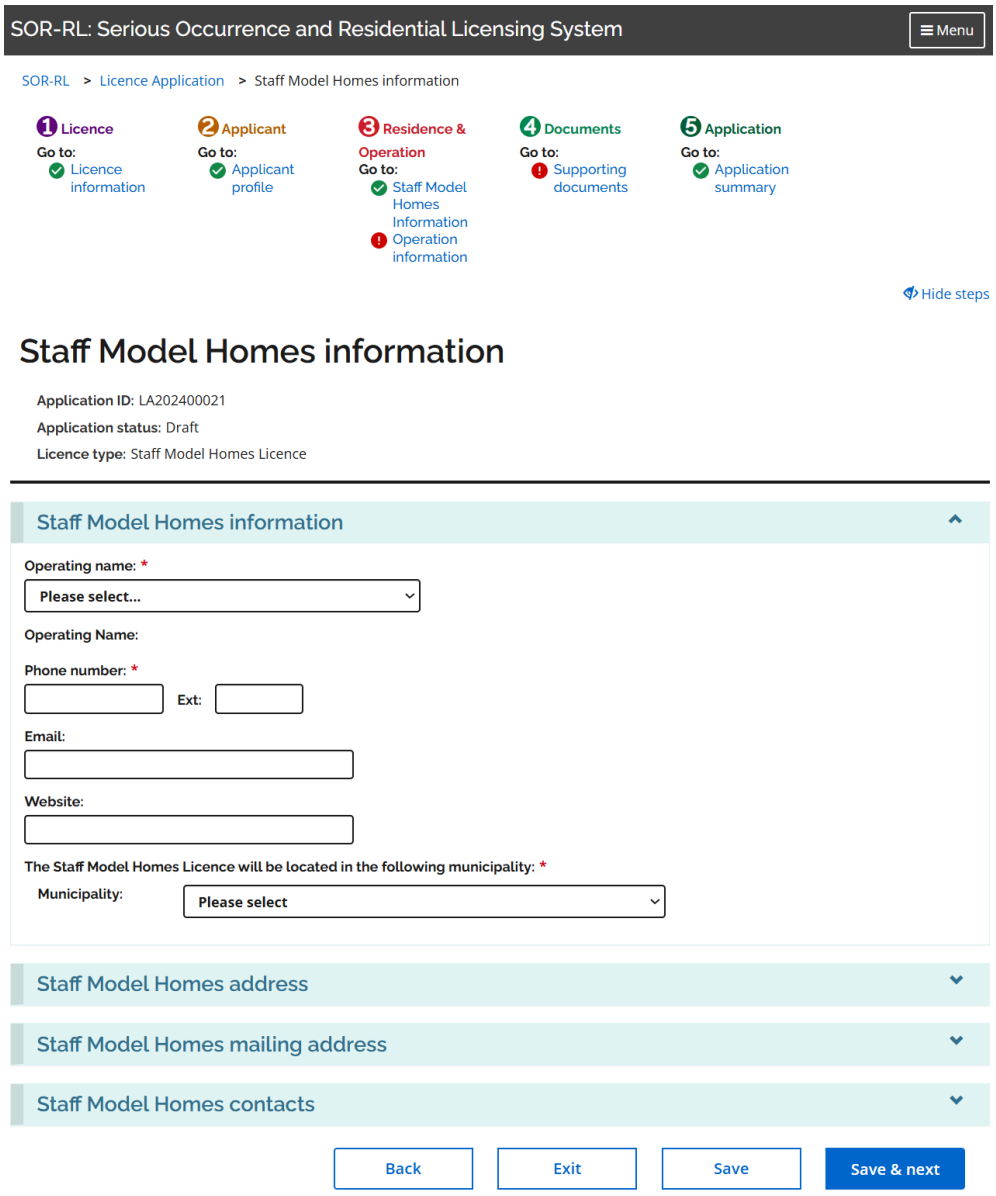
d. To return to your application, choose the LICENCE APPLICATION module, then select the draft application from your dashboard. The Application summary screen appears.

e. To proceed to the next section, select Staff Model Homes Information.

4. If changes are not required, select Next. The Staff Model Homes Information section appears.

Step 3: Enter the Staff Model Homes Information

1. Enter the Staff Model Homes information.



2. Indicate whether the licence mailing address is the same as the licence address.

3. Add Staff Model Homes contacts.

Note: *Staff Model Homes contacts are individuals with oversight of all the Staff Model Homes sites. At least one contact needs to be added before the application can be submitted.*

4. Once done, select **Save & next**. The Operation information page appears.

Enter the Operation Information

Program

Description of Services Offered: *
(A description of the services that are or will be provided for children, including how these services can or will be accessed by children and how they are appropriate for children.

Please restrict the information included in this response to services being offered or arranged by the applicant/licensee to the children, as opposed to including services that are being offered or arranged for the children by their parents or placing agencies. Please do not describe individualized services that would only be provided to specific children or on a case-by-case basis.)

0 / 5000

Consultation with Service Providers: *
(Please describe the consultation that has taken place with any service providers that will provide services to children placed in the children's residence or other place where residential care will be provided under the authority of a licence.)

0 / 3500

Gender: *

☐ Male ☐ Female ☐ X

Age range served: *

☐ Infant (0-11 months)
☐ Young Child – preschool age (1-5 years)
☐ Child (6-9 years)
☐ Pre-adolescent (10-12 years)
☐ Adolescent (13-17 years)

Program type:

Respite program: *

◯ Yes ◯ No

Emergency or Crisis/Receiving program: *

◯ Yes ◯ No

Secure treatment program: *

◯ Yes ◯ No

Program Length: *

☐ Short Term (0-90 days) ☐ Medium Term (90 to 180 days) ☐ Long term (6-18 months) ☐ Maturation (18 months plus)

Client Program/Service Profile:

Does your program offer specialized services: *

◯ Yes ◯ No

Education and language services (check all that apply):

- ☐ Education and Community Partnership Program (ECPP)
- ☐ Program or service offered in English language
- ☐ Program or service offered in French language
- ☐ Program or Service offered in Other language

Cultural/Identity Services (check all that apply):

- ☐ 2SLGBTQIA+
- ☐ First Nations, Inuit, or Métis
- ☐ Other identity-based service

Identifying Characteristics of clients the applicant is able to service within the program (check all that apply):

- ☐ Autism Spectrum disorder (ASD)
- ☐ Fetal Alcohol Spectrum disorder (FASD)
- ☐ Fire Setting
- ☐ Frequent missing/absent without notice
- ☐ Obsessive/compulsive behaviours
- ☐ Physical Aggression
- ☐ Self-Harm
- ☐ Sexualized Behaviour/Sexual acting out
- ☐ Substance use
- ☐ Suicidal Ideation/Behaviour
- ☐ Verbal Aggression
- ☐ Youth justice involvement (for example, young persons on a community order or diversion)
- ☐ Other

Identifying Characteristics of clients the applicant is unable to service within the program (check all that apply):

- ☐ Autism Spectrum disorder (ASD)
- ☐ Fetal Alcohol Spectrum disorder (FASD)
- ☐ Fire Setting
- ☐ Frequent missing/absent without notice
- ☐ Obsessive/compulsive behaviours
- ☐ Physical Aggression
- ☐ Self-Harm
- ☐ Sexualized Behaviour/Sexual acting out
- ☐ Substance use
- ☐ Suicidal Ideation/Behaviour
- ☐ Verbal Aggression
- ☐ Youth justice involvement (for example, young persons on a community order or diversion)
- ☐ Other

Clinical services:

Are Clinical Services offered by the Licensee as part of the licensed program (i.e., included in the per diem rate and/or service contract): *

◯ Yes ◯ No

Identifying Characteristics of clients the applicant is unable to service within the program (check all that apply):

- ☐ Autism Spectrum disorder (ASD)
- ☐ Fetal Alcohol Spectrum disorder (FASD)
- ☐ Fire Setting
- ☐ Frequent missing/absent without notice
- ☐ Obsessive/compulsive behaviours
- ☐ Physical Aggression
- ☐ Self-Harm
- ☐ Sexualized Behaviour/Sexual acting out
- ☐ Substance use
- ☐ Suicidal Ideation/Behaviour
- ☐ Verbal Aggression
- ☐ Youth justice involvement (for example, young persons on a community order or diversion)
- ☐ Other

Clinical services:

Are Clinical Services offered by the Licensee as part of the licensed program (i.e., included in the per diem rate and/or service contract): *

○ Yes ○ No

Additional Program Information:

Qualification: *
(Describe the expected duties, qualifications and suitability of persons to be employed or otherwise engaged by the applicant to provide residential care (refer to s. 80.3 of O. Reg. 156/18 for rules respecting the employment and engagement of qualified personnel.)

0 / 3500

Training: *
(Describe any training to be provided to persons to be employed or otherwise engaged by the applicant to provide residential care, in order to support effective delivery of the proposed program.
Please specify the timeframe within which persons employed or otherwise engaged by the applicant must complete any identified training.)

0 / 3500

Behaviour Management and Crisis Prevention: *
(Please describe the proposed approach to behaviour management and crisis prevention)

0 / 3500

Ministry-approved physical restraint training program: *

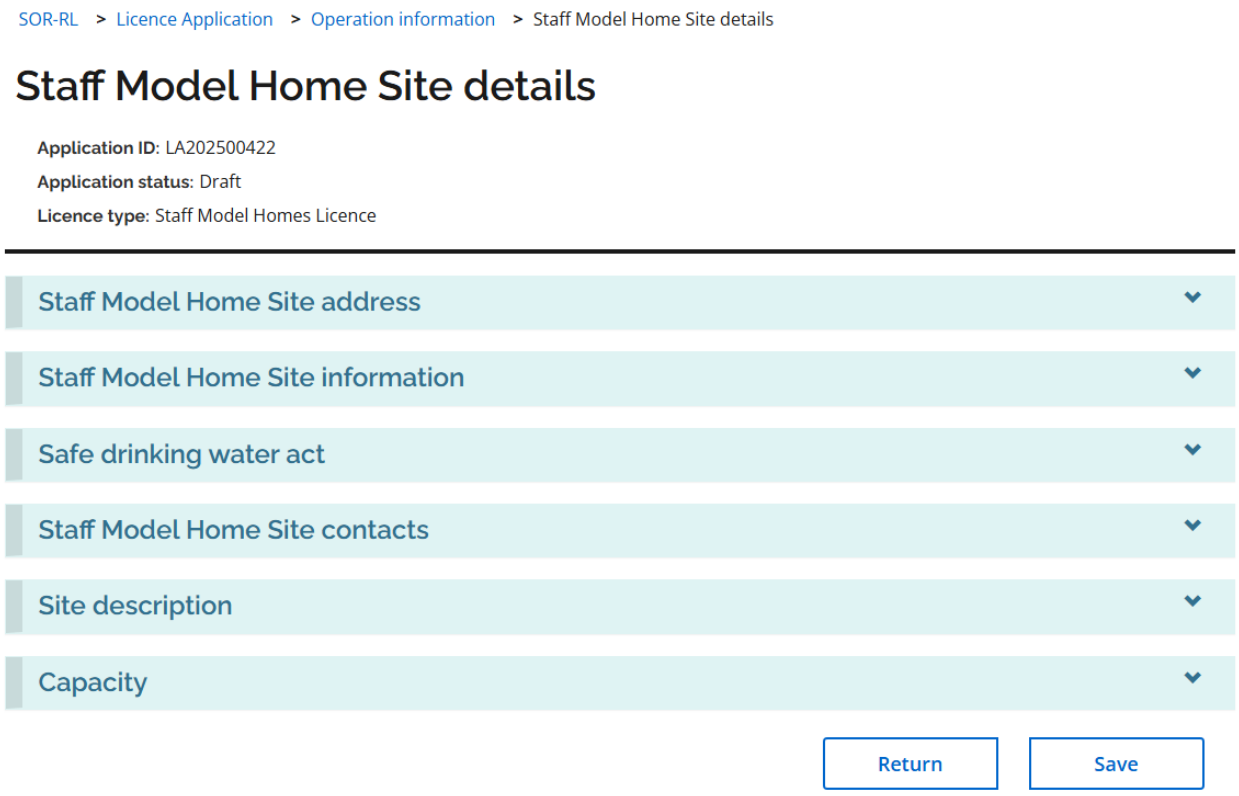
Please select...

Referral sources: *

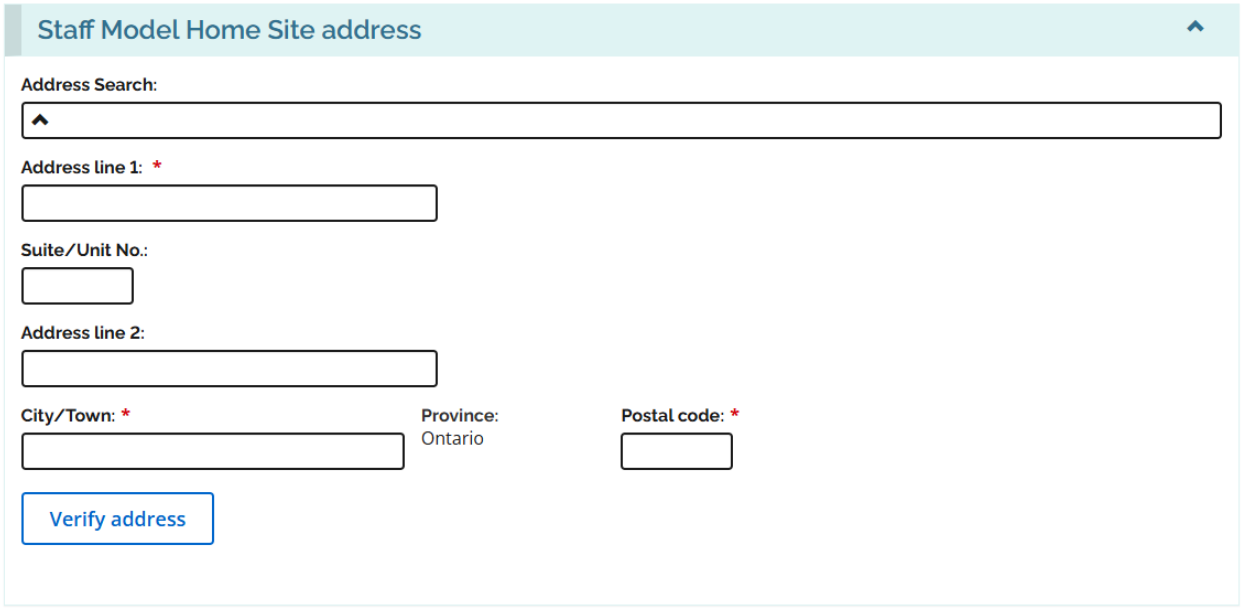
- ☐ Children's Aid Society
- ☐ Coordinating Service Agency (local resolution table and/or community referrals)
- ☐ Families/caregivers
- ☐ Indigenous partners
- ☐ Out of Province
- ☐ Others

1. Populate all fields on the Operation Information screen. Select Save.

2. Choose Add SMH Site. The Staff Model Home Site details page opens.



3. Enter the Staff model Home Site address.

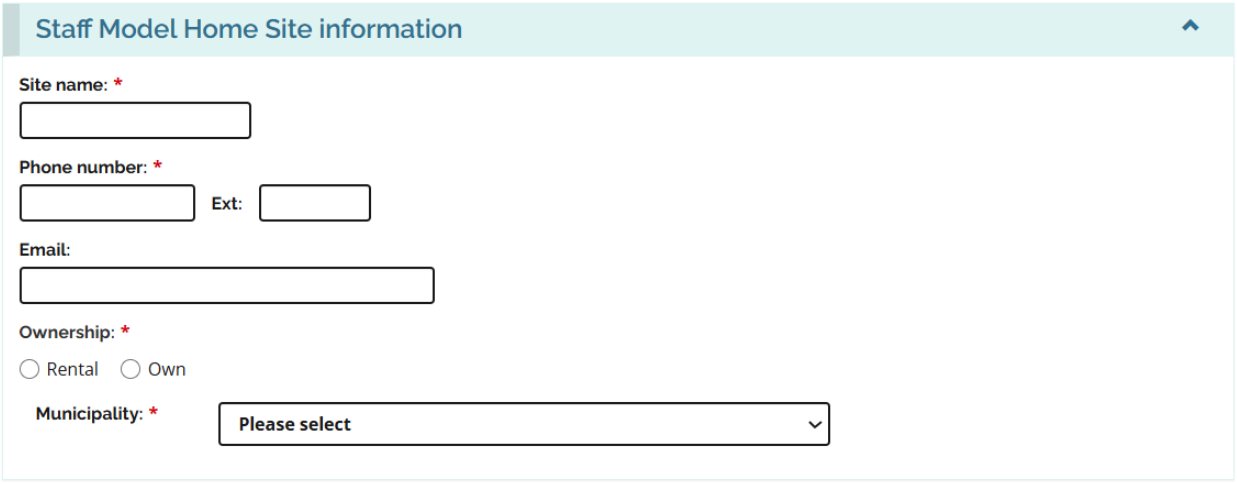


4. Users may manually populate the address fields or utilize the predictive

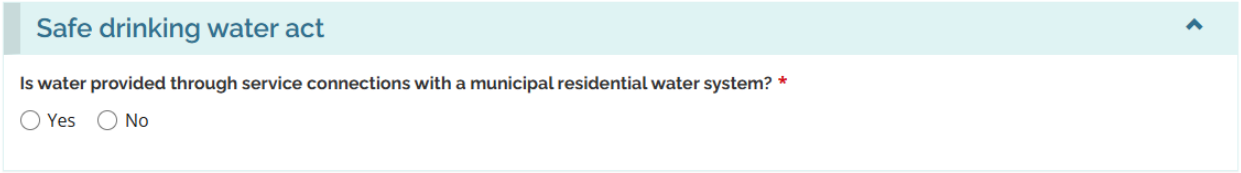
address search field. An address verification mechanism is available.

Note: *An address is not required to be verified for it to be saved in the system.*

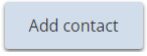
5. Enter the staff model home site information. The site name will auto populate to the street address of the residence, this field can be edited.



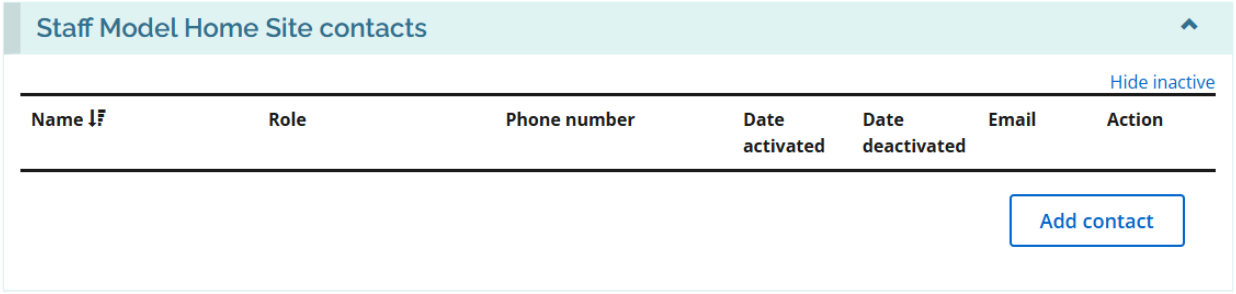
6. Enter the *Safe Drinking Water Act, 2002* information.



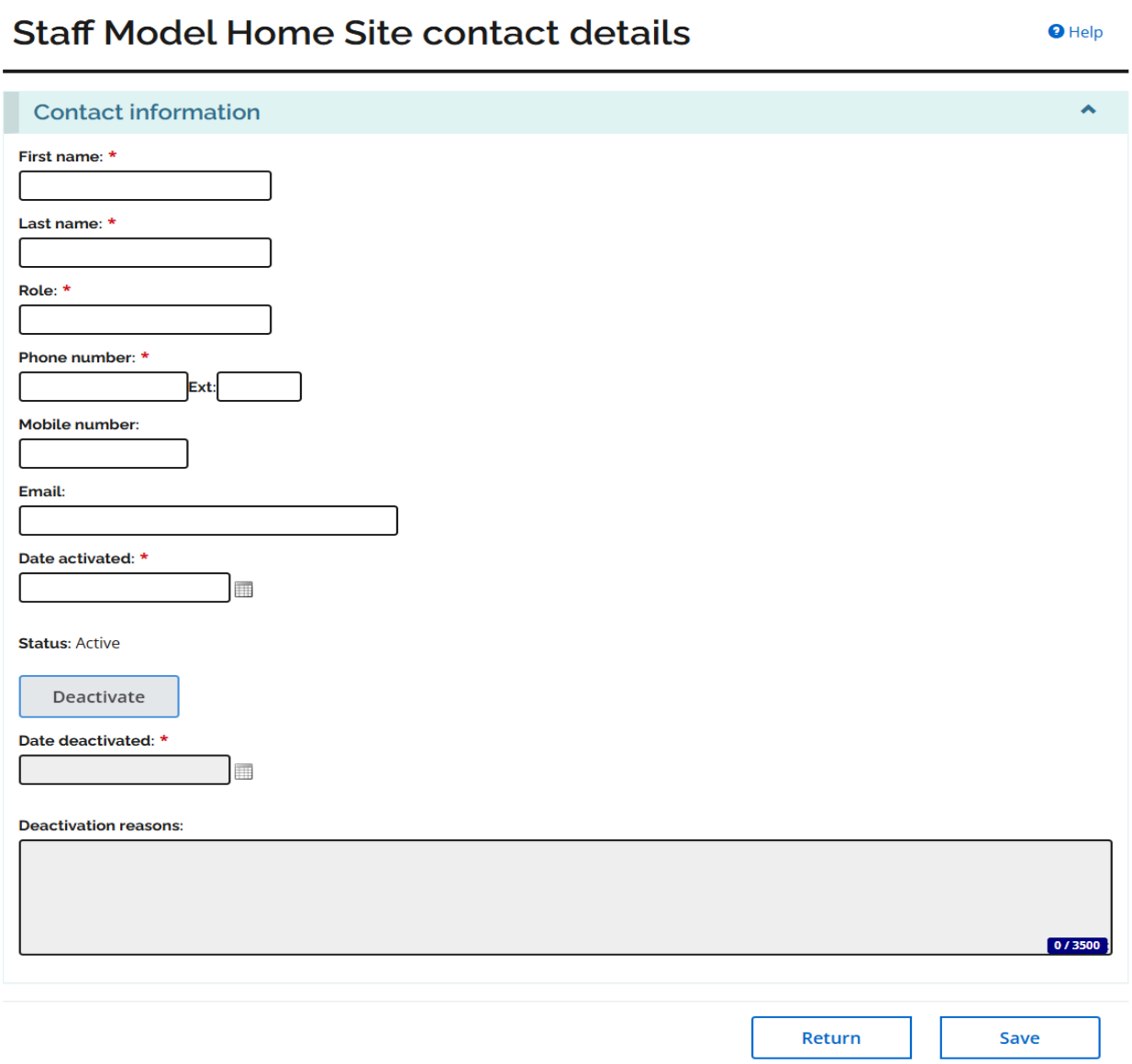
Note: *Staff Model Home site contacts can only be added after all other mandatory fields are completed and saved.*

7. Add the Staff Model Home site contacts by choosing 

.

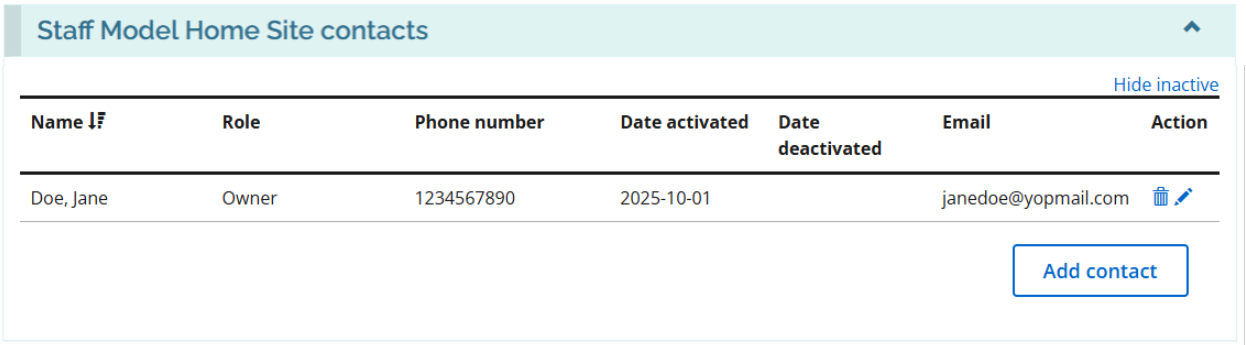


8. The Staff Model Home Site contact details page appears.



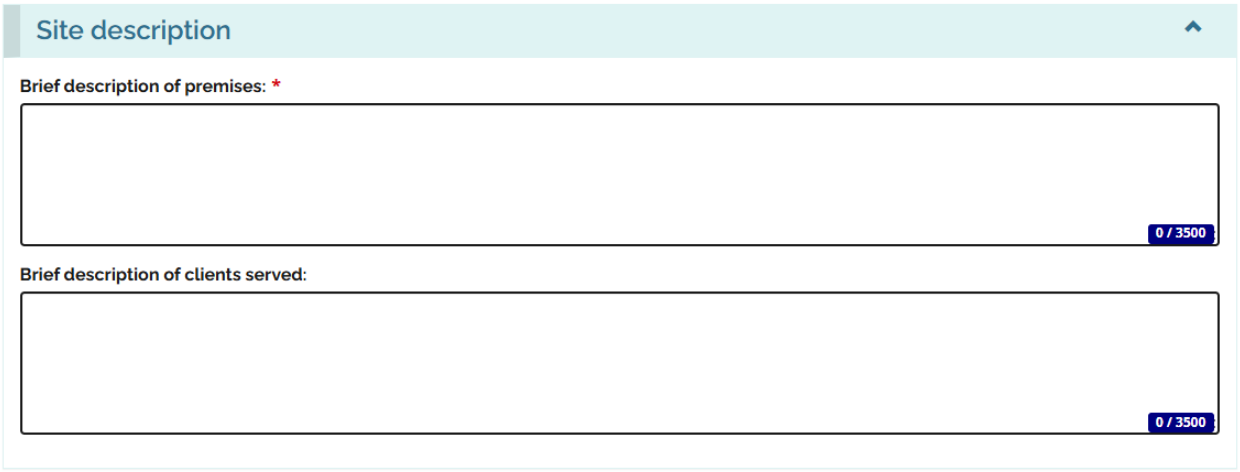
9. Enter the contact information and select Save.

10. Choose Return. The contact name appears in the table.

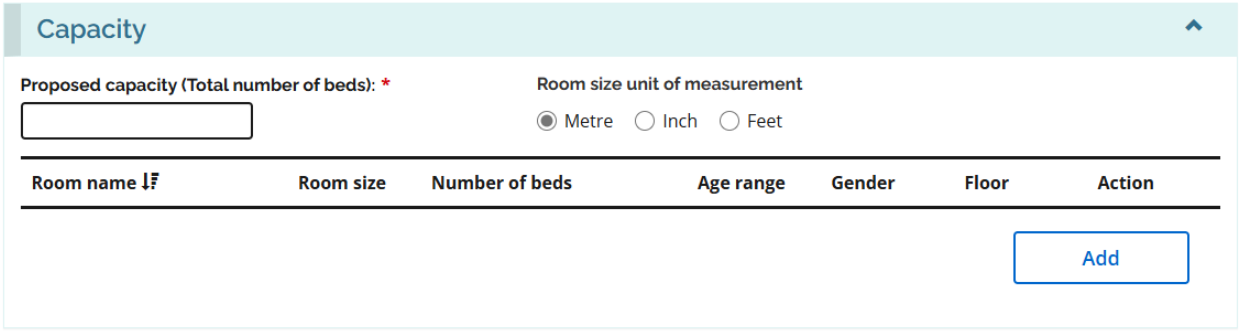


11. Repeat steps for all site contacts, as applicable.

12. Enter the site description details, brief description of premises and brief description of clients served.

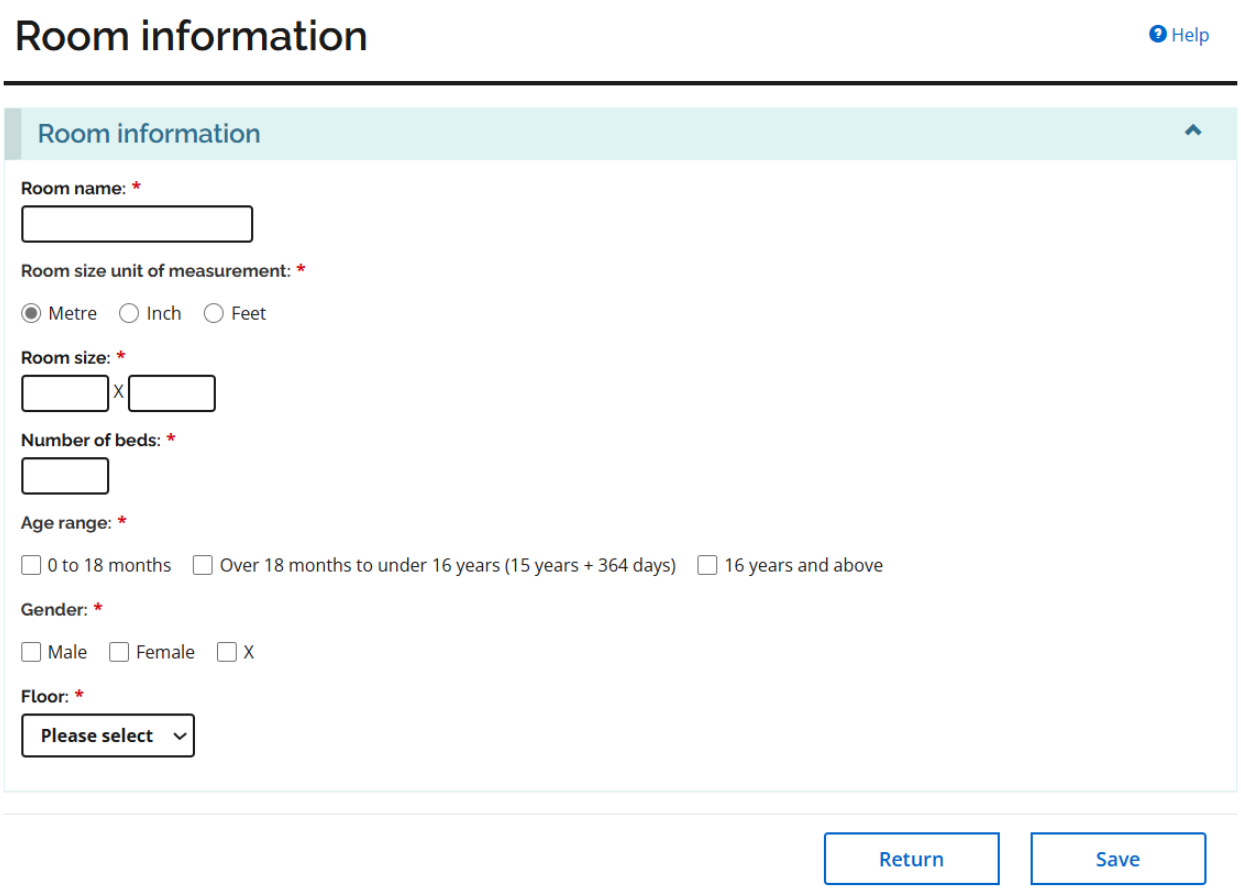


13. Scroll down to the Capacity section. Add the proposed capacity of the licence.

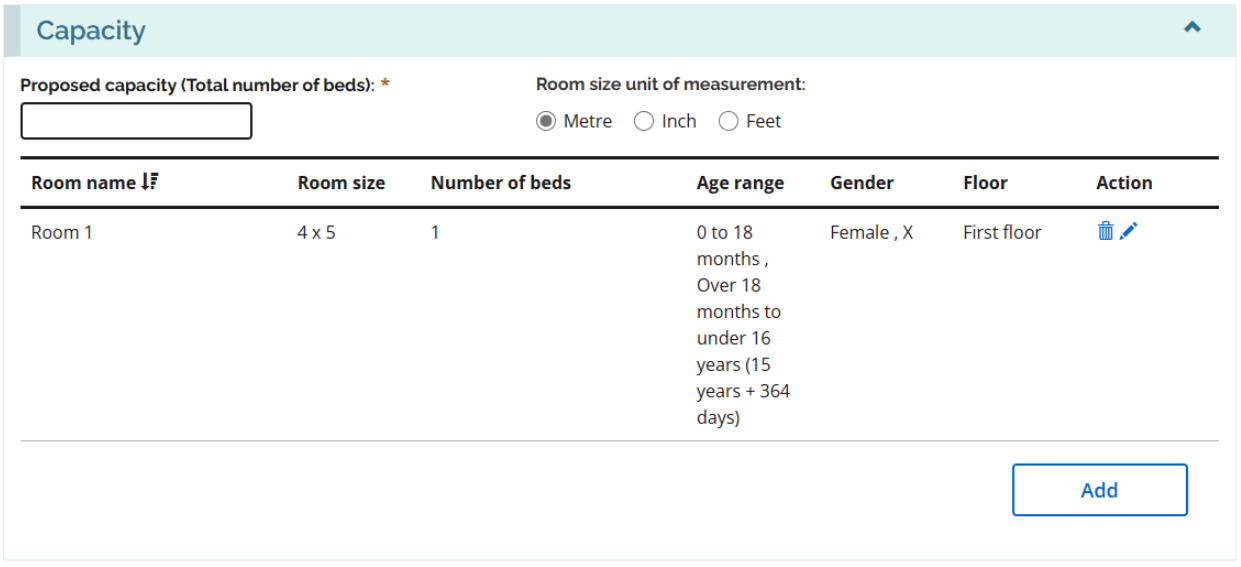


Note: *The capacity of any site applied for in a Staff Model Home licence cannot exceed two.*

14. Select Add. The Room information page appears.



15. Enter the room information and select Save. Choose Return. The room appears in the table.



Note: *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.*

16. Repeat steps 14 and 15 for each room.
17. Choose Save. Choose Return. The Operation information page appears. To move on to the next step, select Save & next. The Supporting documents page appears.

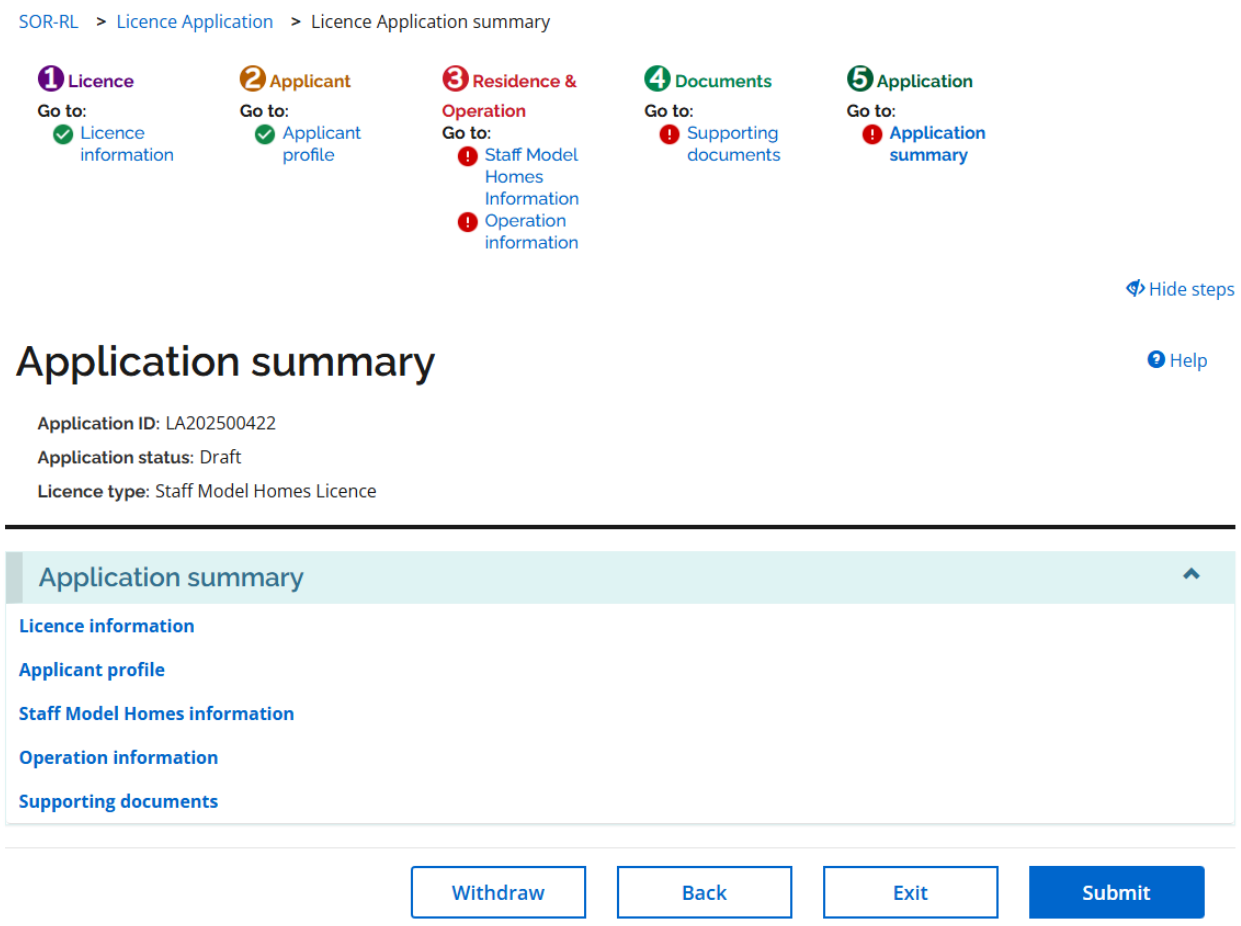
Step 4: Upload supporting documents

Note: *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.*

1. If the Supporting Documents page is not on your screen, select the Supporting Documents link from the steps section.
2. Upload the documents. For details, see the Working with Supporting Documents section, including the Uploading a document to multiple sites under one licence section.
3. Select Next. The Application summary page appears.

Step 5: Review and submit

1. If the Application summary page is not on your screen, select the Application summary link from the steps section.



2. Review the information in the summary.

Tip: *To see information under a blue heading, choose the blue sub-heading. To edit the information, choose the heading in the steps section outlined at the top of the page.*

3. To withdraw the application:

    a. Choose Withdraw.

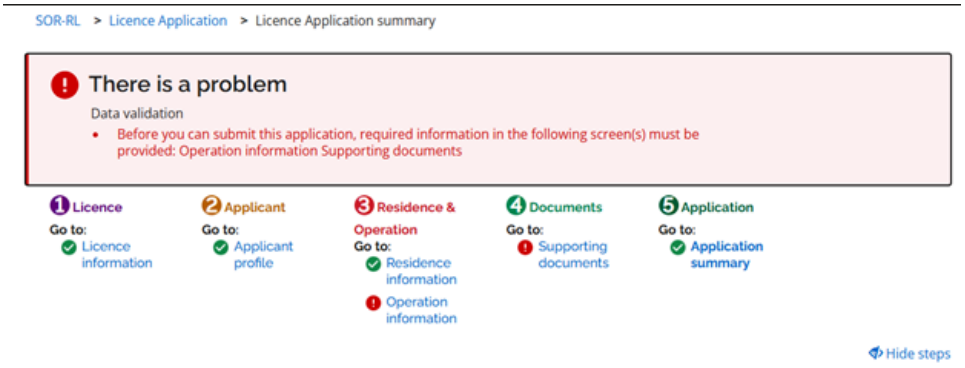
    b. A confirmation window appears.

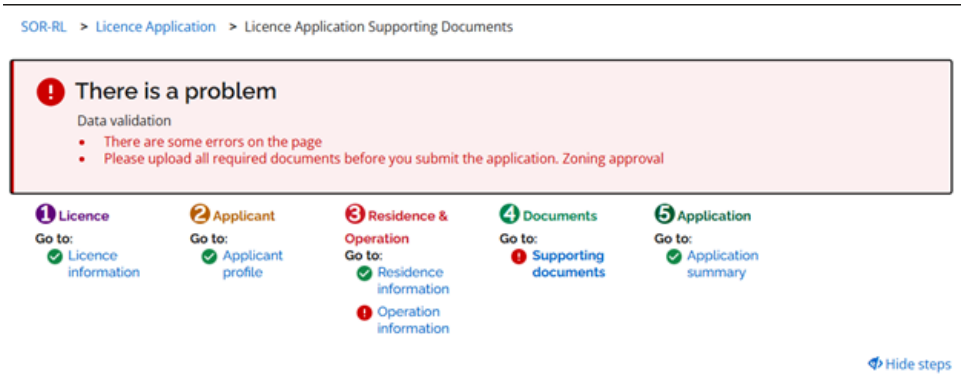
    c. To continue select OK. To cancel the withdrawal, select Cancel

4. Select Submit. The system reviews your entries and verifies that the mandatory information/documents are completed.

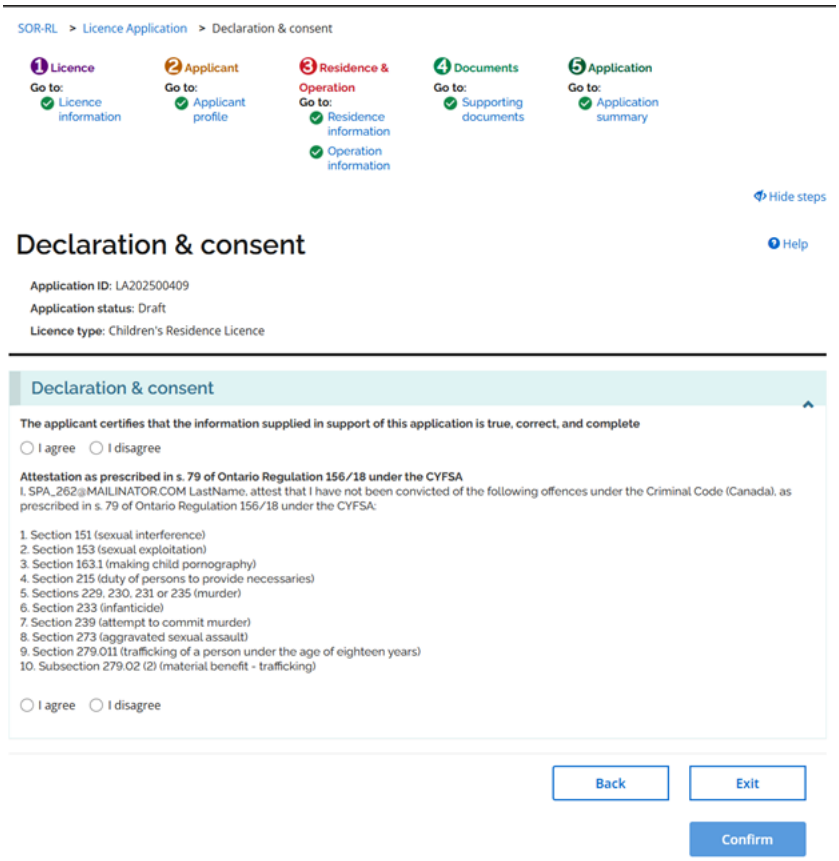
5. If there is an error, a description of the error/omission appears at the top of the page. The error message displays the names of the pages that contain errors. When you go to that page you will see a detailed list of errors or

missing information on that page that need to be addressed.





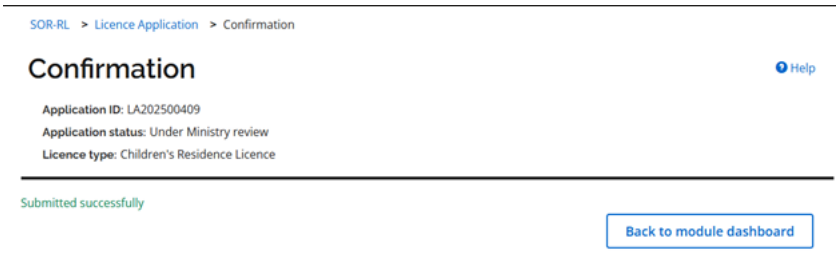
6. If the information is complete, a confirmation message appears. Select OK.
7. The Declaration & consent page appears.



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

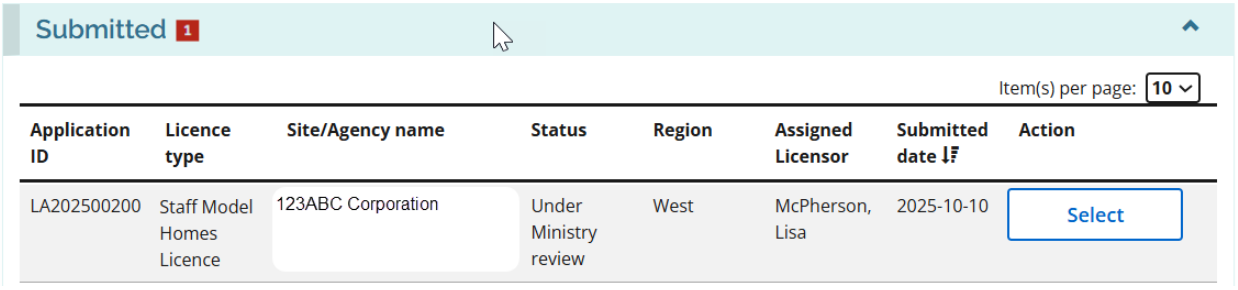
Note: *An executive officer of the corporation who has authority to bind the corporation must complete the attestation. The declaration and consent must be signed by an officer of the agency that has the authority to legally bind the applicant, for example an executive director, The application can be completed by another individual with appropriate access in the system, however for the required individual to complete the consent and declaration they must first access the application and select the "assign to me" button at the bottom of the summary page. Please see the "Assign to Me" section for further details.*

9. Choose Confirm. A Confirmation message appears.



10. Choose Back to module dashboard.

11. The application appears in the submitted section of your dashboard with a status of "Under Ministry review".



Submitting a Foster Care Agency Licence Application

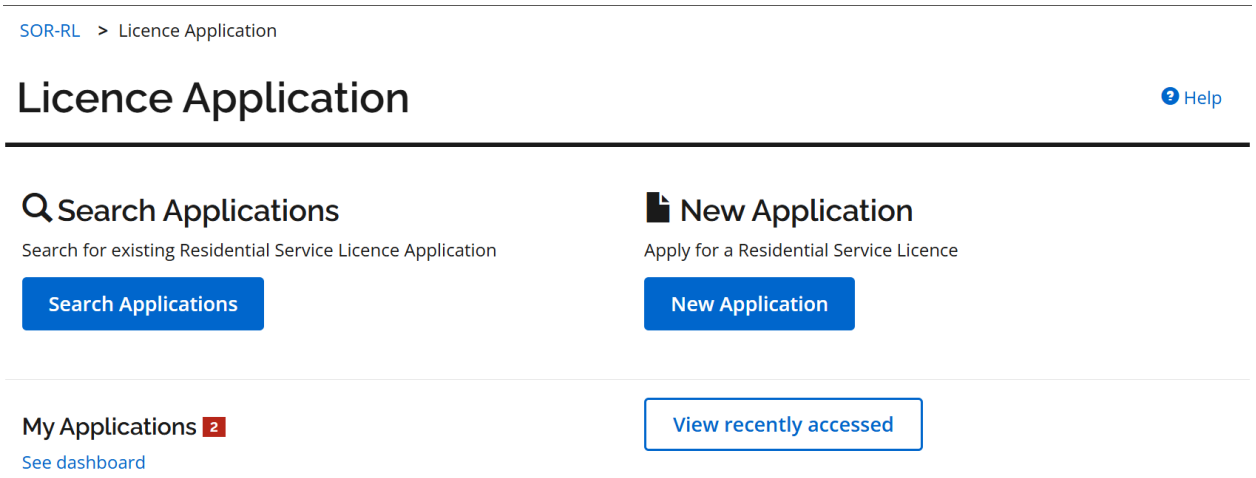
Note: *the instructions in this section are for a Foster Care Agency application only. For instructions on submitting a Children's Residence or Staff Model Home application, reference the previous two sections.*

An application can be submitted or updated by someone with the Service Provider Administrator or the Registered User role.

Step 1: Start the application and enter basic information

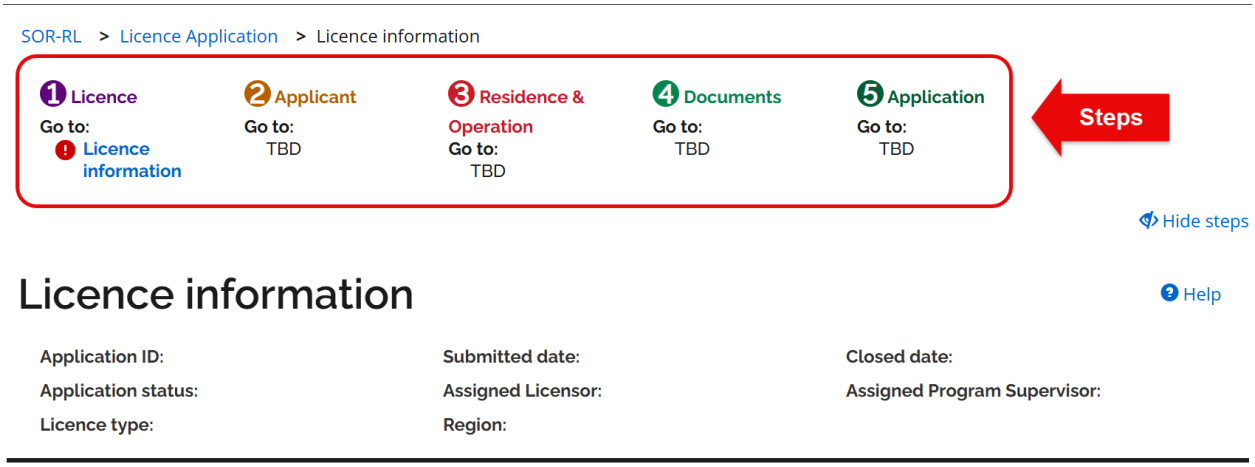
Tip: *As you work on your application, select* Save *to save your entries. You can open your draft application at any time and continue working on it. See the "continuing to work on a draft application" section for details.*

1. From the SOR-RL home page, choose the LICENCE APPLICATION module. The Licence Application module appears.



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

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



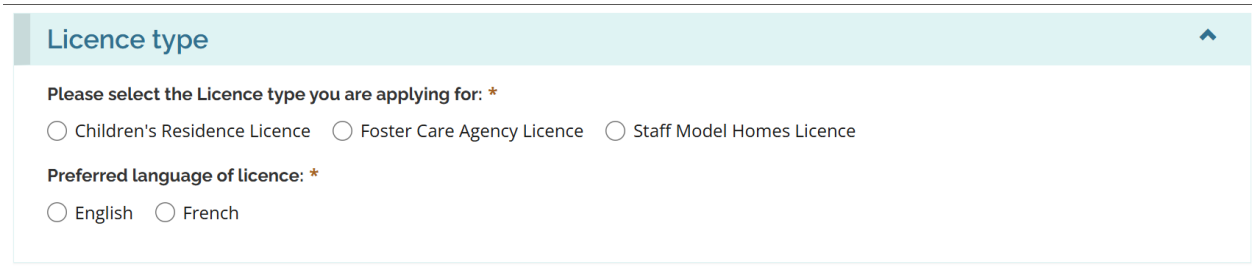
Tips: *Look at the steps section to monitor your progress.*

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, select the step from the steps section.

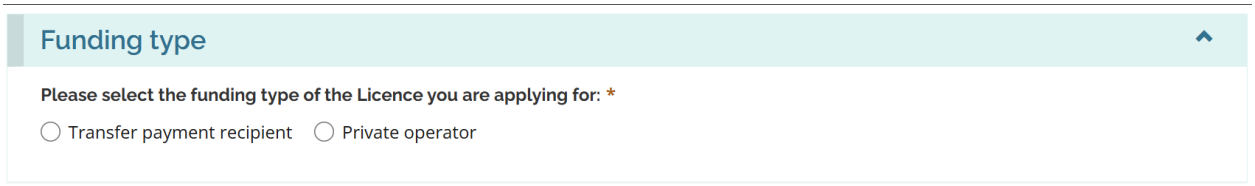
To hide the list of steps, select Hide steps. To show the list of steps, select Show steps.

4. Scroll down to the Licence type section.

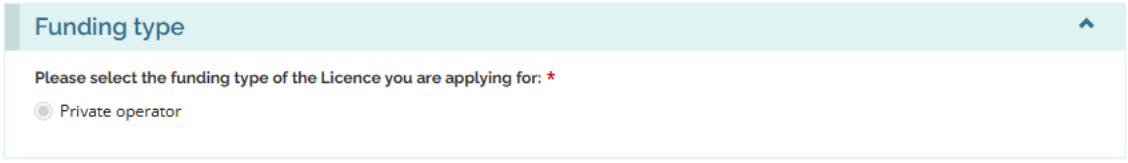


5. Select "Foster Care Agency".

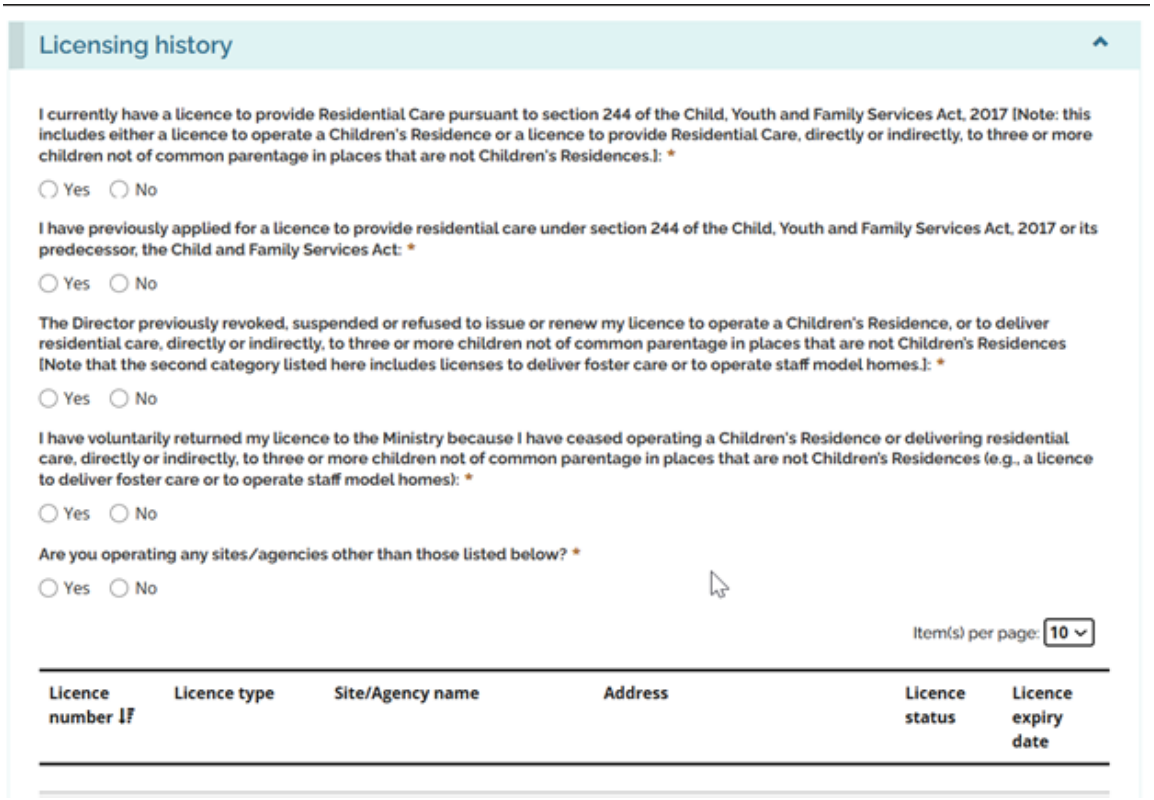
6. Select the Preferred language of the licence. The page expands.
7. Scroll down to the Funding type information section.



***Note**: If you are applying as an individual, there is only one option*



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

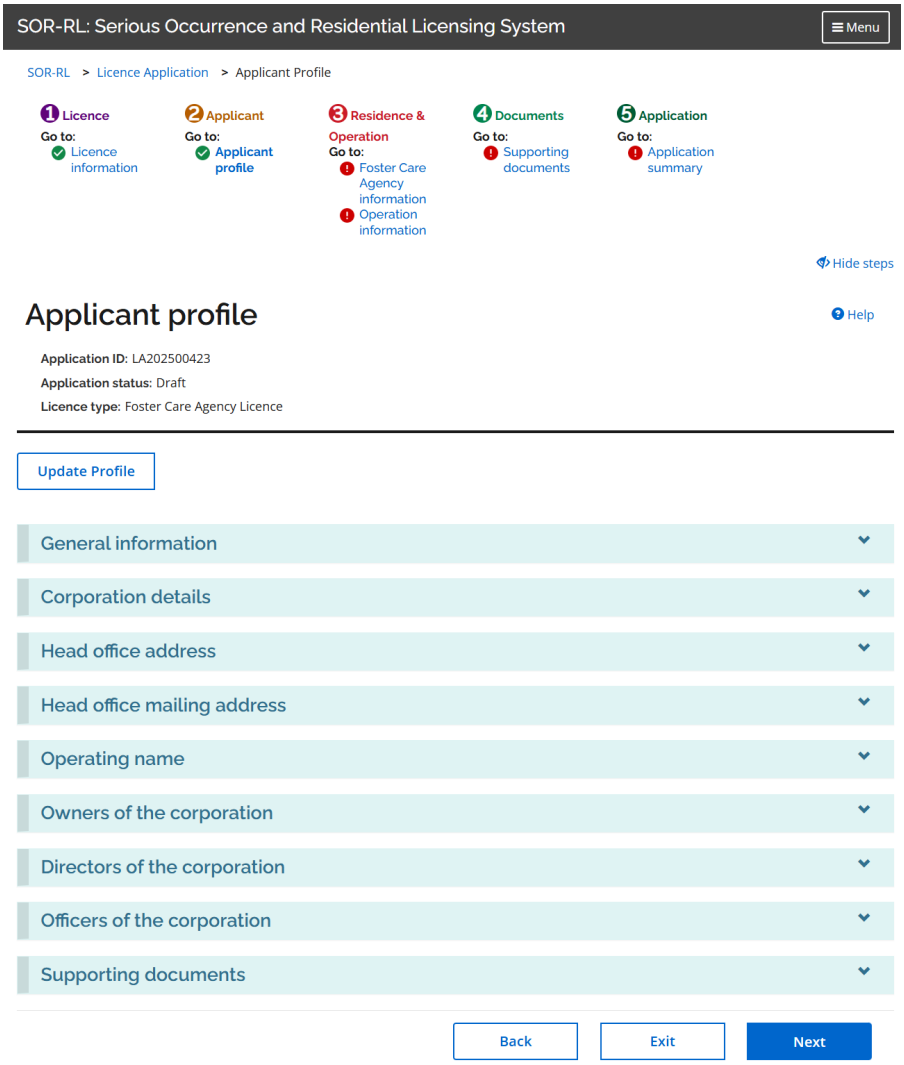


10. Answer the licensing history questions.
11. More questions may appear depending on your answers. Be sure to answer all the questions.

12. Choose Save & next. The Applicant profile page appears.

Step 2: Review the applicant profile

1. If the Applicant profile page is not on your screen, select the Applicant profile link from the steps section.



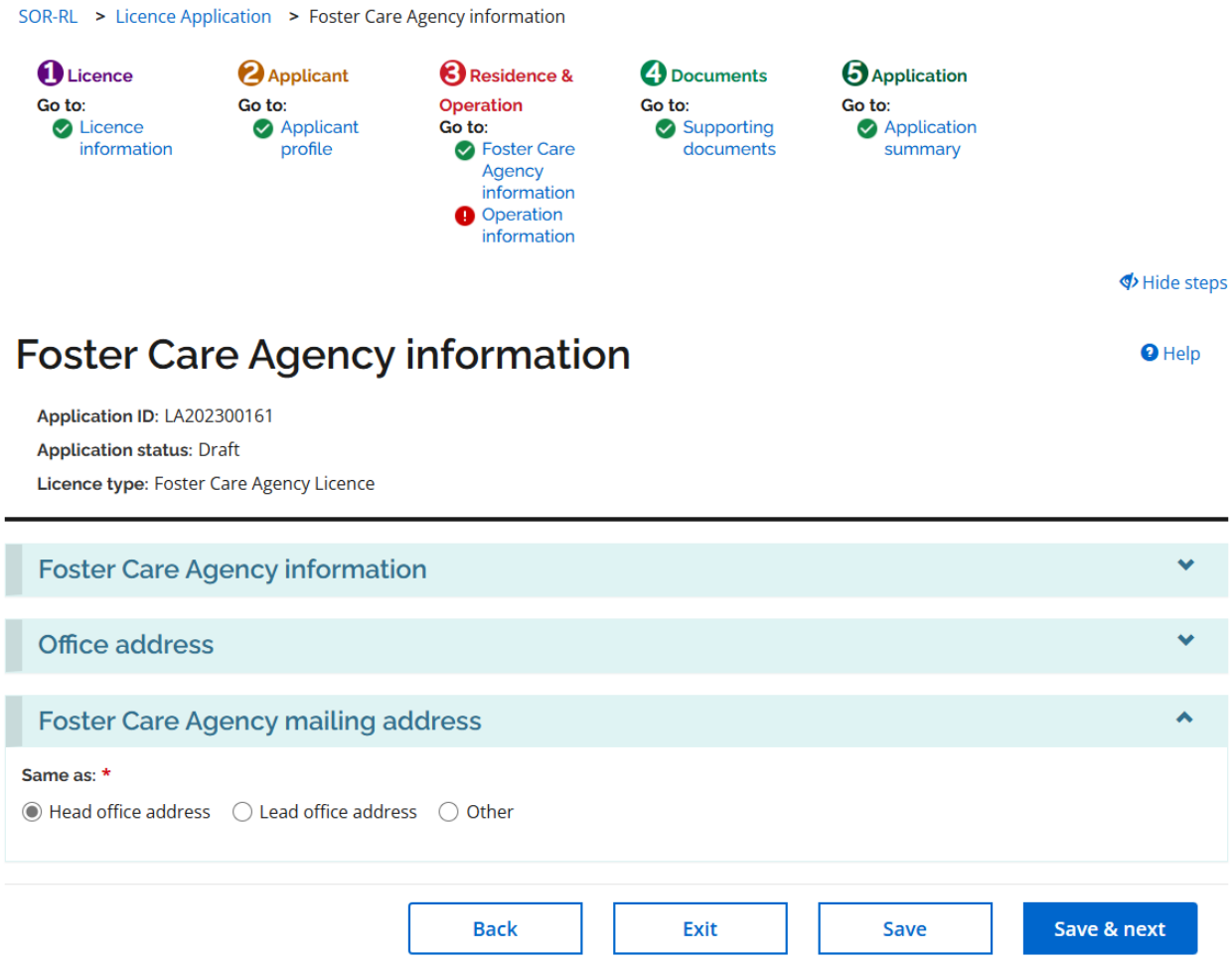
2. Expand and review all the sections of your profile.
3. If changes are required:
    a. Select Update Profile. The Profile page appears.
    b. Make the changes as required.
    c. Save the changes.
    d. Select Back. The Applicant profile page appears.

e. Select Next to move to the next step, Foster Care Agency Information.

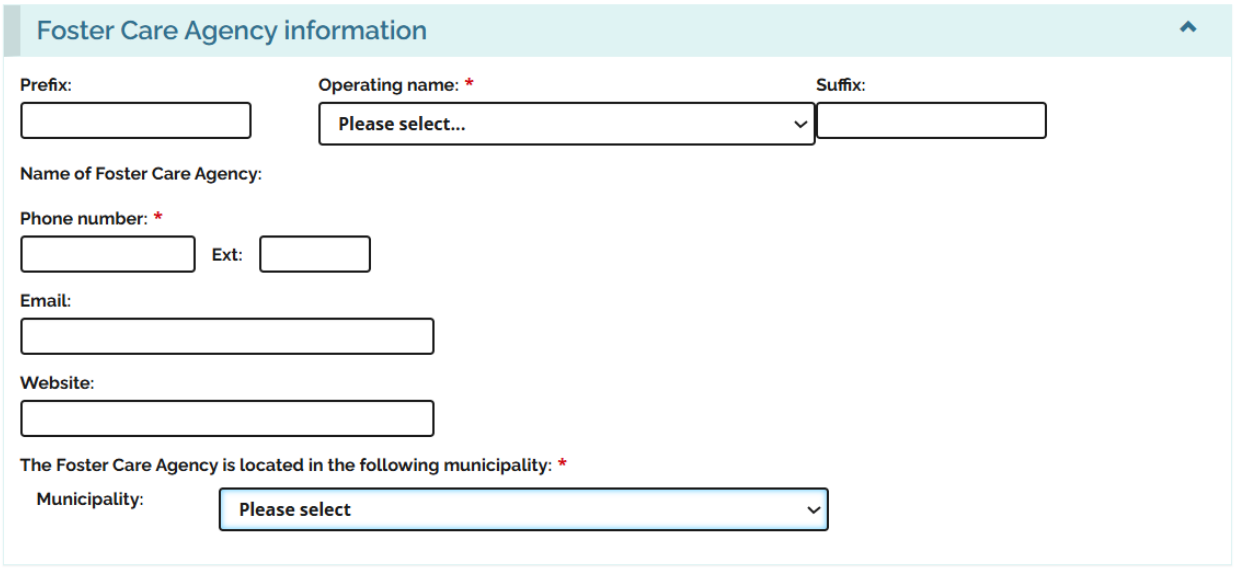
4. If changes are not required, select Next. The Foster Care Agency information page appears.

Step 3: Enter the Foster Care Agency information

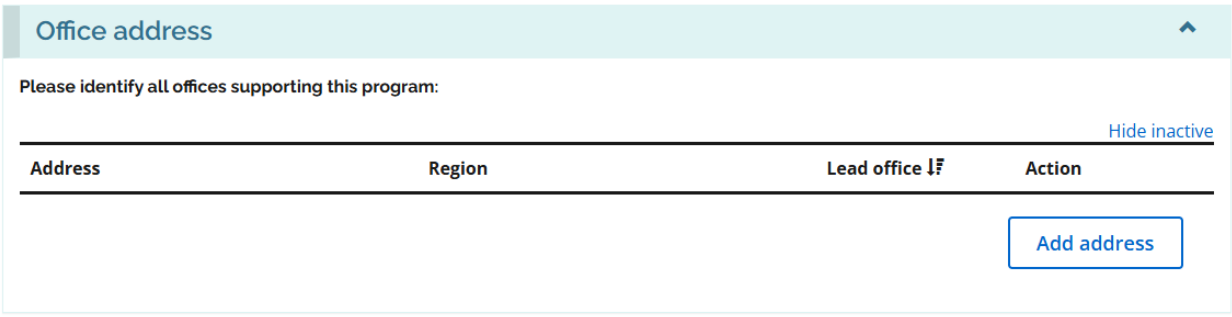
1. If the Foster Care Agency information page is not on your screen, select the Foster Care Agency information link from the steps section.



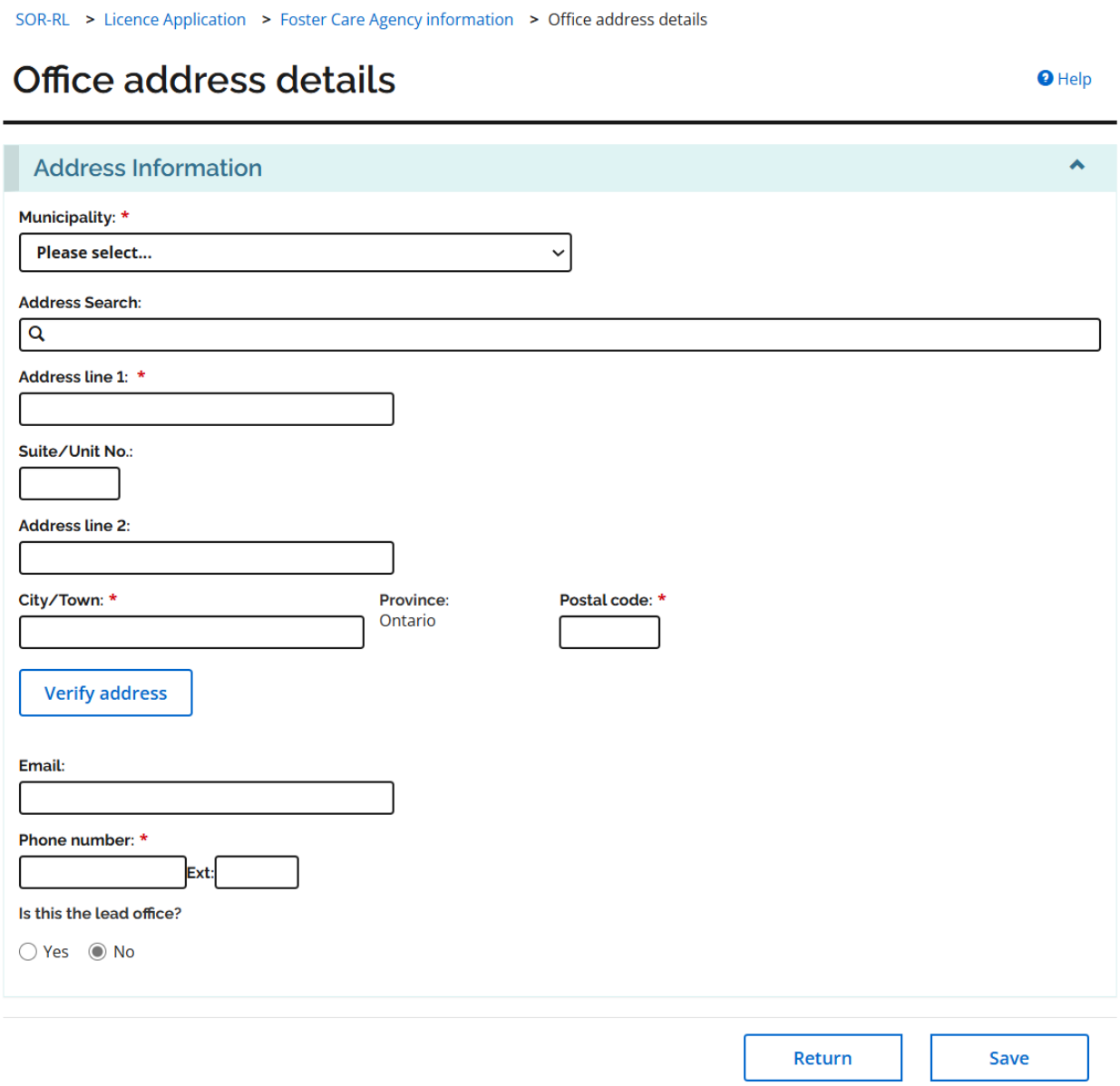
2. Scroll down to the Foster Care Agency information section.



3. Enter the Foster Care Agency information.
4. Scroll down to the Office address section.



5. Choose Add address. The office address page appears.



6. Users may manually populate the address fields or utilize the predictive address search field. An address verification mechanism is available.

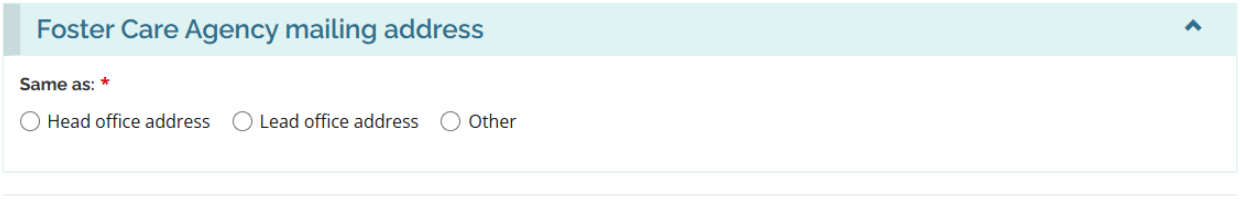
Note: *An address is not required to be verified for it to be saved in the system.*

7. Enter the office address information. Select Save.

8. Select Return. The office appears in the table.

9. Be sure to list all office addresses that provide support/supervision to the foster care agency.

10. Scroll down to the Foster Care Agency mailing address section.

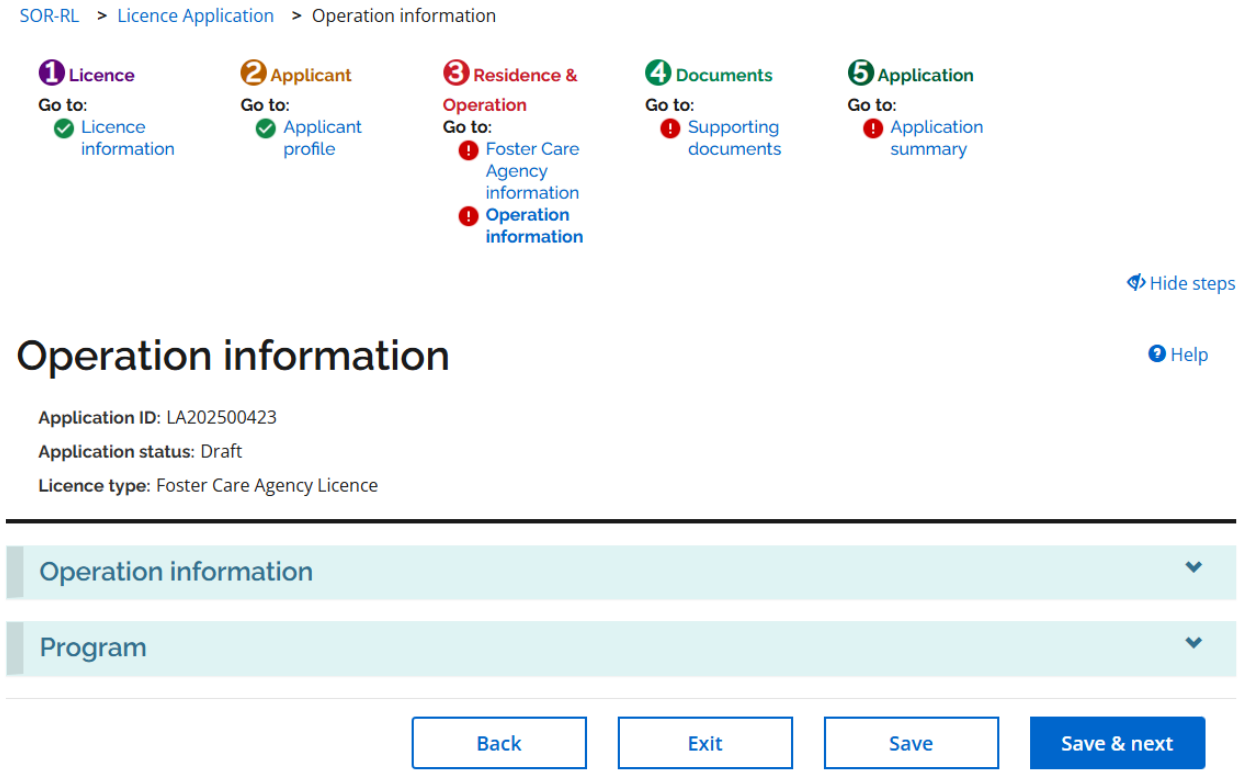


11. Select/enter the Foster Care Agency mailing address information.

12. Select Save & next. The Operation information page appears.

Enter the operation information

1. If the Operation information page is not on your screen, select the Operation information link from the steps section.



2. Enter the Operation and Program 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

Program

Description of Services Offered: *
(A description of the services that are or will be provided for children, including how these services can or will be accessed by children and how they are appropriate for children.
Please restrict the information included in this response to services being offered or arranged by the applicant/licensee to the children, as opposed to including services that are being offered or arranged for the children by their parents or placing agencies. Please do not describe individualized services that would only be provided to specific children or on a case-by-case basis.)

0 / 5000

Consultation with Service Providers: *
(Please describe the consultation that has taken place with any service providers that will provide services to children placed in the children's residence or other place where residential care will be provided under the authority of a licence.)

0 / 3500

Gender: *

☐ Male ☐ Female ☐ X

Age range served: *

☐ Infant (0-11 months)
☐ Young Child – preschool age (1-5 years)
☐ Child (6-9 years)
☐ Pre-adolescent (10-12 years)
☐ Adolescent (13-17 years)

Program type:

Respite program: *

◯ Yes ◯ No

Emergency or Crisis/Receiving program: *

◯ Yes ◯ No

Secure treatment program: *

◯ Yes ◯ No

Program Length: *

☐ Short Term (0-90 days) ☐ Medium Term (90 to 180 days) ☐ Long term (6-18 months) ☐ Maturation (18 months plus)

Client Program/Service Profile:

Does your program offer specialized services: *

◯ Yes ◯ No

Education and language services (check all that apply):

- ☐ Education and Community Partnership Program (ECPP)
- ☐ Program or service offered in English language
- ☐ Program or service offered in French language
- ☐ Program or Service offered in Other language

Cultural/Identity Services (check all that apply):

- ☐ 2SLGBTQIA+
- ☐ First Nations, Inuit, or Métis
- ☐ Other identity-based service

Identifying Characteristics of clients the applicant is able to service within the program (check all that apply):

- ☐ Autism Spectrum disorder (ASD)
- ☐ Fetal Alcohol Spectrum disorder (FASD)
- ☐ Fire Setting
- ☐ Frequent missing/absent without notice
- ☐ Obsessive/compulsive behaviours
- ☐ Physical Aggression
- ☐ Self-Harm
- ☐ Sexualized Behaviour/Sexual acting out
- ☐ Substance use
- ☐ Suicidal Ideation/Behaviour
- ☐ Verbal Aggression
- ☐ Youth justice involvement (for example, young persons on a community order or diversion)
- ☐ Other

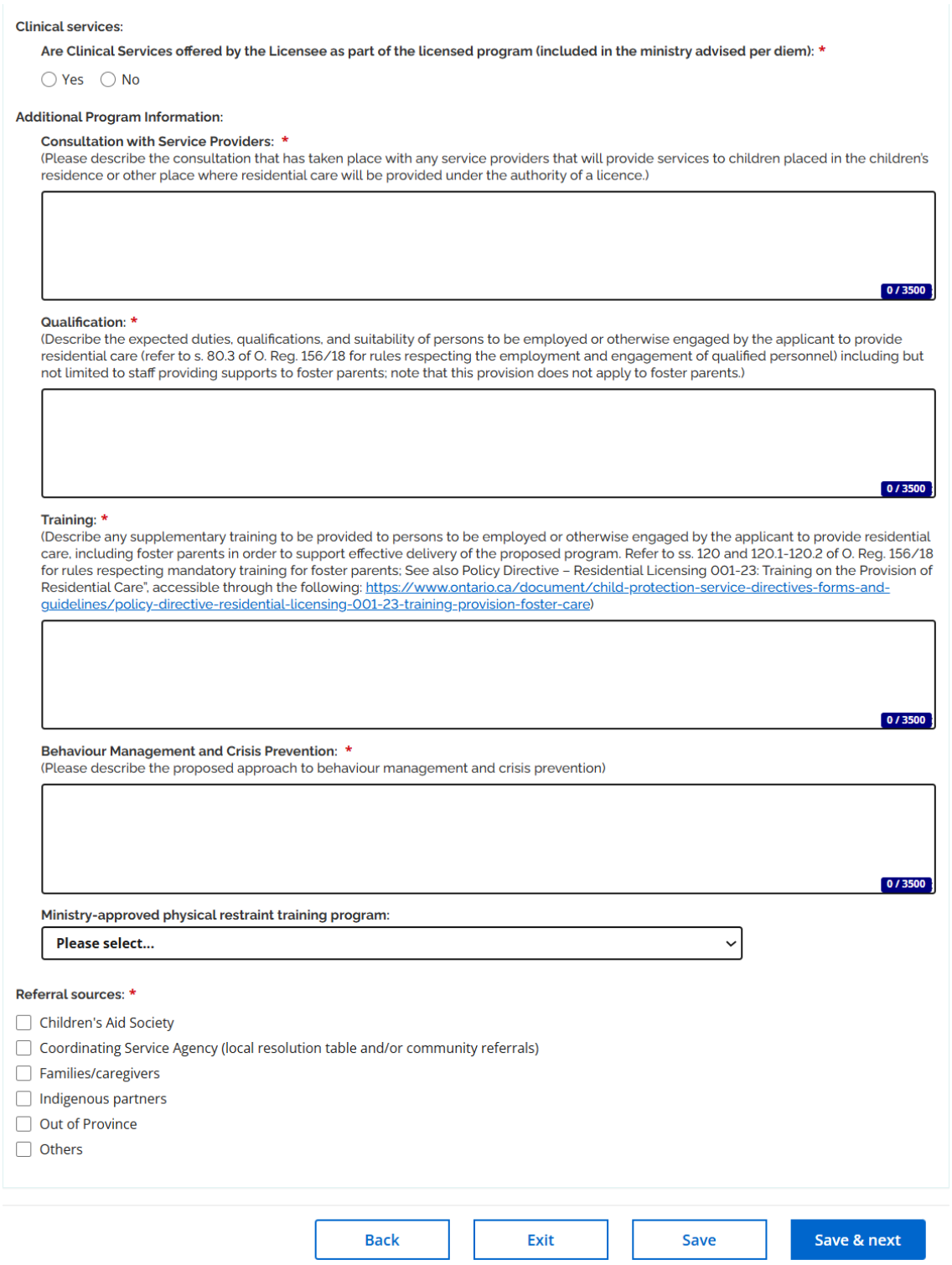
Identifying Characteristics of clients the applicant is unable to service within the program (check all that apply):

- ☐ Autism Spectrum disorder (ASD)
- ☐ Fetal Alcohol Spectrum disorder (FASD)
- ☐ Fire Setting
- ☐ Frequent missing/absent without notice
- ☐ Obsessive/compulsive behaviours
- ☐ Physical Aggression
- ☐ Self-Harm
- ☐ Sexualized Behaviour/Sexual acting out
- ☐ Substance use
- ☐ Suicidal Ideation/Behaviour
- ☐ Verbal Aggression
- ☐ Youth justice involvement (for example, young persons on a community order or diversion)
- ☐ Other

Clinical services:

Are Clinical Services offered by the Licensee as part of the licensed program (i.e., included in the per diem rate and/or service contract): *

◯ Yes ◯ No

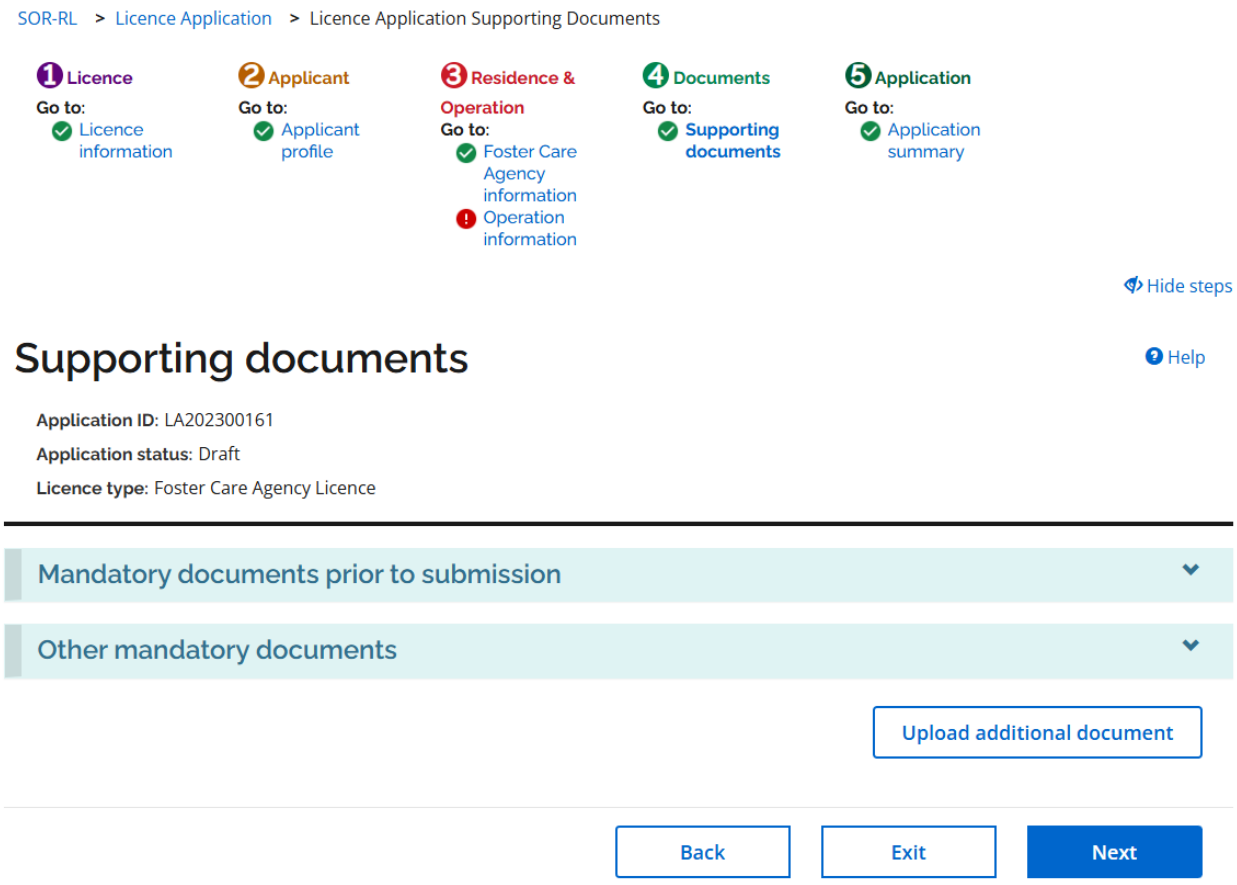


3. Select **Save & next**. The Supporting documents page appears.

Step 4: Upload supporting documents

Note: *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.*

1. If the Supporting Documents page is not on your screen, select the Supporting Documents link from the steps section.

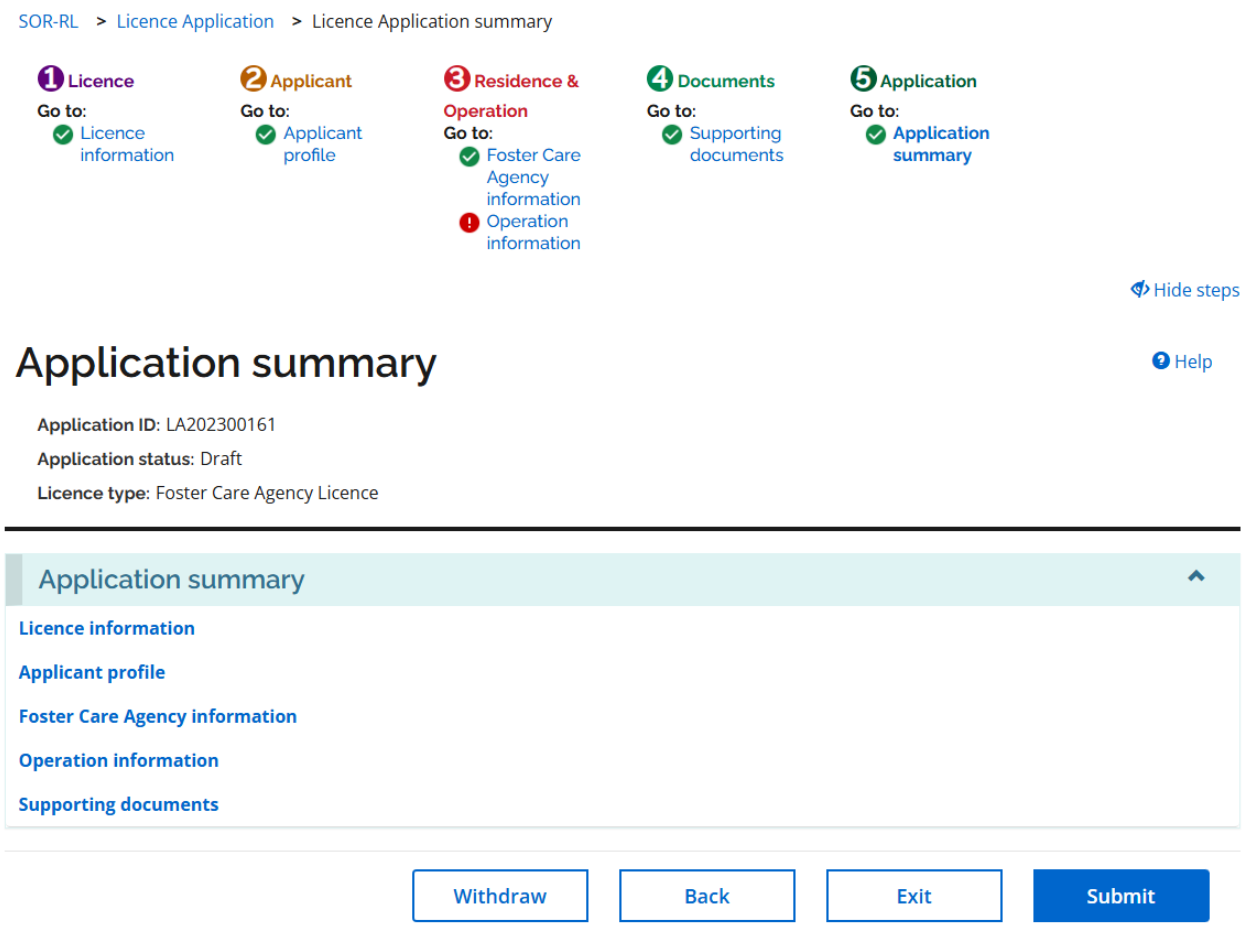


2. Upload the documents. For details see the Working with Supporting Documents section.

3. Select Next. The Application summary page appears.

Step 5: Review and submit

1. If the Application summary page is not on your screen, select the Application summary link from the steps section.



2. Review the information in the summary.

Tip: *To see information under a blue section sub-heading, choose the blue sub-heading. To edit the information, select the heading in the steps section outlined at the top of the page.*

3. To withdraw the application:

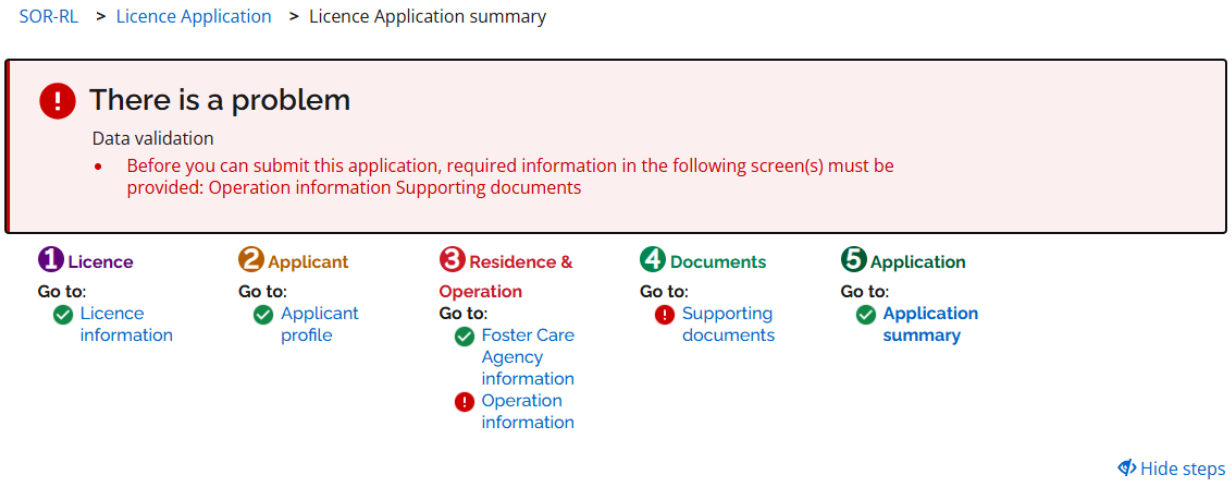
   a. Select Withdraw.

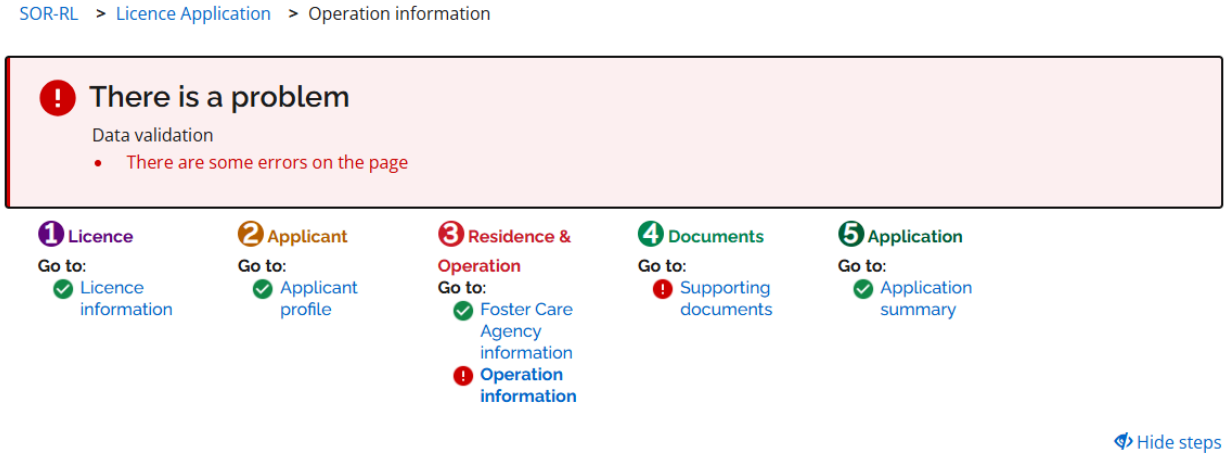
   b. A confirmation window appears.

   c. To continue select OK. To cancel the withdrawal, select Cancel.

4. Select Submit. The system will review your entries and verify that the mandatory information/documents are completed.

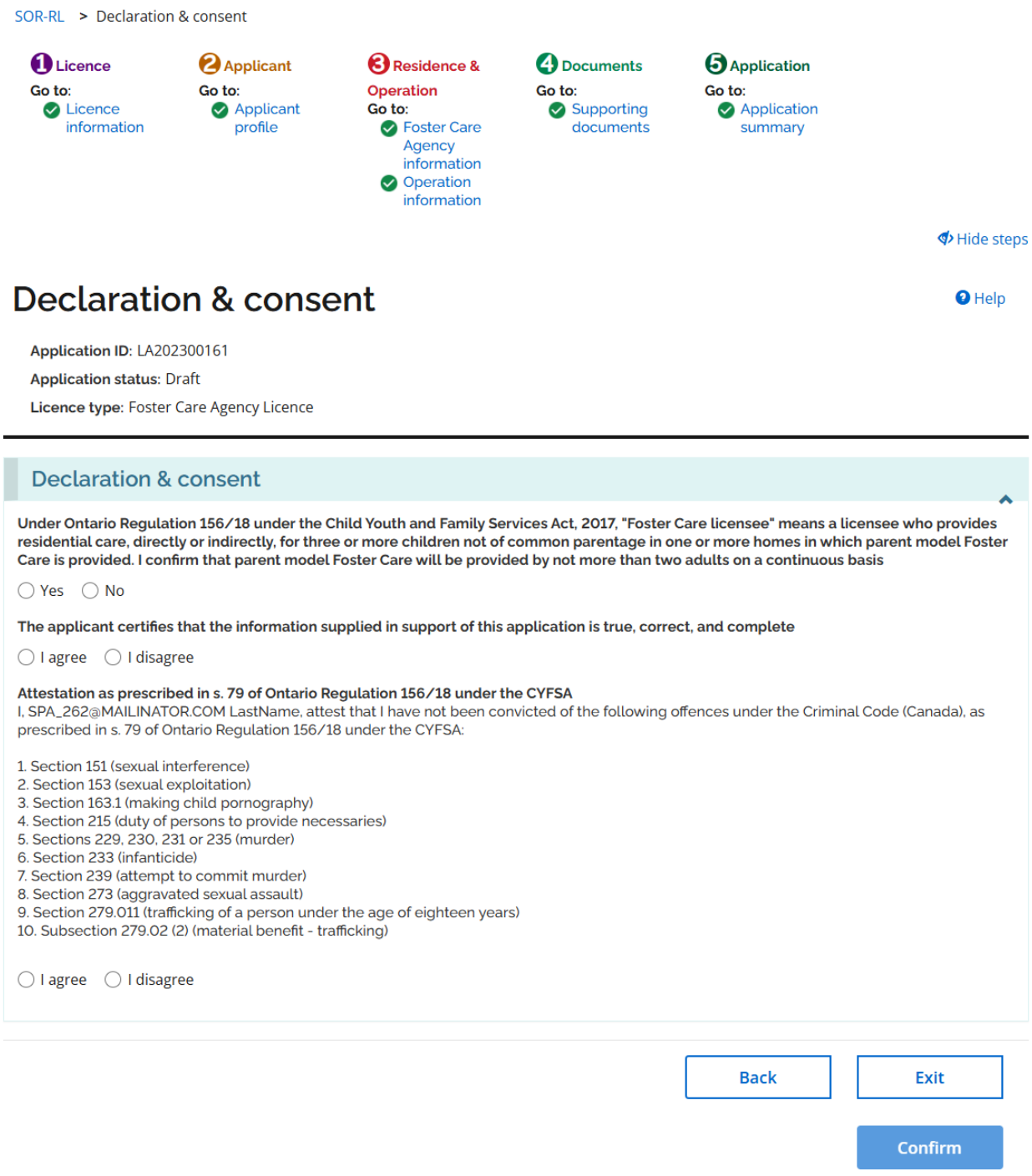
5. If there is an error, a description of the error/omission appears at the top of the page. The error message displays the names of the pages that contain errors. When you go to that page you will see a detailed list of errors or missing information on that page that need to be addressed.





6. If the information is complete, a confirmation message appears.

7. Select OK. The Declaration & consent page appears.



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

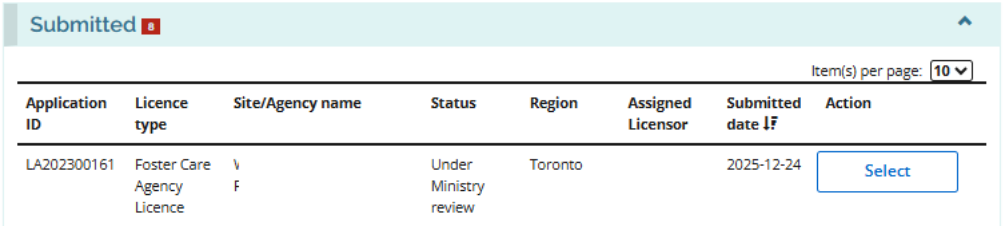
Note: *An executive officer of the corporation who has authority to bind the corporation must complete the attestation. The declaration and consent must be signed by an officer of the agency that has the authority to legally bind the applicant, for example an executive director, The application can be completed by another individual with appropriate access in the system, however for the required individual to complete the*

consent and declaration they must first access the application and select the "assign to me" button at the bottom of the summary page. Please see the "Assign to Me" section for further details.

9. Select Confirm. A confirmation message appears.



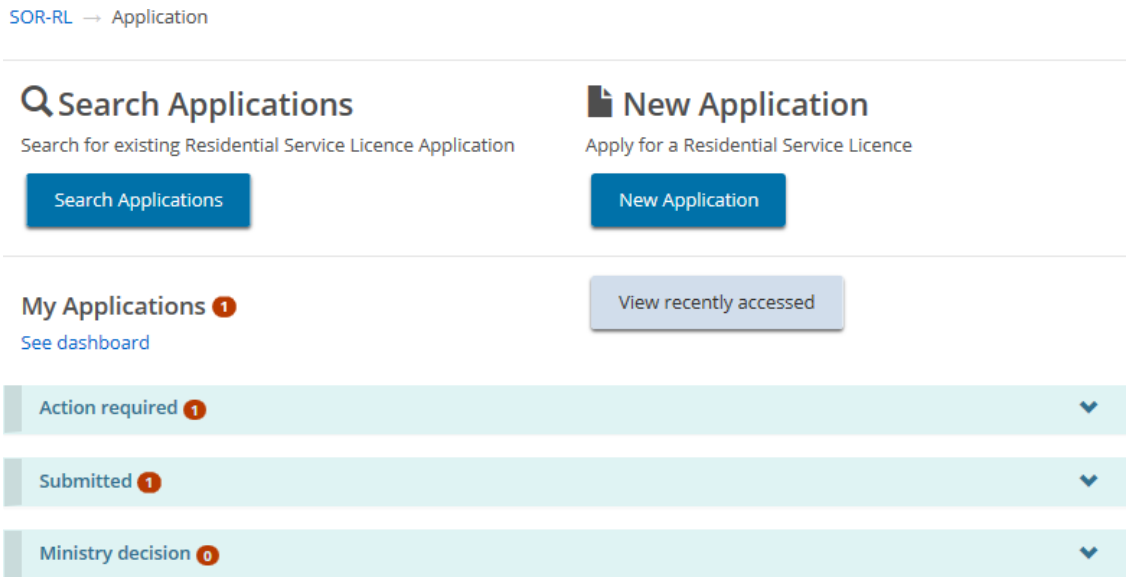
10. Select Back to module dashboard. The application appears in the submitted section of your dashboard with a status of "Under Ministry review".



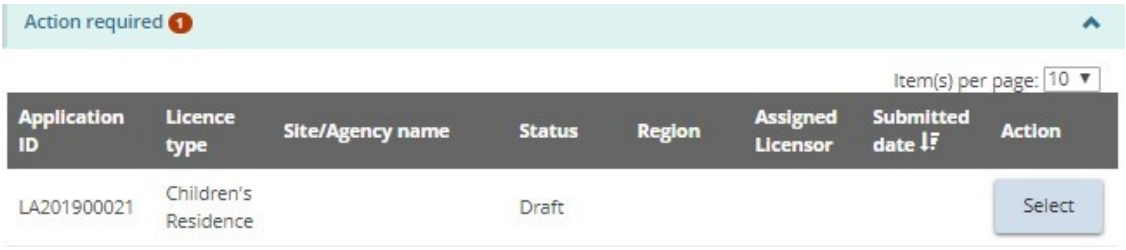
Continuing to work on a draft application

A draft application is an application that has not been submitted. The ministry cannot view a draft application.

1. Select the LICENCE APPLICATION module. The Applications module appears.



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



3. Choose Select. Continue updating the application.

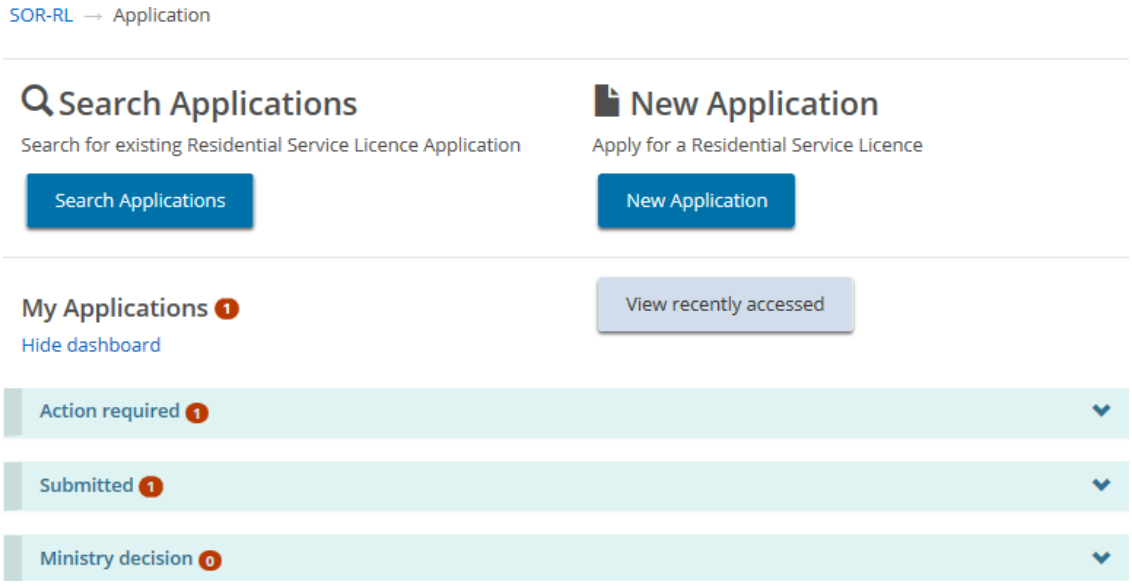
Viewing a submitted application

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.

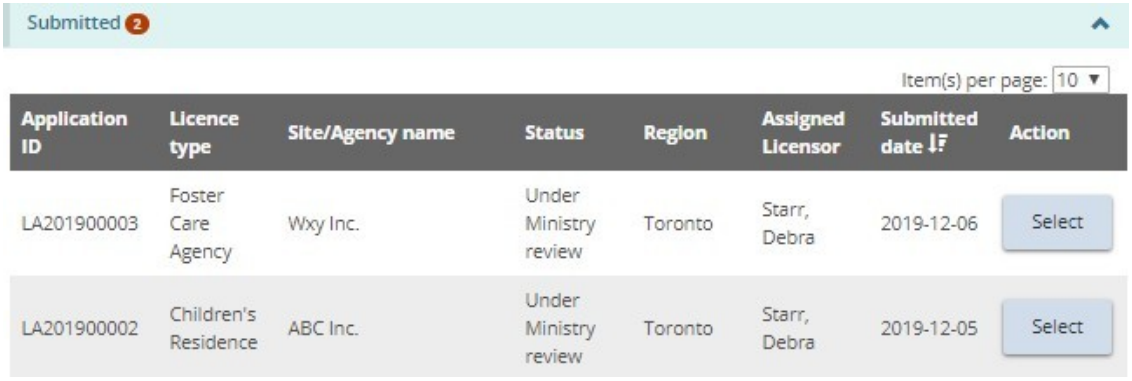
Although information cannot be edited unless requested by the ministry, at any time, you can:

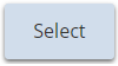
- Upload supporting documents that have not been marked as “Not required” or “Satisfactory” by the ministry.
- Upload documents that have been marked as “Pending Revision”.
- Update the Owner, Director, Officer information in the Profile module.
- Withdraw the application.

1. Choose the LICENCE APPLICATION module. The Application module appears.

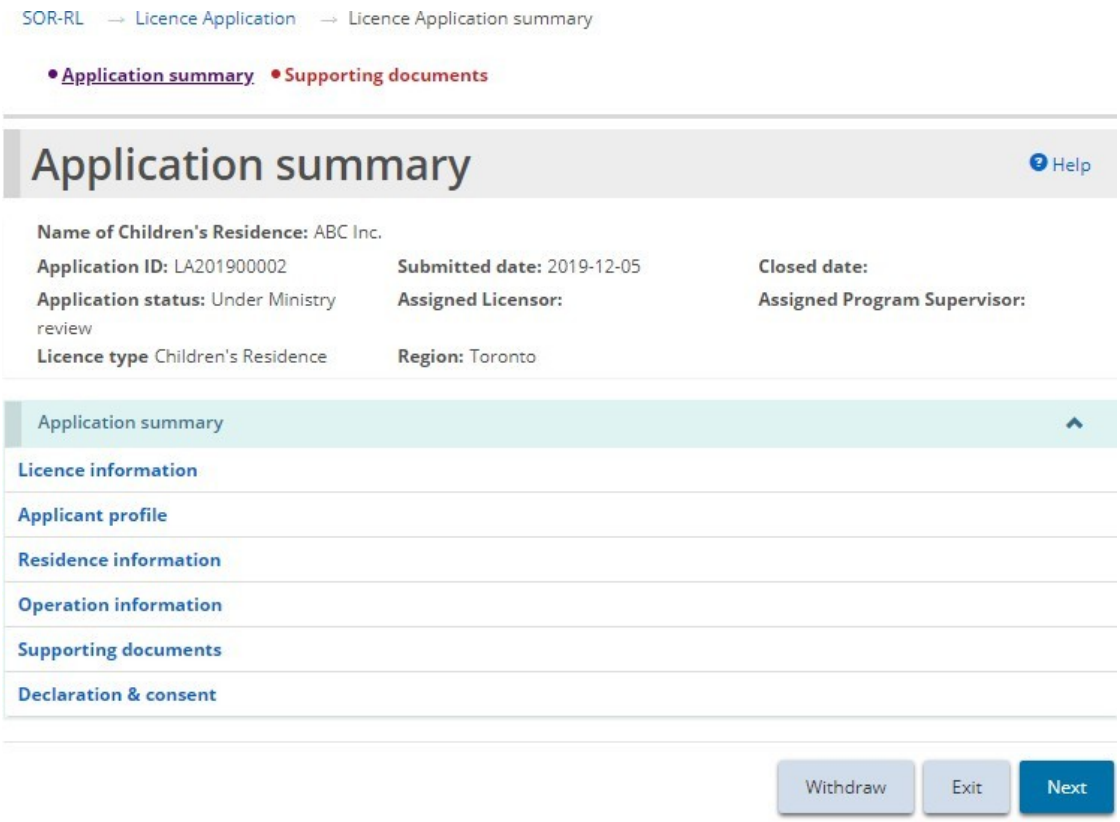


2. Under the dashboard, expand the Submitted section.



3. Choose 

. The Application summary page appears.

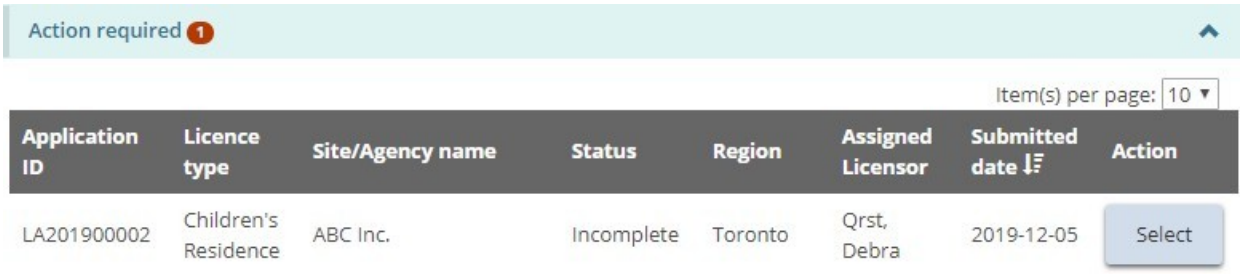


4. To see the contents of a section, select the blue section heading.

5. When you have finished reviewing your application, choose Exit.

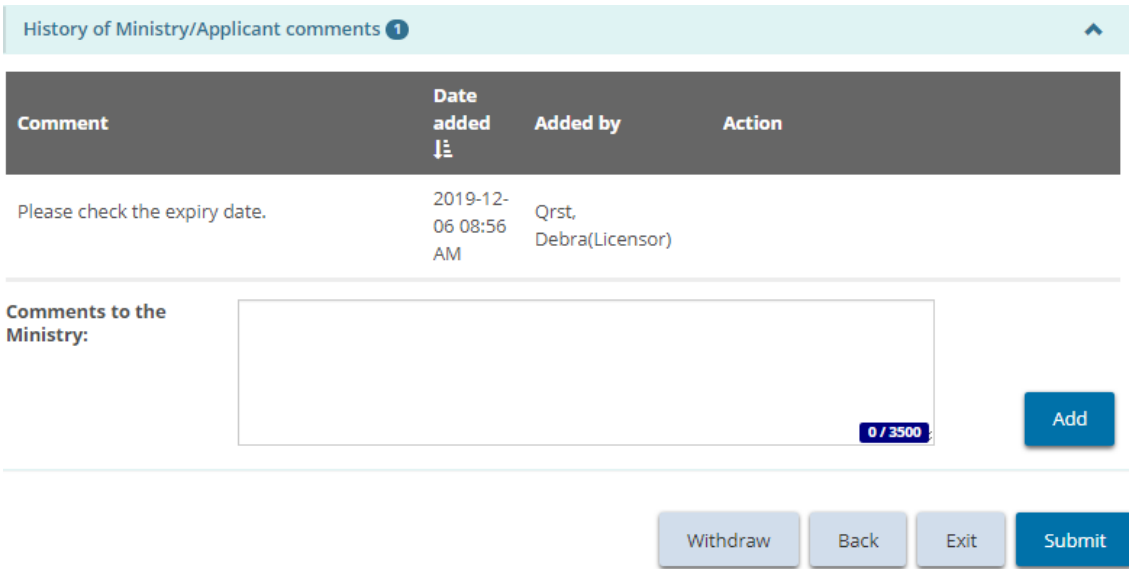
Revising/editing a submitted application

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.



1. Open the application with the status "Incomplete".

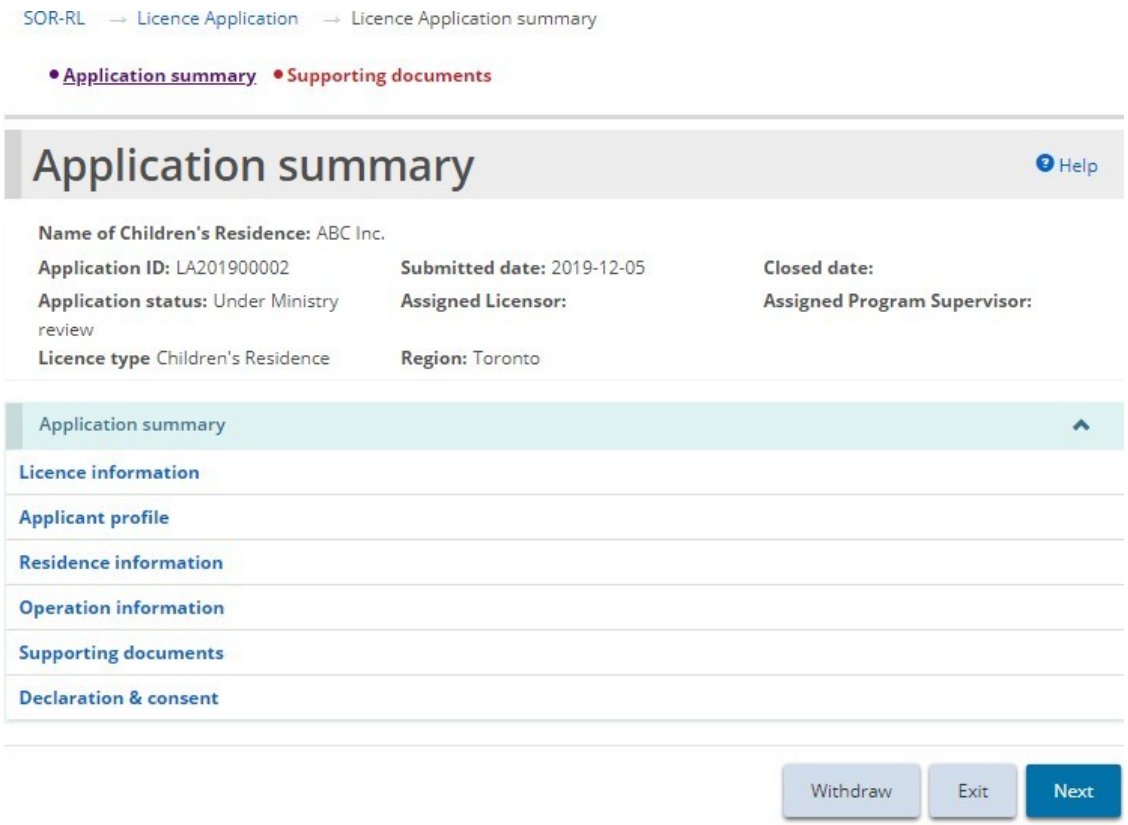
2. From the Application Summary page, scroll down to the History of Ministry/Applicant comments section and read the ministry comment.



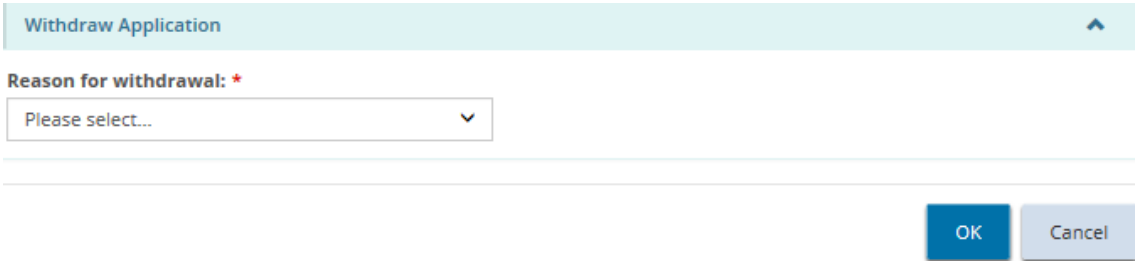
3. Make the changes required. Save the changes.
4. Select Application Summary. The Application Summary page appears.
5. If required, add a note back to the ministry then select Add.
6. Choose Submit. The Declaration and Consent page appears.
7. Read the declaration and consent, then answer the questions.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

Withdrawing a draft or submitted application

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



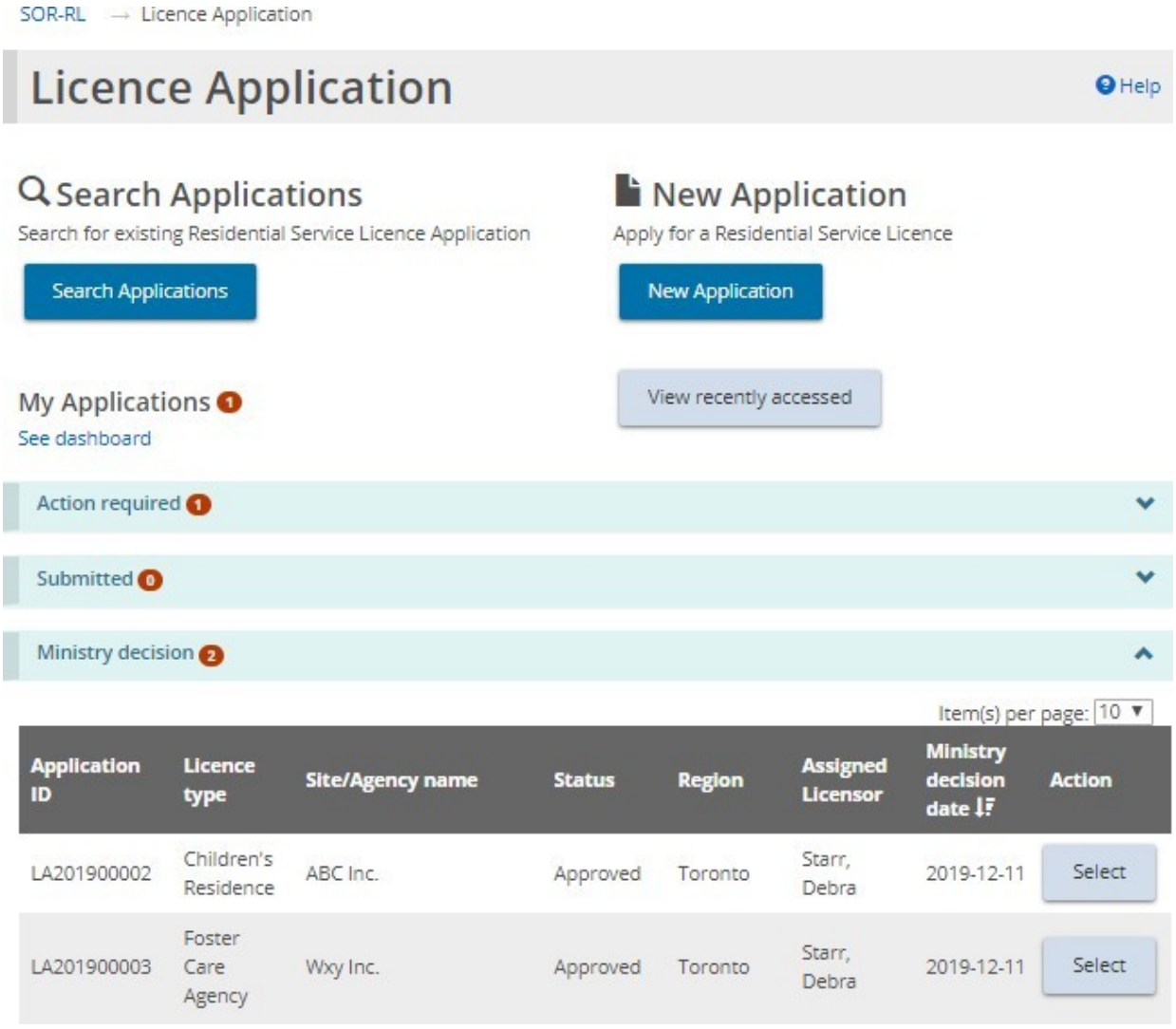
2. Select Withdraw. A confirmation message appears.
3. Select OK to continue.
4. Select the reason for the withdrawal.



5. Choose OK.

Decision notification

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



Working with supporting documents

There are several areas in SOR-RL where you can upload and edit documents. The process is documented here for reference.

Note: *The following types of files can be uploaded: graphic (gif, jpeg, png, pdf), documents (pdf, rtf, doc, docx, plain text, ppt), and spreadsheets (xls, xlsx).*

Note: *If the document is larger than 10MB, it must be split it into smaller files and uploaded separately. Consult with the ministry if you have questions about large files.*

Note: *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.*

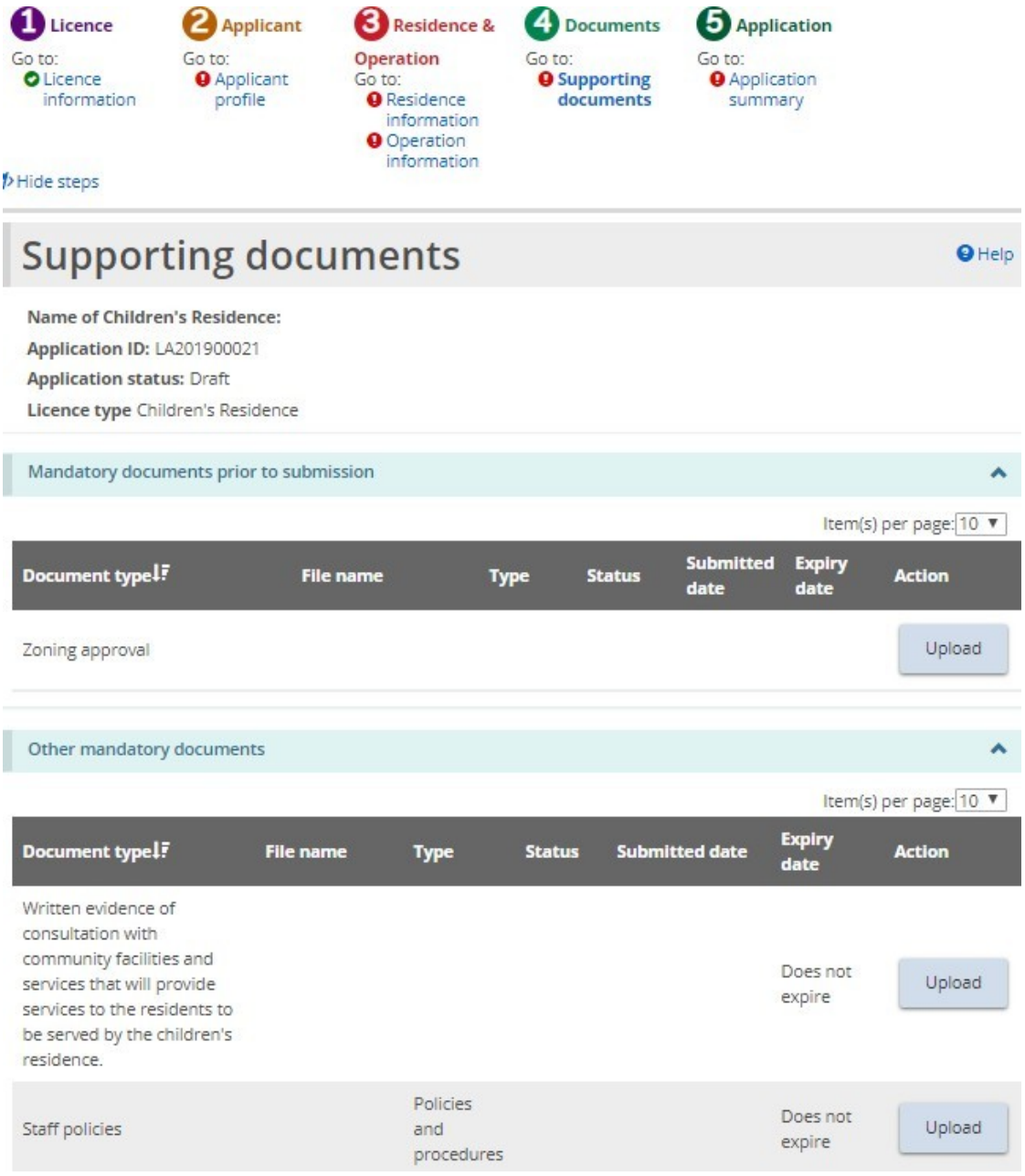
You can upload documents itemized in a list, or, in some cases, you can upload an additional document.

Uploading a document from a list

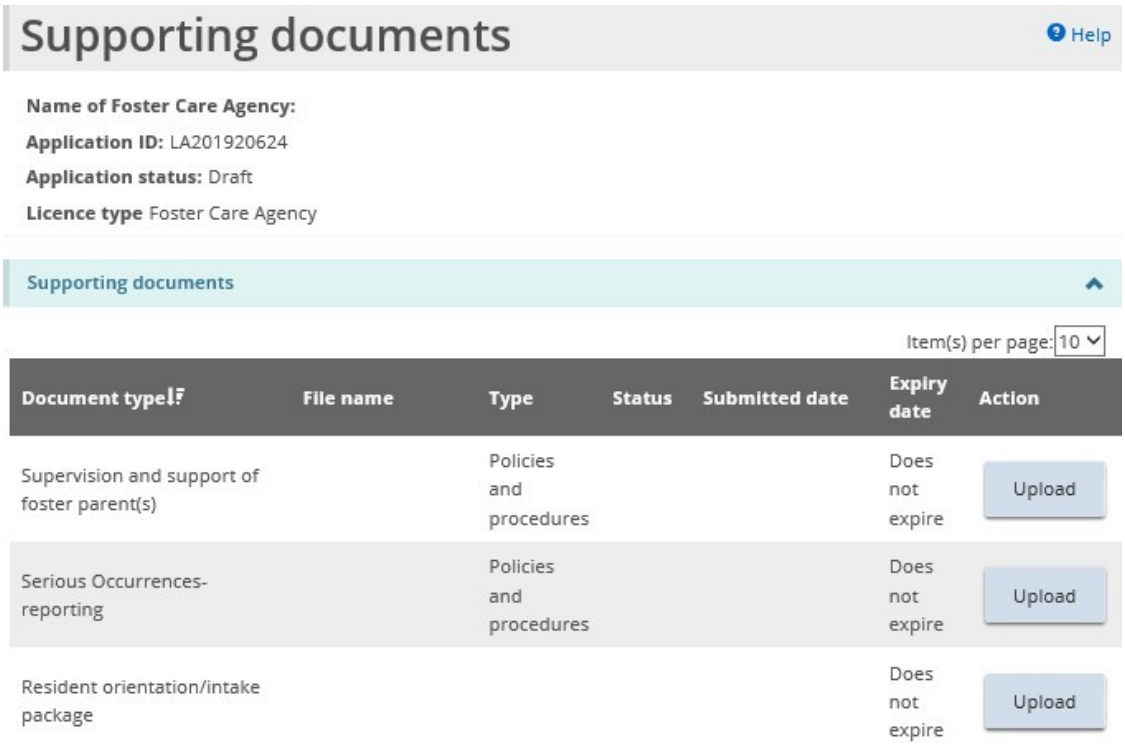
The documents contained in the supporting documents list depend on the module (Licence Application, Director's approval, etc.) and licence type. The list is divided into mandatory documents required prior to submission and other mandatory documents required to be submitted prior to the ministry processing a licensing request.

Note: *If the document status of a mandatory document is "Submitted", no further updates can be made. For non-mandatory documents, revised documents may be submitted after the initial submission.*

1. Open the application/licence. The summary page appears.
2. Select • **Supporting documents** or Supporting documents. The Supporting documents page appears.



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

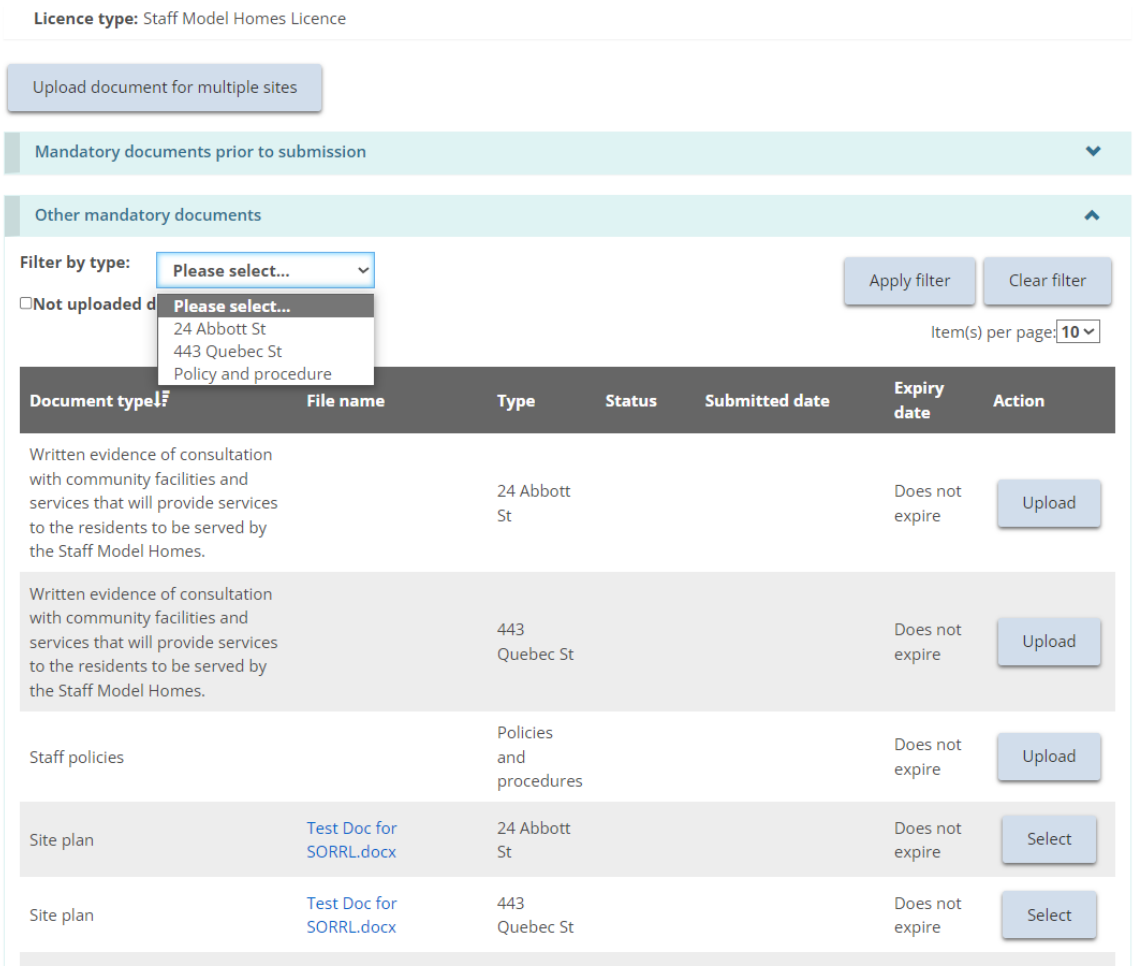
Supporting documents

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.

Tip: *To quickly identify the documents that have not yet been uploaded, select the Status column header to sort the list and move the documents that have not been uploaded to the top of the table.*



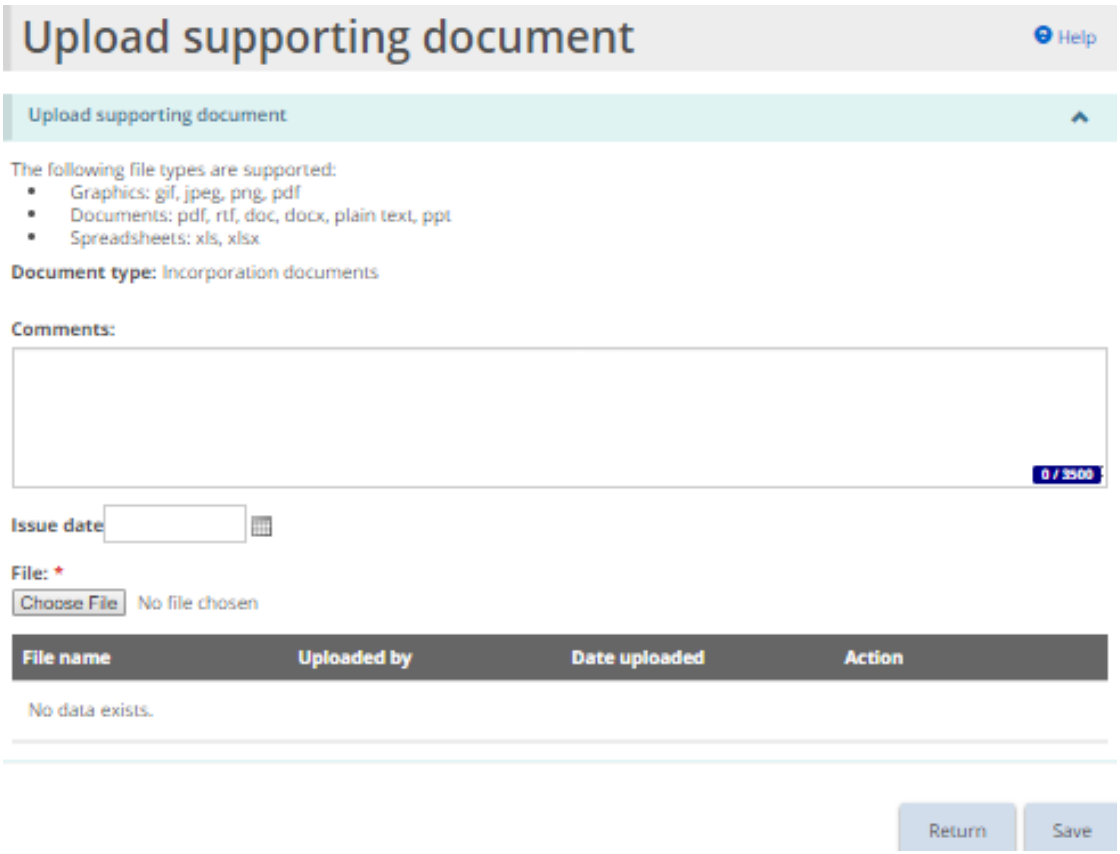
Partial page example of a Supporting Documents page from a Staff Model Home.

Tip: *To quickly navigate the documents for a Staff Model Home licence, the user can filter by site/document type or documents that have not yet been uploaded. Additionally, columns can be filtered by selecting on the column header for example "Type" or "Status" or "Document Type".*

3. Select Upload or Select.

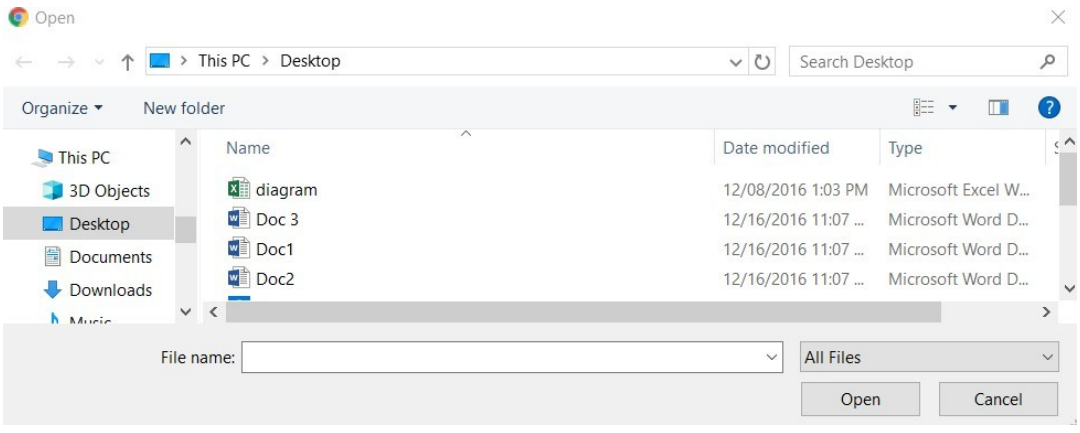
Note: *See the section below for how to upload one document to multiple sites (for Staff Model Homes only).*

4. The Upload supporting document page appears.



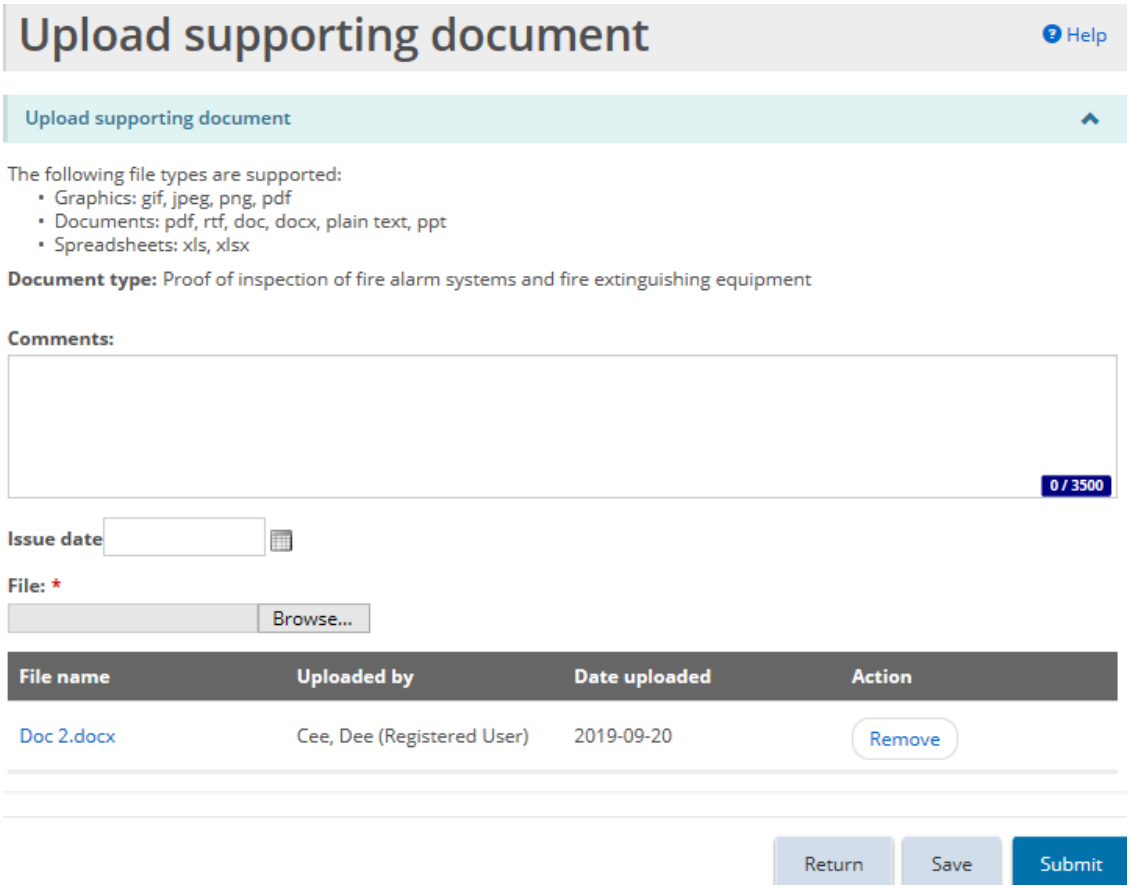
The page may look different depending on the type of document being uploaded.

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



8. Select the document and select Open.

9. Choose Save. The file name appears in the table.



10. Select Submit. A confirmation message appears.

11. Select OK. The document appears in the Supporting documents page with the status of "Submitted".



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

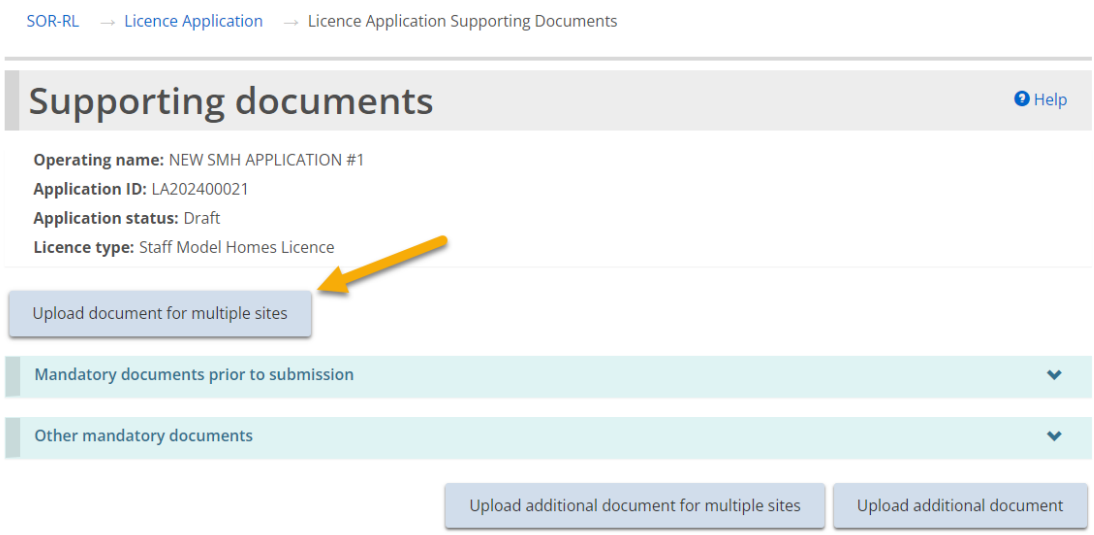
Uploading a document to multiple sites under one licence (Staff Model Homes only)

For staff model homes licensees, supporting documents can be uploaded at either the licence level (e.g. policies and procedures), to an individual site (e.g. drinking water system report or site plan), or to multiple sites at one time (e.g. resident orientation intake package). Licence level documents are only required to be uploaded once and apply to the entire licence, not to an individual site.

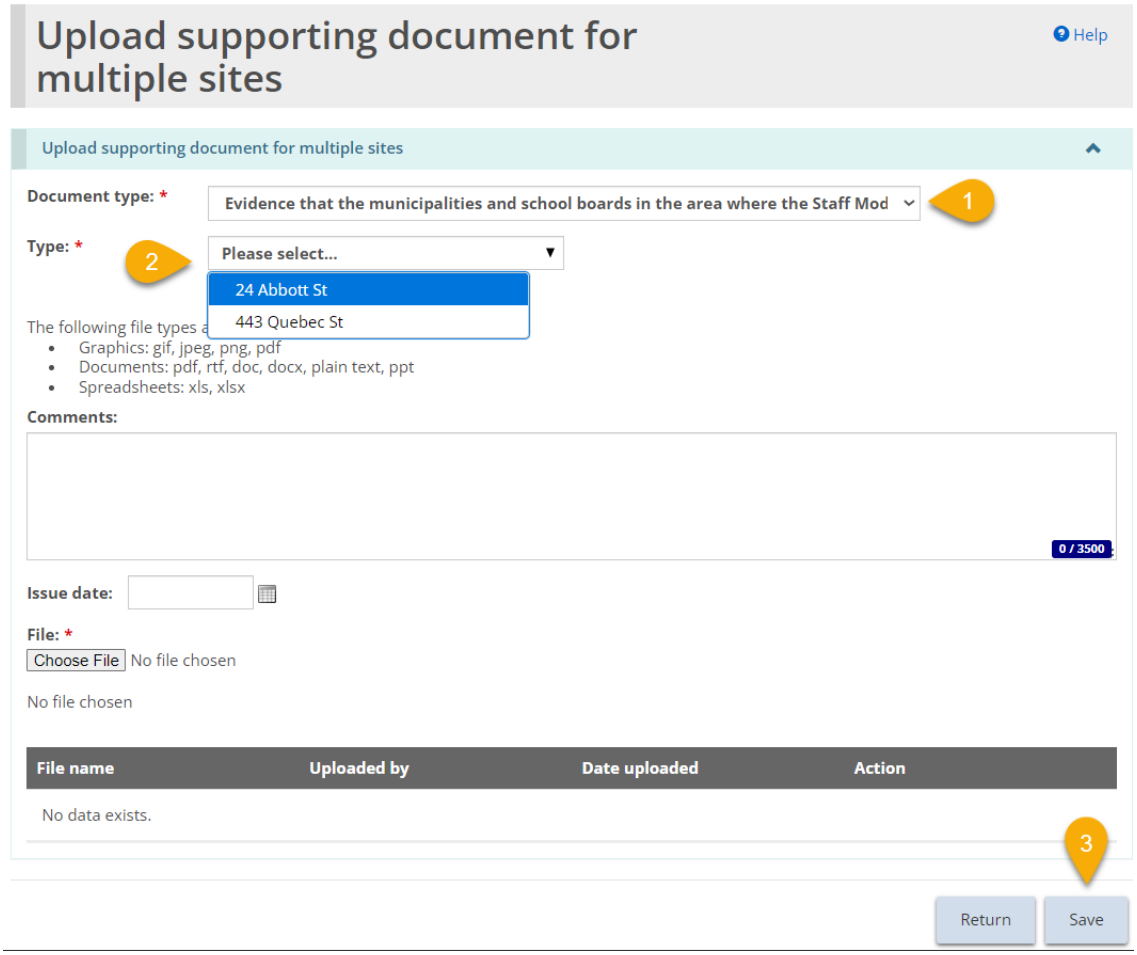
Please refer to the previous section for instructions on uploading individual supporting documents.

Where the same document may apply to multiple sites, (e.g. zoning approval) the licensee may submit one document and apply it to multiple sites at one time.

1. From the supporting document screen in the applicable module. Select the "Upload document for multiple sites" button.



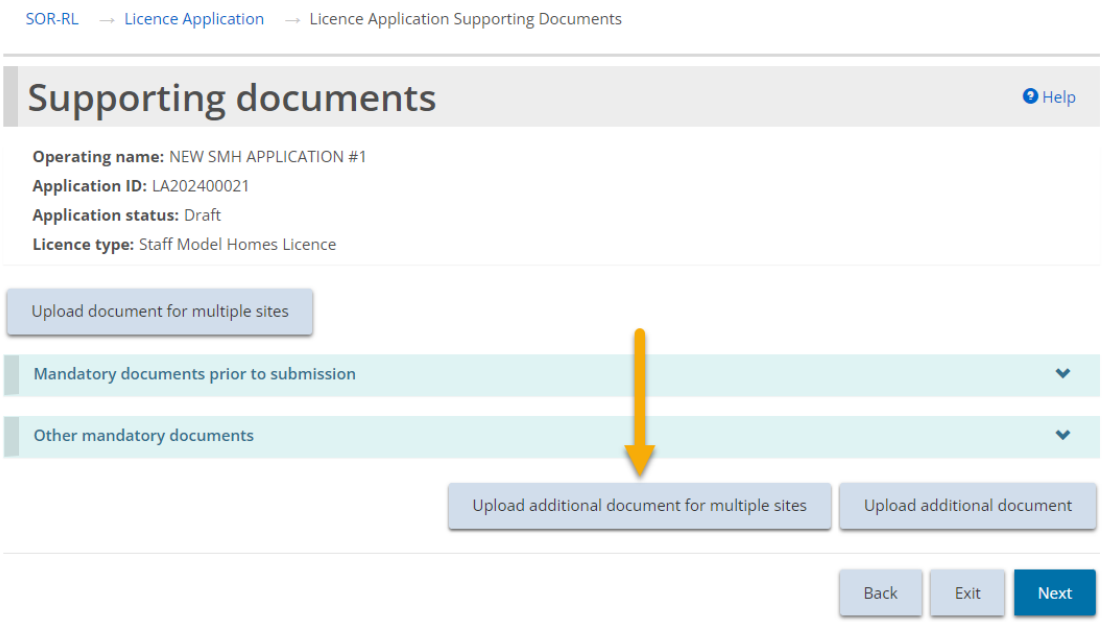
2. Select the applicable document type and each site that this uploaded document applies to from the drop-down menus.



3. Upon selecting the "save" button (or 'submit' where available, see note below), the uploaded document will be copied to each of the selected sites.

Note: *If the user saves a document to multiple sites but navigates away from this page prior to selecting "submit", they cannot return to this page to update or submit the documents at a later date. In this instance, the document would have to be updated or submitted individually for each selected site or submitted to the ministry when the application is submitted.*

This functionality is also available for uploading an additional document type.

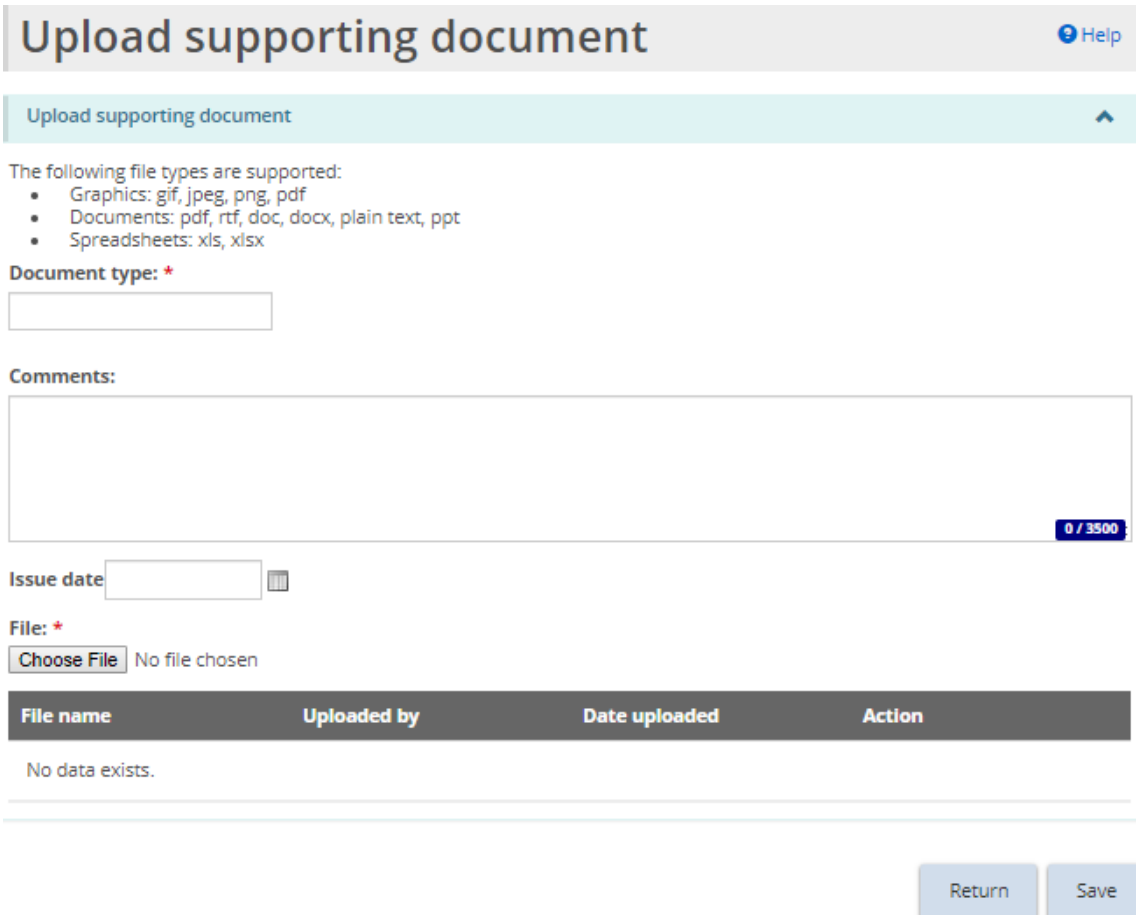


Note: *Policies and procedures are uploaded once and apply to the whole licence. See previous section for steps to complete. They cannot be assigned to an individual or multiple sites.*

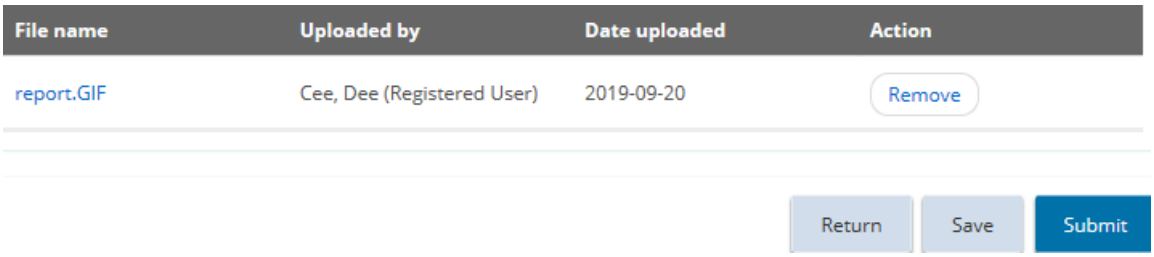
Uploading a document that is not in the supporting document list

If the item (Licence Application, Director's approval, etc.) status is "Draft" or "Incomplete", there will be an Upload additional document button on the Supporting Documents page. This button allows you to upload other documents.

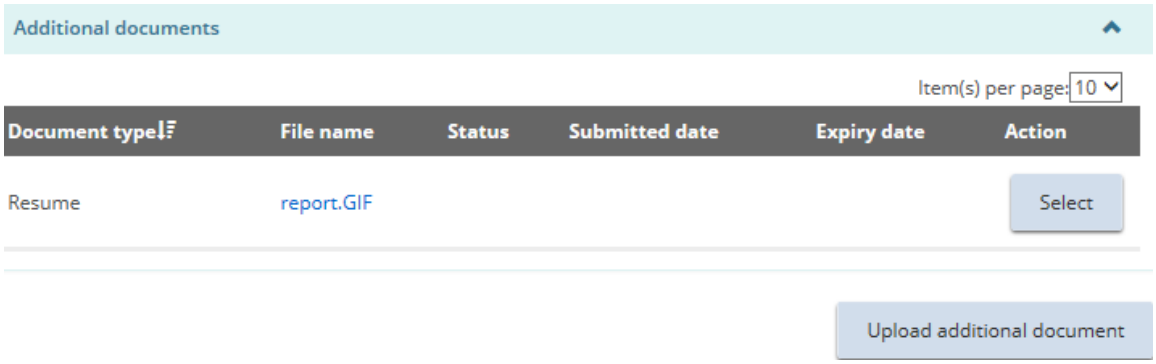
1. From the application/licence, choose **Supporting documents**. The Supporting documents page appears.
2. Select Upload additional document. The Upload supporting document page appears at the bottom of the page.



3. Enter a brief description of the document in the Document type field. This is a mandatory field.
4. Enter a description of the document in the Comments field. This is an optional field.
5. Select the issue date, if applicable.
6. Select Choose File. The Choose File to Upload page appears.
7. Select the document and select Open.
8. Select Save. The file name appears in the table.

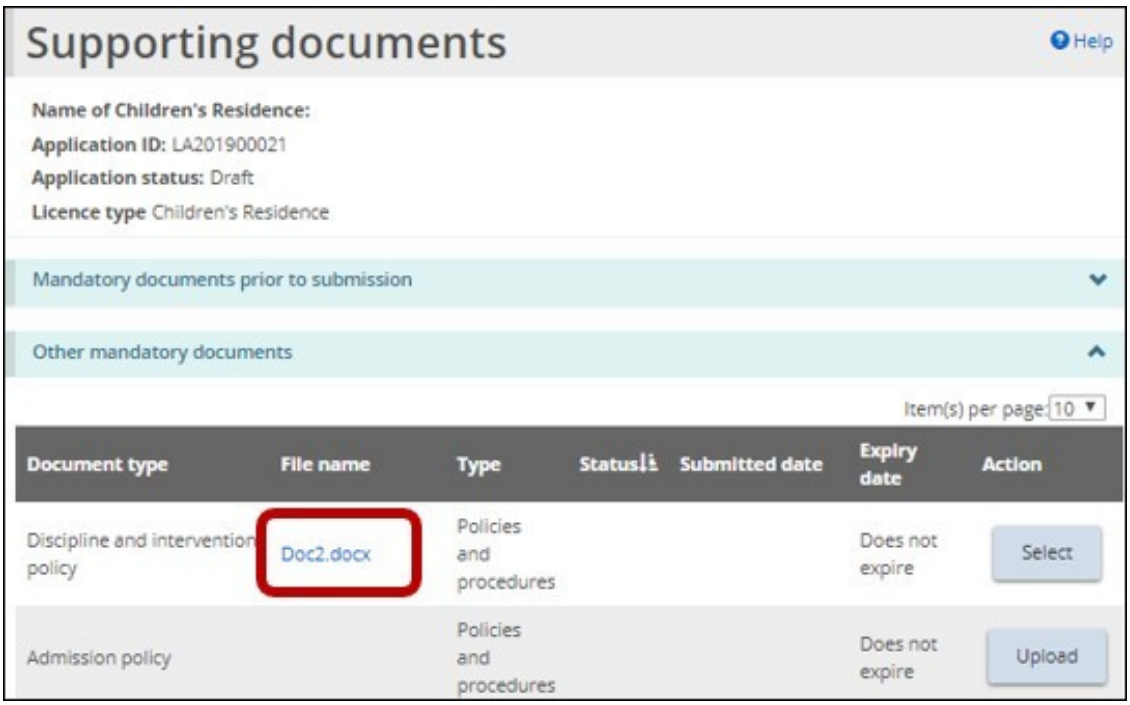


9. Select Return. The document appears in the Additional documents table.



Viewing the contents of an uploaded document

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



2. From the Supporting documents page, select the blue file name link. Depending on your browser, the document will open, or the document will download to your downloads folder.

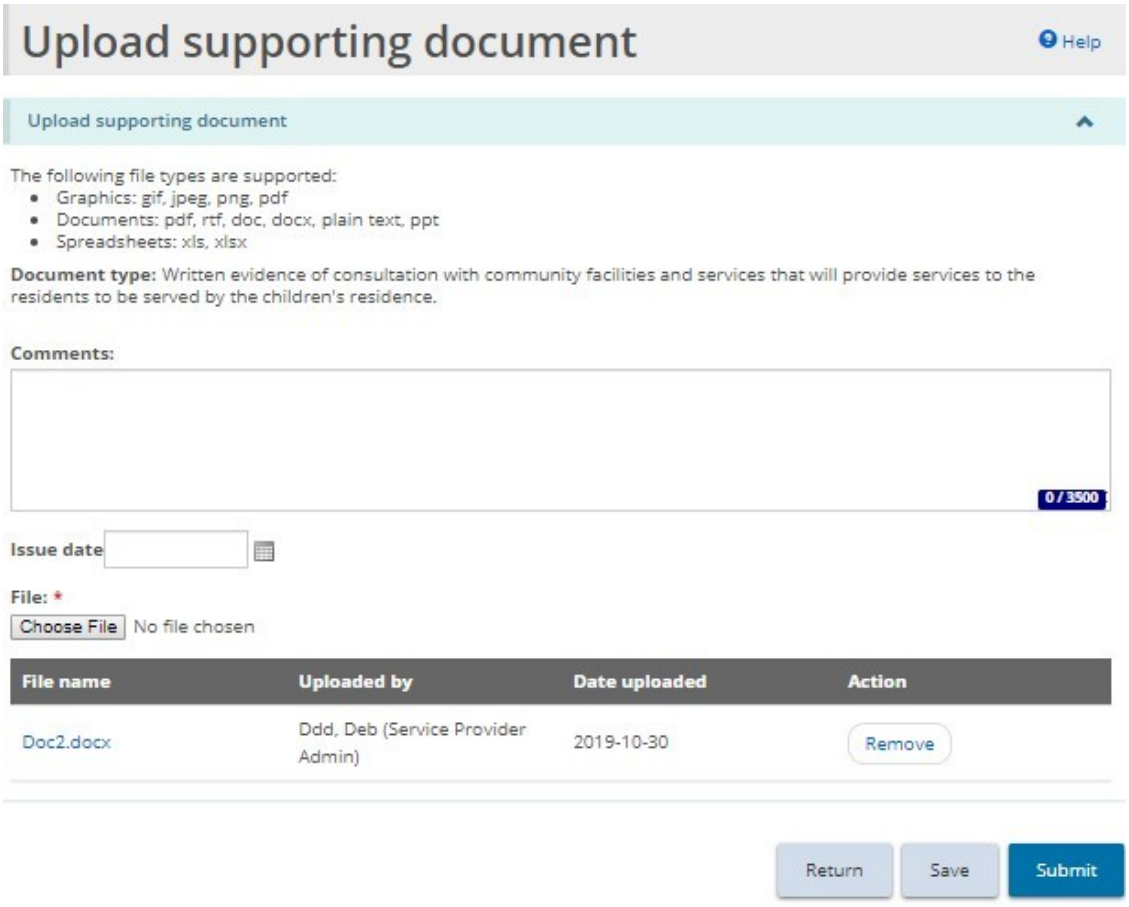
3. When you are done, close the document.

Removing a draft document

Note: *A document cannot be removed once it is submitted. If a document has been uploaded and saved, it may be removed.*

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

2. Choose Select. The Upload supporting document page appears.

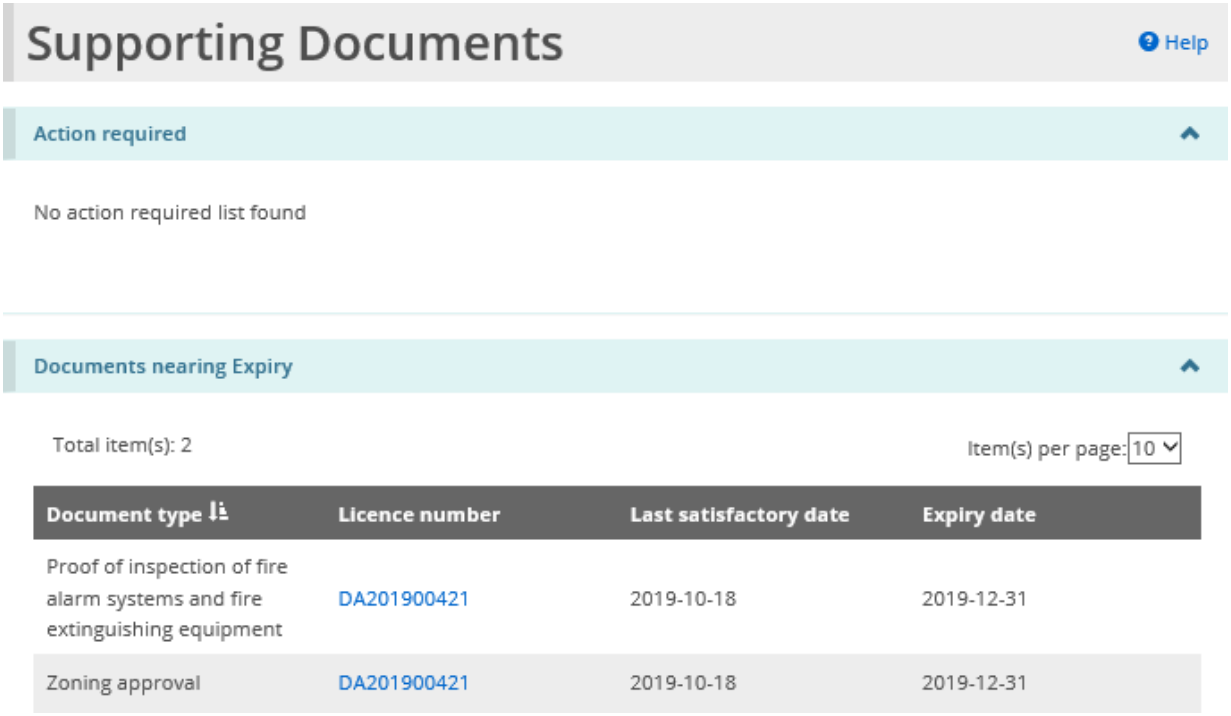


3. Select Remove. A confirmation message appears. Select OK to continue.

4. Select Return.

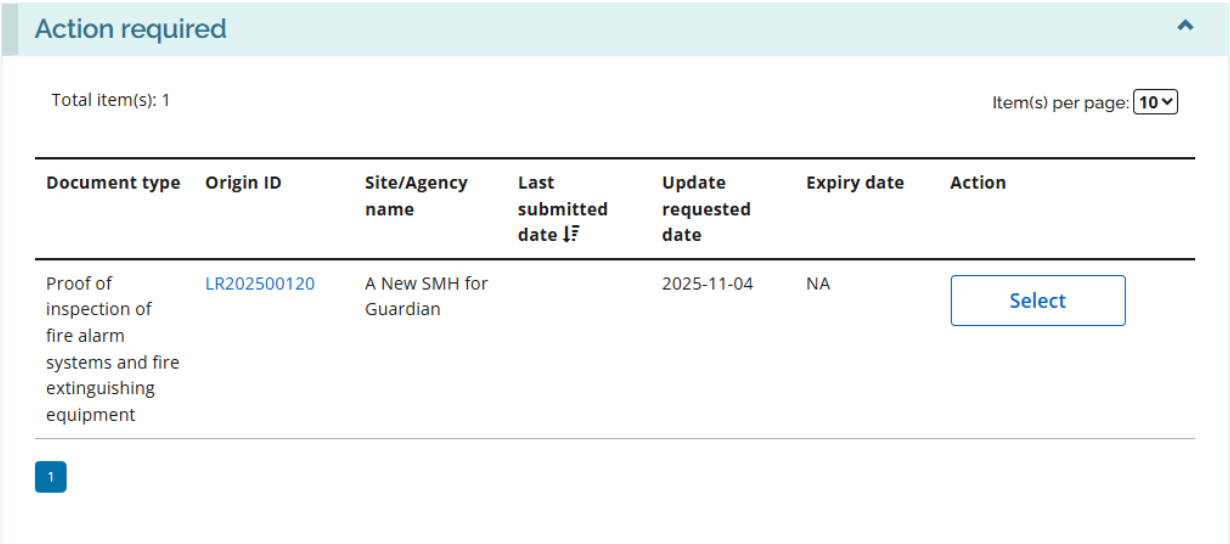
Working with a submitted document

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 in the Supporting Documents module.

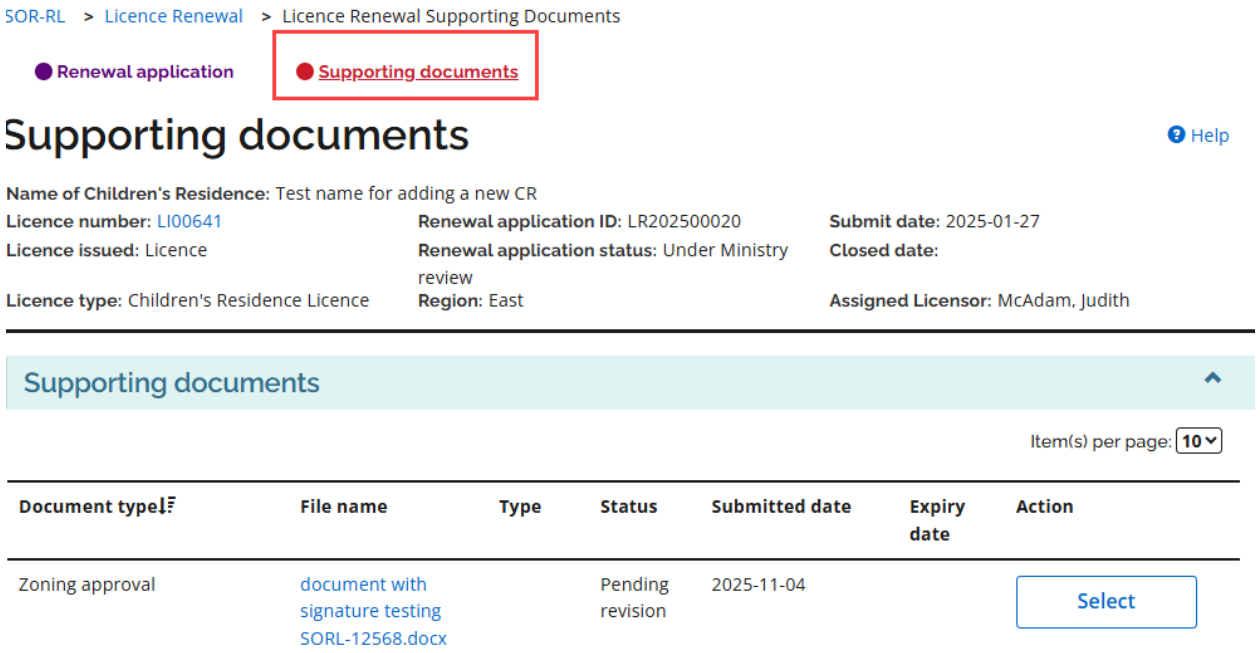


Updating a document when action is required

1. From the SOR-RL home page, select SUPPORTING DOCUMENTS. The Supporting Documents module appears. Documents requiring updates will display under Action Required.



2. Supporting documents requiring revision can also be accessed through the module where it was uploaded (Licence Application, Directors Approval etc.). Navigate to Supporting Documents across the top of the page.



3. Choose Select to update the document.

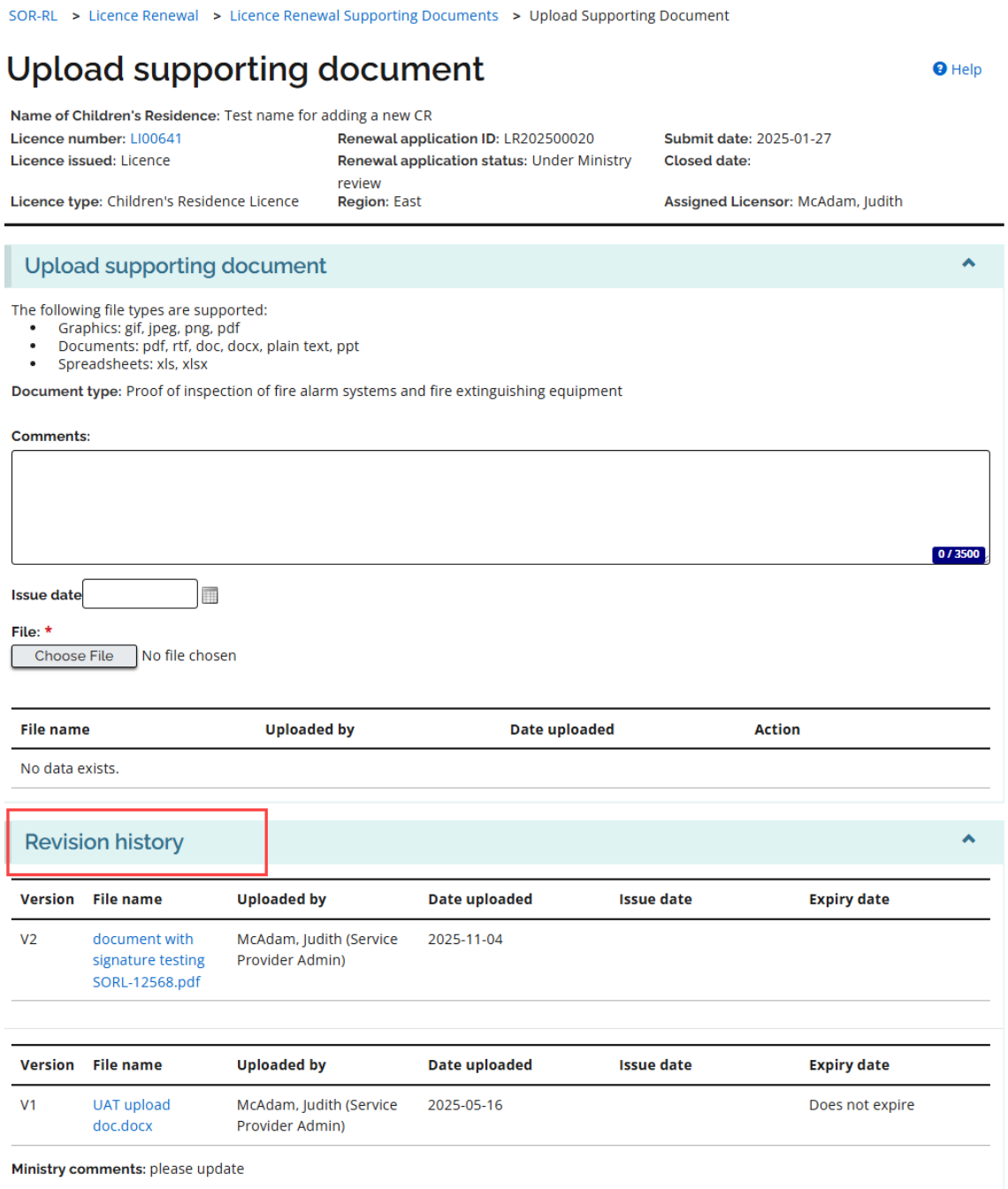
4. Select the Issue date.

5. Select Choose File. The Choose File to Upload page appears.

6. Select the document and select Open.

7. Choose Submit. The document is submitted to the ministry for review.

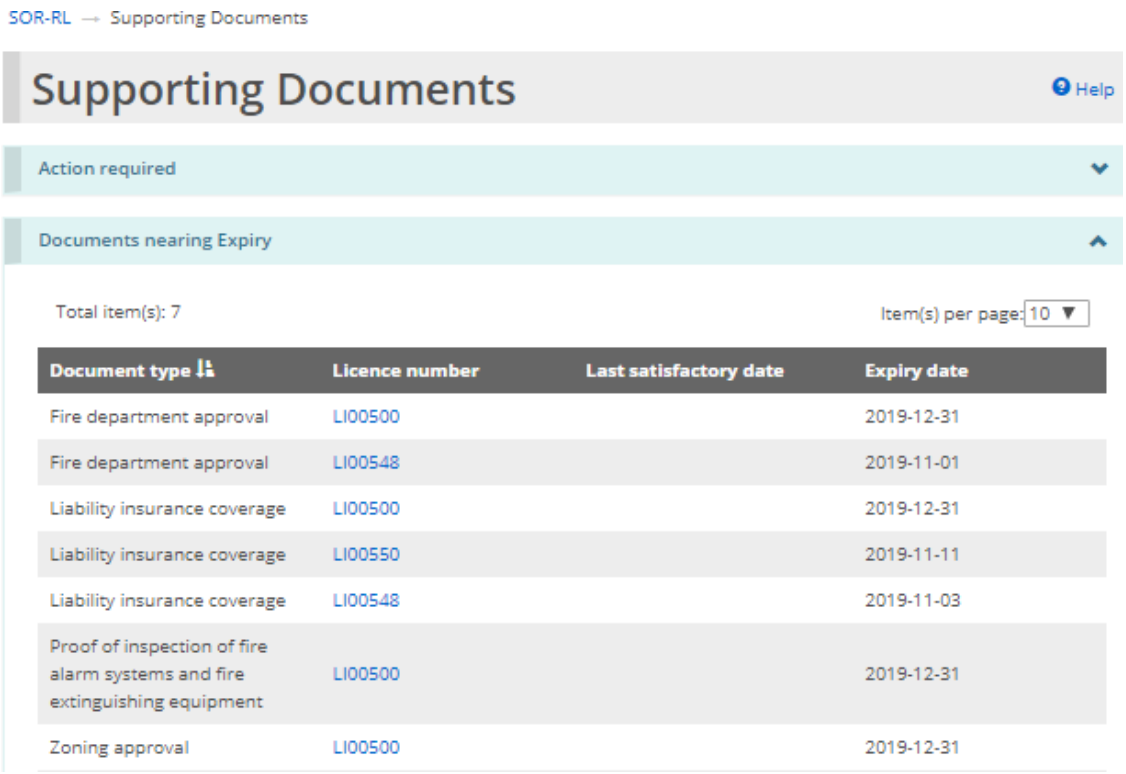
8. The original supporting document and any revisions that were uploaded, will display under revision history.



Updating a document that is nearing expiry

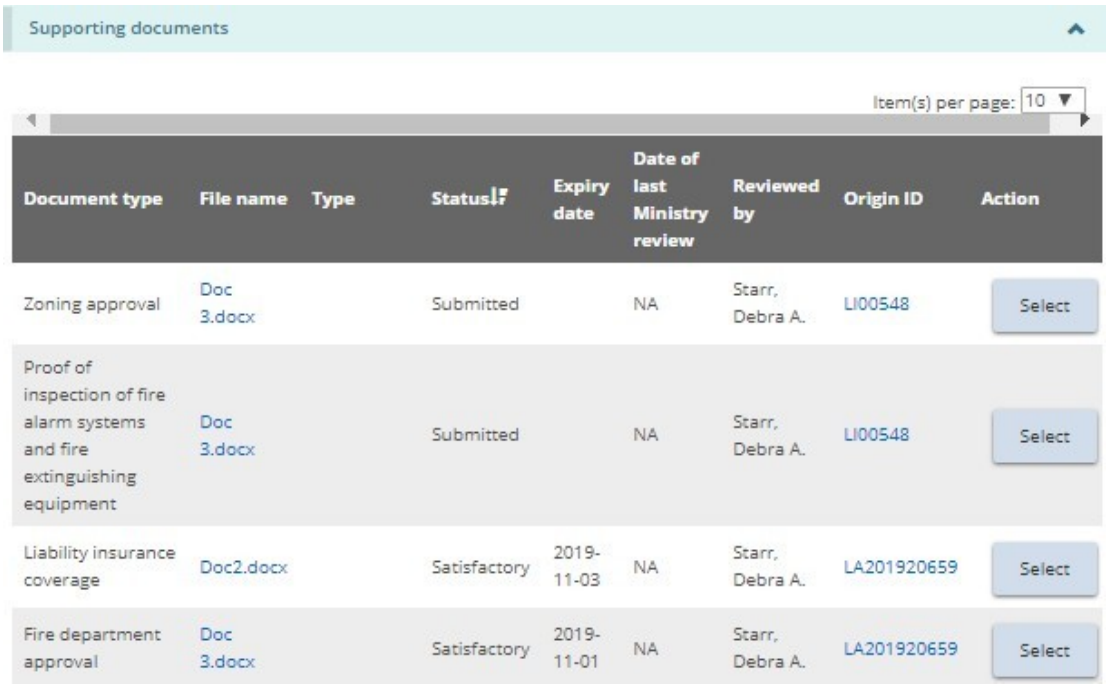
You will be sent a reminder notification before a document expires.

1. From the SOR-RL home page, choose **SUPPORTING DOCUMENTS**. The Supporting Documents module appears.

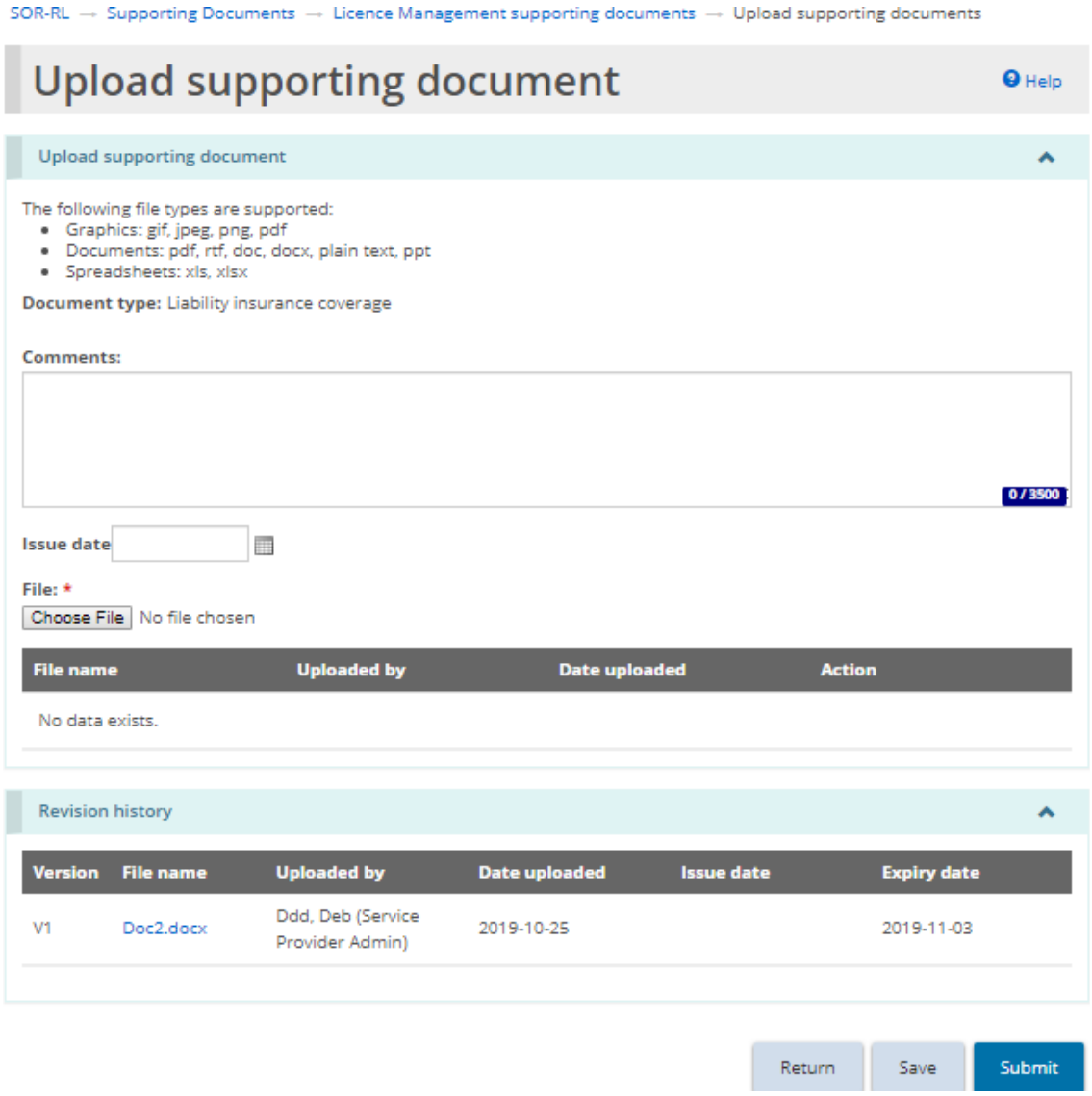


2. Select the blue licence number link. The Licence summary page appears.

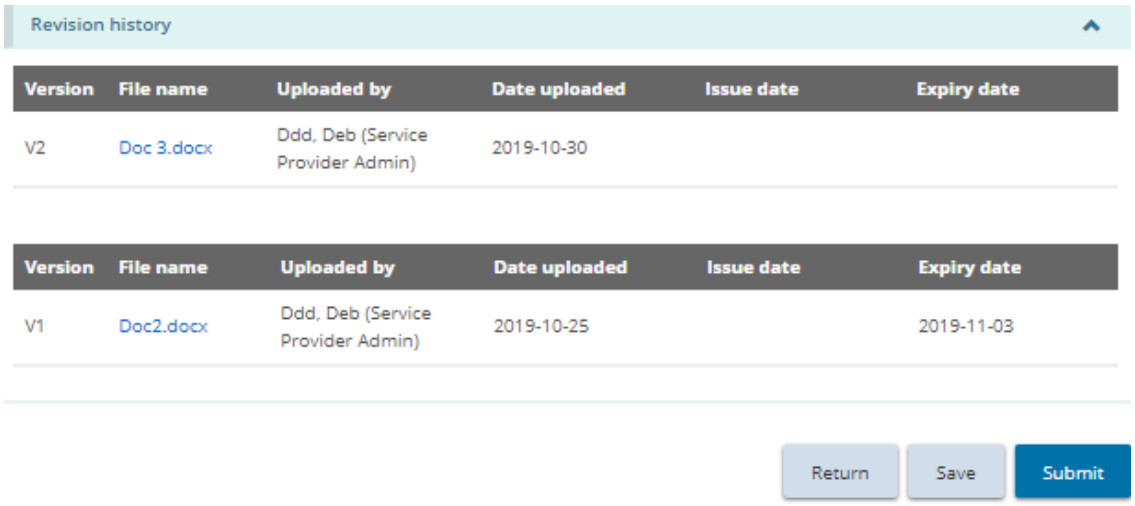
3. Choose **Supporting documents**. The Supporting documents page appears.



4. Choose the Select button of the document type you want to update/upload.
5. The Upload supporting document page appears.



6. Choose Upload additional document.
7. Select the file and choose Open.
8. Select Save. The file name appears in the list.
9. Select Submit. The file is submitted to the ministry for review.
10. 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

Working with Monthly Reporting

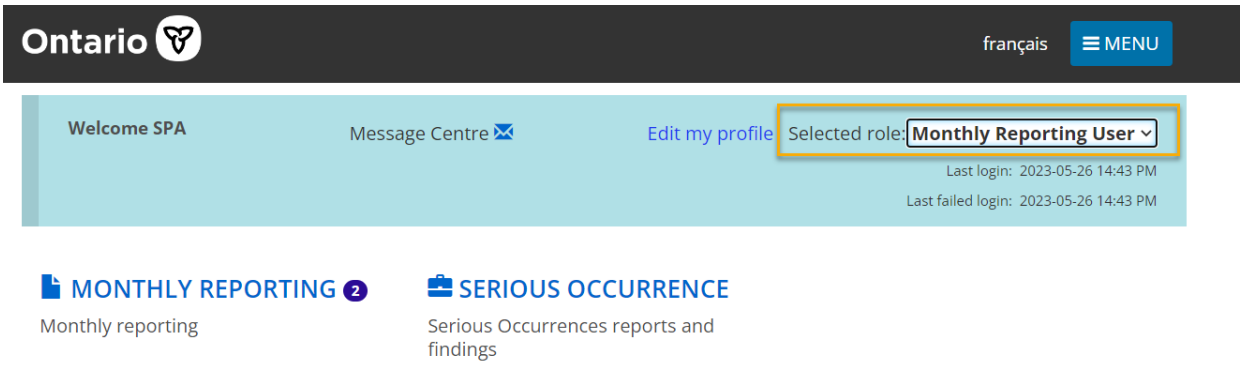
For foster care, children's residence, and staff model home licensees, a monthly reporting module has been created to help facilitate the monthly reporting of complaints and mechanical restraints to the CYFSA Director as required by the new regulatory requirements (July 1, 2023).

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

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

Monthly Report User

The Monthly Reporting module is only accessible to users with the Monthly Reporting User role assigned to their profile. It can be accessed from the drop-down menu in the top right corner of the SOR-RL landing page.



The Monthly Reporting User will have read and write access to the Monthly Reporting module as well as read-only access to the Serious Occurrence module. This access is necessary to ensure they can verify the information populated in the monthly report template. This role can be assigned to any SOR-RL user, by users with the Service Provider Administrator (SPA) role with a Local Registration Authority (LRA) designation.

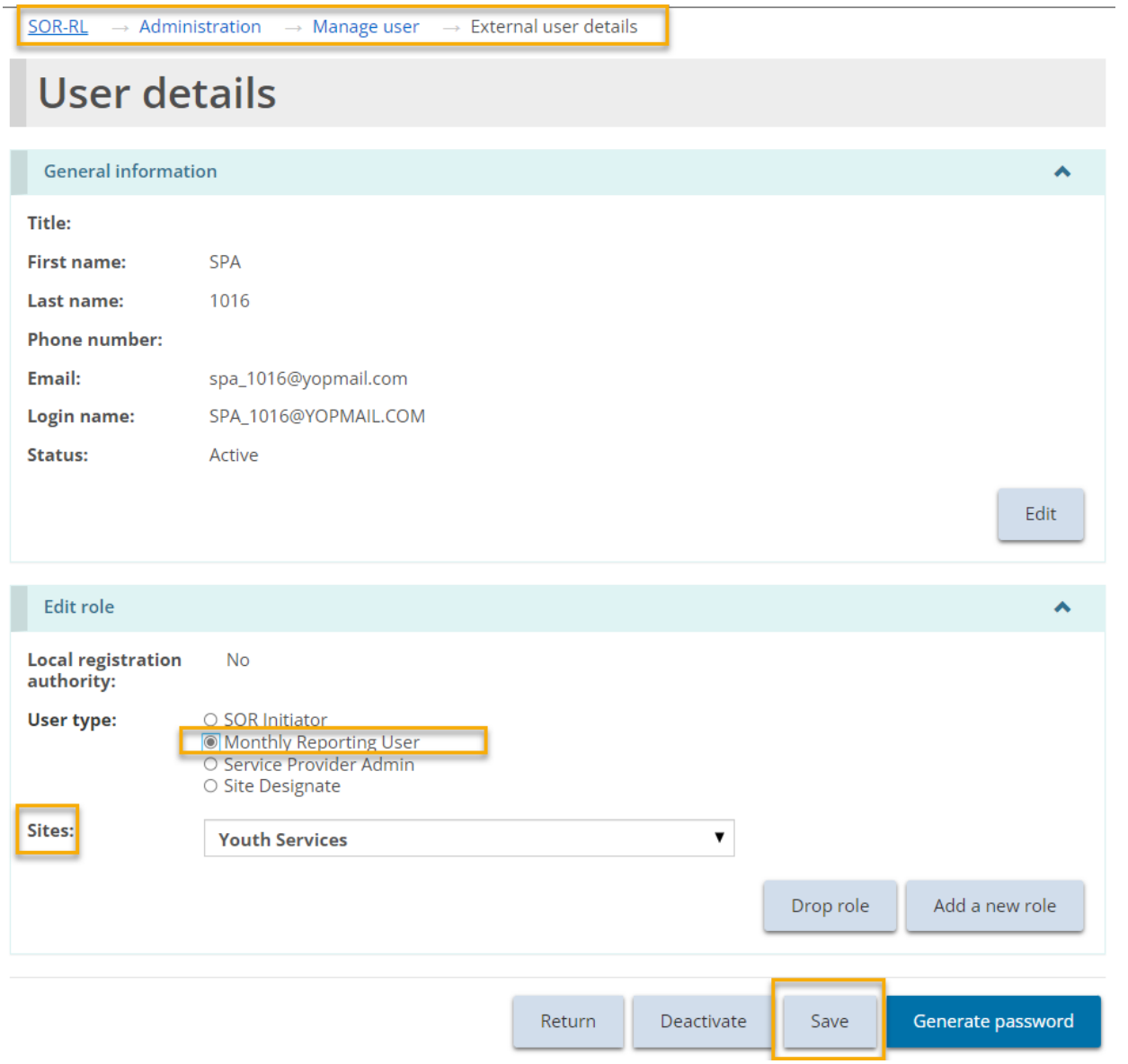
For privacy purposes, for children's residences, this role is assigned on a site-

specific basis. For a service provider with multiple sites, each Monthly Reporting User can be assigned to any or all sites, but they only have access to the monthly report(s) and SORs for their assigned sites. For foster care and staff model homes, monthly reporting users are assigned at the licence level rather than the site level, and therefore have access to monthly reports and SORs for the entire licence.

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

Assigning New Monthly Report User Role

The process for assigning the Monthly Reporting User role is the same as assigning other roles to a user in SOR-RL. It is completed by users with the Service Provider Administrator (SPA) role with an LRA designation, in the Administration module, under “Manage Users”. When adding the Monthly Reporting User role to a user, one or more sites can be selected at the same time the role is added. The assigned sites can be modified late



Timelines

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

Autogenerated Report Functionality

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

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

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

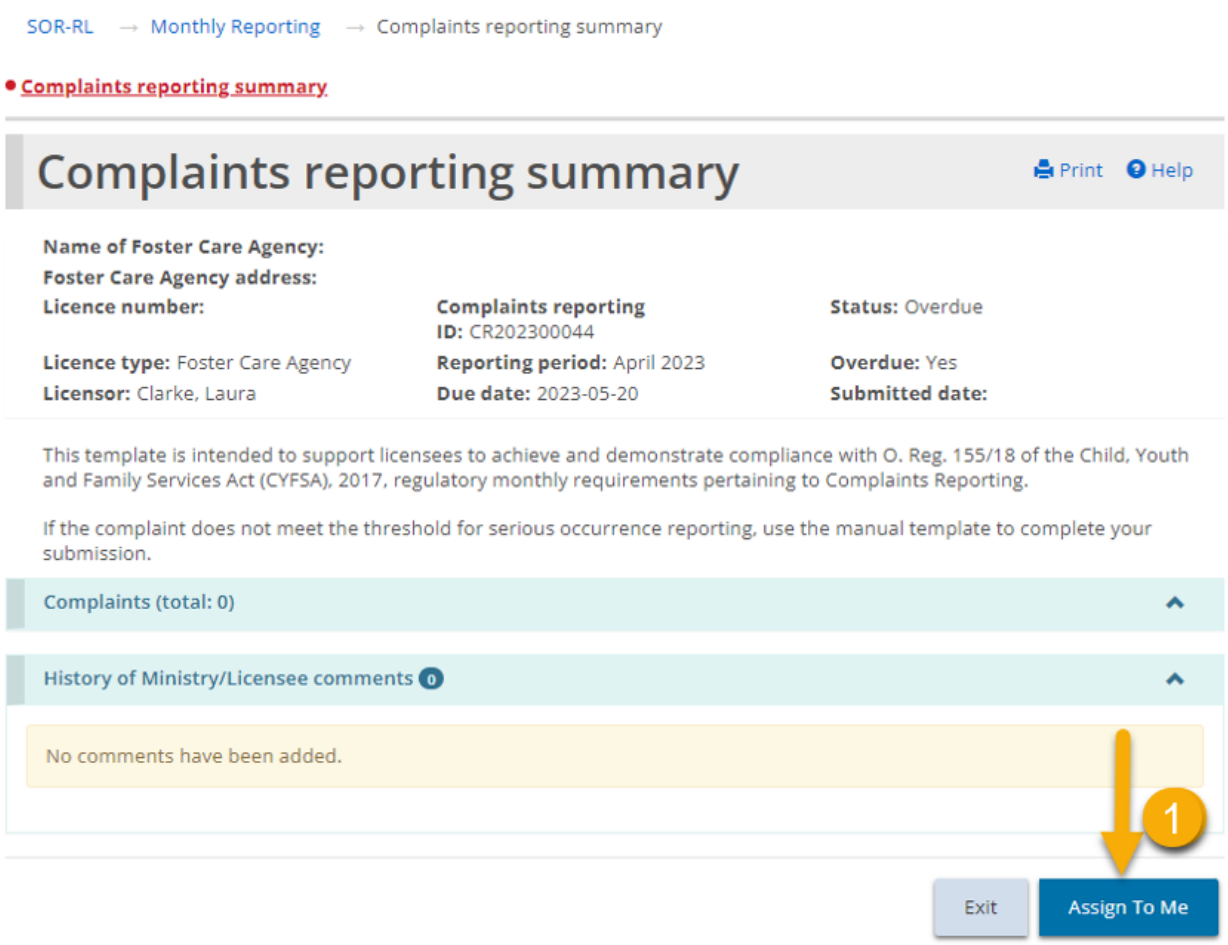
Submitting Monthly Reports

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

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

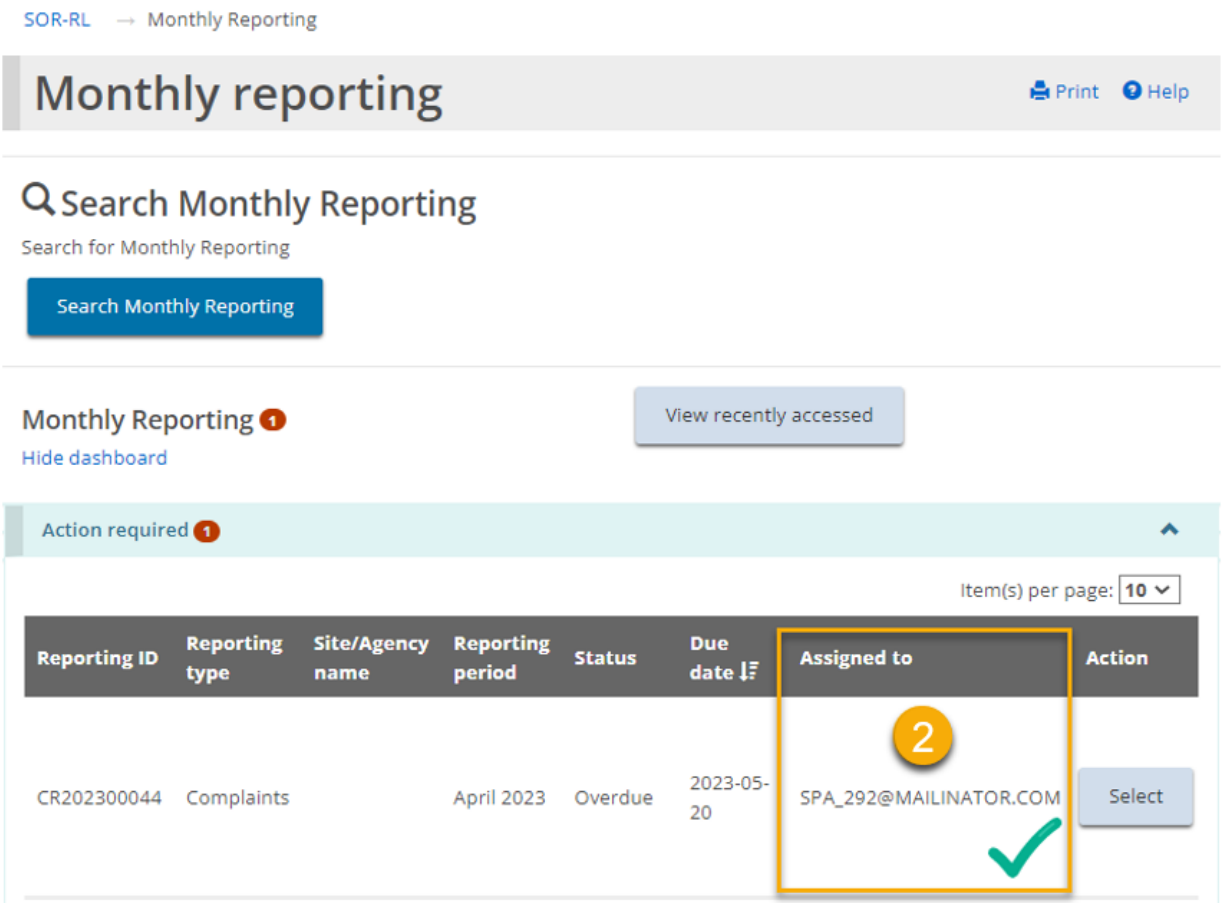
Monthly Report Assign to Me Functionality

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



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

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

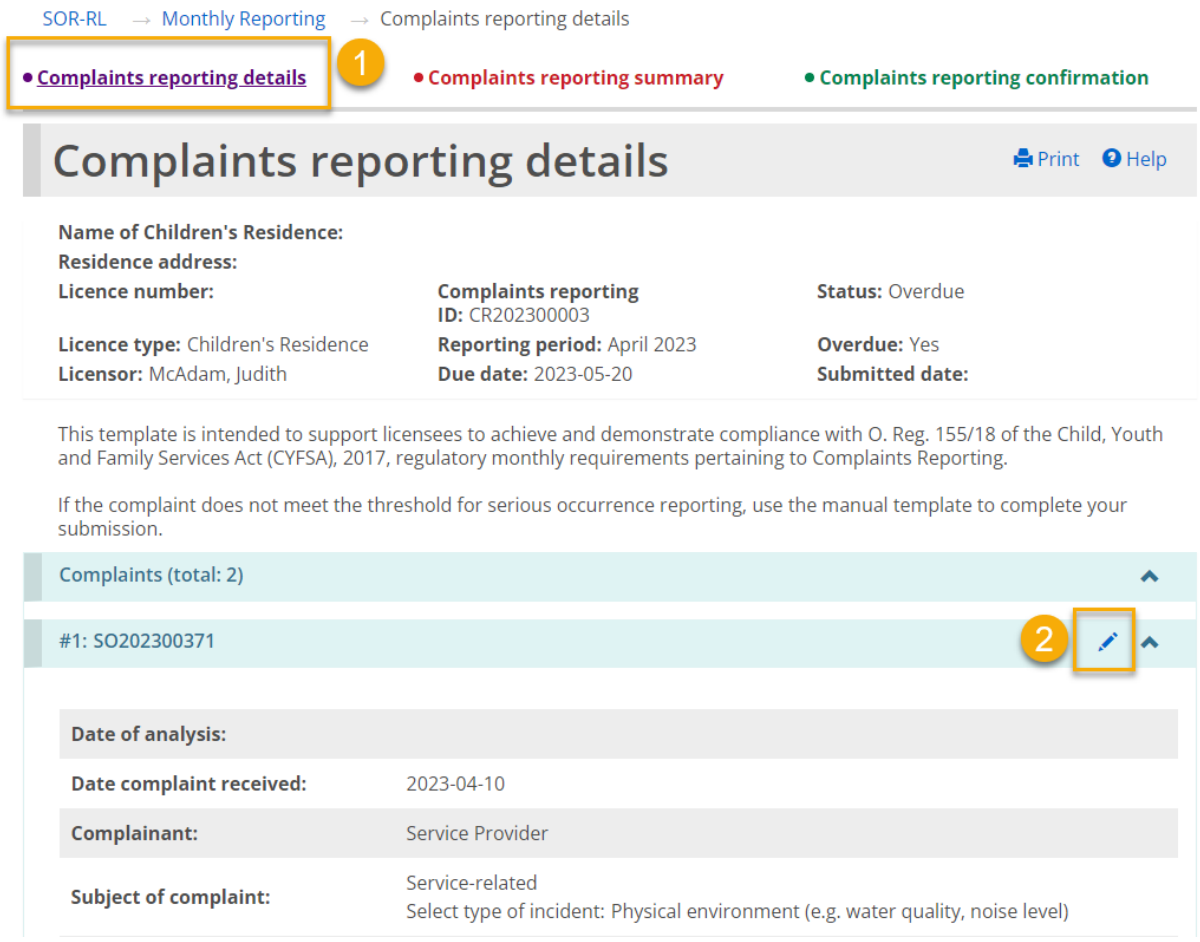


Details Page

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

Serious Complaint Monthly Reports

A rights-based serious complaint that has been filed as an SOR will auto-populate into the monthly report. Additional details are required to be manually input. To add these details, on the Complaints reporting details page, select on the pencil icon on the right-hand side of the heading of each serious occurrence. These headings also contain the serious occurrence ID (SOID) hyperlink, which opens a read only summary of the SOR when selected.


SOR-RL → Monthly Reporting → Complaints reporting details
Complaints reporting details
1
Complaints reporting summary
Complaints reporting confirmation
Complaints reporting details
Print
Help
Name of Children's Residence:
Residence address:
Licence number:
Complaints reporting ID: CR202300003
Status: Overdue
Licence type: Children's Residence
Reporting period: April 2023
Overdue: Yes
Licensor: McAdam, Judith
Due date: 2023-05-20
Submitted date:
This template is intended to support licensees to achieve and demonstrate compliance with O. Reg. 155/18 of the Child, Youth and Family Services Act (CYFSA), 2017, regulatory monthly requirements pertaining to Complaints Reporting.
If the complaint does not meet the threshold for serious occurrence reporting, use the manual template to complete your submission.
Complaints (total: 2)
#1: SO202300371
2
Date of analysis:
Date complaint received: 2023-04-10
Complainant: Service Provider
Subject of complaint: Service-related
Select type of incident: Physical environment (e.g. water quality, noise level)

SOR-RL → Monthly Reporting → Complaints reporting details
→ Additional details for a serious complaint reported as an SOR

Additional details for a serious complaint reported as an SOR

Print Help

Additional details for a serious complaint reported as an SOR

Serious Occurrrence ID: SO202300284

Date of analysis: *

Date complaint received: 2023-04-25

Complainant: Service Provider

Subject of complaint: About an individual receiving a service

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

Steps taken to resolve the complaint and result:

Has the investigation/review been completed: Yes

Has the individual been informed of the results: No

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

Whether debriefed with person who is subject of complaint: Pending

Was the agency's complaint policy and procedure followed for this complaint? * (◉ Yes ○ No) — **Resolved by:** *

Does the current written complaint procedure require any changes to improve effectiveness? * (◉ Yes ○ No) — **Required changes:** *

After completing an analysis of the agency policy and procedure are there any changes required related to the way the agency respects the rights of children and young persons in their care? * (◉ Yes ○ No) — **Required changes:** *

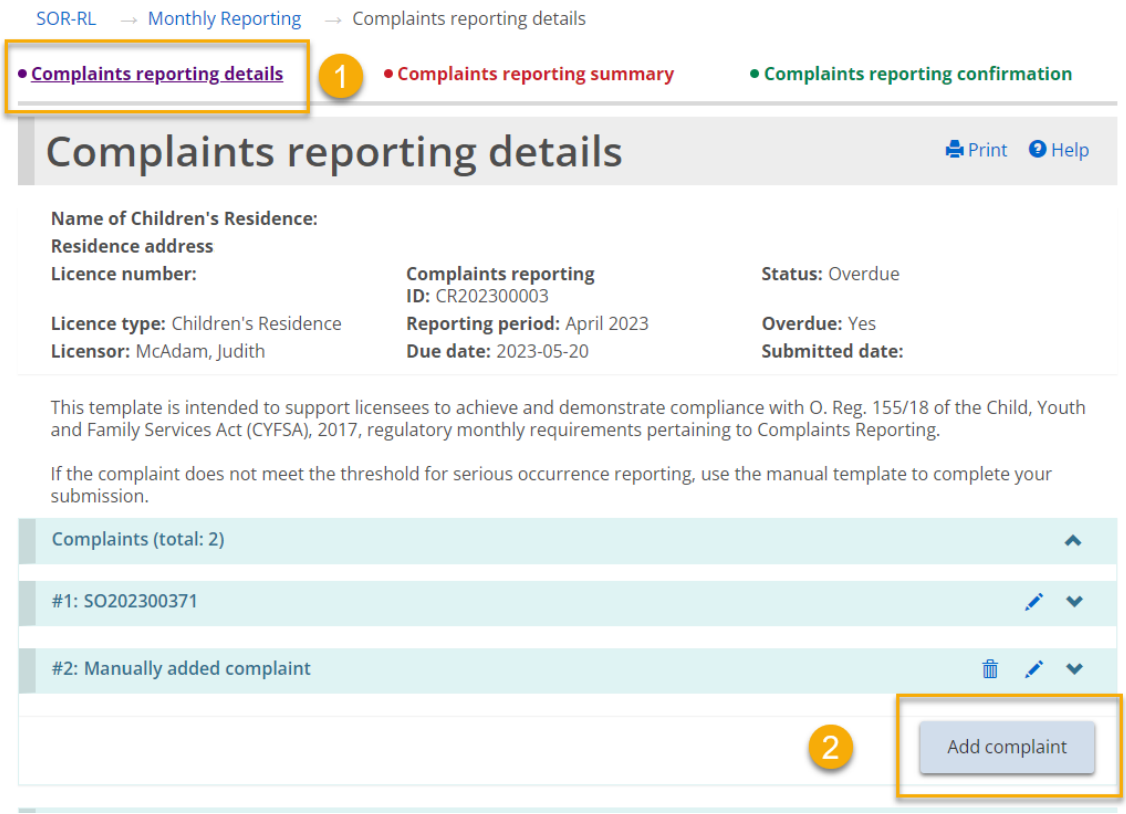
Return Save

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

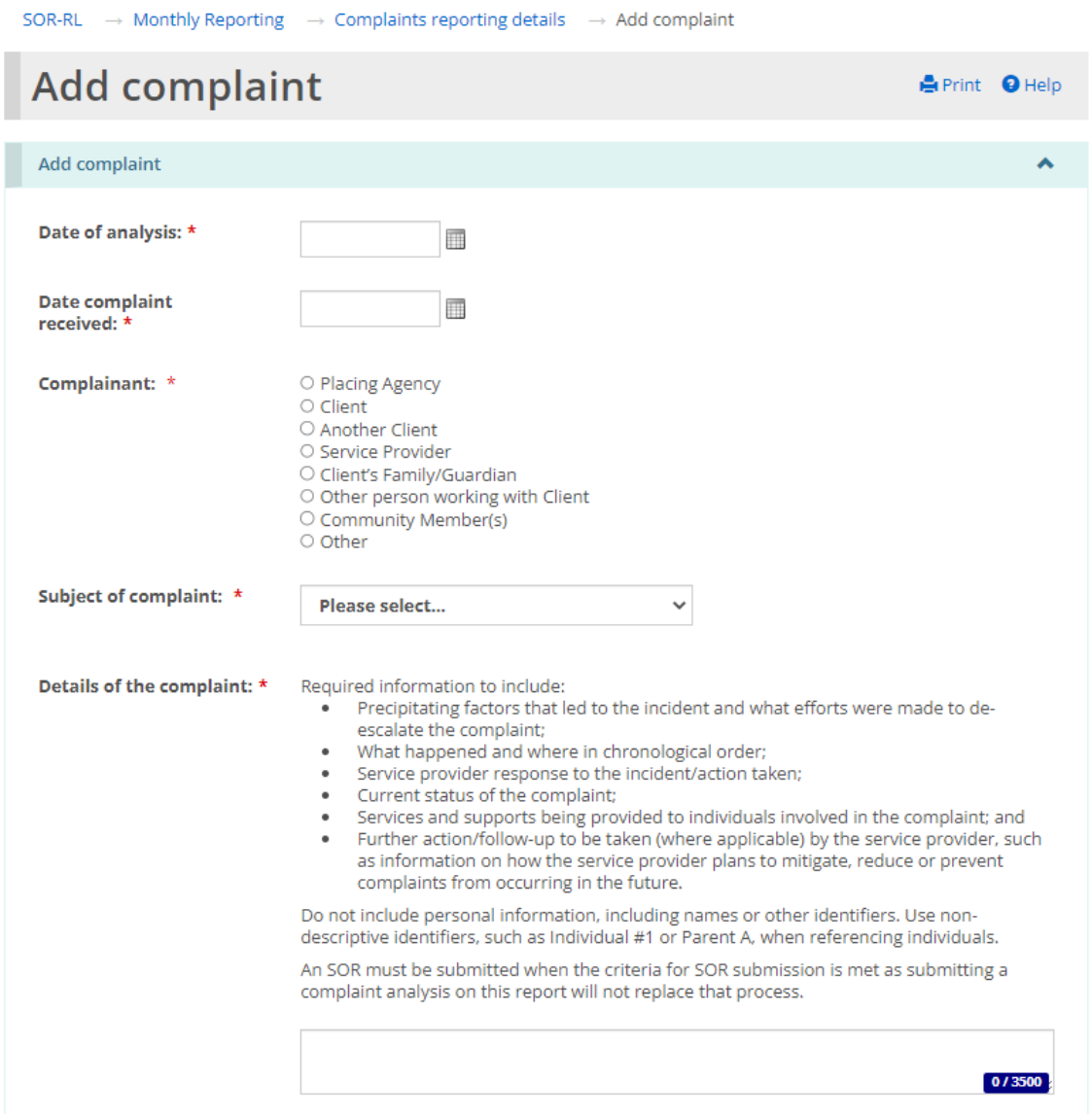
Manually Added Complaints

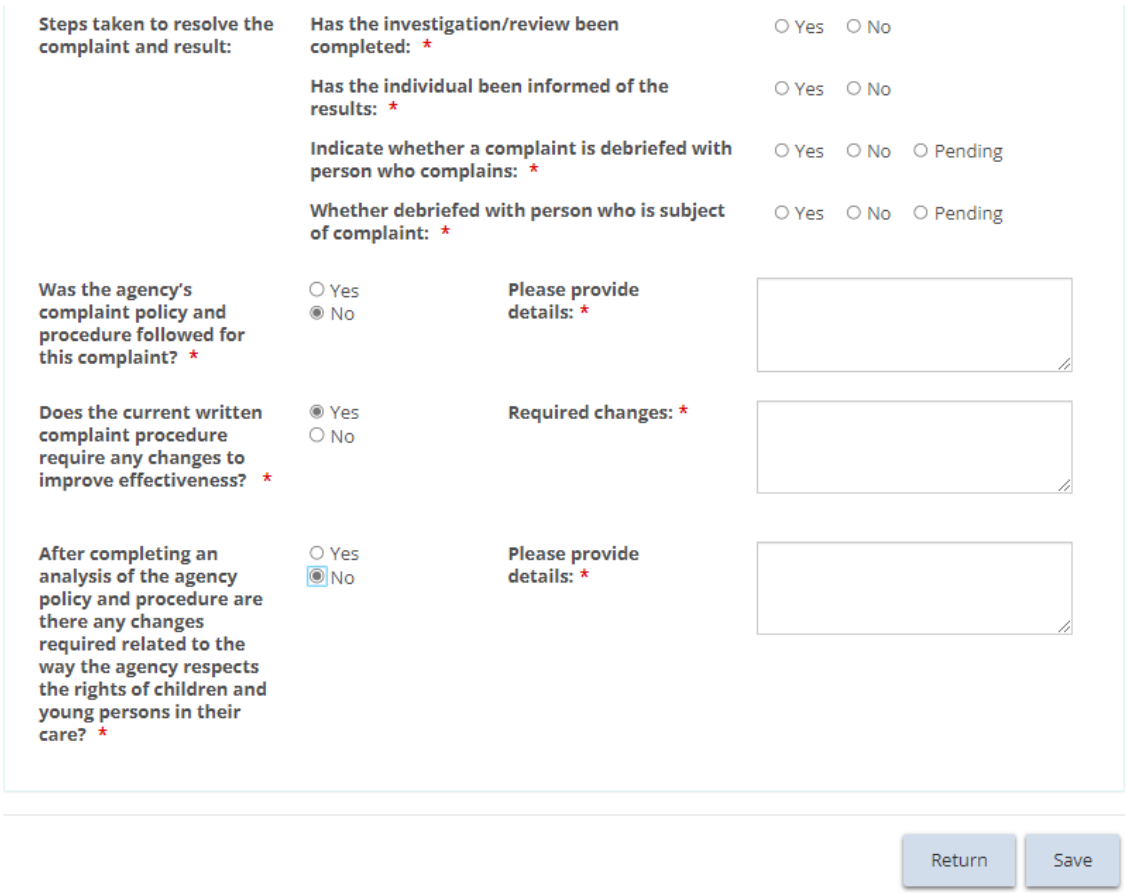
Rights-based complaints which do not meet the criteria for SO reporting must still be manually recorded in the monthly report.

1. To add an additional complaint manually, navigate to the bottom of the Complaints reporting details screen and select the “add complaint” button.



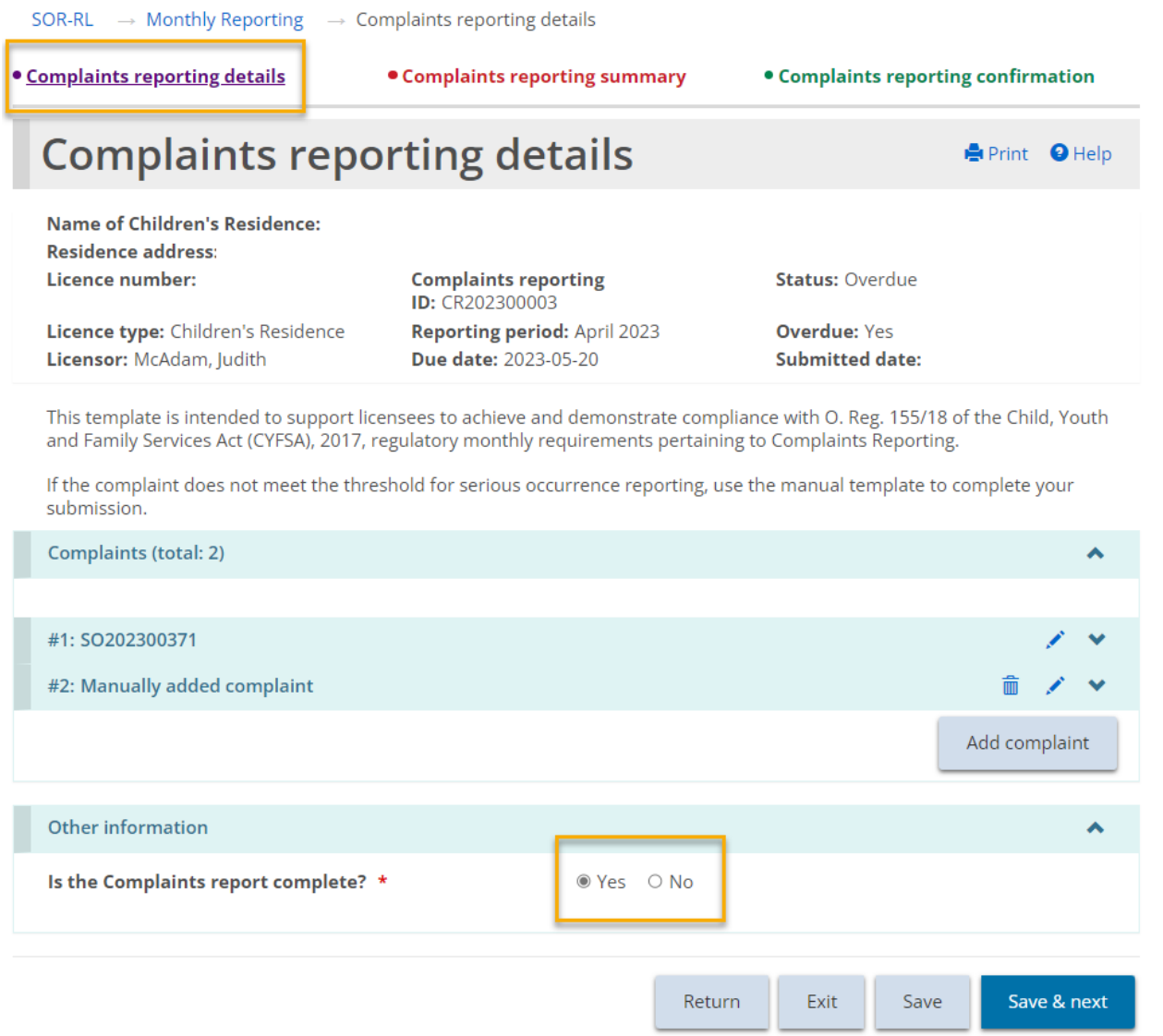
2. A new screen will then display the fields which must be manually completed.


SOR-RL → Monthly Reporting → Complaints reporting details → Add complaint
Add complaint
Print
Help
Add complaint
Date of analysis: *
Date complaint received: *
Complainant: *
Placing Agency
Client
Another Client
Service Provider
Client's Family/Guardian
Other person working with Client
Community Member(s)
Other
Subject of complaint: *
Please select...
Details of the complaint: *
Required information to include:
Precipitating factors that led to the incident and what efforts were made to de-escalate the complaint;
What happened and where in chronological order;
Service provider response to the incident/action taken;
Current status of the complaint;
Services and supports being provided to individuals involved in the complaint; and
Further action/follow-up to be taken (where applicable) by the service provider, such as information on how the service provider plans to mitigate, reduce or prevent complaints from occurring in the future.
Do not include personal information, including names or other identifiers. Use non-descriptive identifiers, such as Individual #1 or Parent A, when referencing individuals.
An SOR must be submitted when the criteria for SOR submission is met as submitting a complaint analysis on this report will not replace that process.
0 / 3500



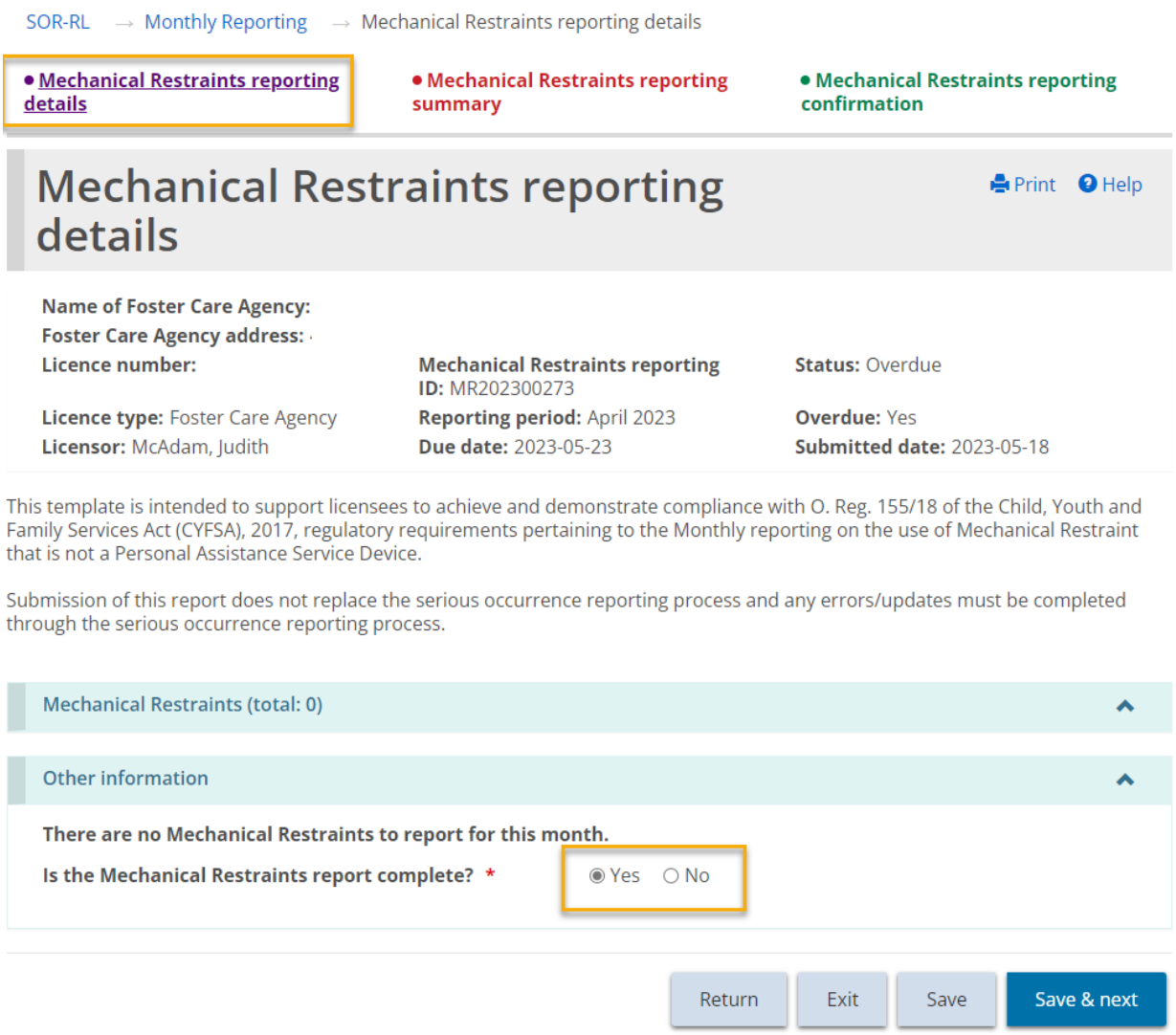
Confirming monthly report is complete

After completing all the fields, users must confirm that the monthly report is complete on the Complaints reporting details page prior to submitting the report.



Mechanical Restraint Monthly Reports

For the mechanical restraint monthly report, mechanical restraints will auto populate where they have been reported as an SOR or can be manually added where it does not meet the SOR reporting guidelines. Review the SO reporting criteria set out in the MCCSS SOR Guidelines to determine if a mechanical restraint must be reported as an SO to the ministry through SOR-RL.



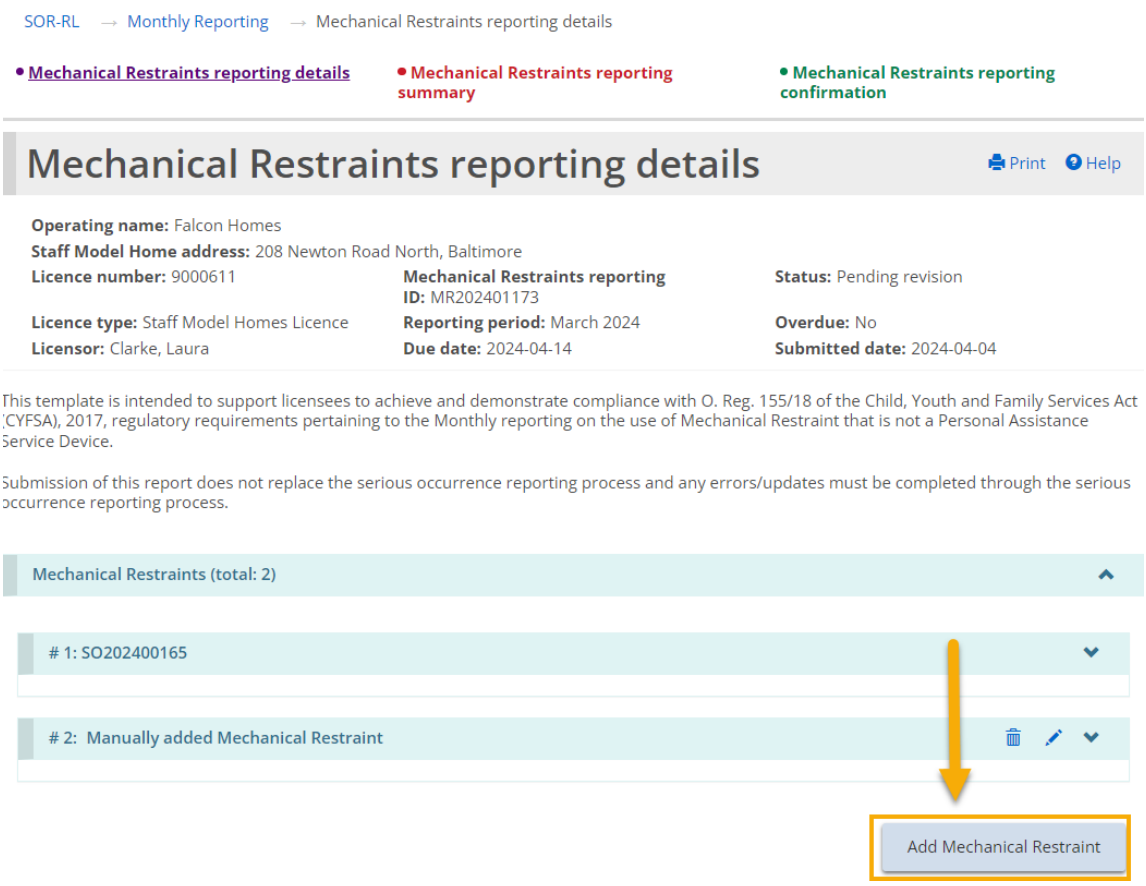
Note: *If any details relating to a mechanical restraint which was reported as an SOR in SOR-RL require revisions or updates, these must be completed within the SOR itself, through the Serious Occurrence module by the SOR Initiator, following the established SO reporting procedures. Changes to SORs and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

Manually Added Mechanical Restraints

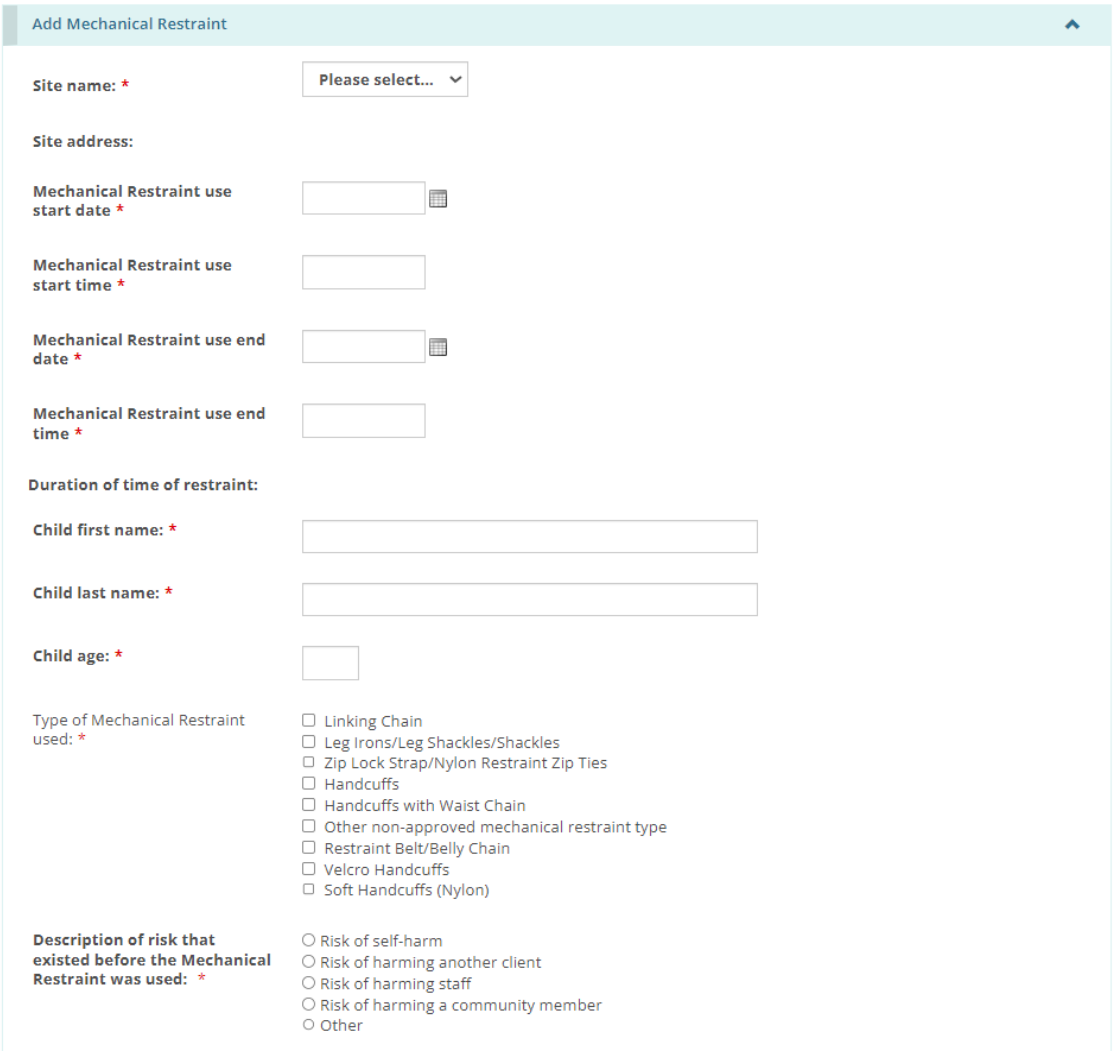
Mechanical restraints that do not meet the criteria for SO reporting must still be manually recorded in the monthly report. Review the SO reporting criteria set out in the MCCSS SOR Guidelines to determine if a mechanical restraint must be reported as an SO to the ministry through SOR-RL.

1. To add an additional mechanical restraint manually, navigate to the bottom of

the Mechanical Restraint reporting details screen and select the “Add Mechanical Restraint” button.

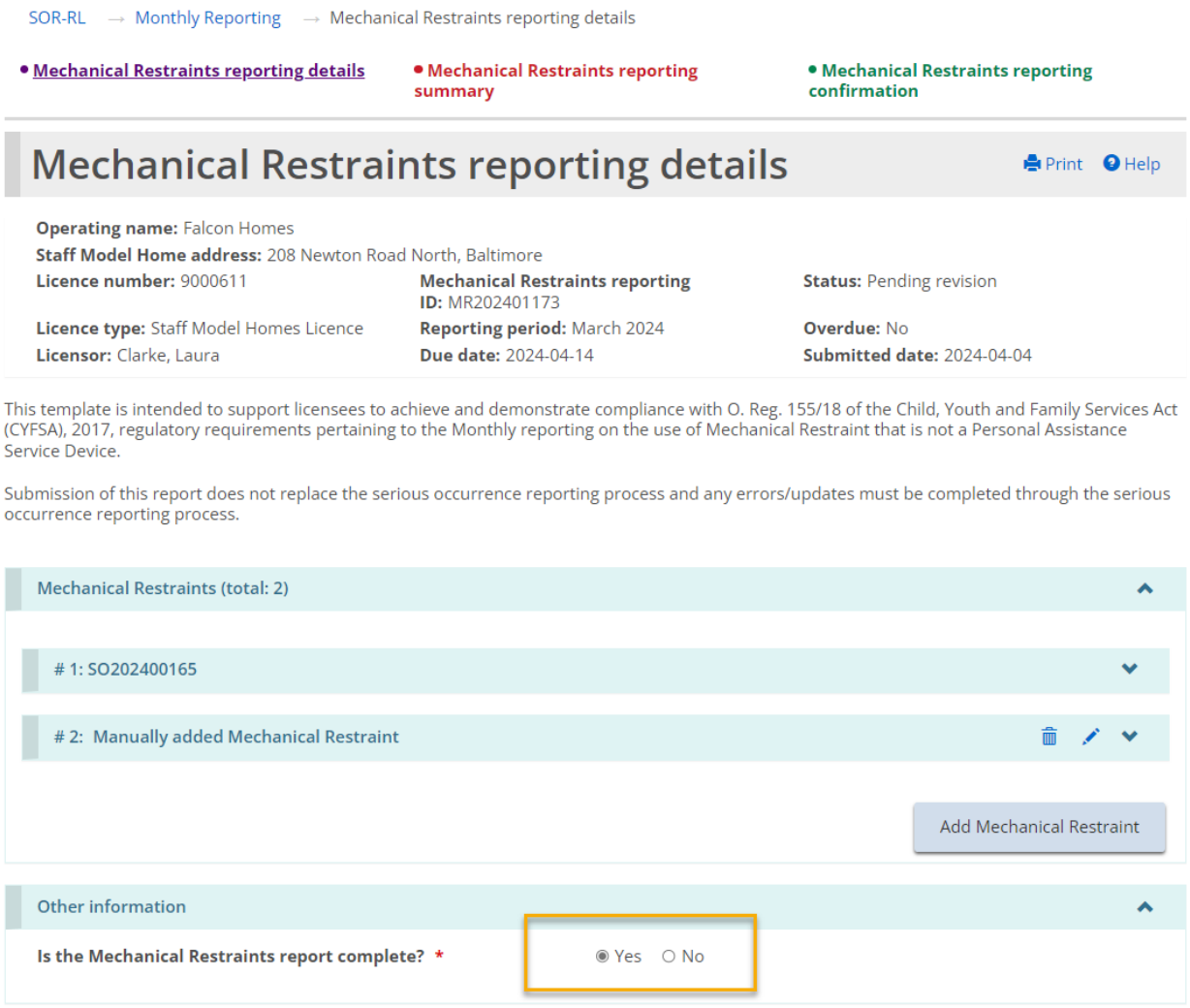


2. A new screen will then display the fields which must be manually completed.



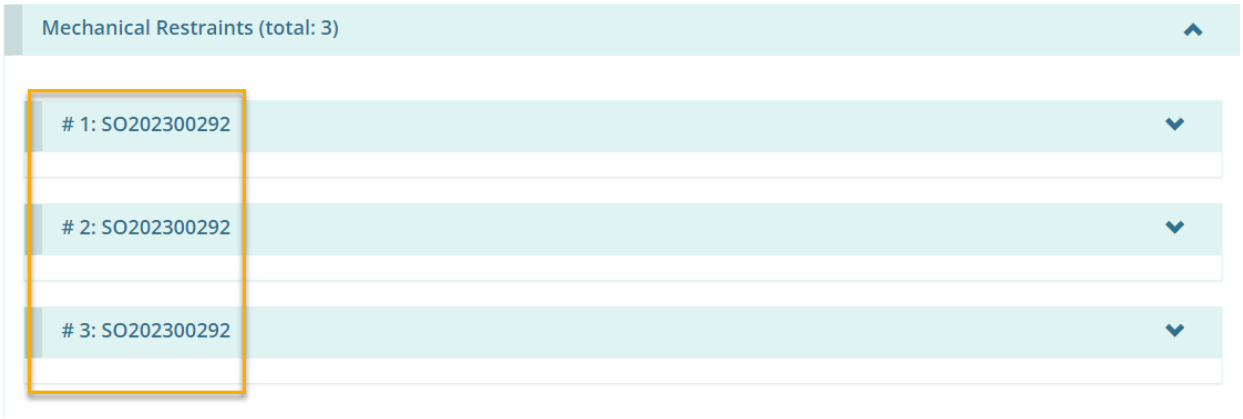
Confirming monthly report is complete

After completing all required fields, users must confirm that the monthly report is complete on the mechanical restraint reporting details page prior to submitting the



Multiple Incidents (Categories) in a Single SOR

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

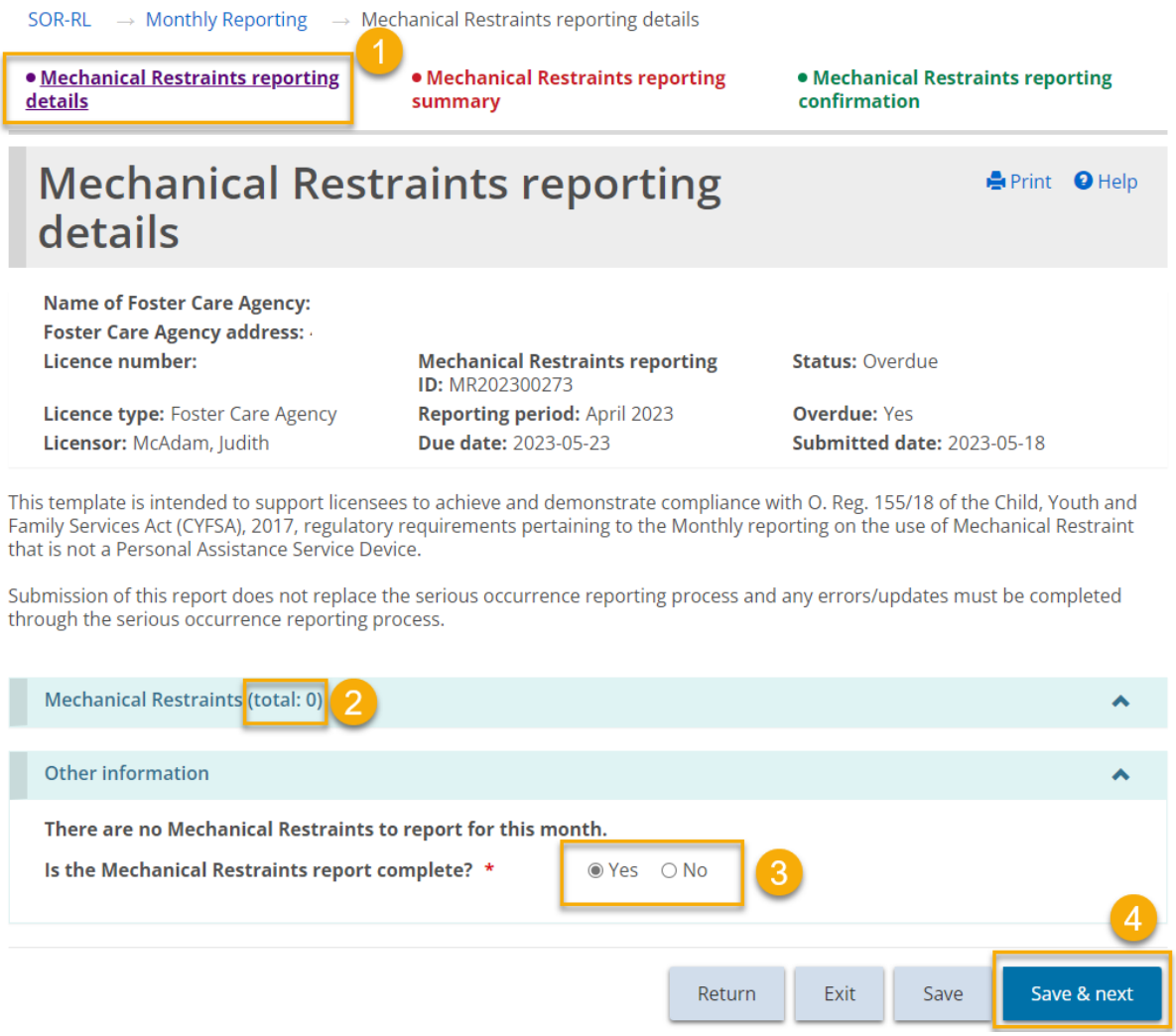


The Monthly Reporting user is required to verify and confirm that all instances of rights-based serious complaints or mechanical restraints are captured correctly in the auto-generated monthly report template prior to submitting to the ministry.

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

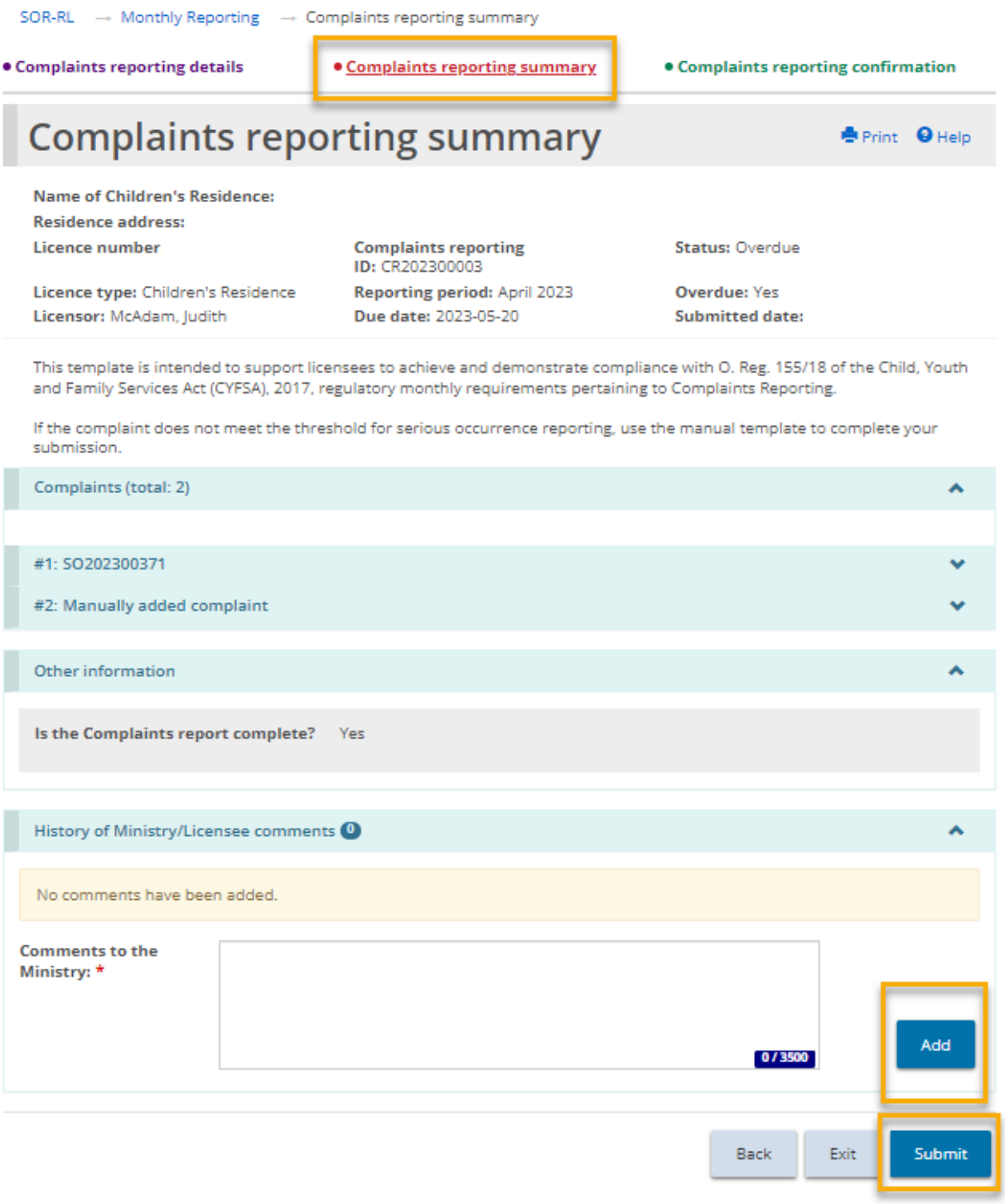
Nil Report

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

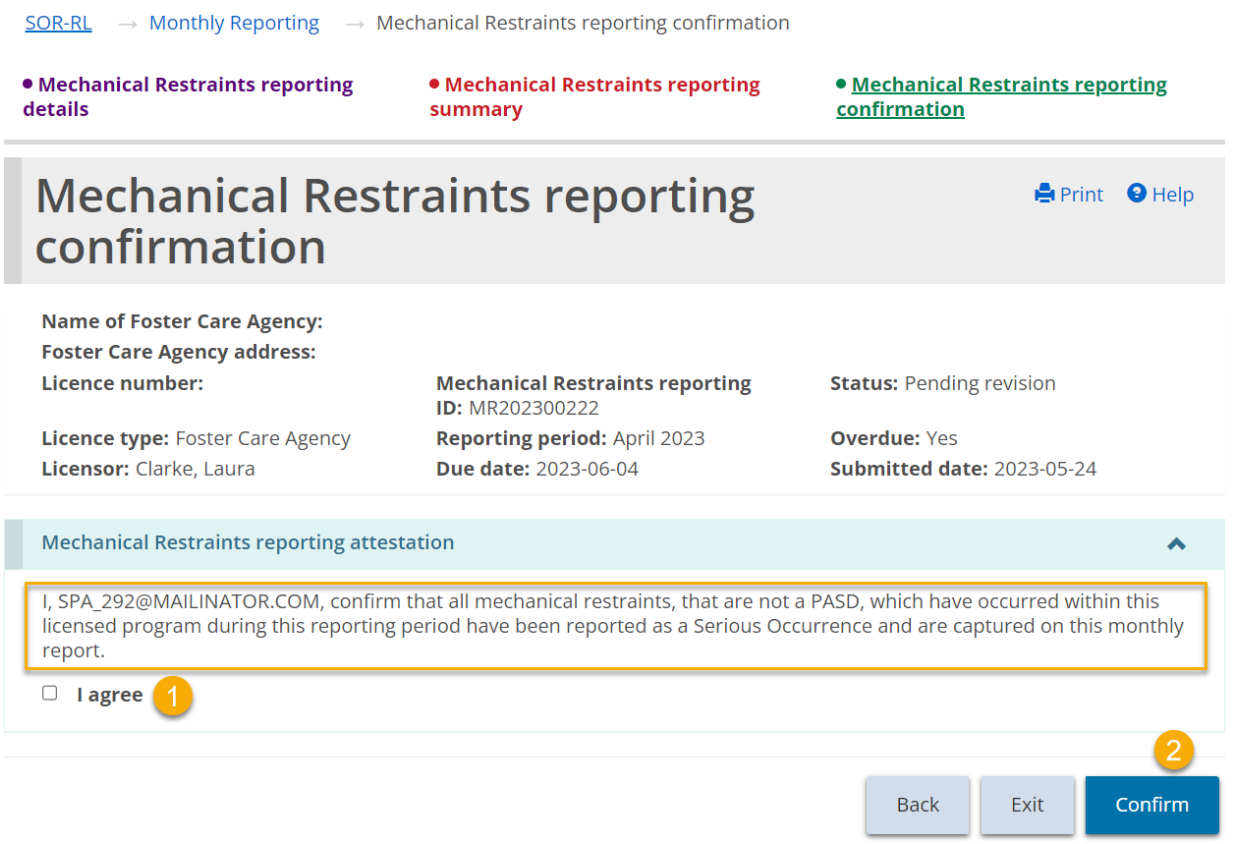


Submitting the Monthly Report on the Summary Page

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



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



Overdue Status

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

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

Working with a Director's Approval

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.

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

For a 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

For a 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

For a 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

For a Staff Model Homes Licence:

- Secure de-escalation
- Sleeping accommodation – sharing a bedroom, 7 years or older, opposite sex
- Sleeping accommodation – basement bedroom
- Alternative to outdoor play space

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.

Requesting a Director's Approval

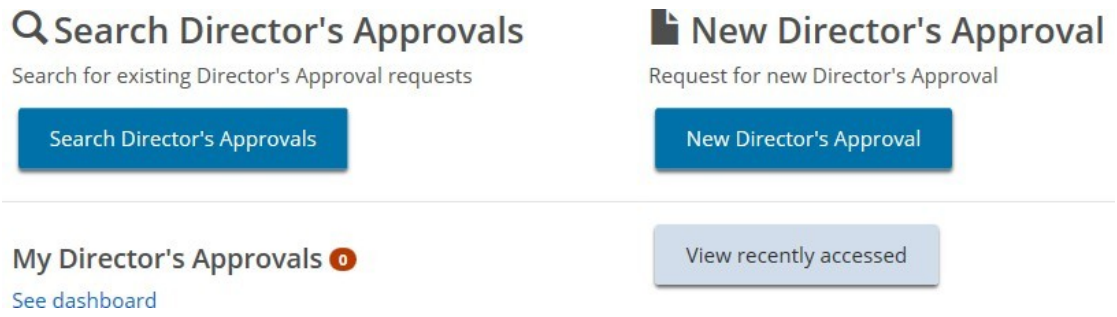
A request for a Director's Approval can be linked to a Children's Residence or Staff Model Homes licence application, or an existing licence (including a renewal or change request). For a foster care licence, a request for a Director's Approval can be linked to an existing Foster Care Agency licence, but not to an application. For Staff Model Homes, each Director's Approval request must be site-specific. A separate Director's Approval must be completed for each site.

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.

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

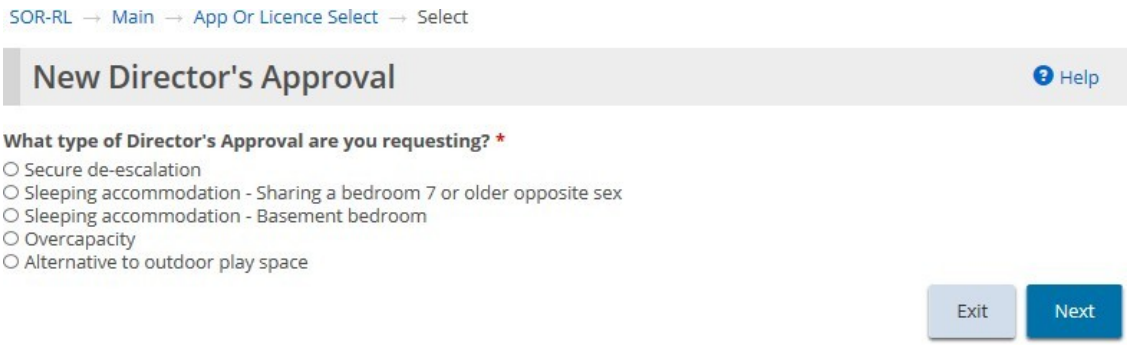
1. Choose the DIRECTOR'S APPROVAL module. The Director's Approval module appears.



2. Select New Director's Approval. The Select Application/Licence page appears.
3. Select the application or licence that the approval is for.
4. If you have a Children's Residence or Staff Model Homes 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.



5. Make your selection then choose Next.
6. The New Director's Approval page appears.

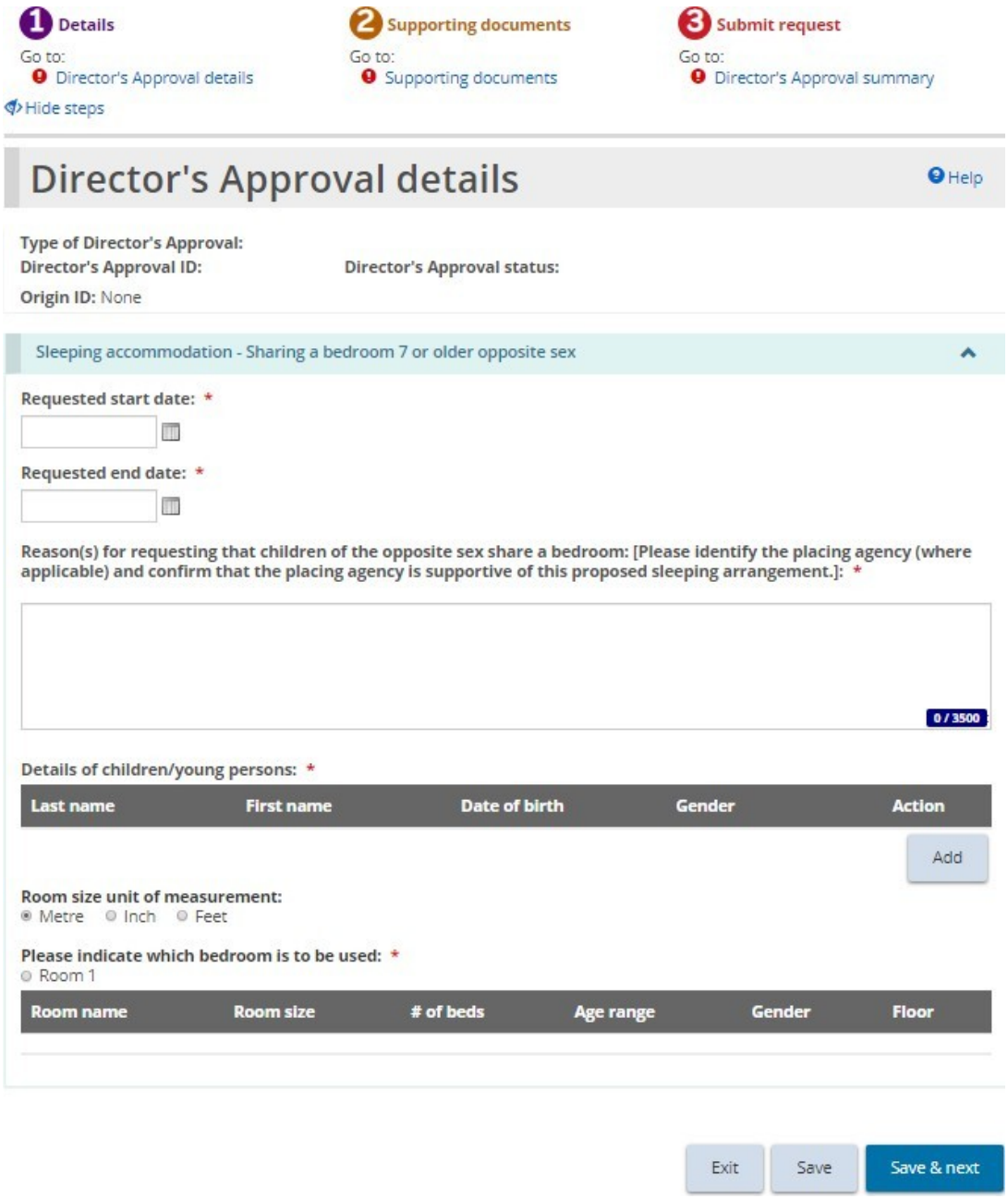


A Children's Residence example

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



8. 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.)
9. Select Next. The Notice of Collection of personal information page appears.
10. Read the notice of collection of personal information then select Next. The Director's Approval details page appears. (The page that appears depends on the type of Director's Approval you selected).



11. Expand the sections and answer the questions.

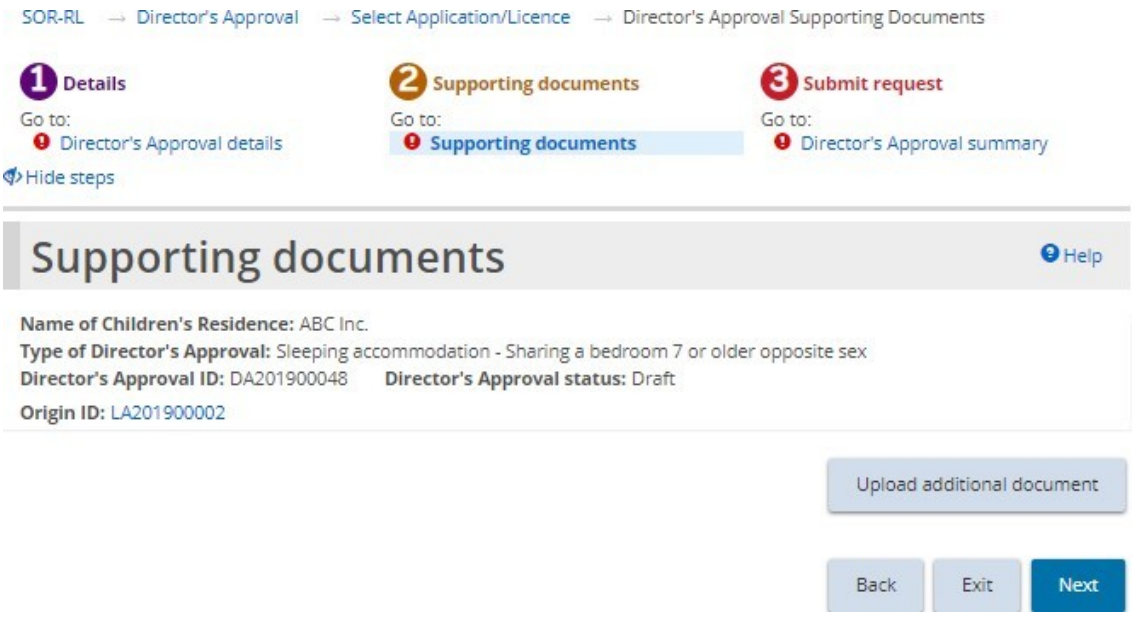
Note: *If you are applying for an overcapacity director's approval, be sure to add information about existing occupants of the room.*

Note*: 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; and all Foster Care requests*

12. Select Save & next. The Supporting documents page appears.

Step 2: Upload supporting documents

1. If the Supporting Documents page is not on your screen, select the Supporting Documents link from the steps section.

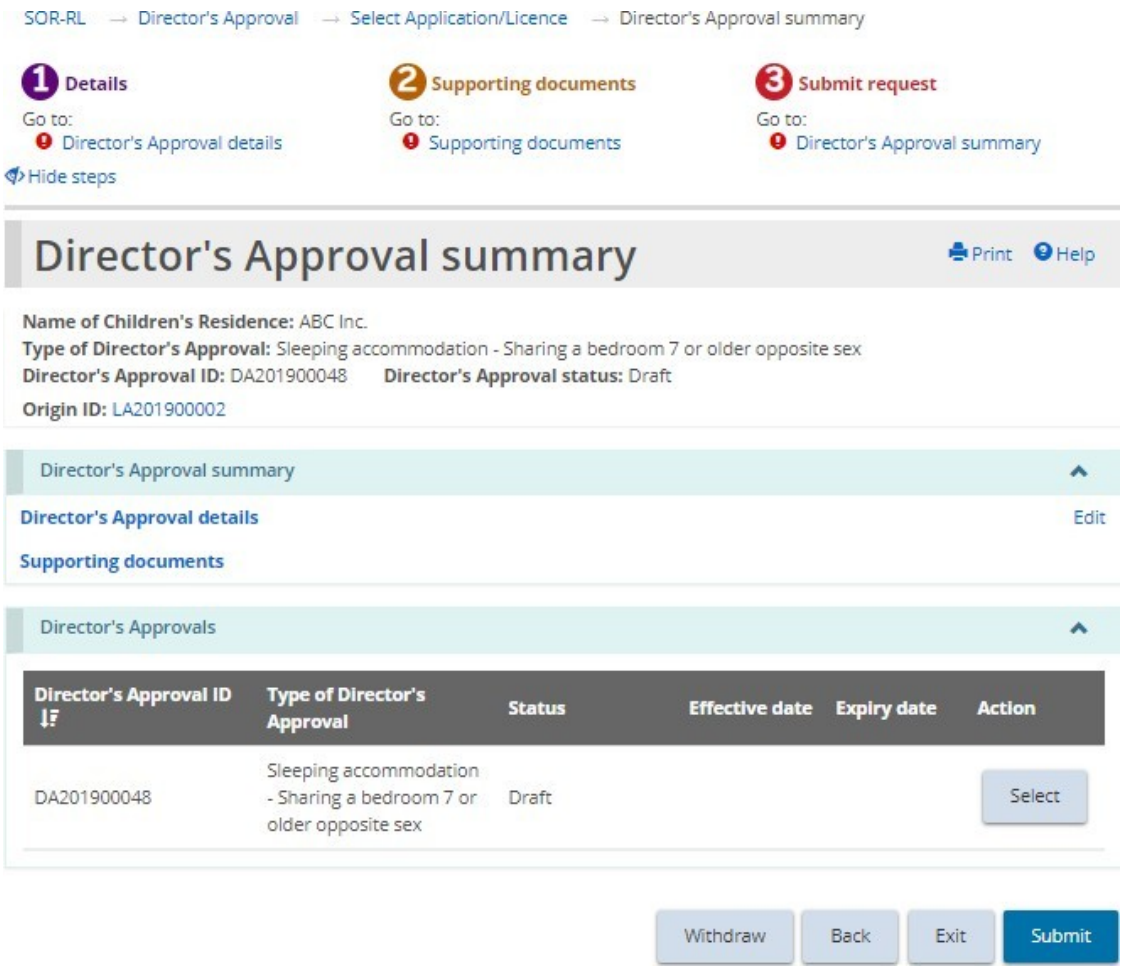


2. Depending on the type of request, there may be mandatory documents to be submitted. You may also have documents that substantiate your request. Upload the documents as applicable.

3. Choose Next. The Director's Approval summary page appears.

Step 3: Review and submit

1. If the Director's Approval summary page is not on your screen, select the Director's Approval summary link from the steps section.

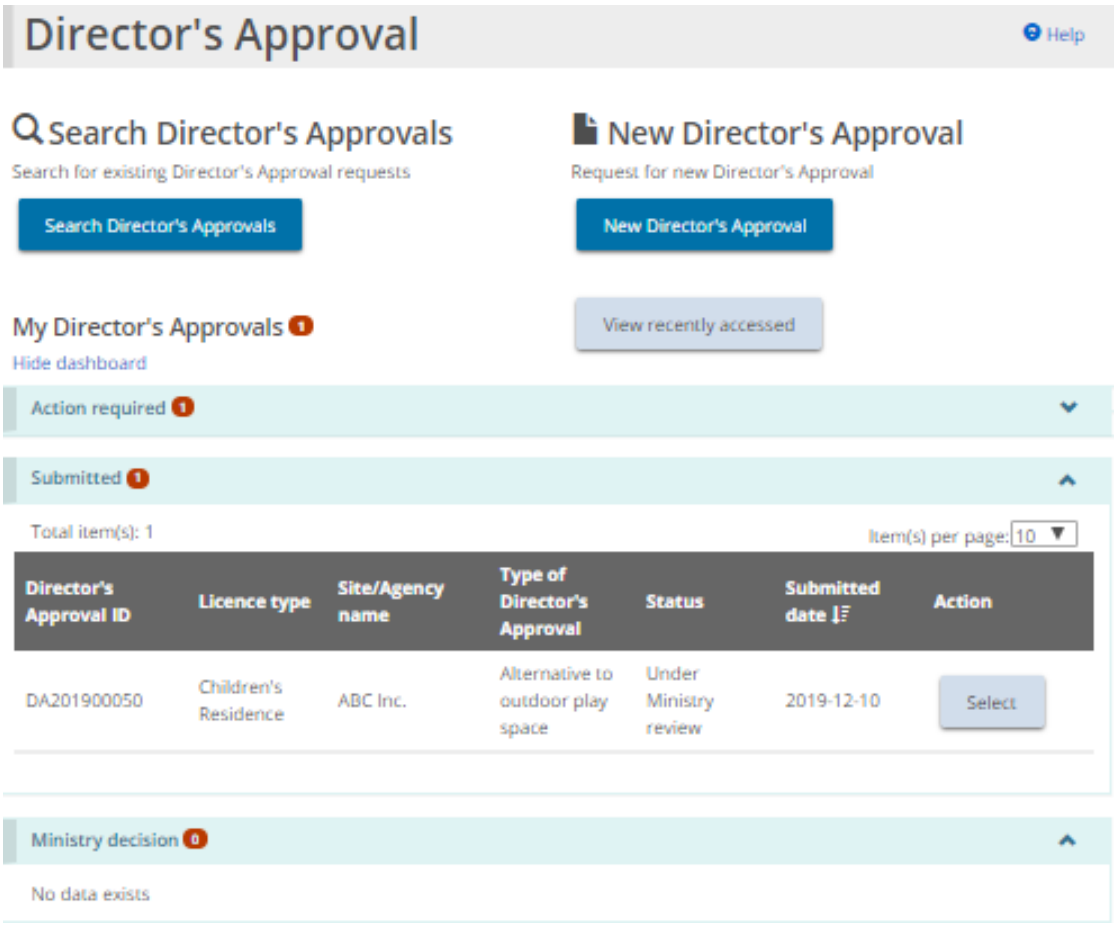


2. Review the information in the summary.

Tip: *To see information under a blue section sub-heading, select the sub-heading.*

3. To edit the information, select the Edit link.
4. To withdraw a director's approval request, select Withdraw. A confirmation window appears. Select OK. To cancel the action, choose Cancel.
5. Select Submit. A confirmation message appears.
6. Select OK. The Declaration & consent page appears.
7. Read the declaration and consent and then answer the questions, then select Confirm. A confirmation message appears.

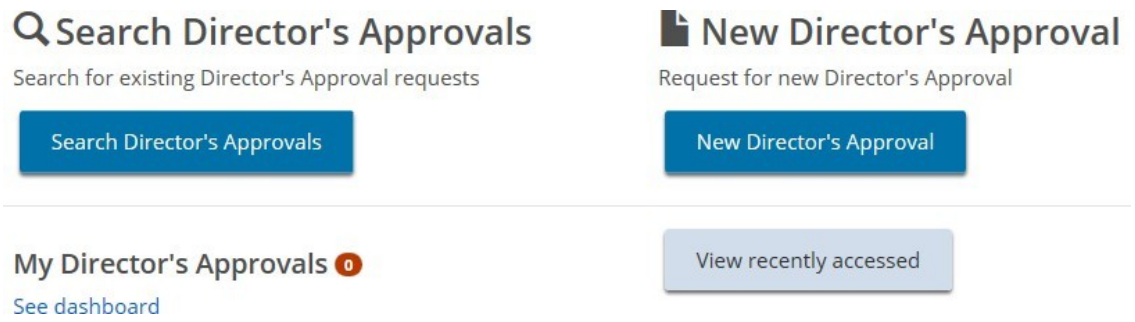
8. Select Back to module dashboard. The request appears in the submitted section of your dashboard with a status of "Under Ministry review".



Viewing the ministry decision

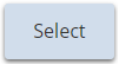
An email will be sent advising of the ministry decision once a Director's Approval has been reviewed.

1. Select DIRECTOR'S APPROVAL. The Director's Approval menu appears.

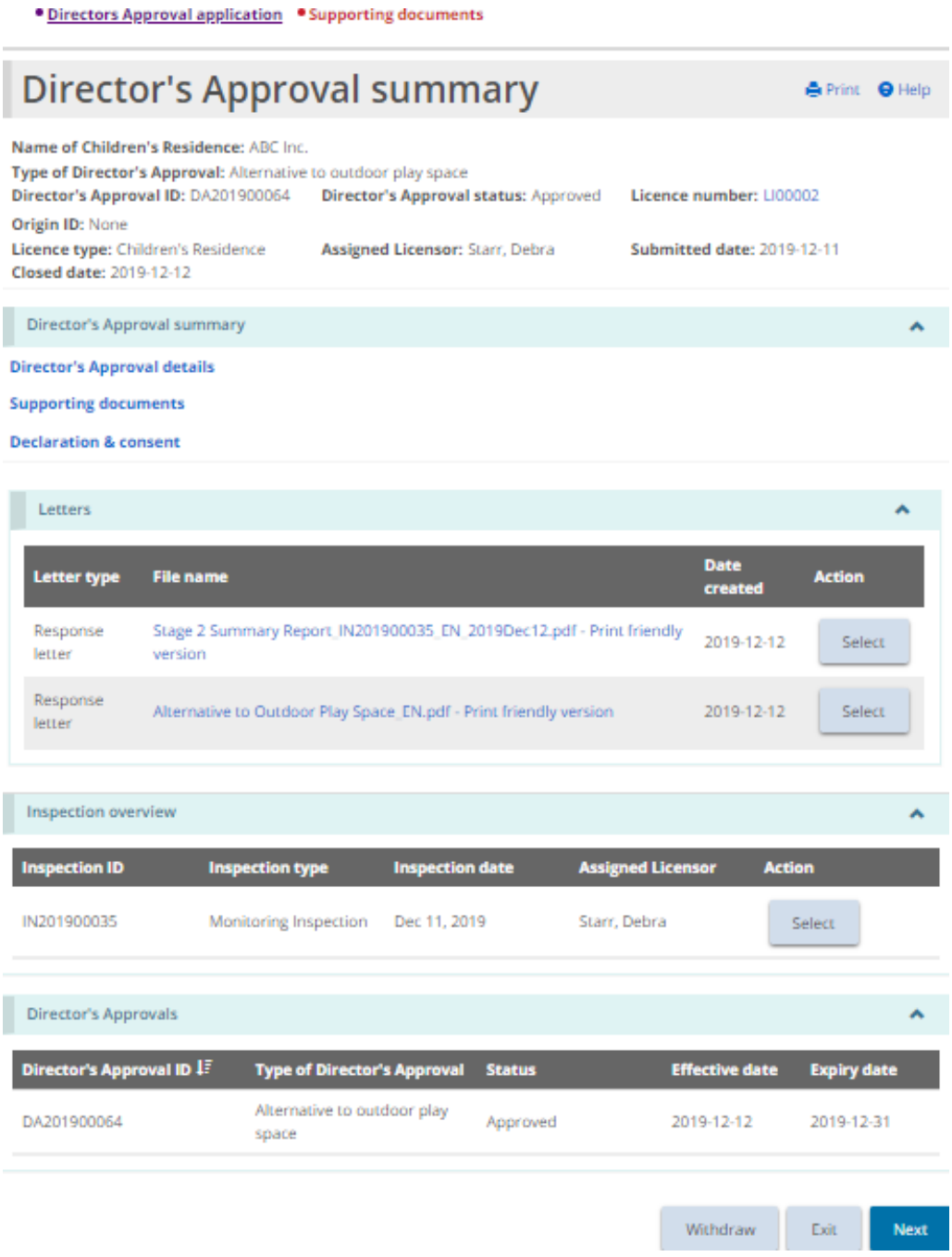


2. Choose See dashboard. The Director's Approval appears in the Ministry decision section.



3. Choose 

. The Director's Approval summary page appears.



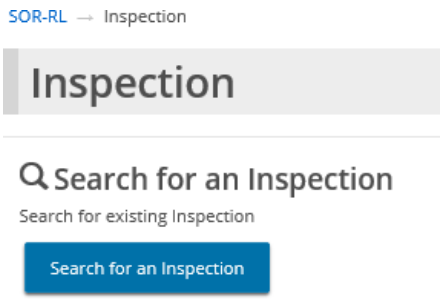
4. On this page you can view the request details, the letters, and, if an inspection was completed as part of the Director's Approval review, the inspection overview as well as any conditions imposed if applicable. Expand the blue "Supporting Documents" link to see the documents that you uploaded.

Viewing inspection reports and findings

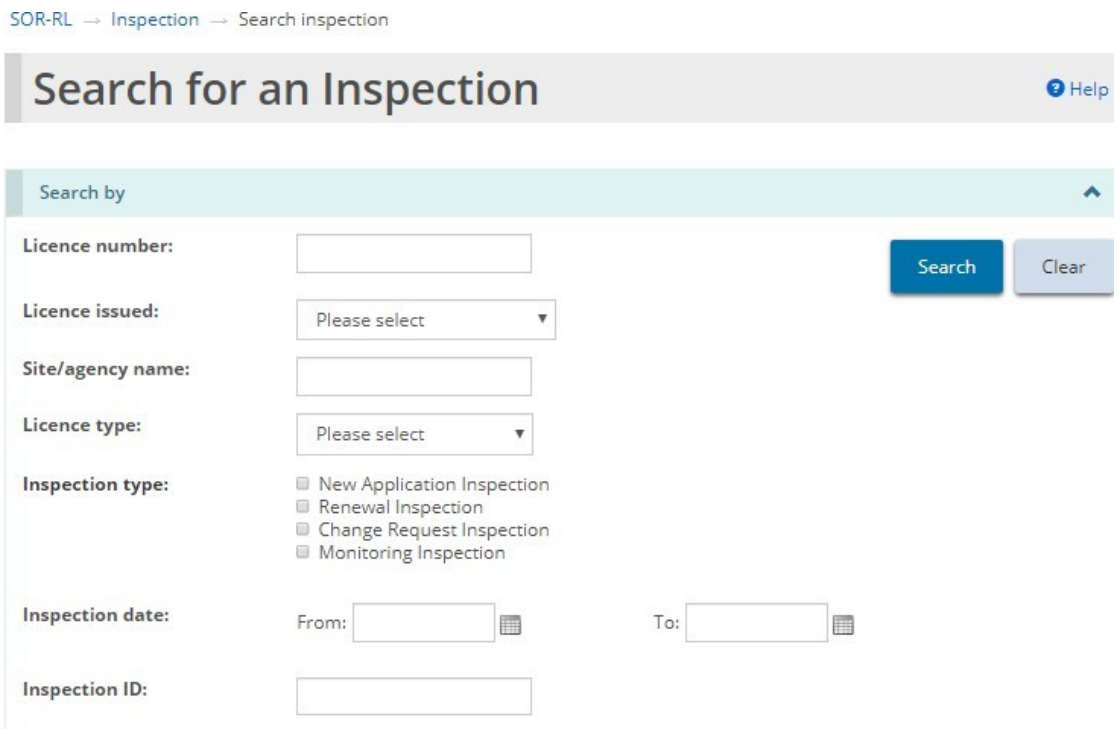
A licensing inspection may be performed for a new licence application, licence renewal application, and licence change request application. A monitoring inspection may be required for other applications, like a director's approval application, complaint application, and serious occurrence. In addition, licensors can also create an ad hoc inspection for an existing licence at any time.

Opening an inspection report

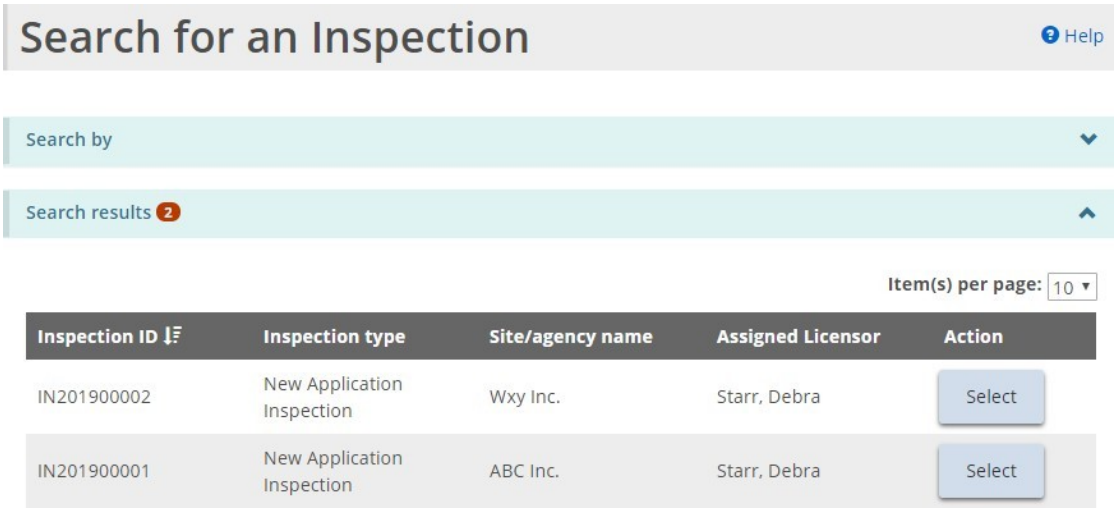
1. From the SOR-RL home page, choose INSPECTIONS. The Inspection module appears.



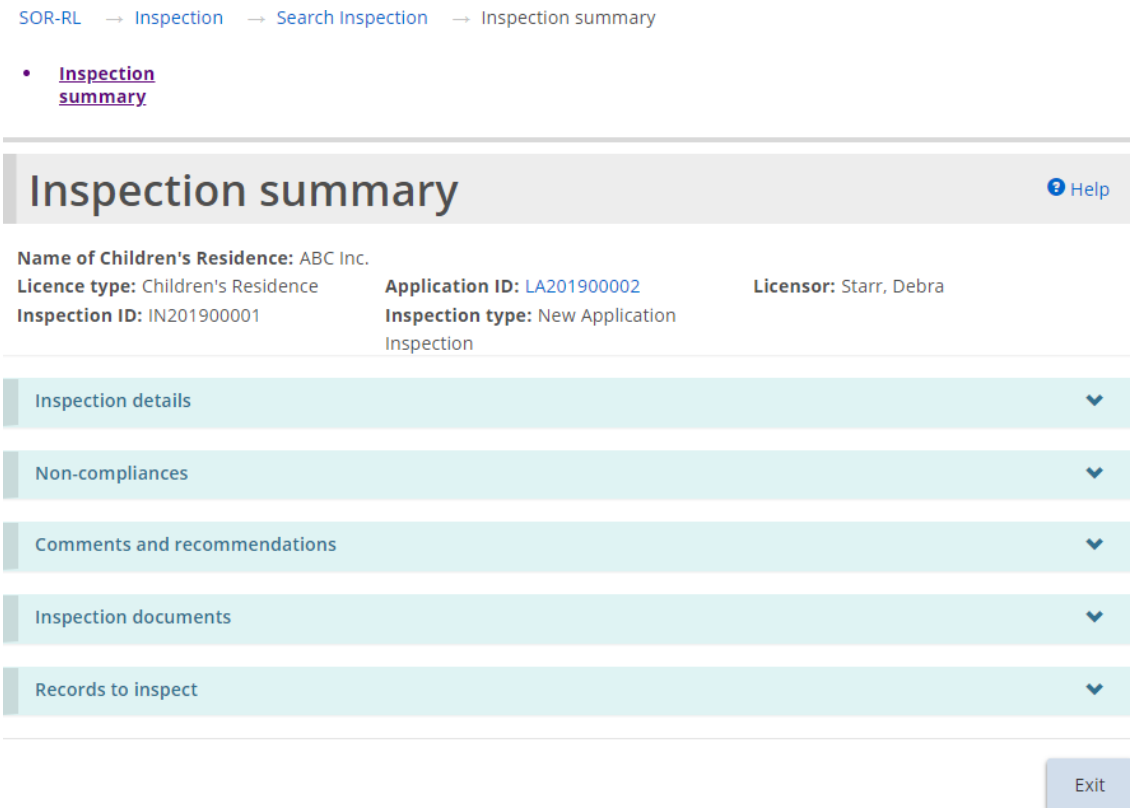
2. Select Search for an Inspection. The Search for an Inspection page appears.



3. Enter the search criteria then choose Search. The search results appear.



4. Choose Select. The Inspection summary page appears.

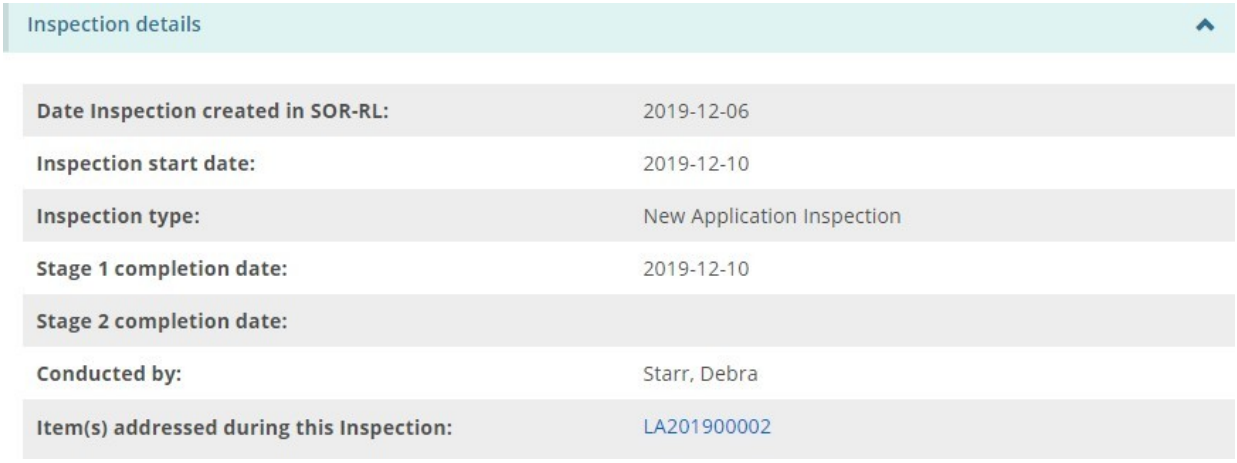


The page example is similar for Foster Care Agency inspections.

Examples of inspection sections

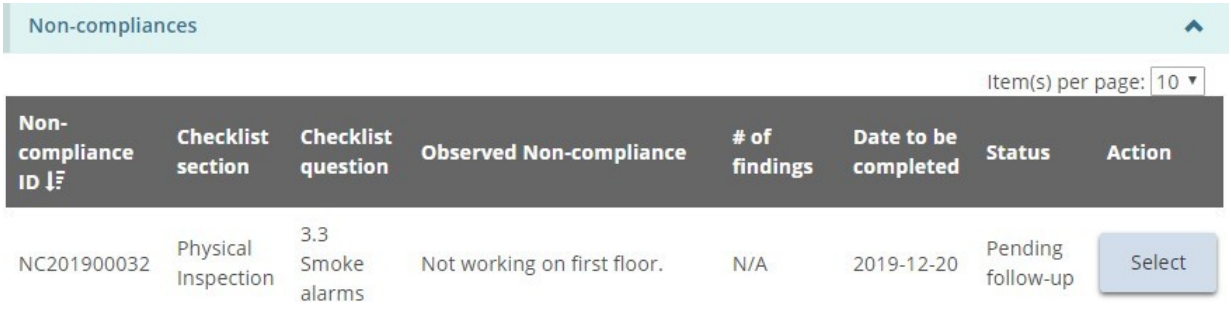
The following are examples of the Inspection Summary sections:

Inspection details section



Tip: *Select the blue link to see the items addressed during the inspection.*

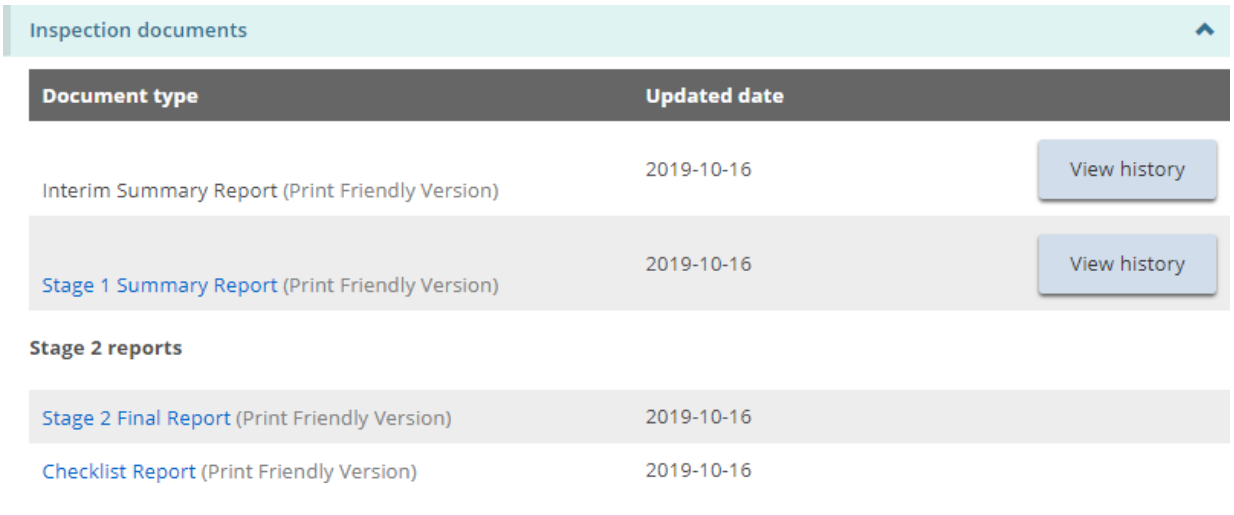
Non-compliances section



Comments and recommendations section



Inspection documents section



Tip: *Select the blue link to see the report.*

Records to inspect section



Working with non-compliances

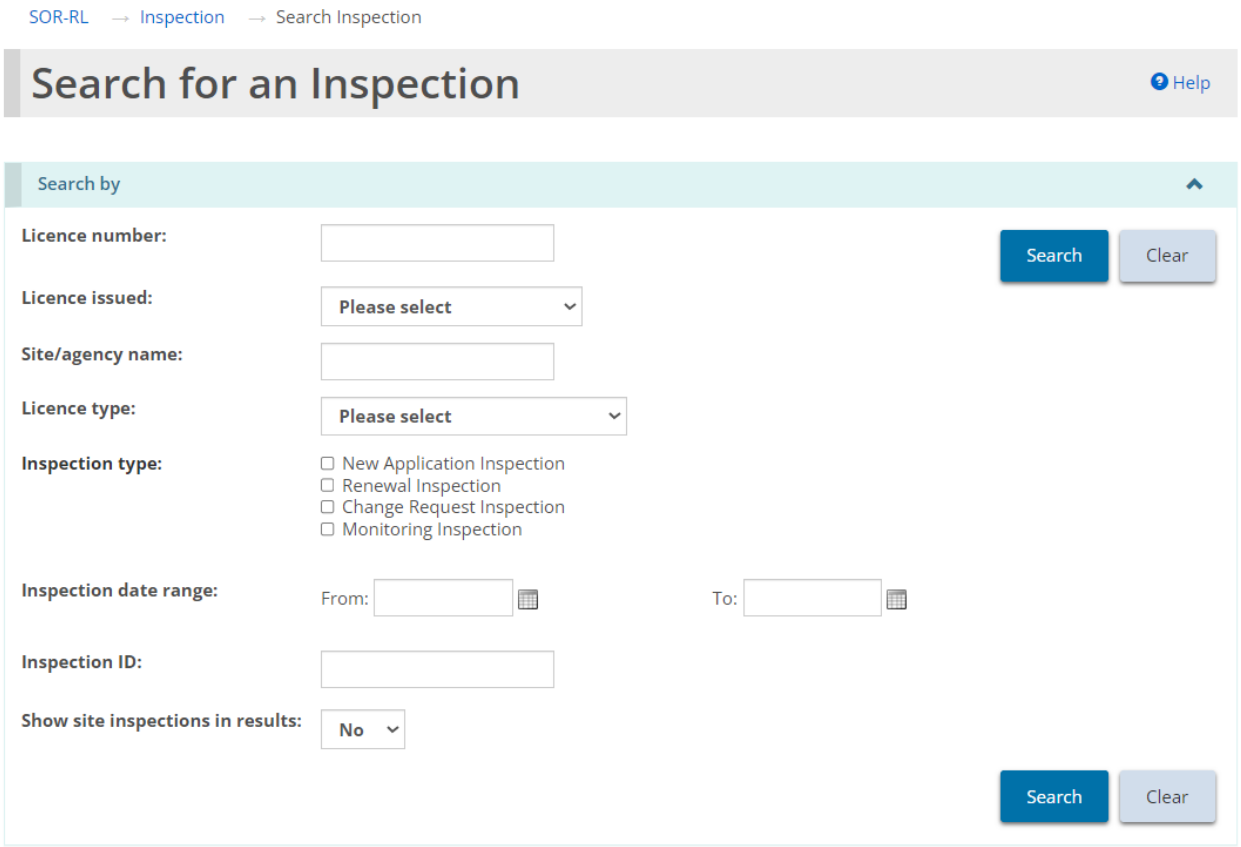
During an inspection, the licensor may post one or more non-compliances on your application or licence. The non-compliances must be cleared before your licence, renewal, etc. can be issued.

Viewing non-compliances for a licence

There are two ways to see a list of non-compliances for a licence:

Method 1:

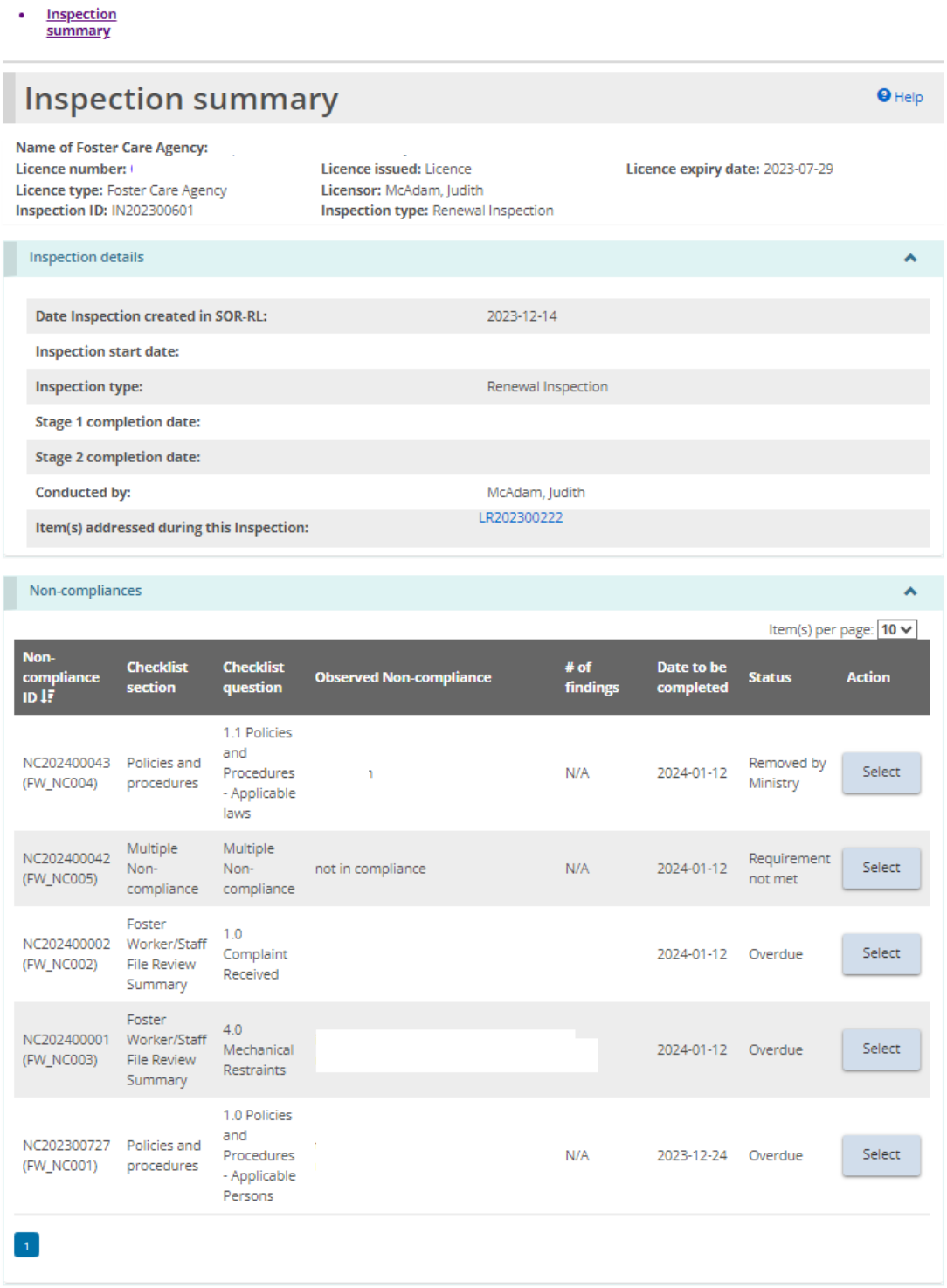
1. From the SOR-RL home page choose INSPECTIONS.
2. Select Search for an Inspection. The Search Inspection page opens.



Note: *Site-based inspection results are only applicable to Staff Model Home licence types.*

3. Enter the search criteria for the Inspection and select Search.

4. The Inspection summary screen opens. Navigate to the non-compliances section to review and action non-compliances.



- Inspection summary

Inspection summary

Help

Name of Foster Care Agency:
Licence number:
Licence type: Foster Care Agency
Inspection ID: IN202300601
Licence issued: Licence
Licensor: McAdam, Judith
Inspection type: Renewal Inspection
Licence expiry date: 2023-07-29

Inspection details

Date Inspection created in SOR-RL:	2023-12-14
Inspection start date:	
Inspection type:	Renewal Inspection
Stage 1 completion date:	
Stage 2 completion date:	
Conducted by:	McAdam, Judith
Item(s) addressed during this Inspection:	LR202300222

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
NC202400043 (FW_NC004)	Policies and procedures	1.1 Policies and Procedures - Applicable laws	1	N/A	2024-01-12	Removed by Ministry	Select
NC202400042 (FW_NC005)	Multiple Non-compliance	Multiple Non-compliance	not in compliance	N/A	2024-01-12	Requirement not met	Select
NC202400002 (FW_NC002)	Foster Worker/Staff File Review Summary	1.0 Complaint Received			2024-01-12	Overdue	Select
NC202400001 (FW_NC003)	Foster Worker/Staff File Review Summary	4.0 Mechanical Restraints			2024-01-12	Overdue	Select
NC202300727 (FW_NC001)	Policies and procedures	1.0 Policies and Procedures - Applicable Persons		N/A	2023-12-24	Overdue	Select

1

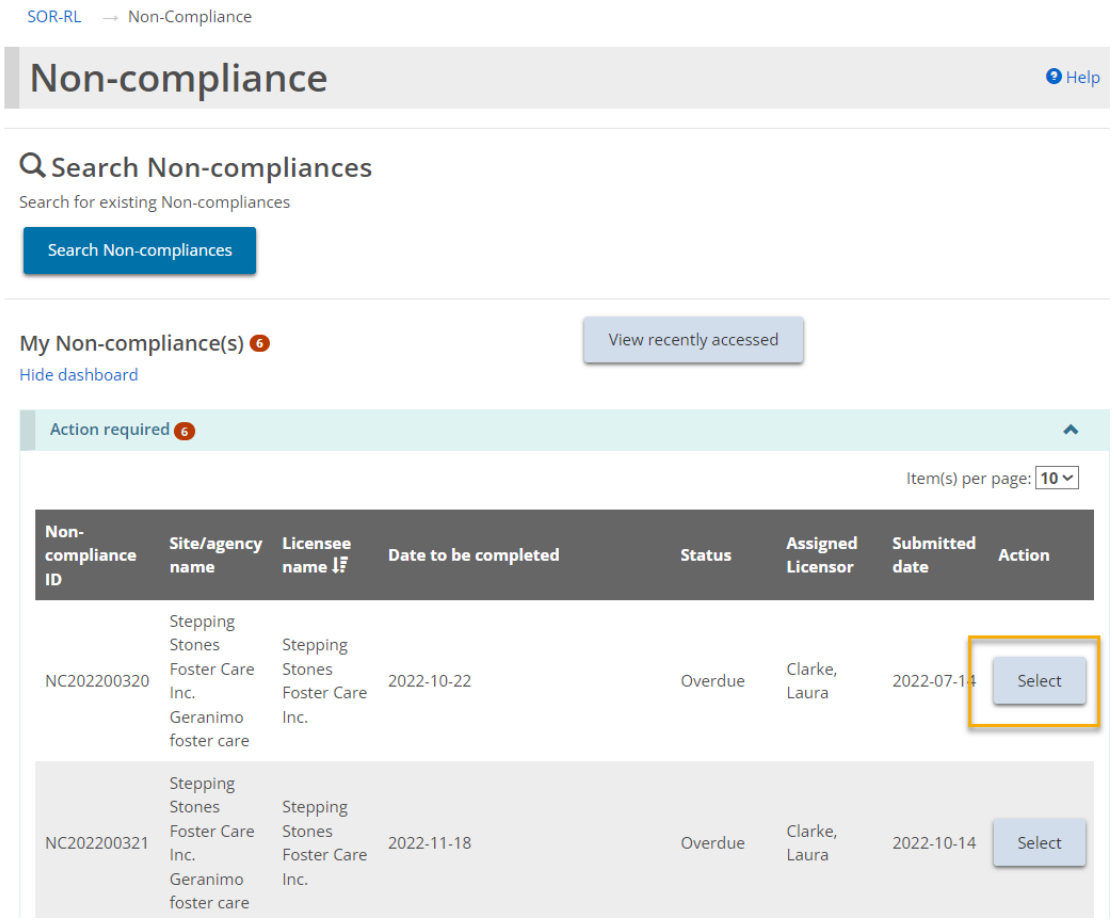
Note: *This non-compliance view from the inspection summary page offers a comprehensive view of all non-compliances applicable to this inspection.*

Method 2:

1. From the SOR-RL home page, choose NON-COMPLIANCE. The Non-Compliance module appears.
2. Select Search Non-compliances.
3. Enter the search criteria for the licence and select Search.
4. Choose Select.

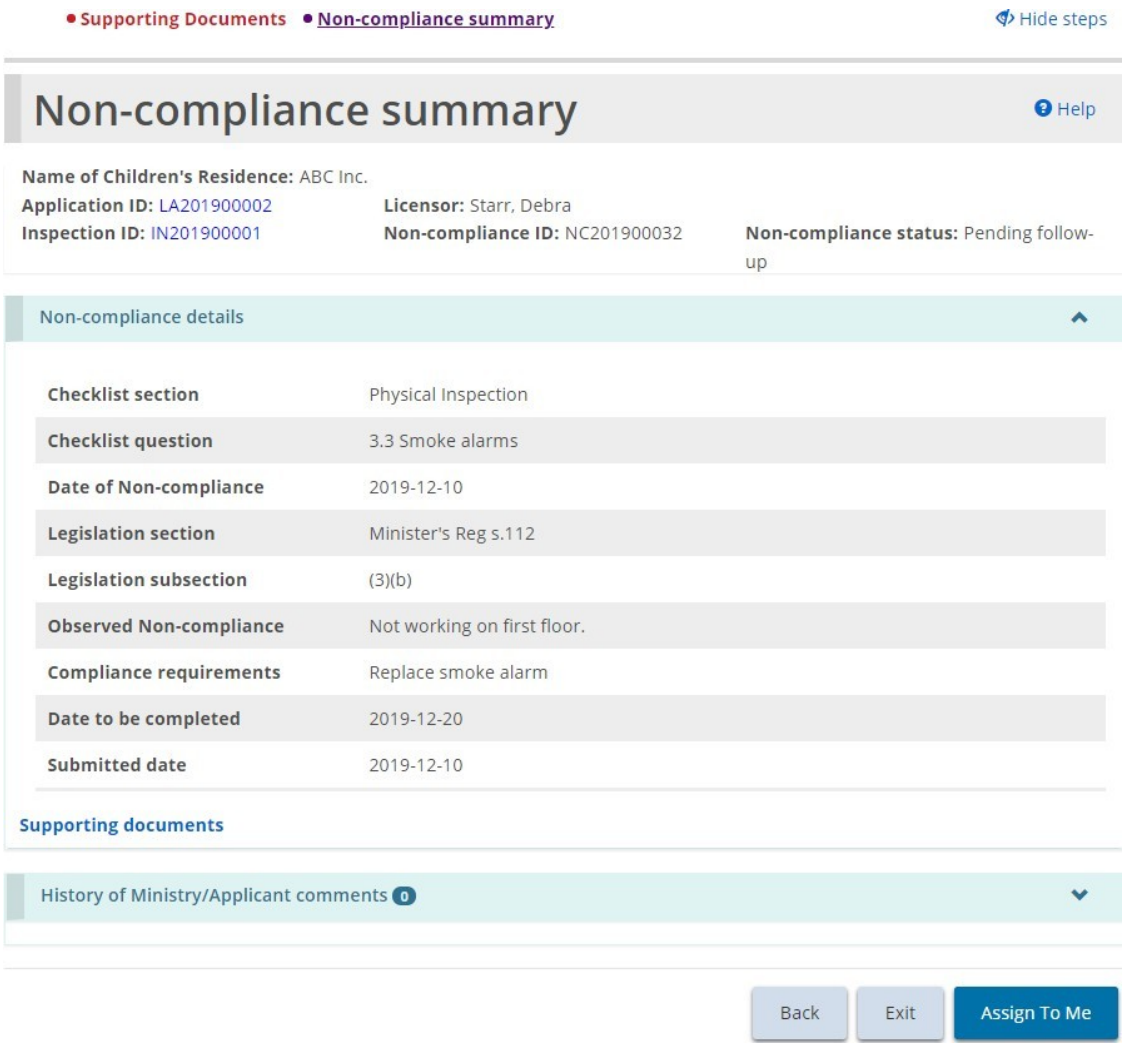
Responding to a non-compliance that requires action

1. Using either Method 1 or 2 above, navigate to the non-compliance. Press the "select" button beside the non-compliance to open it.



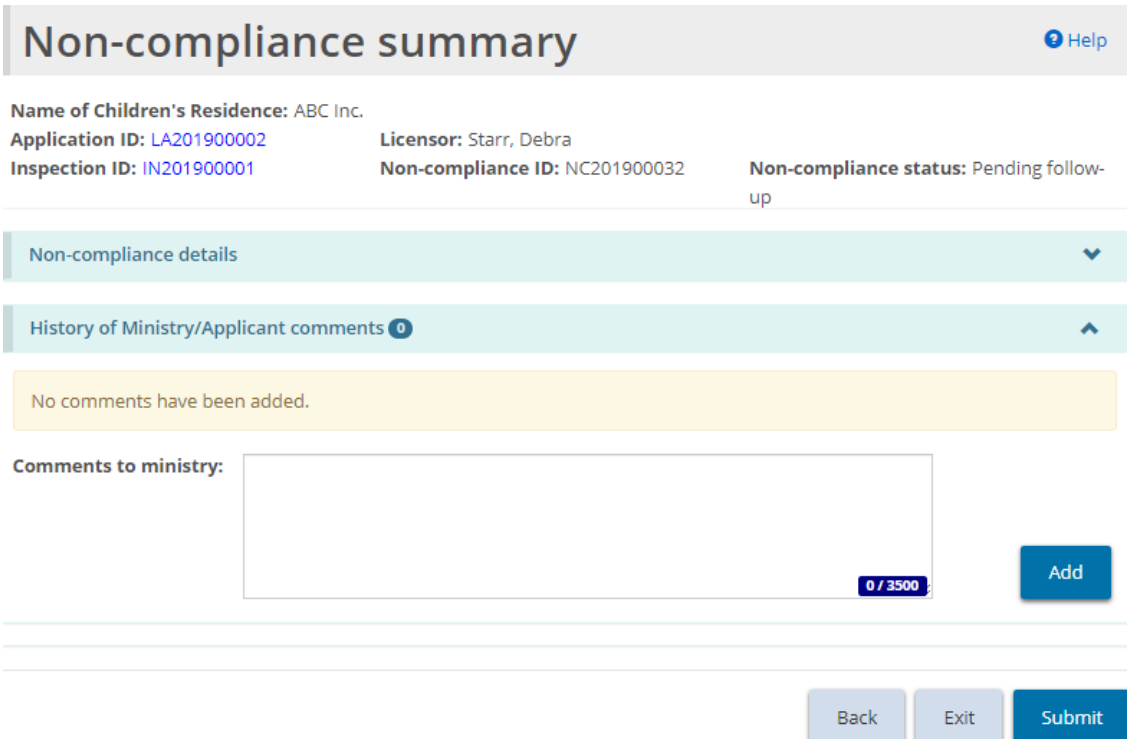
This screenshot is the view of non-compliances from the non-compliance module.

2. The Non-compliance summary page appears showing the non-compliance details.



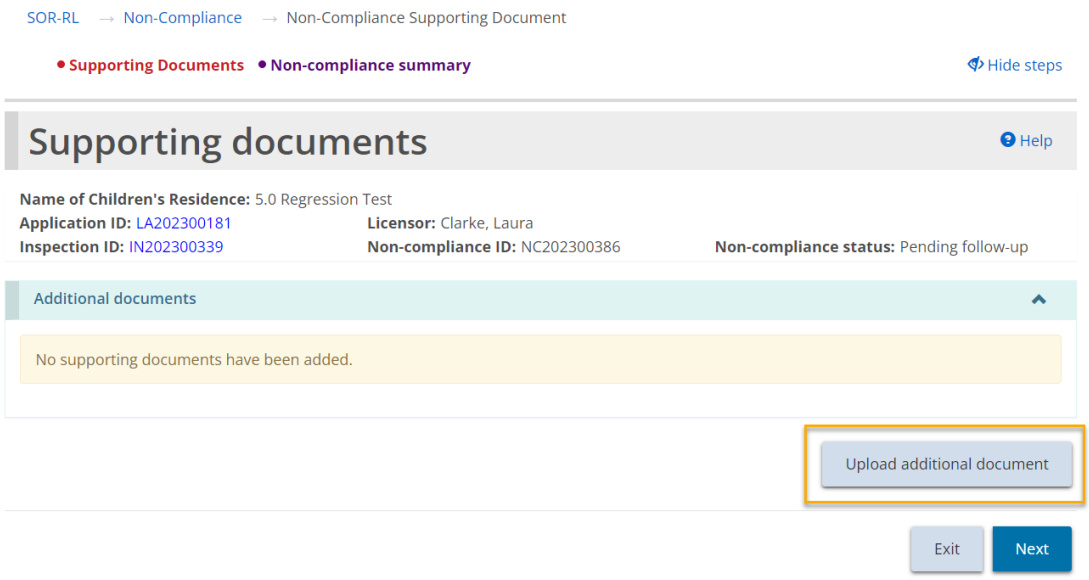
3. The user may have to scroll to the bottom of the summary screen and select Assign To Me.

4. Once an action is assigned to a user, the summary page updates to include a History of Ministry/Applicant comments section.

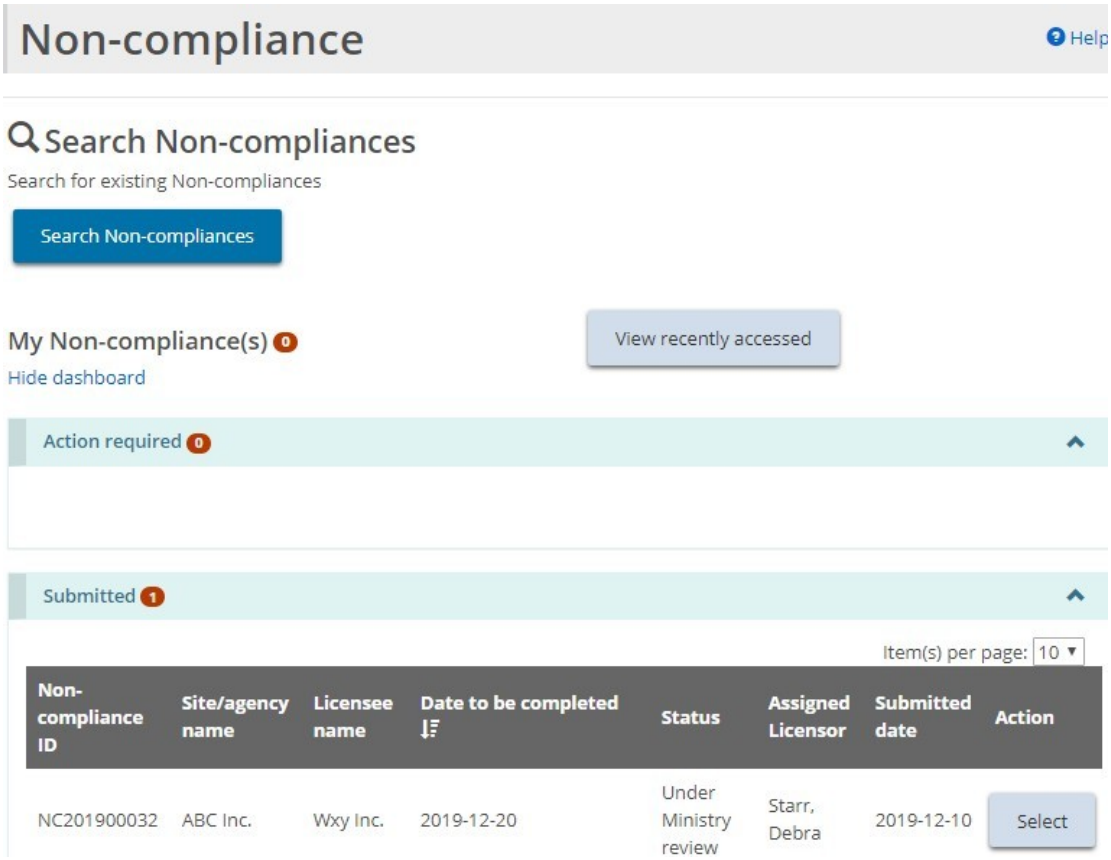


5. Enter your response to the non-compliance in the Comments to ministry field. Select Add.

6. If you are required to add supporting documents as part of your response, select Upload additional document. The Supporting documents page appears.



7. Select Upload additional document and upload the document.
8. Select Save then choose Return.
9. Select Non-compliance summary. The Non-compliance summary page appears.
10. Review your response and select Submit. A confirmation message appears.
11. Select OK. A submitted message appears at the top of the page.
12. The non-compliance status changes to “Under ministry review” and can be found in the Submitted section.



Working with conditions

When your license is approved, there may be one or more, one-time or recurring (deliverable) 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.



Note: *See Appendix C: Statuses for a list of condition statuses.*

Viewing all conditions on a licence

There are two ways to view the conditions on a licence; through the Licence Management module and the Conditions module.

Method 1:

1. From the SOR-RL home page, select LICENCE MANAGEMENT. The Licence Management module appears.
2. Select the licence. The Licence summary page appears.
3. Scroll down to the Condition section.

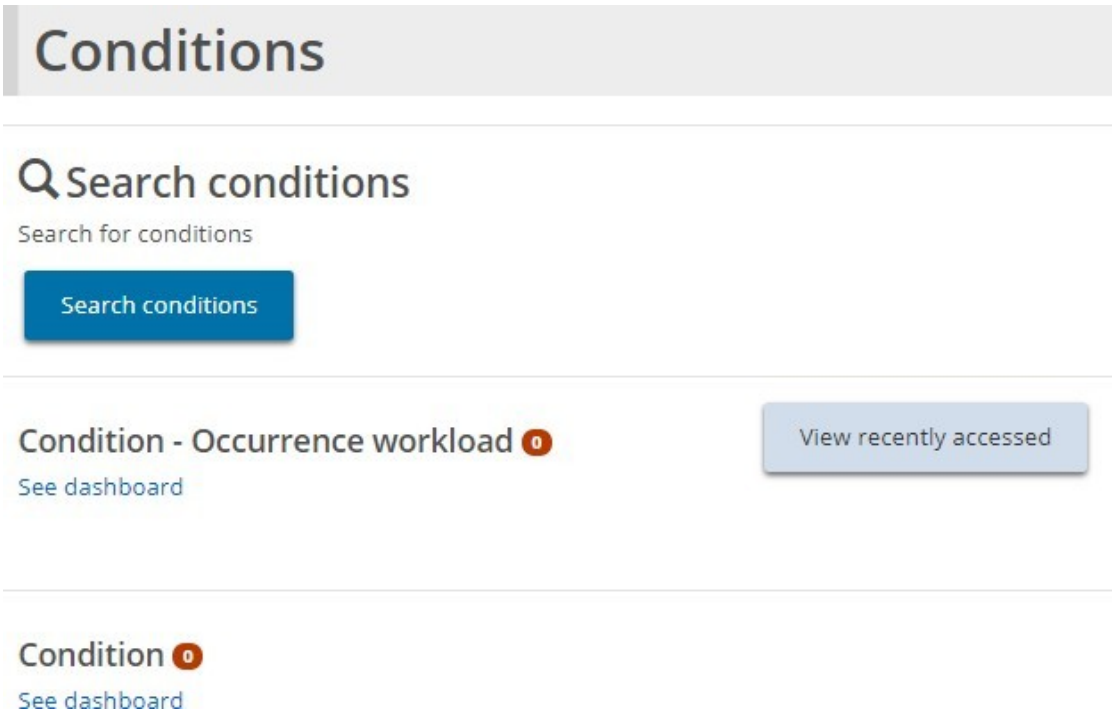


Method 2:

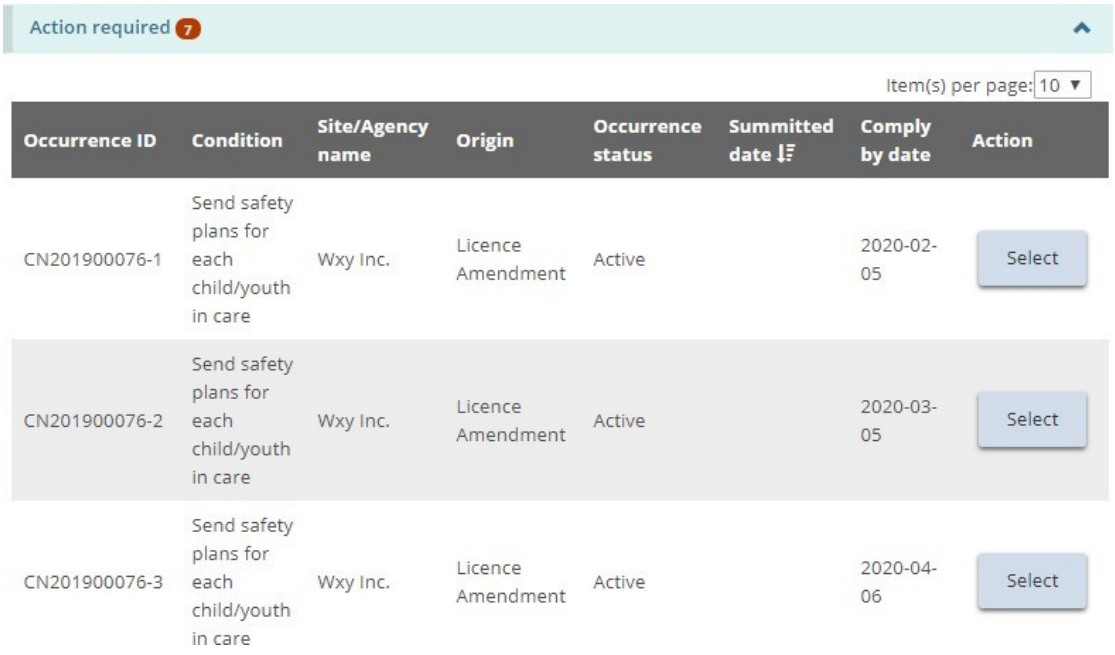
1. From the SOR-RL home page, select CONDITIONS. The Conditions module page appears.
2. Select Search conditions and enter the search criteria.
3. Choose Search. The list of conditions for that licence appears.

Viewing your condition occurrence workload

1. From the SOR-RL home page, choose CONDITIONS. The Conditions module appears.



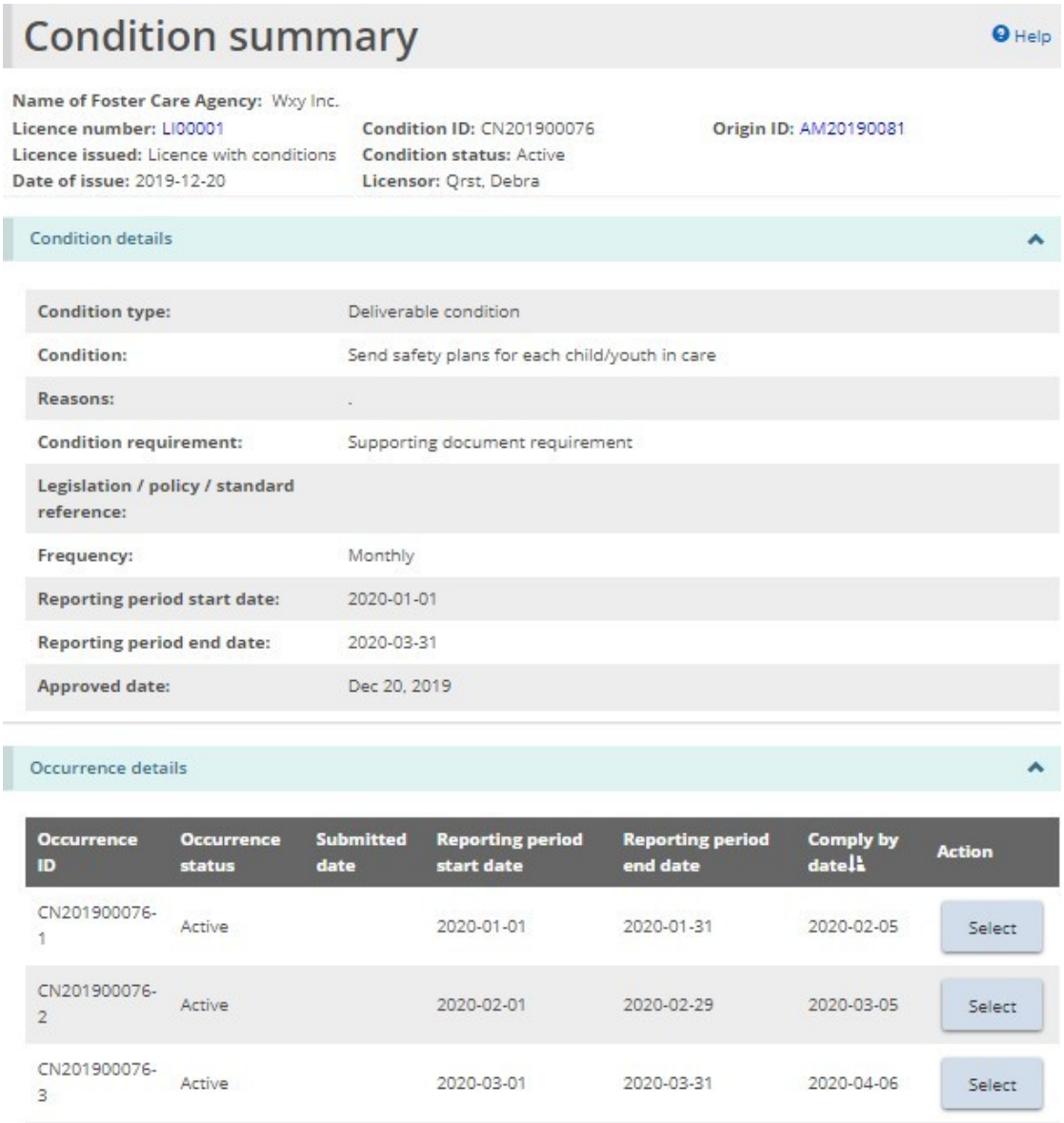
2. Choose the See dashboard link under Condition - Occurrence Workload. The dashboard appears.



Occurrence ID	Condition	Site/Agency name	Origin	Occurrence status	Summitted 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

Note: *In the above example, there are 2 conditions, but the conditions have more than one occurrence. The occurrence IDs are the same for a condition except for the last number.*

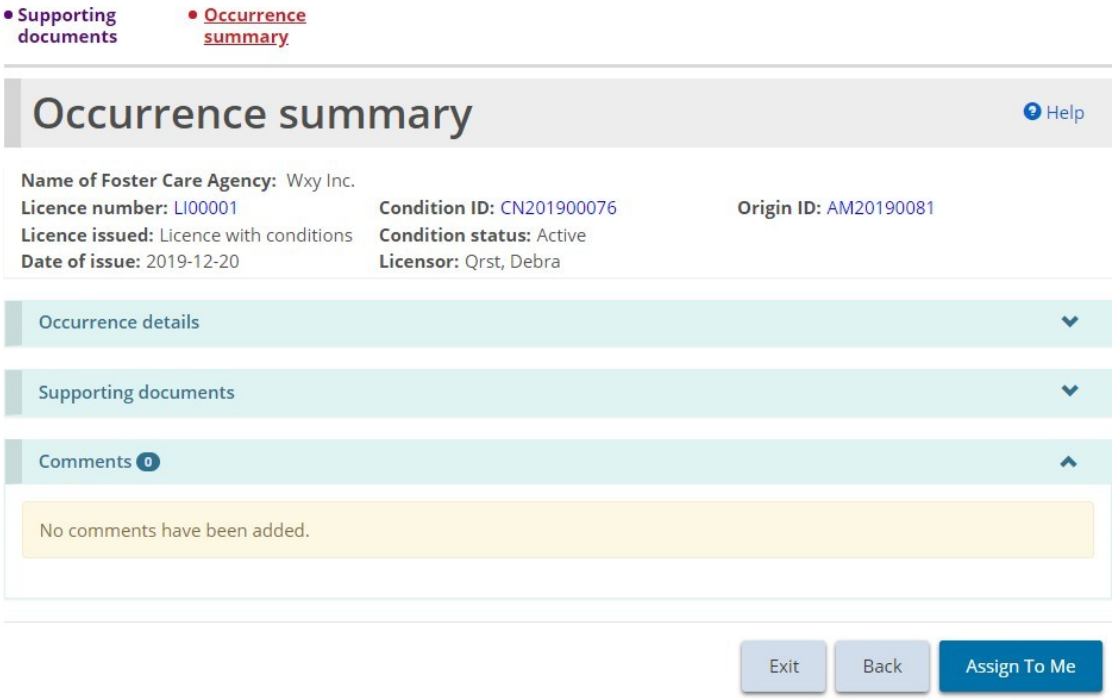
3. To open an occurrence, choose Select. The Condition summary page appears.



Example of a deliverable condition requiring a confirmation and a document to be submitted.

Complying with a condition

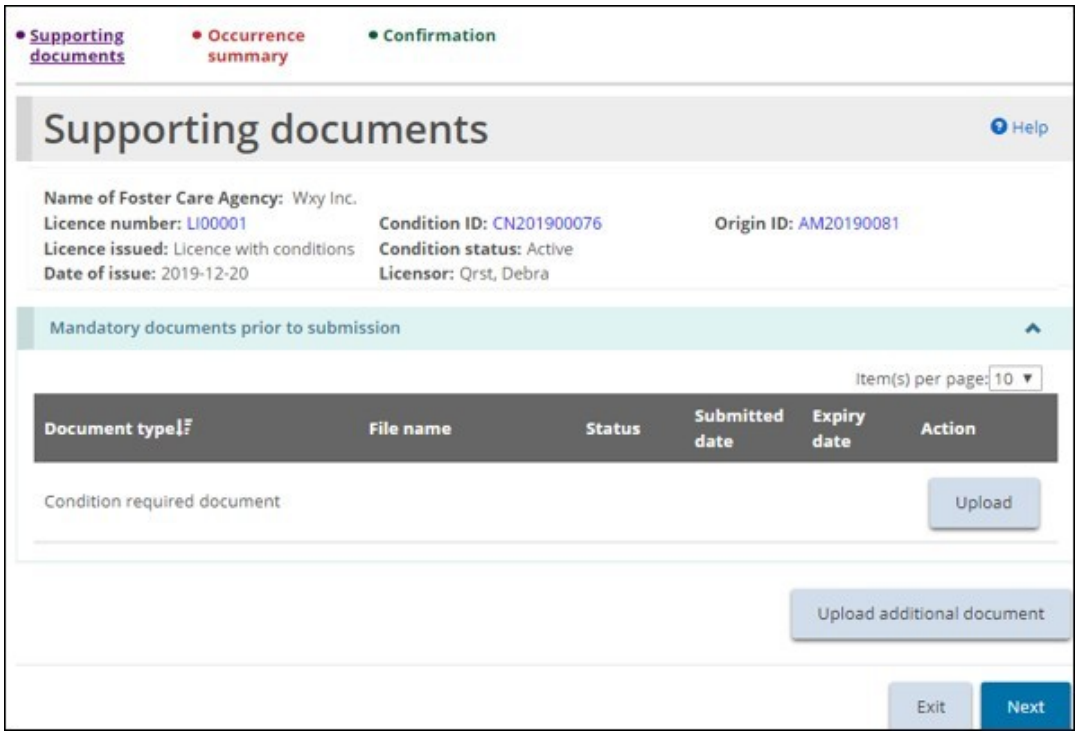
1. Open the condition occurrence. The Occurrence summary page appears.



2. The user may need to select Assign To Me before responding to the condition. The Occurrence Summary page updates.

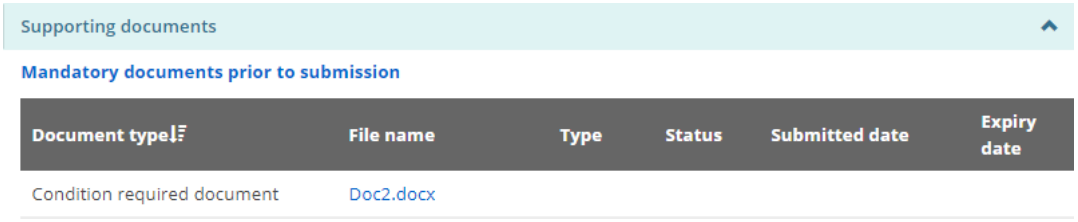
3. If your condition includes uploading a supporting document:

4. Choose • Supporting documents. The Supporting documents page appears displaying the Mandatory documents prior to submission.



5. Select Upload and upload the document.

6. Select Next. The Occurrence Summary page appears. The document you added can be seen in the Supporting documents section.



7. Select Submit.

8. If a confirmation is included in the condition, the Confirmation page appears.

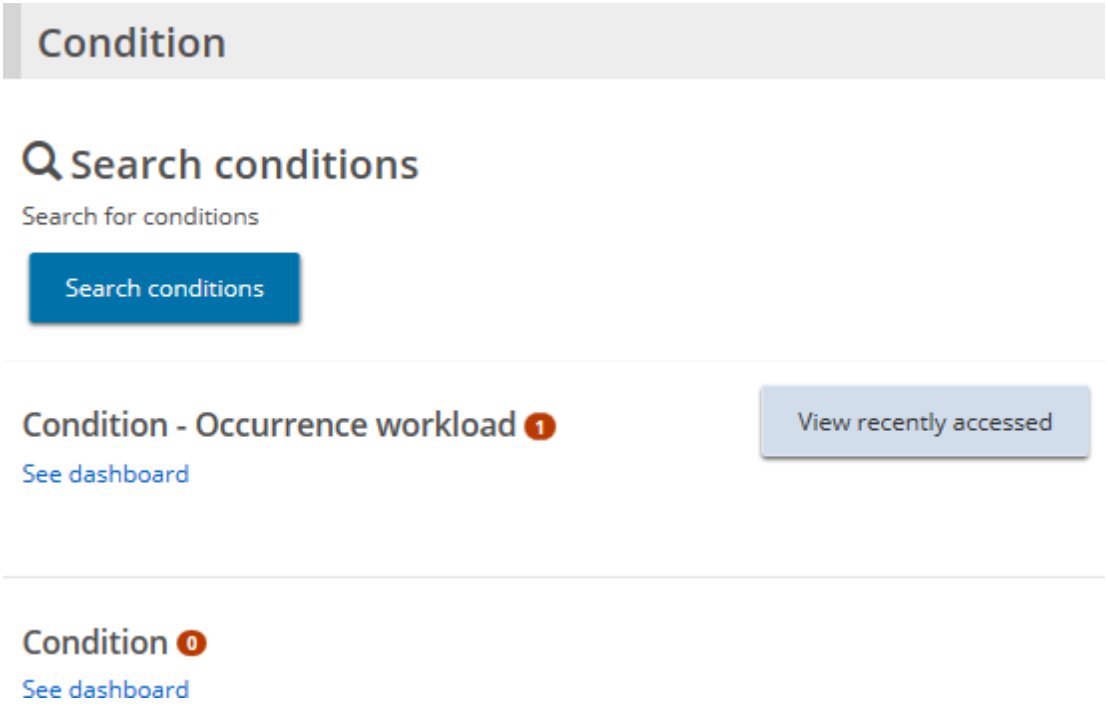
9. Confirm the condition by answering the question.

10. When you select "Yes", the Confirm button appears.

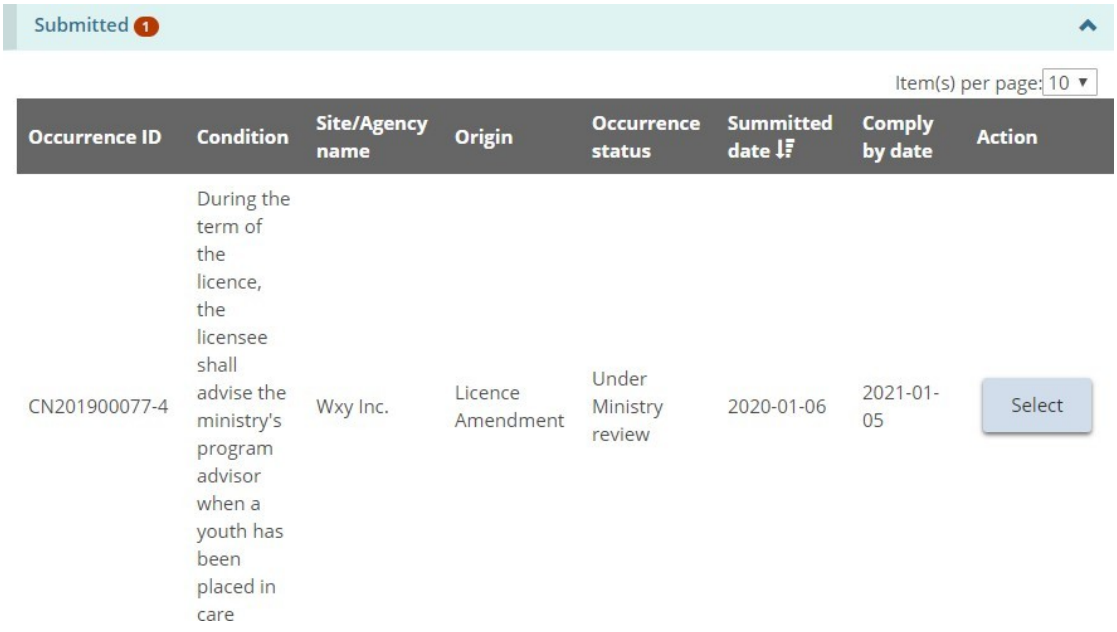
11. Select Confirm. A confirmation message appears. The occurrence can be found under the Submitted section of the dashboard.

Viewing completed condition occurrences

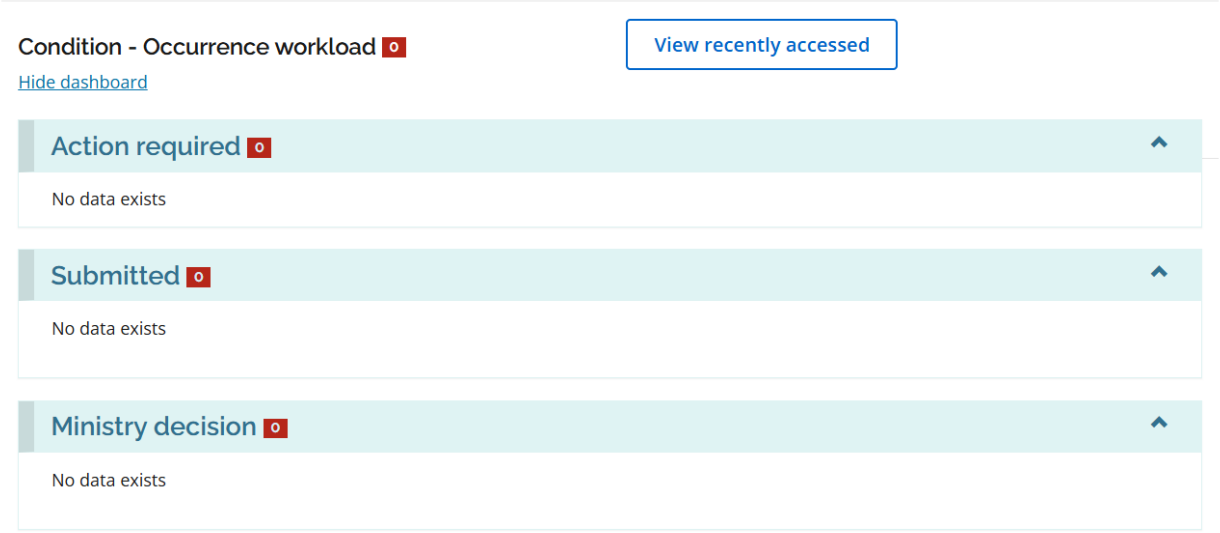
1. From the SOR-RL home page, choose CONDITIONS. The Condition module page appears.



2. Choose See dashboard under the Condition-Occurrence workload section. The Submitted section appears.



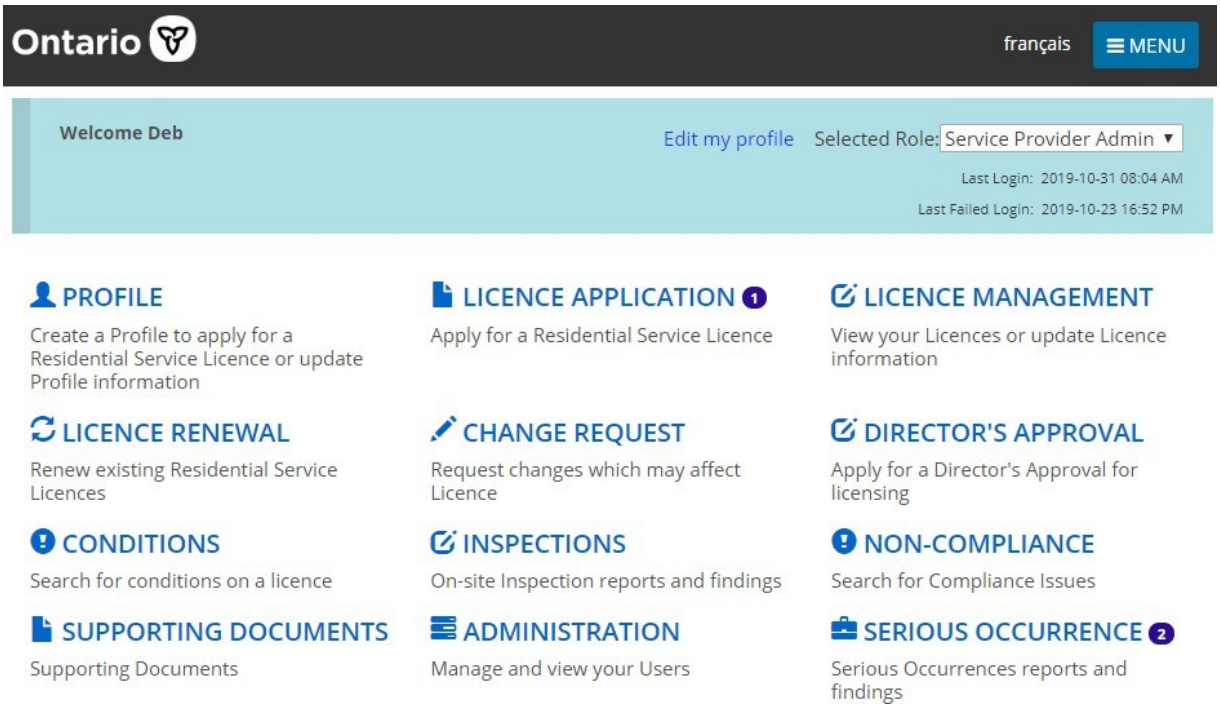
3. To see the details, choose Select.
4. Once the ministry has made a decision regarding your response to the conditions, it will appear under the section Ministry decision.
5. Select the blue link See dashboard under the section Condition – Occurrence workload. The section Ministry decision appears.



Licence management

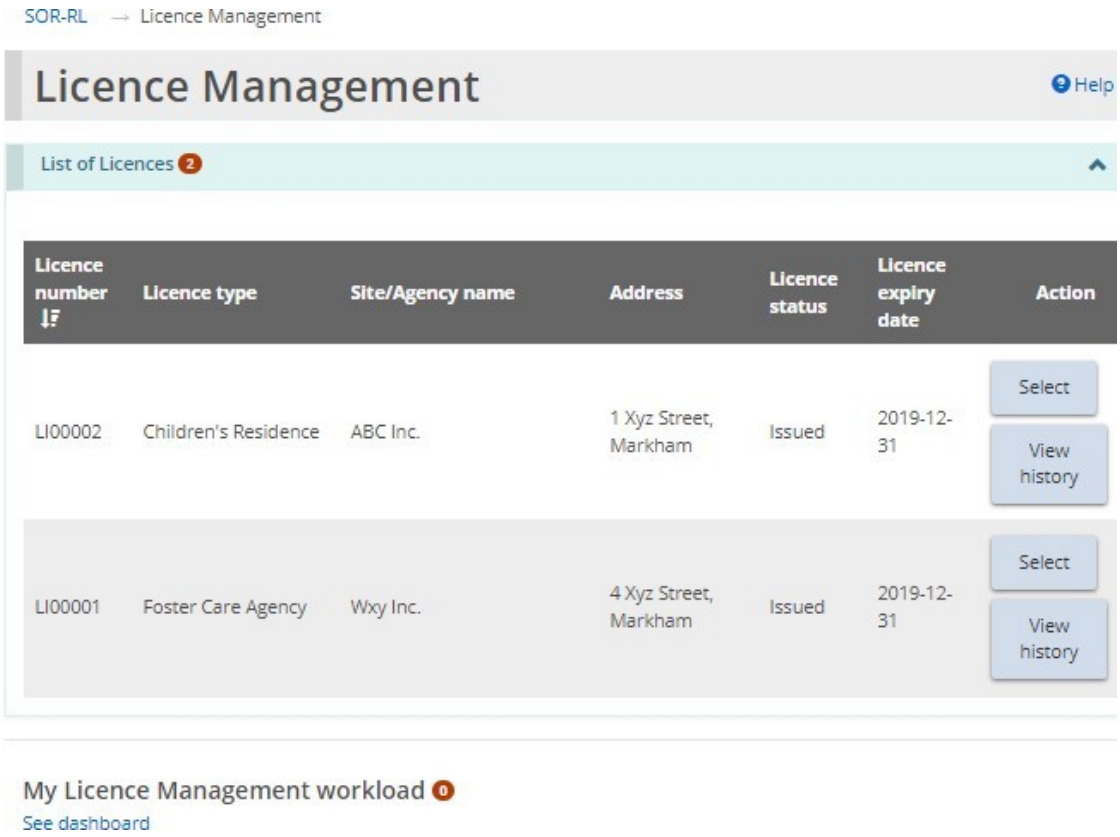
You will be notified when you receive the decision about your application. When your licence is approved, you will have access to the following modules:

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



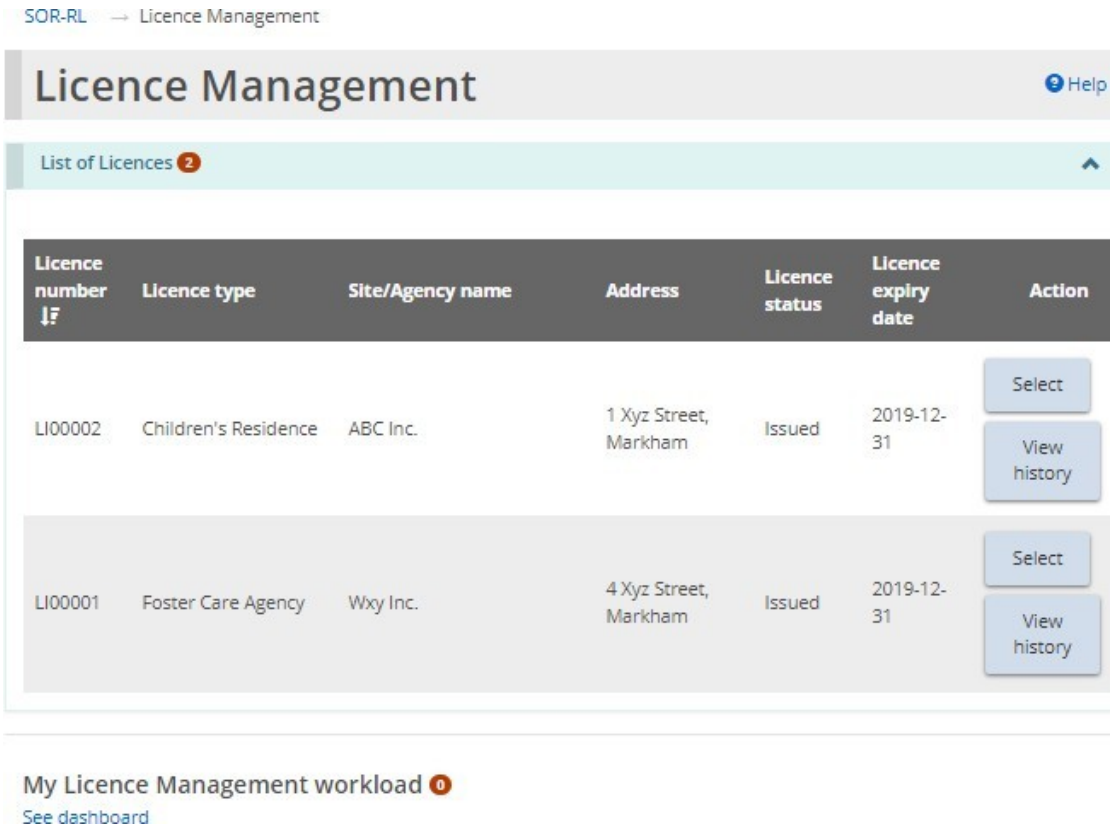
Viewing a list of your licences

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

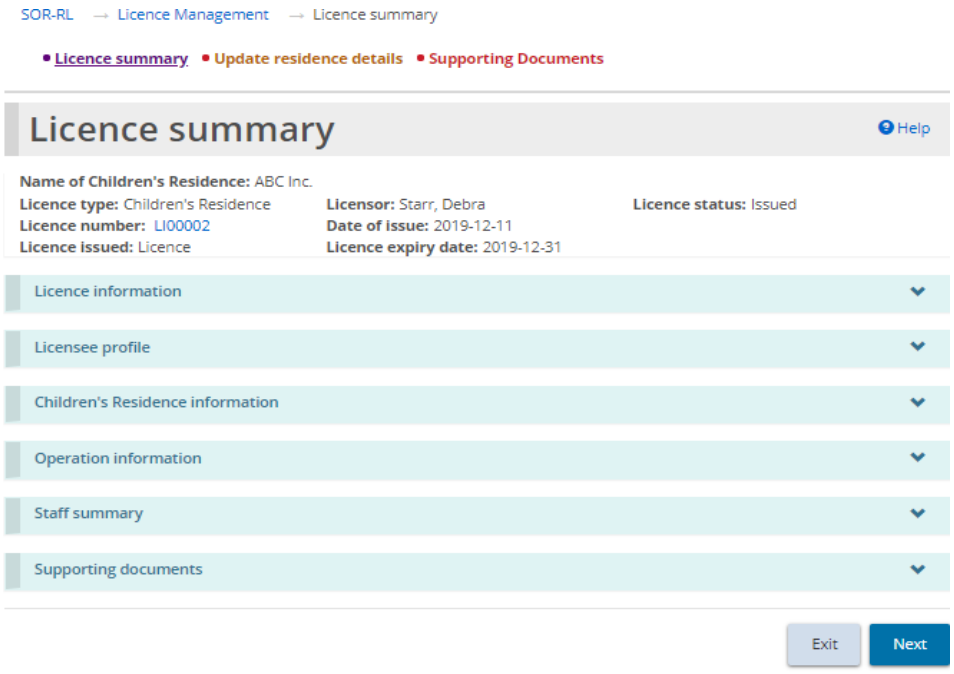


Viewing the licence summary

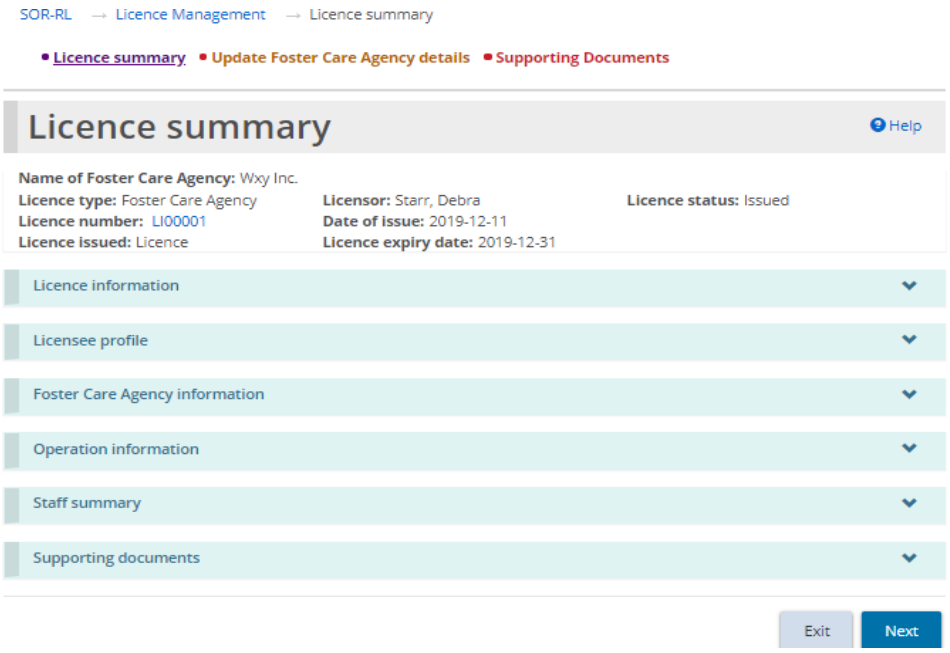
1. From the SOR-RL home page, choose LICENCE MANAGEMENT. The Licence management module appears.



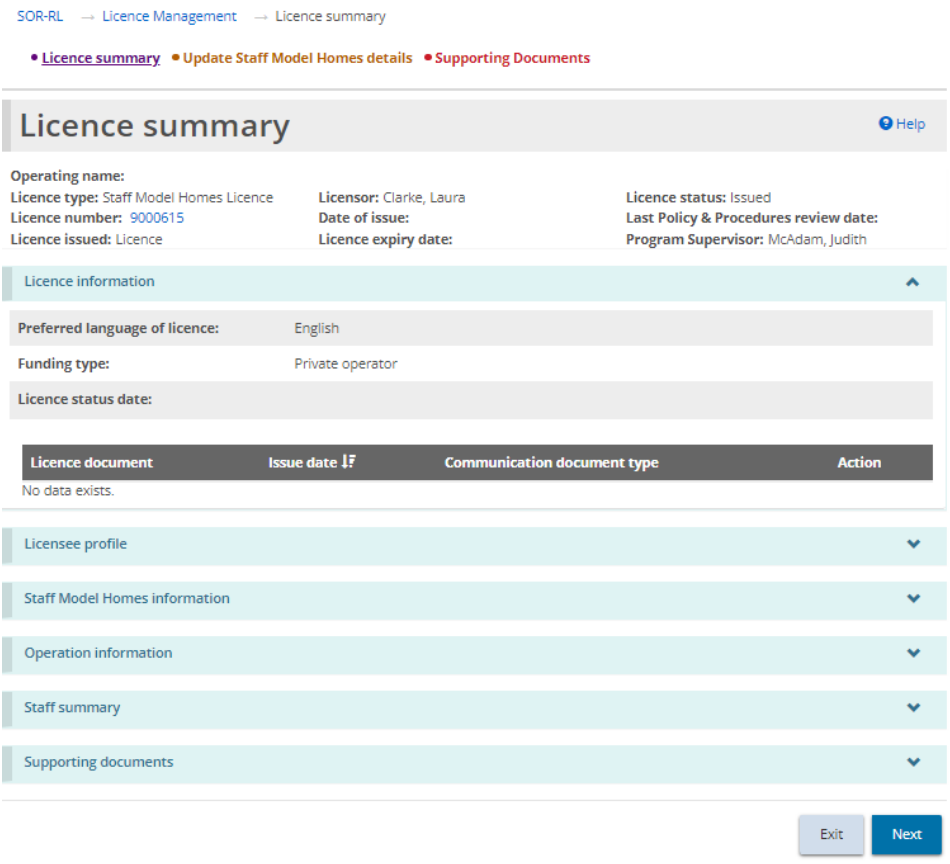
2. Choose Select. The Licence summary page appears.



Children's Residence example



Foster Care Agency example



Staff Model Homes Licence example

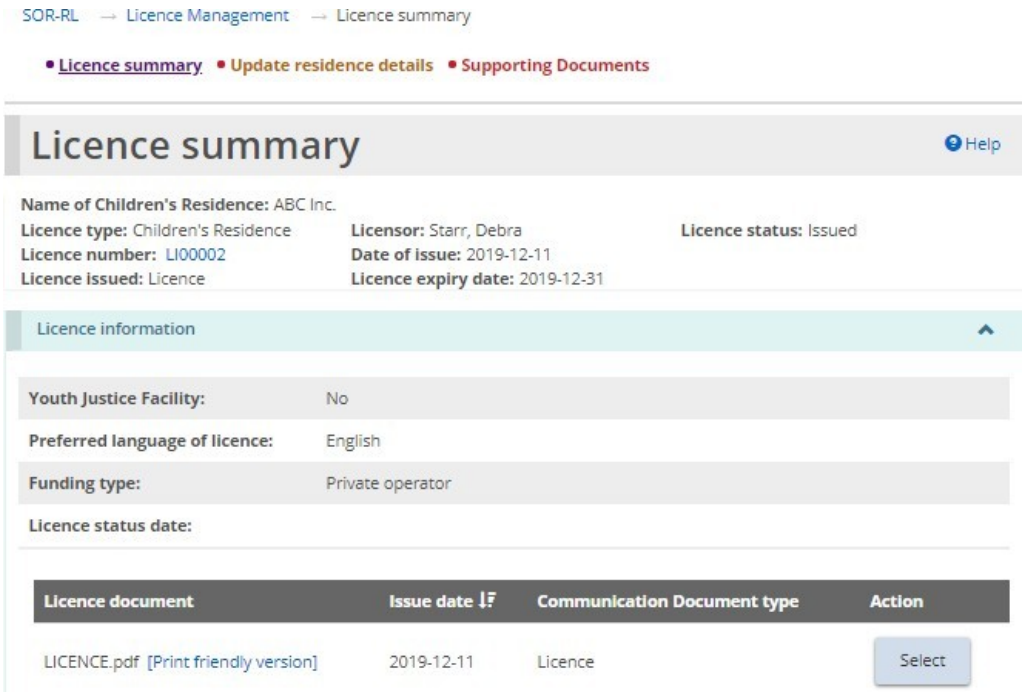
Tip: *The top of the page, also known as the "tombstone", displays the basic licence information including the name of the children's residence/staff model homes licence/foster care agency, licence type, licensor, licence status, licence number, date of issue, licence issued, and licence expiry date.*

The Licence Summary page is divided into three tabs: Licence summary, Update [Licence] details, and Supporting Documents. Let us begin with the Licence Summary tab.

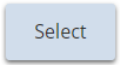


Licence information

1. From the Licence summary page, expand the Licence information banner.



Children's Residence example

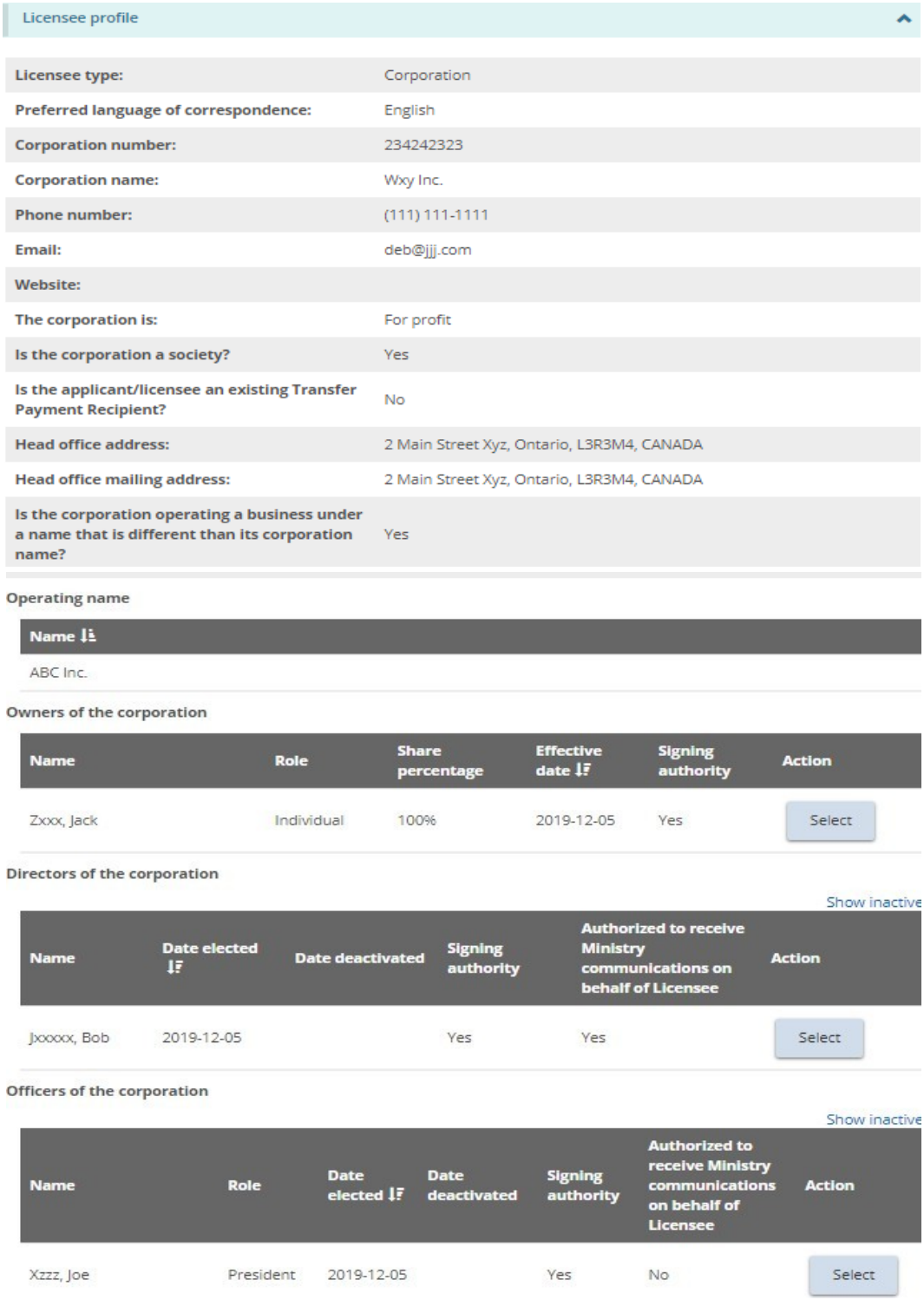
2. To view a licensing document, choose 

or choose the blue link.

3. To print the document, select the blue link. The document opens a printable format. Press <Ctrl P> to open the print menu.

Licensee profile

1. From the Licence summary page, expand the Licensee profile banner.



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	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

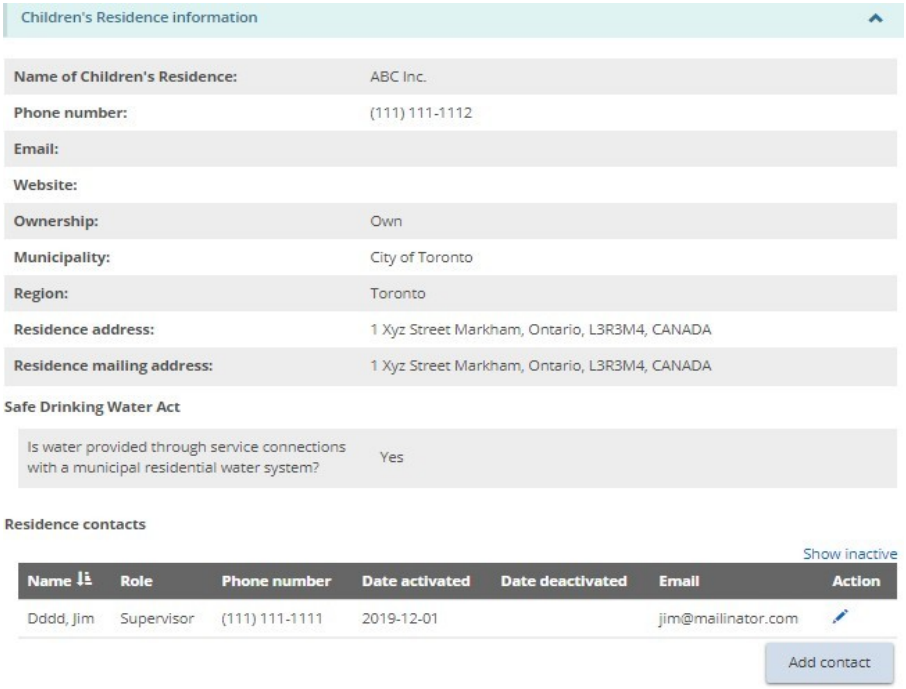
Tip: *To make changes to the profile information, see the Editing a Profile section.*

Children's Residence/Staff Model Homes/Foster Care Agency information

Note: *Licence information differs between the three licence types. As such, the information below is organized by licence type.*

Children's Residence

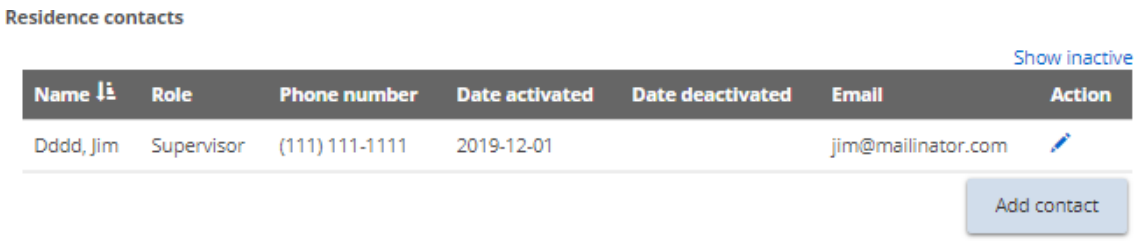
1. From the Licence summary page, expand the Children's Residence information banner.



Note: *A Children's Residence licence displays the address of the location where the residence is located which 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.*

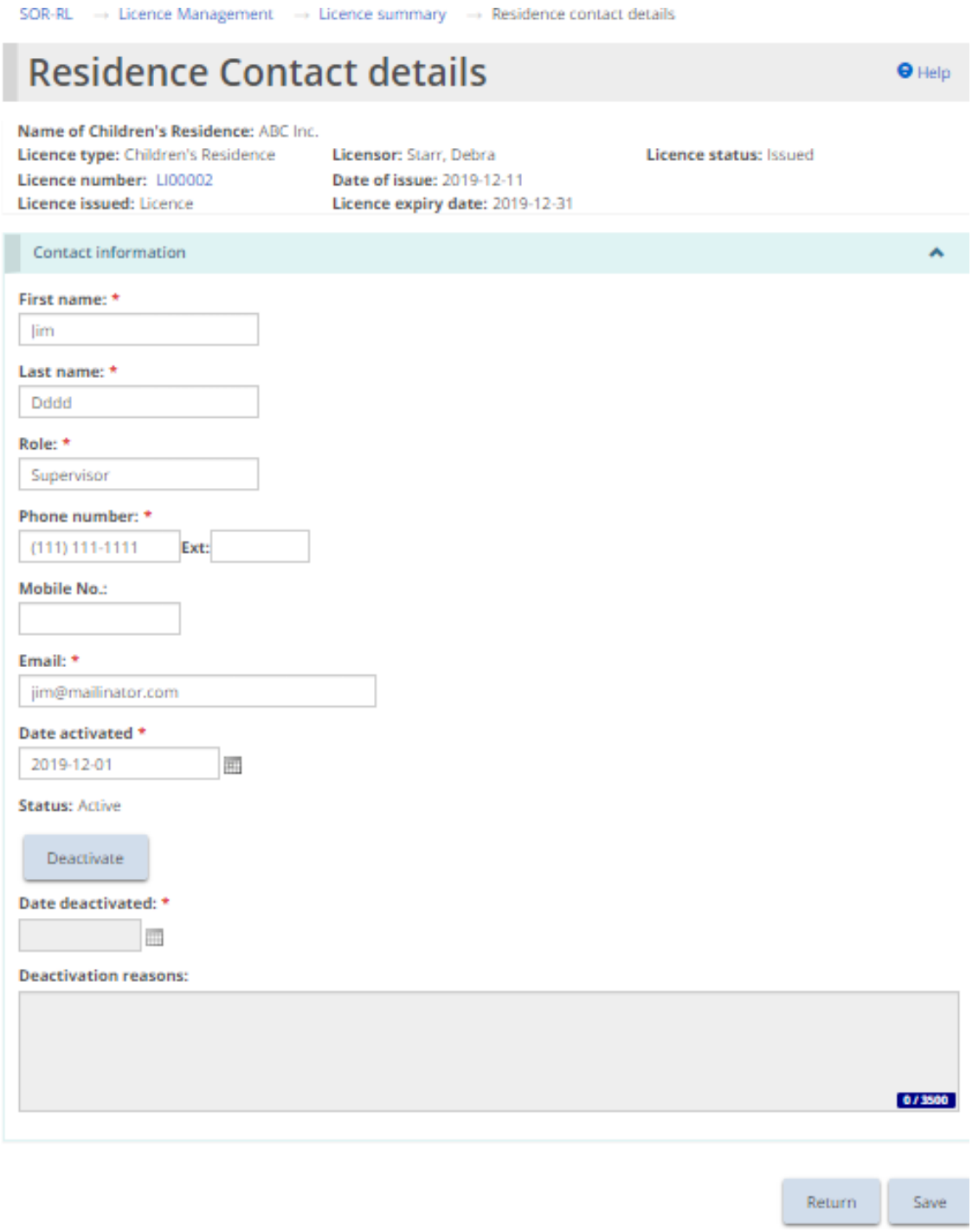
Note: *Only the Children's Residence contacts can be edited and/or added from this section. Other changes, such as a change to the residence name, must go through a formal change request process. See the Requesting a change to a licence section.*

2. To see the Children's Residence contacts, scroll down to the Residence contacts section.



Note: *This page shows all active contacts. To see all contacts, select Show inactive.*

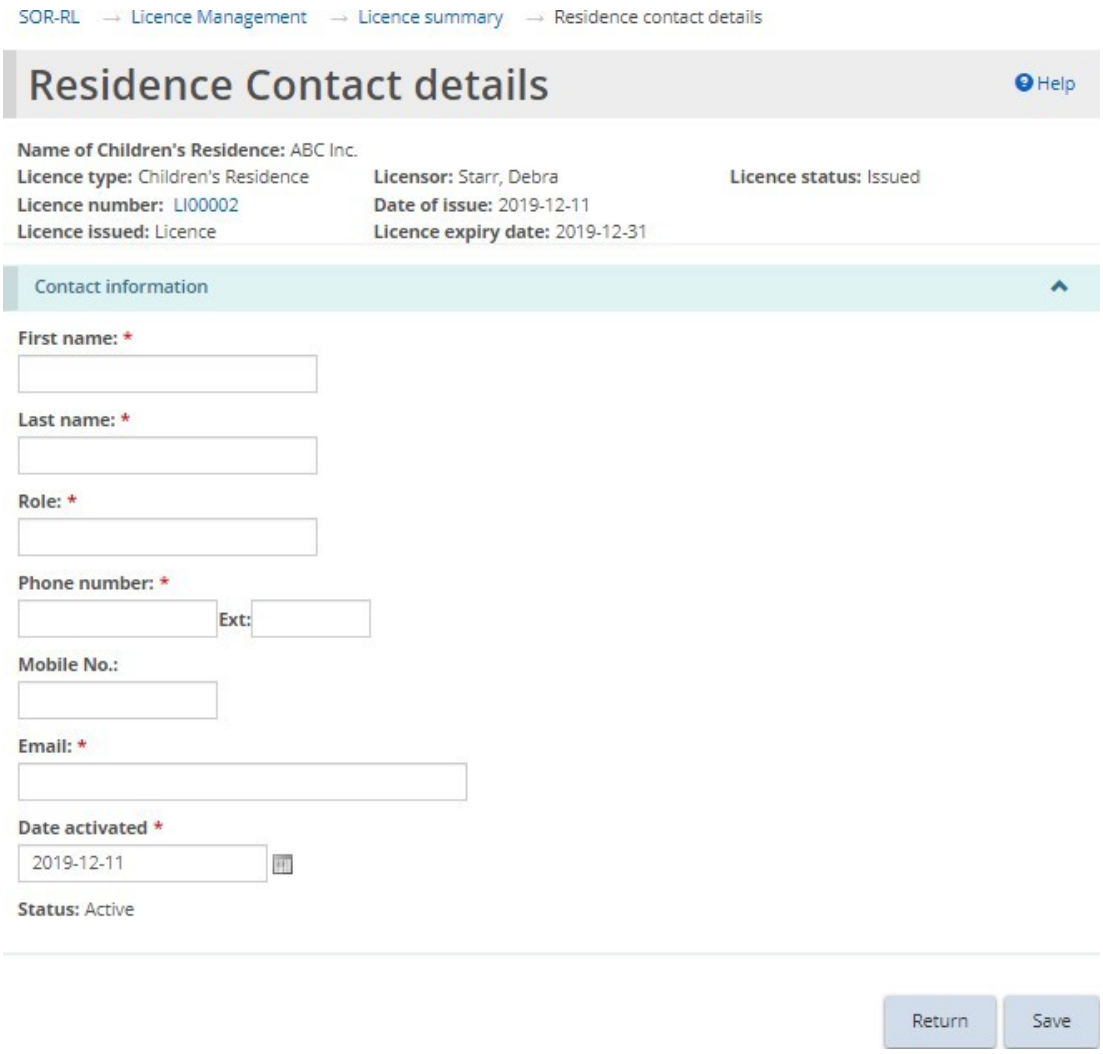
3. To view contact details, to edit contacts, or to deactivate contacts, select the edit icon . The Residence Contact Details page appears.



4. Make the changes. If deactivating a contact, select Deactivate and make the updates.

5. Select Save then select Return.

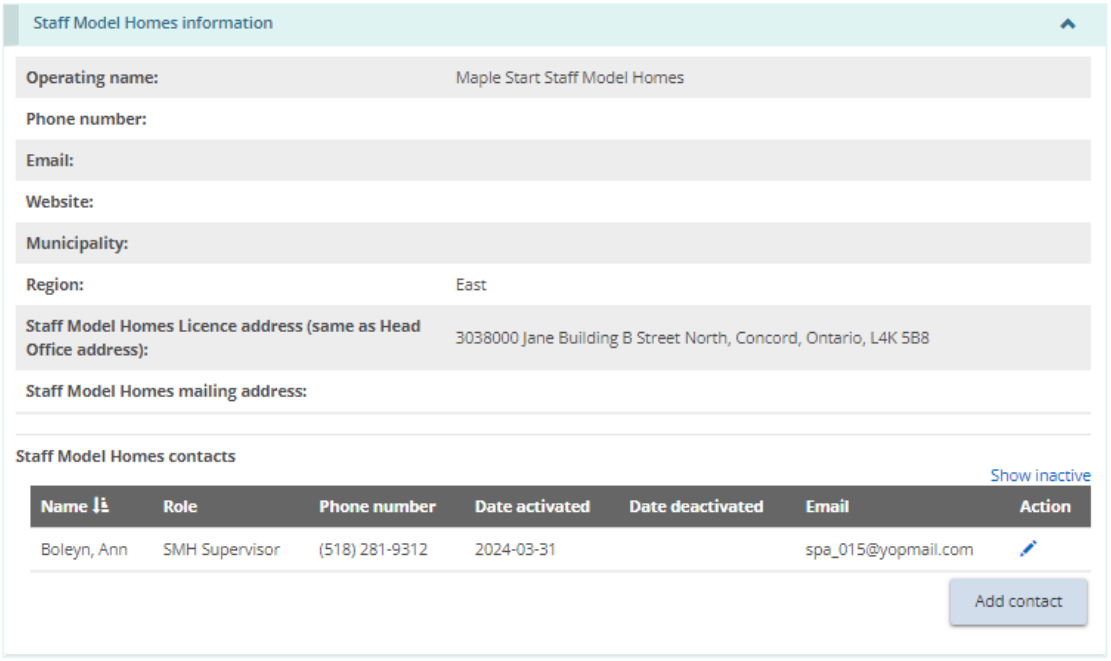
6. To add contacts, select Add contact. The Residence Contact Details page appears.



7. Enter the contact information. Select Save, then select Return. The contact appears on the Residence contacts list on the Licence Summary page.

Staff Model Homes

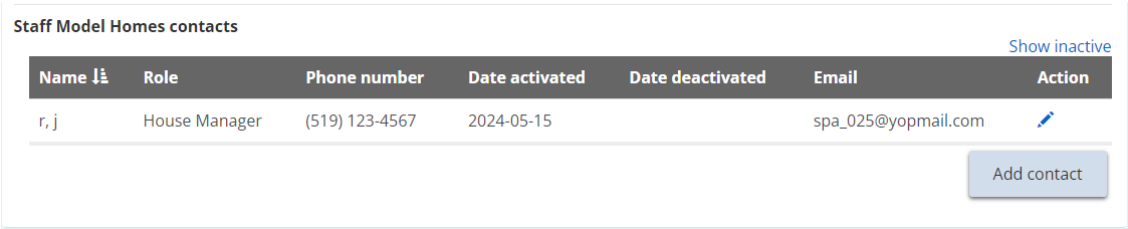
1. From the Licence summary page, expand the Staff Model Homes information banner.



Note: *A staff model home licence address reflects the address of the licence, which is likely the same as the head office address in the profile. The license address does not reflect the address of individual staff model home sites. Staff Model Home site addresses are indicated in the next section, Operation Information.*

Note: *Only the Staff Model Homes contacts can be edited and/or added from this section. Other changes, such as a change to the operating name, must go through a formal change request process. See the Requesting a change to a licence section.*

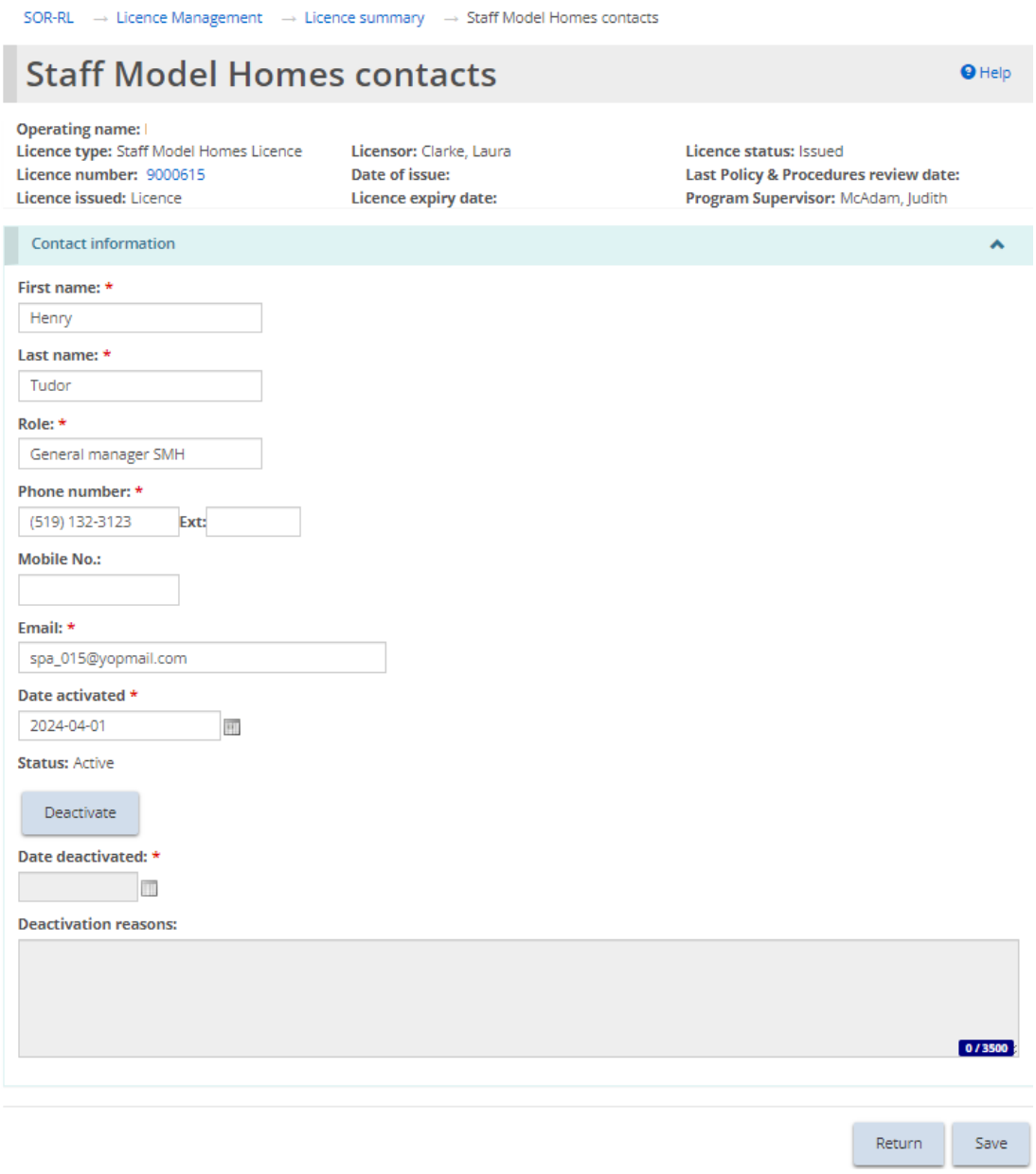
2. To see the Staff Model Homes contacts, scroll down to the Staff Model Homes contacts section.



Note: *This page shows all active contacts. To see all contacts, select Show inactive.*

Note: *Contacts for the staff model homes licence are recorded at the licence level.*

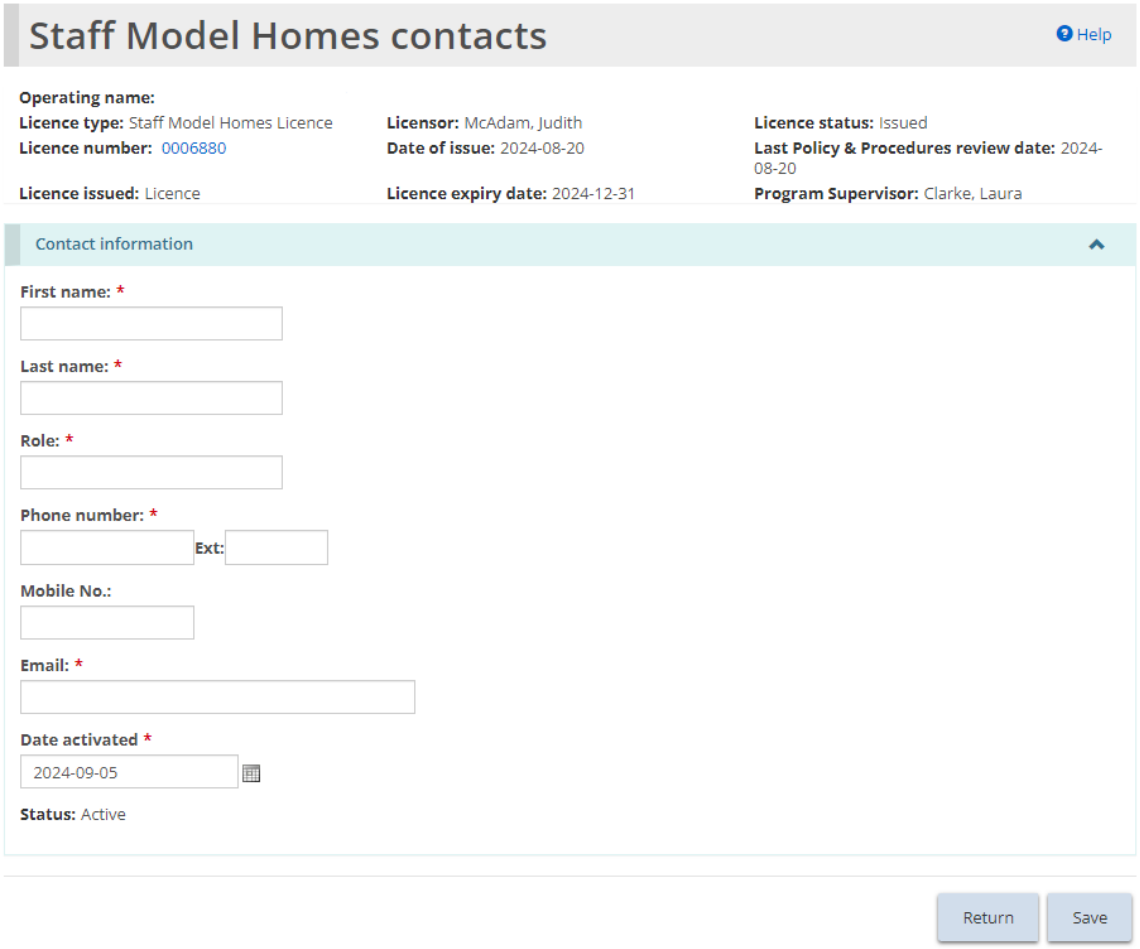
3. To view contact details, to edit contacts, or to deactivate contacts, select the edit icon . The Staff Model Homes contacts page appears.



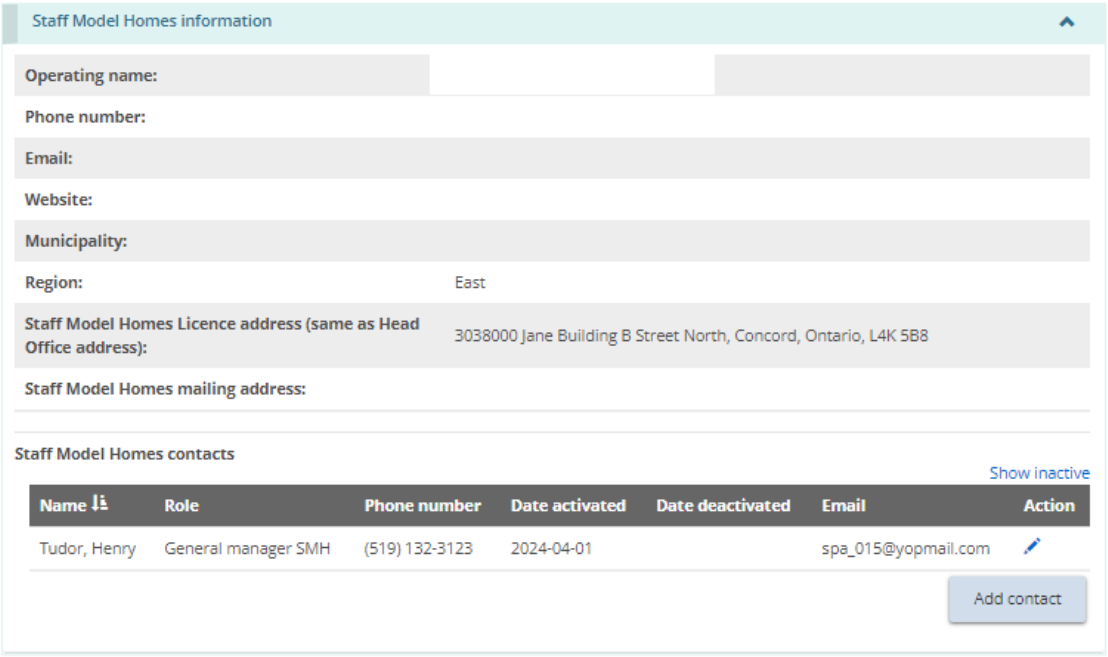
4. Make the changes. If deactivating a contact, select Deactivate and make the updates.

5. Select Save then select Return.

6. To add a staff model home licence level contact, select Add contact. The Staff Model Homes Contacts page appears.

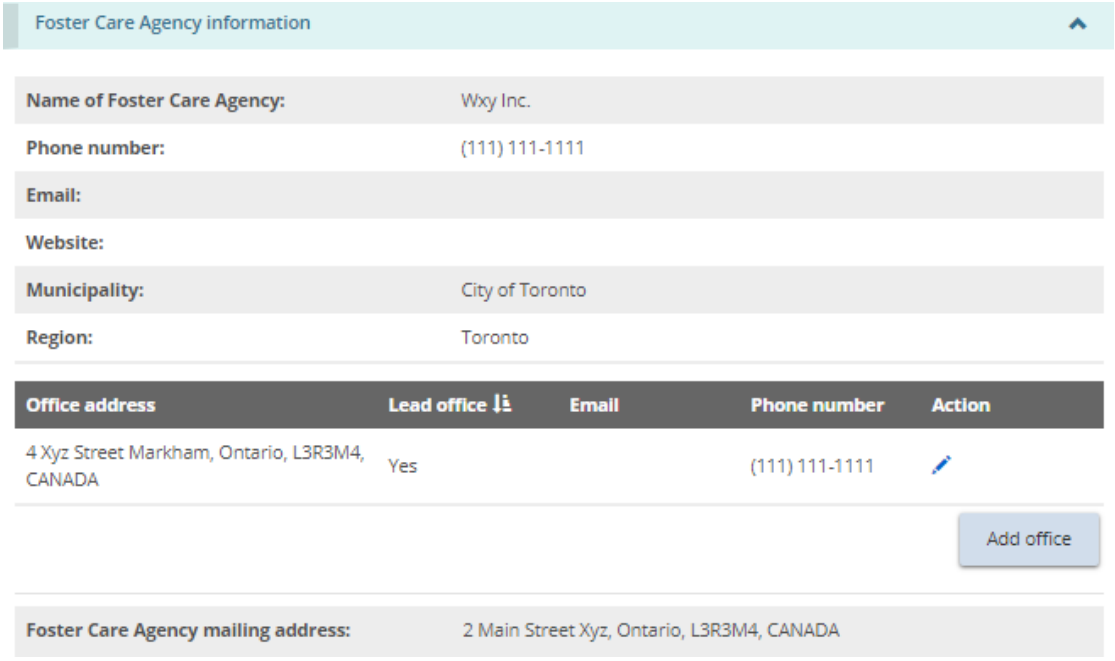


7. Enter the contact information. Select Save, then select Return. The contact appears on the Staff Model Homes contacts list on the Licence Summary page.



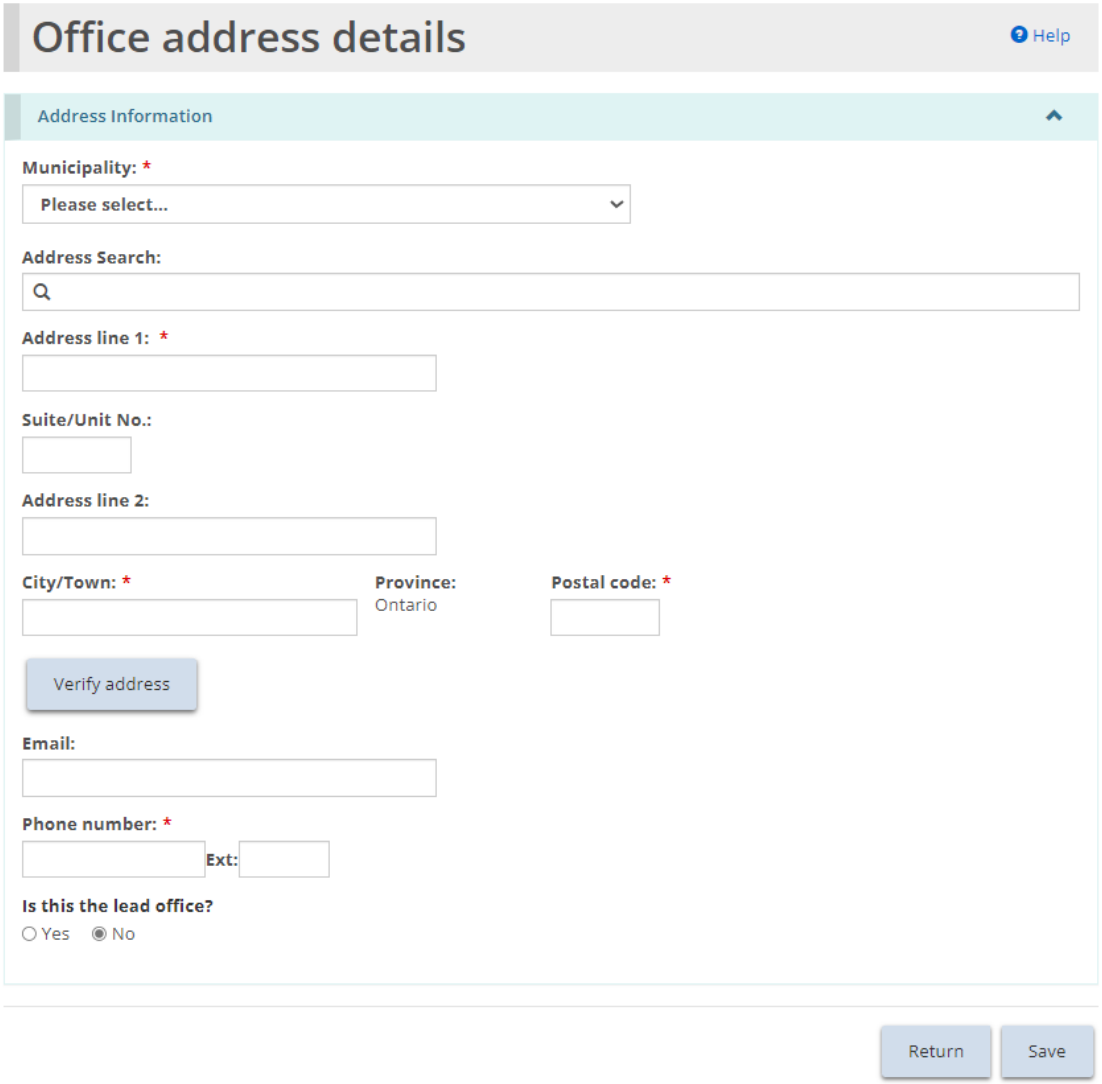
Foster Care Agency

1. From the Licence summary page, expand the Foster Care Agency information banner.



***Note**: Only the Foster Care Agency office address can be added or edited on this page. Other changes, such as a change to the Foster Care Agency name, must go through a formal change request process. See the Requesting a change to a licence section.*

2. To add an office, from the Foster Care Agency information section, select Add office. The Office address page appears.

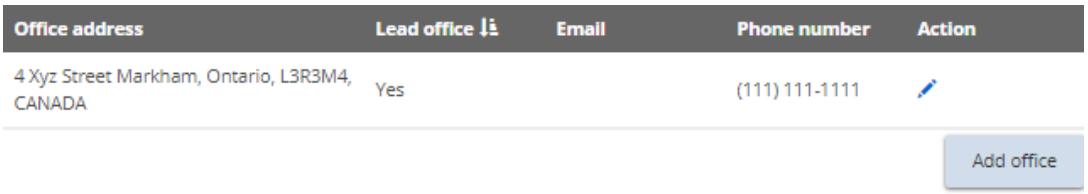


3. Manually populate the address fields or utilize the predictive address search field. An address verification mechanism is available.

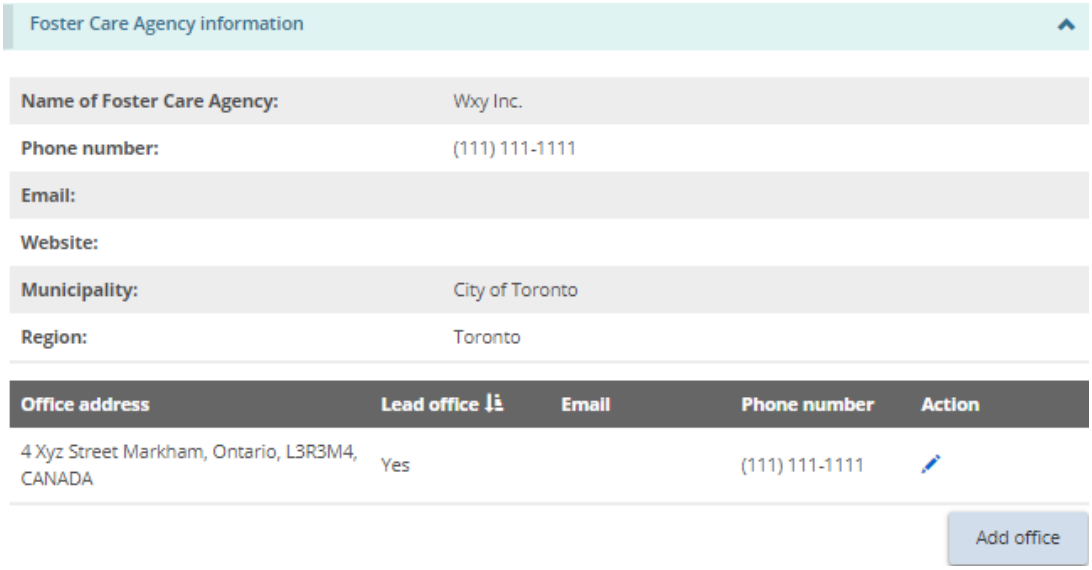
Note: *An address is not required to be verified for it to be saved in the system.*

4. Enter the office information, including indicating whether the office is the lead office.

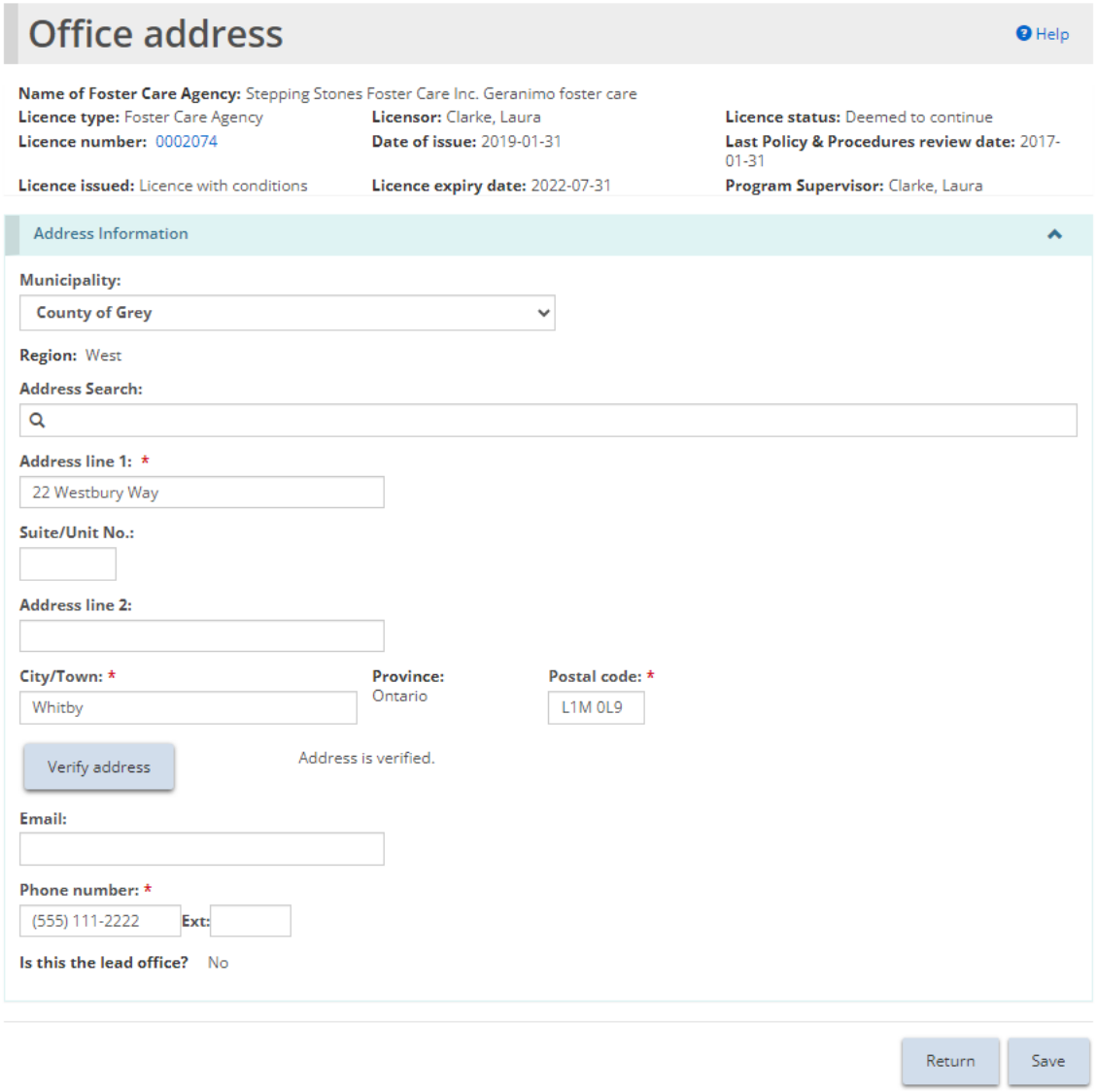
5. Select Save then select Return. The office appears on the Licence summary page.



6. To edit an office, from the Foster Care Agency information banner, select the edit icon .



7. The Office address page appears.



Note: *If the office is the lead office, only the phone number and email are editable.*

8. Edit the information.

9. Select Save then select Return.

Operation information

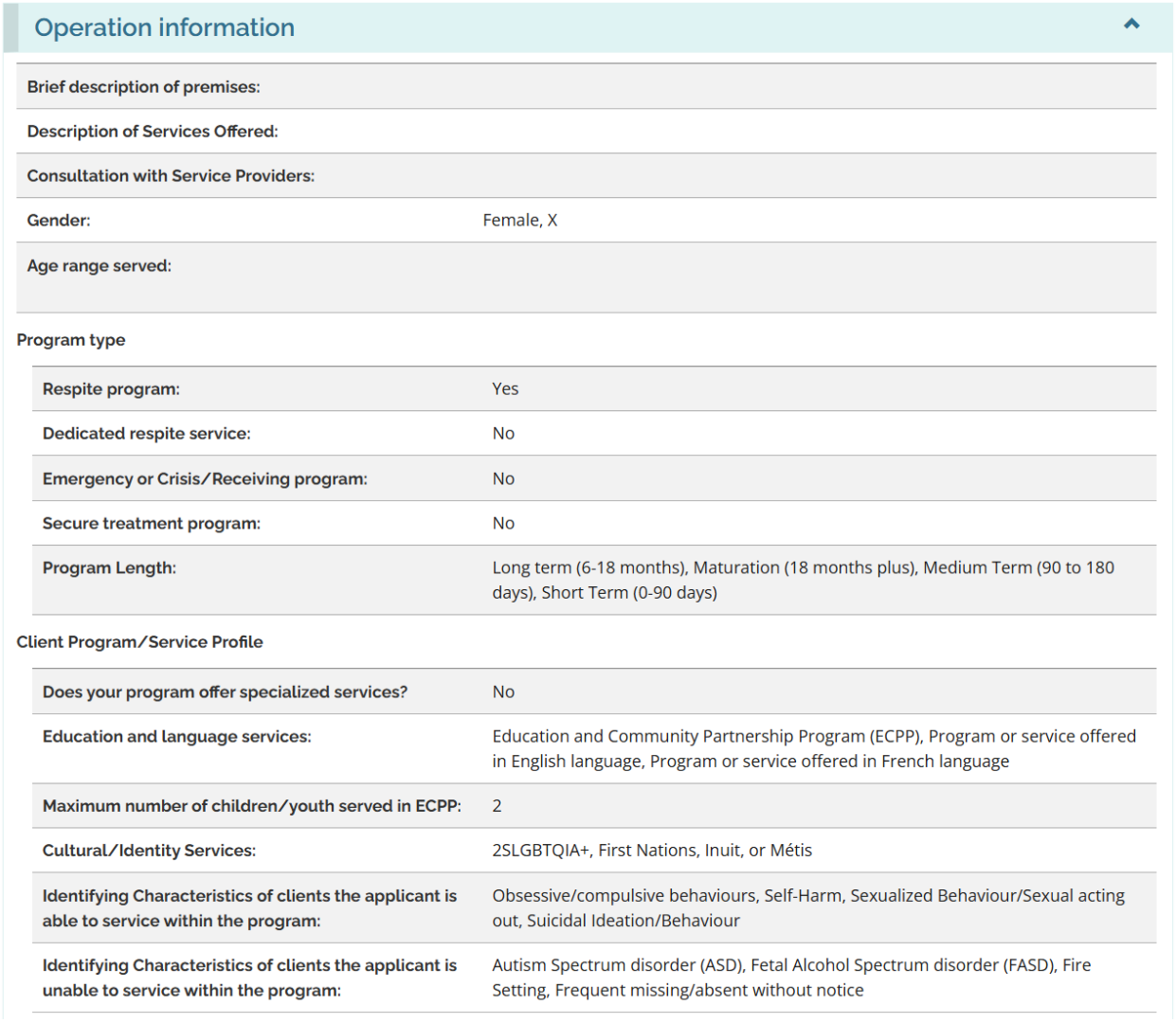
Note: *Operation information differs between the three licence types. As such, the information below is organized by licence type.*

Children's residence

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

Note: *Some changes, such as the list of staff or children in the home, can be made without a change request. Other changes, such as changes to the capacity of the home, must go through a formal change request process. See the Requesting a change to a licence section.*

1. From the Licence summary page, expand the Operation information banner.



Operation information

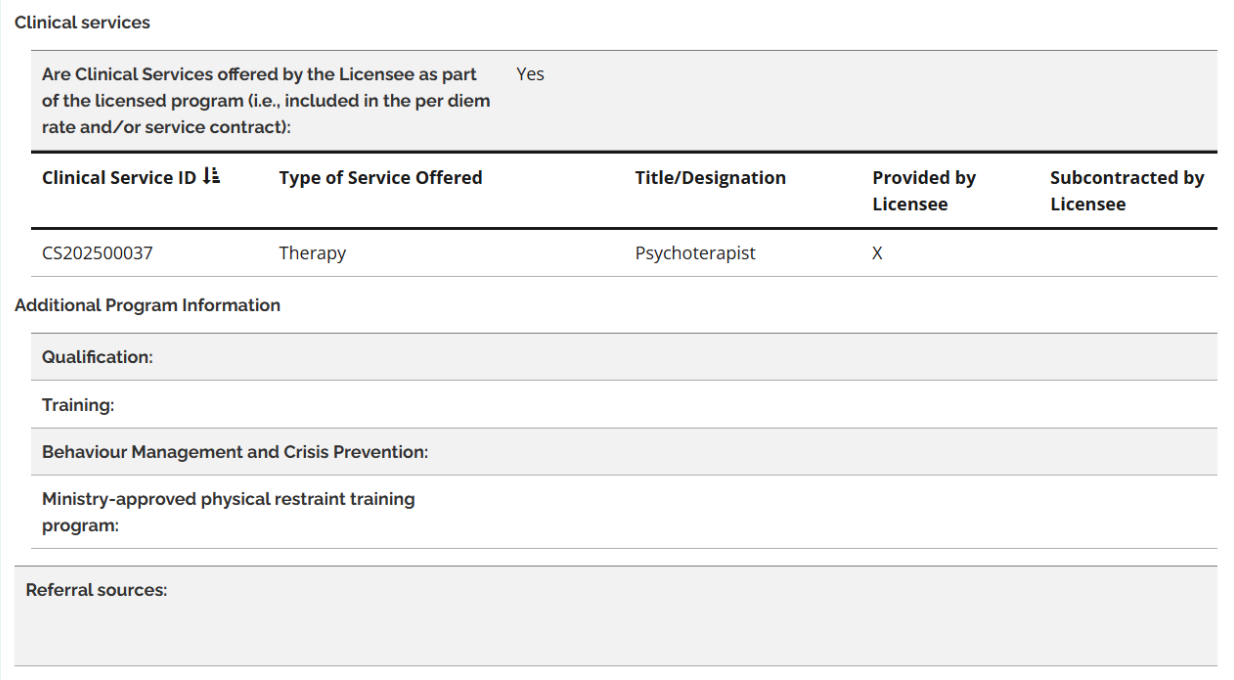
Brief description of premises:	
Description of Services Offered:	
Consultation with Service Providers:	
Gender:	Female, X
Age range served:	

Program type

Respite program:	Yes
Dedicated respite service:	No
Emergency or Crisis/Receiving program:	No
Secure treatment program:	No
Program Length:	Long term (6-18 months), Maturation (18 months plus), Medium Term (90 to 180 days), Short Term (0-90 days)

Client Program/Service Profile

Does your program offer specialized services?	No
Education and language services:	Education and Community Partnership Program (ECPP), Program or service offered in English language, Program or service offered in French language
Maximum number of children/youth served in ECPP:	2
Cultural/Identity Services:	2SLGBTQIA+, First Nations, Inuit, or Métis
Identifying Characteristics of clients the applicant is able to service within the program:	Obsessive/compulsive behaviours, Self-Harm, Sexualized Behaviour/Sexual acting out, Suicidal Ideation/Behaviour
Identifying Characteristics of clients the applicant is unable to service within the program:	Autism Spectrum disorder (ASD), Fetal Alcohol Spectrum disorder (FASD), Fire Setting, Frequent missing/absent without notice



Clinical services

Are Clinical Services offered by the Licensee as part of the licensed program (i.e., included in the per diem rate and/or service contract):	Yes

Clinical Service ID	Type of Service Offered	Title/Designation	Provided by Licensee	Subcontracted by Licensee
CS202500037	Therapy	Psychoterapist	X	

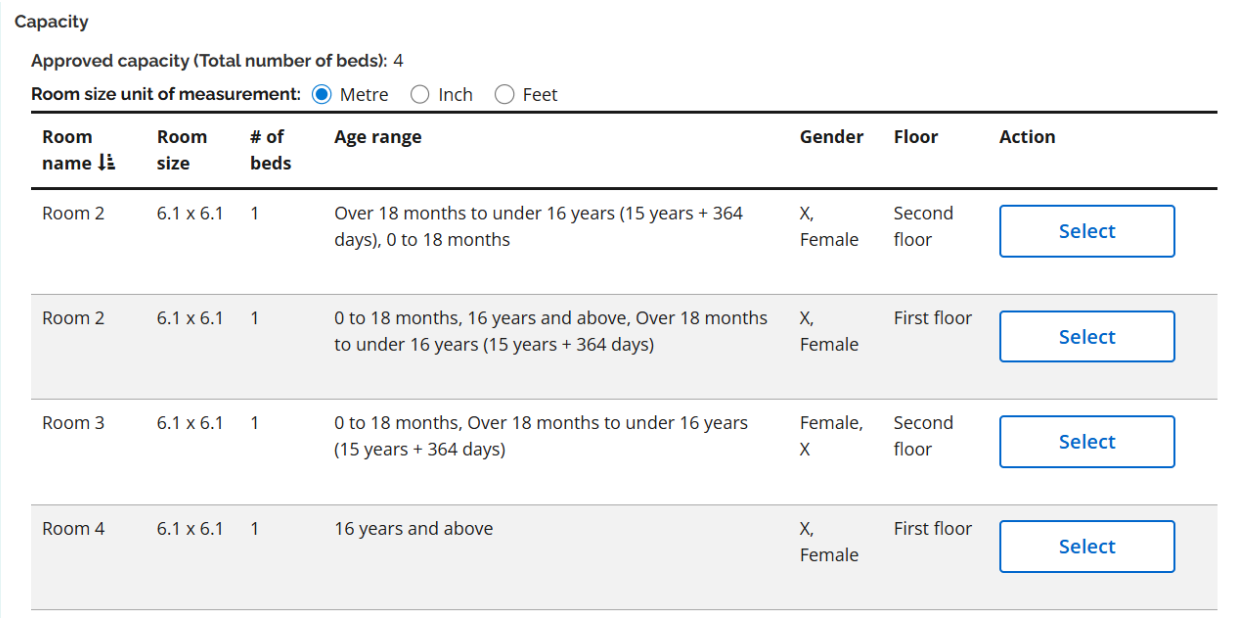
Additional Program Information

Qualification:
Training:
Behaviour Management and Crisis Prevention:
Ministry-approved physical restraint training program:

Referral sources:

2. To view capacity/room information, scroll down to the Operation information – Capacity section.

3. To see the room information, choose Select.



Capacity

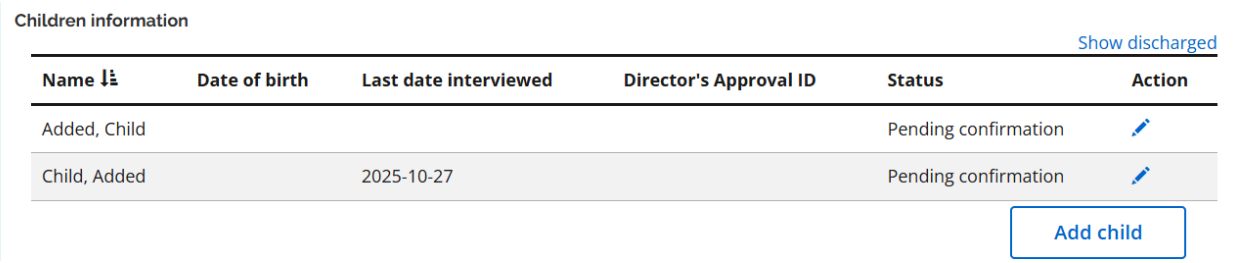
Approved capacity (Total number of beds): 4

Room size unit of measurement: (•) Metre ( ) Inch ( ) Feet

Room name	Room size	# of beds	Age range	Gender	Floor	Action
Room 2	6.1 x 6.1	1	Over 18 months to under 16 years (15 years + 364 days), 0 to 18 months	X, Female	Second floor	Select
Room 2	6.1 x 6.1	1	0 to 18 months, 16 years and above, Over 18 months to under 16 years (15 years + 364 days)	X, Female	First floor	Select
Room 3	6.1 x 6.1	1	0 to 18 months, Over 18 months to under 16 years (15 years + 364 days)	Female, X	Second floor	Select
Room 4	6.1 x 6.1	1	16 years and above	X, Female	First floor	Select

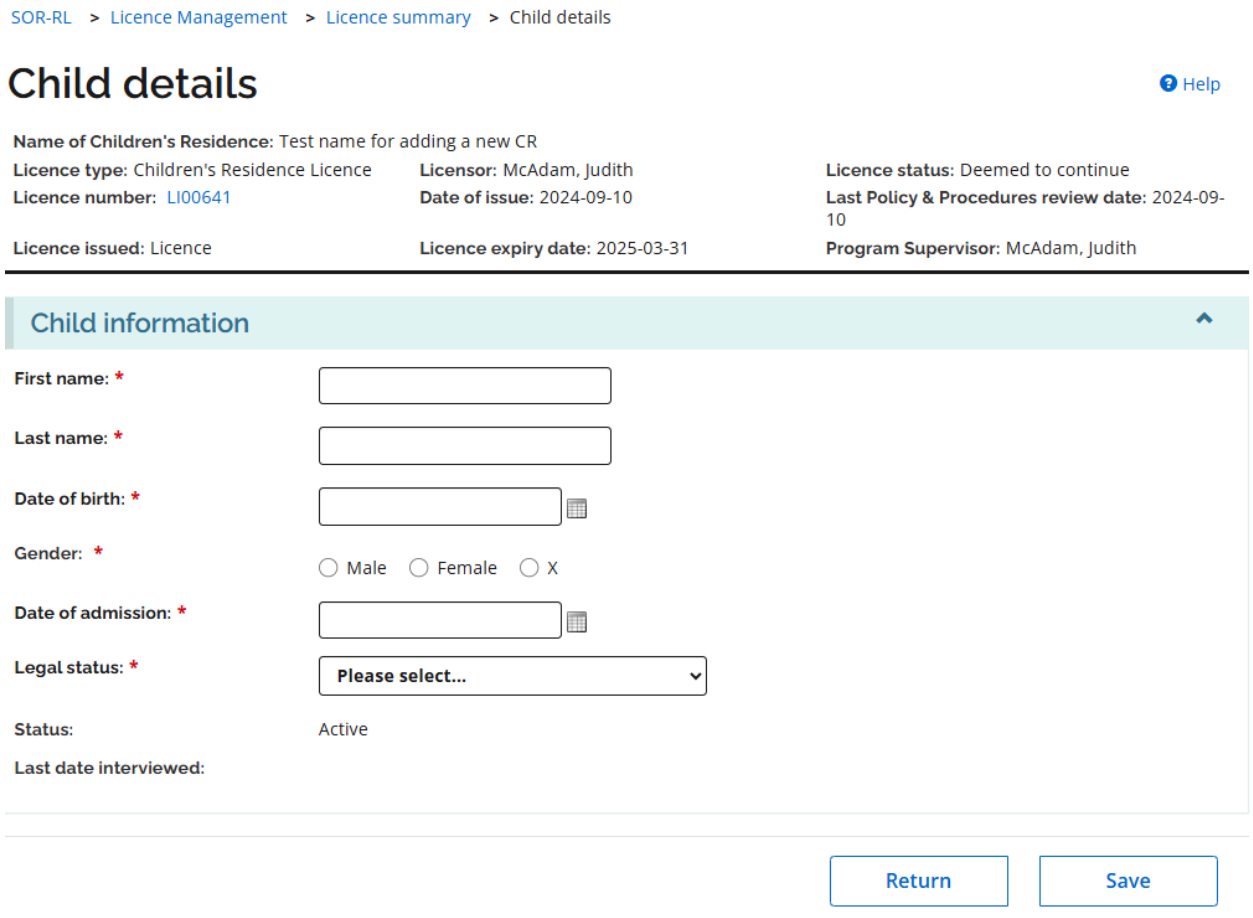
4. To view Children information, scroll down to the Operation information –

Children information section.

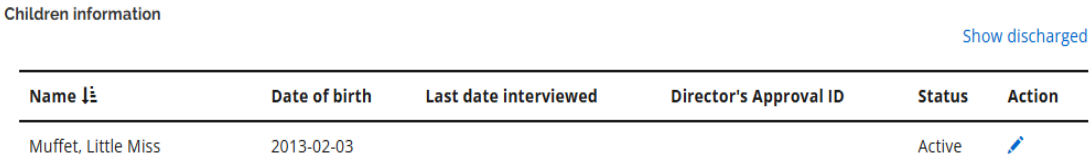


***Note**: The name of children will be displayed in full or with initials depending on your system role.*

a. To add a child, select Add child. The Child details page appears.



5. Enter the child information. Select Save then select Return. The child appears in the Children information list on the Licence Summary page.



6. To edit or discharge a child, select the edit icon . The Child details page appears.

7. Make the changes. Select Save then select Return.

Staff Model Homes

This section displays the program details for the Staff Model Homes licence and a brief description of the premises, program and capacity for each Staff Model Homes site. There is also a list of the children that have been added to each site.

Note: *Some changes to the sites/capacity/children/contact details can be made without a change request. Other changes must go through a formal change request process, including the addition or removal of a site from a Staff Model Home licence. See the Requesting a change to a licence section.*

1. From the Licence summary page, expand the Operation information banner.

Operation information

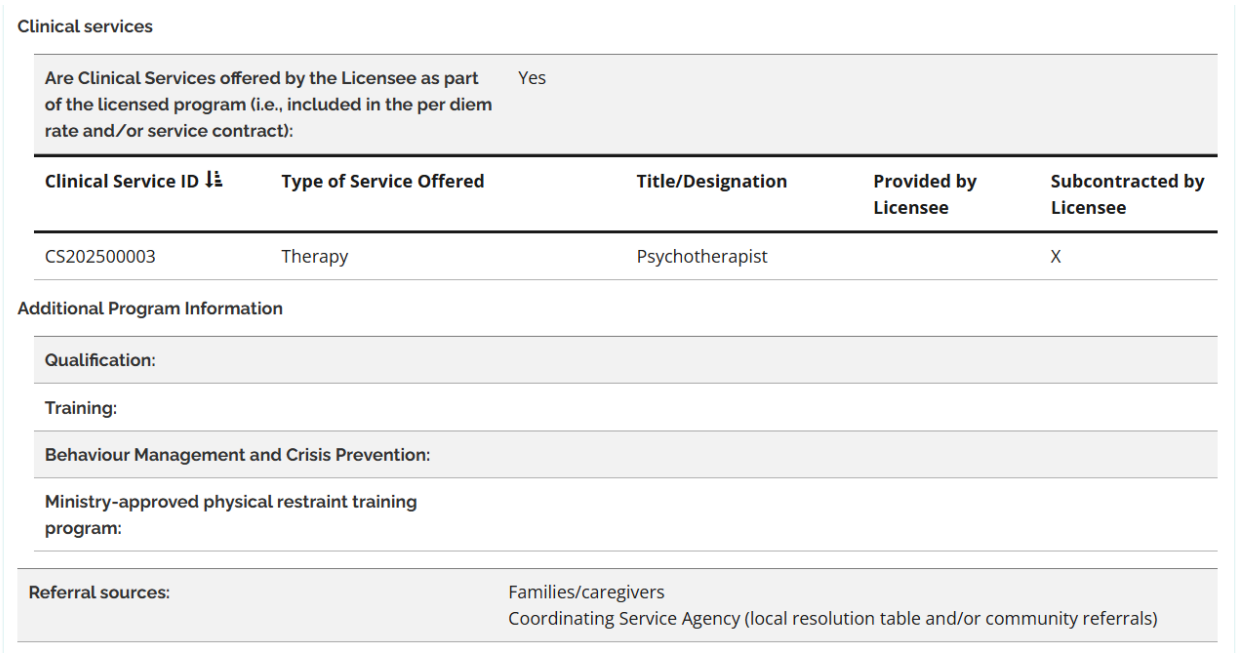
Description of Services Offered:	
Consultation with Service Providers:	
Gender:	Female, Male, X
Age range served:	Child (6-9 years), Pre-adolescent (10-12 years), Adolescent (13-17 years)

Program type

Respite program:	No
Dedicated respite service:	
Emergency or Crisis/Receiving program:	No
Secure treatment program:	No
Program Length:	Long term (6-18 months), Maturation (18 months plus), Medium Term (90 to 180 days), Short Term (0-90 days)

Client Program/Service Profile

Does your program offer specialized services?	Yes
Specialized services:	Developmental Services/Neuro-Diverse, Medically Fragile, Mental Health, Other (test)
Education and language services:	Education and Community Partnership Program (ECPP), Program or service offered in English language, Program or service offered in French language, Program or Service offered in Other language (Spanish)
Maximum number of children/youth served in ECPP:	4
Cultural/Identity Services:	2SLGBTQIA+, First Nations, Inuit, or Métis, Other identity-based service (test)
Identifying Characteristics of clients the applicant is able to service within the program:	Autism Spectrum disorder (ASD), Self-Harm, Substance use, Suicidal Ideation/Behaviour
Identifying Characteristics of clients the applicant is unable to service within the program:	



Clinical services

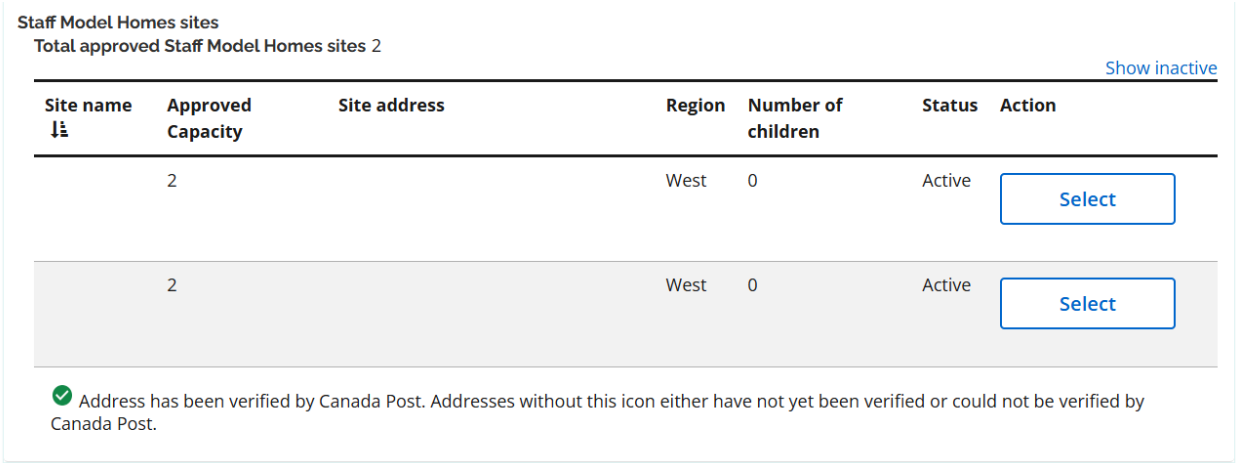
Are Clinical Services offered by the Licensee as part of the licensed program (i.e., included in the per diem rate and/or service contract):	Yes

Clinical Service ID	Type of Service Offered	Title/Designation	Provided by Licensee	Subcontracted by Licensee
CS202500003	Therapy	Psychotherapist		X

Additional Program Information

Qualification:	
Training:	
Behaviour Management and Crisis Prevention:	
Ministry-approved physical restraint training program:	
Referral sources:	Families/caregivers Coordinating Service Agency (local resolution table and/or community referrals)

2. To view Staff Model Home sites information, scroll down to the Staff Model Home Sites list.



Staff Model Homes sites

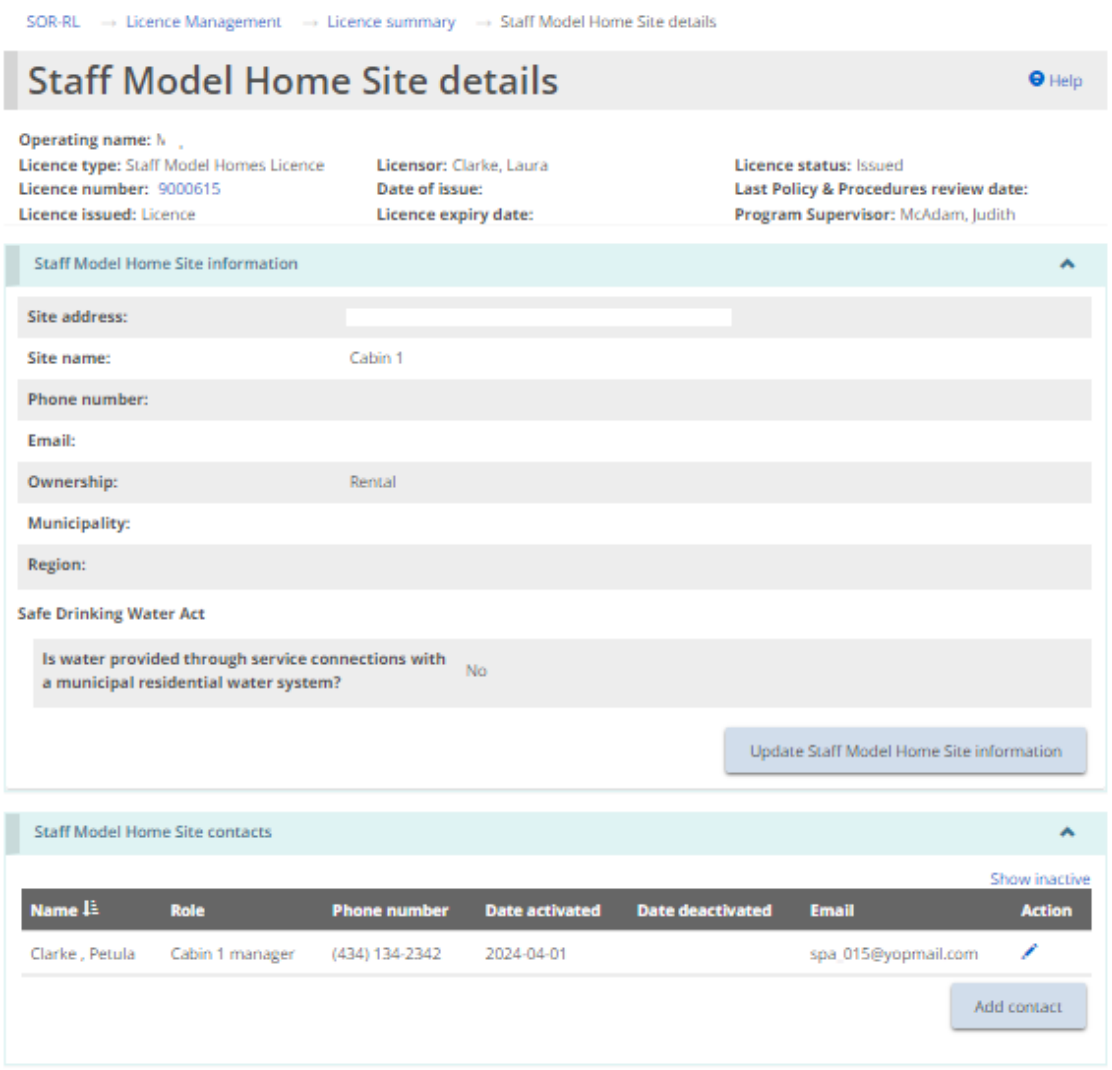
Total approved Staff Model Homes sites 2

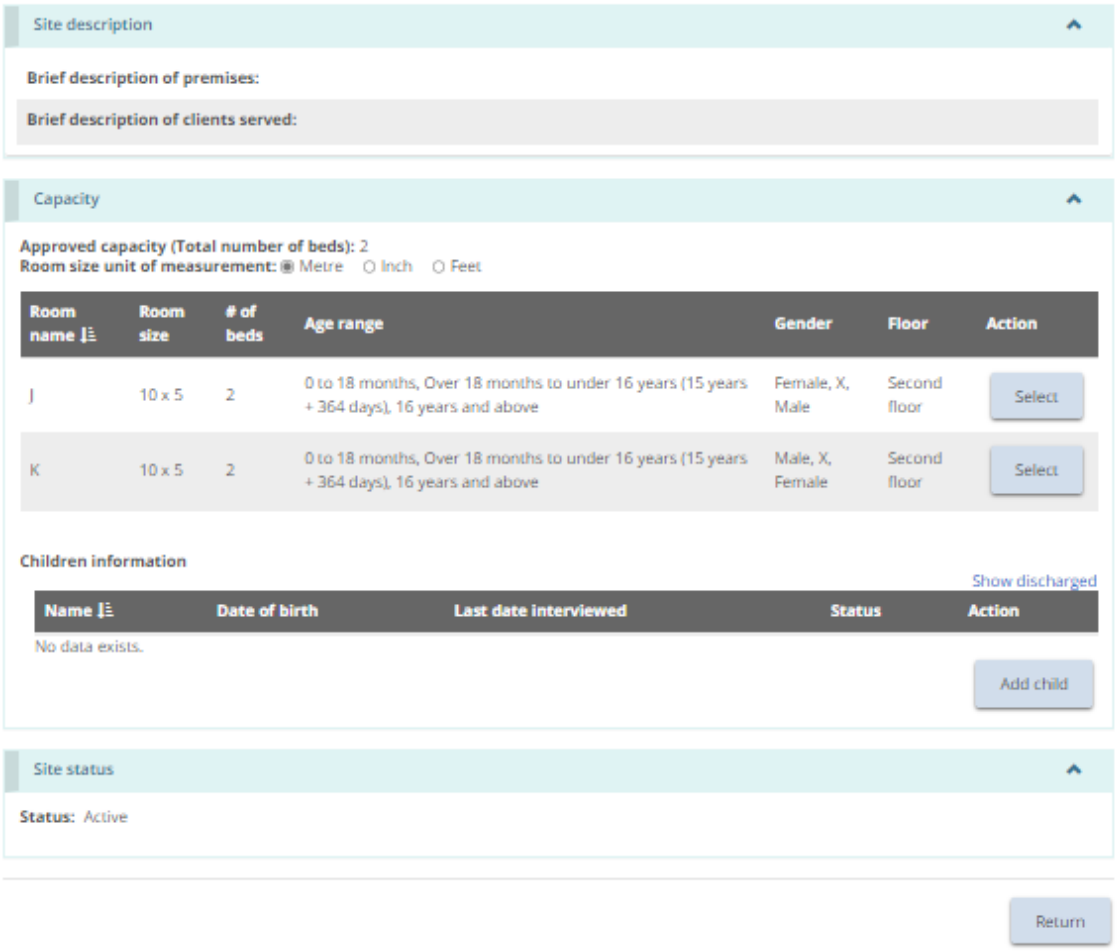
Show inactive

Site name	Approved Capacity	Site address	Region	Number of children	Status	Action
	2		West	0	Active	Select
	2		West	0	Active	Select

Address has been verified by Canada Post. Addresses without this icon either have not yet been verified or could not be verified by Canada Post.

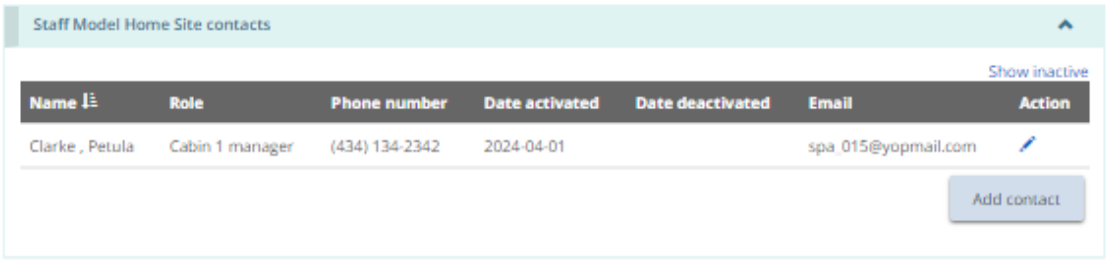
3. To view information for each Staff Model Homes site, choose Select. The Staff Model Home Site details page displays.


SOR-RL → Licence Management → Licence summary → Staff Model Home Site details
Staff Model Home Site details
Help
Operating name:
Licence type: Staff Model Homes Licence
Licence number: 9000615
Licence issued: Licence
Licensor: Clarke, Laura
Date of issue:
Licence expiry date:
Licence status: Issued
Last Policy & Procedures review date:
Program Supervisor: McAdam, Judith
Staff Model Home Site information
Site address:
Site name: Cabin 1
Phone number:
Email:
Ownership: Rental
Municipality:
Region:
Safe Drinking Water Act
Is water provided through service connections with a municipal residential water system? No
Update Staff Model Home Site information
Staff Model Home Site contacts
Show inactive
Name
Role
Phone number
Date activated
Date deactivated
Email
Action
Clarke , Petula
Cabin 1 manager
(434) 134-2342
2024-04-01
spa_015@yopmail.com
Add contact



Note: *The Staff Model Home site address reflects the location of the approved site and may not be the same as the head office address in the profile. The head office can be anywhere, but the staff model home sites must be in Ontario.*

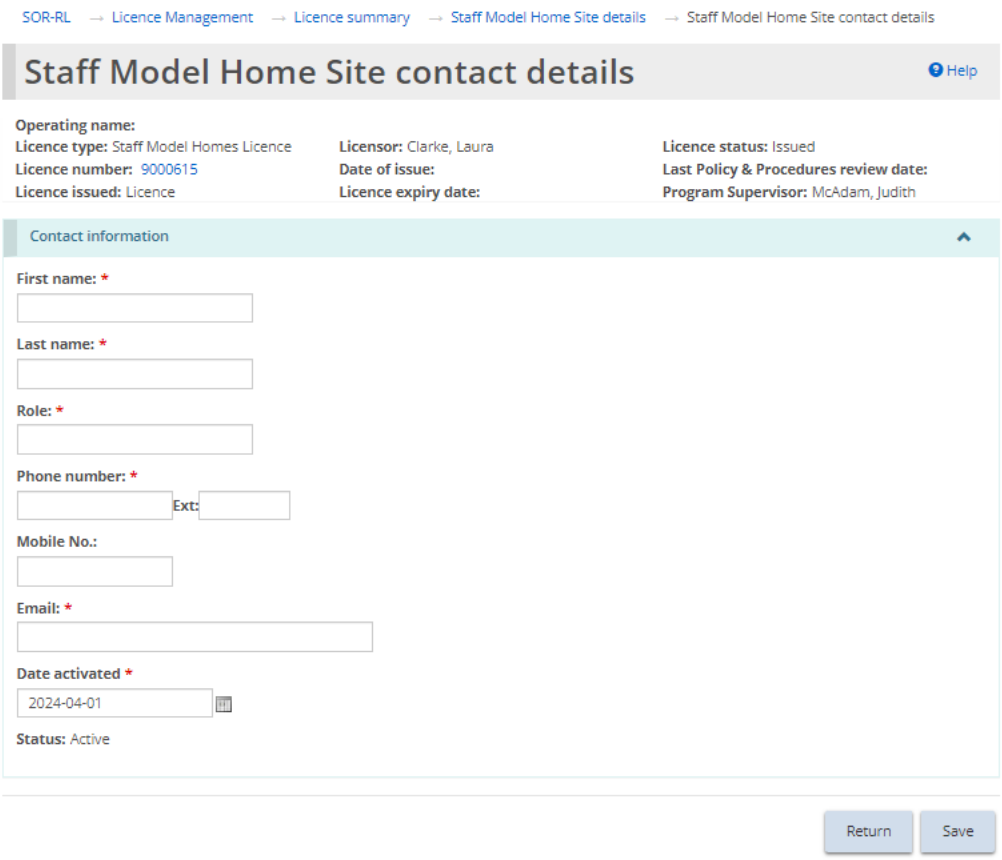
4. To view Staff Model Home site contact details, scroll down to the Staff Model Homes contact banner.



5. To add a contact at the staff model home site level, select Add Contacts. The Staff Model Home Site contact details page appears.

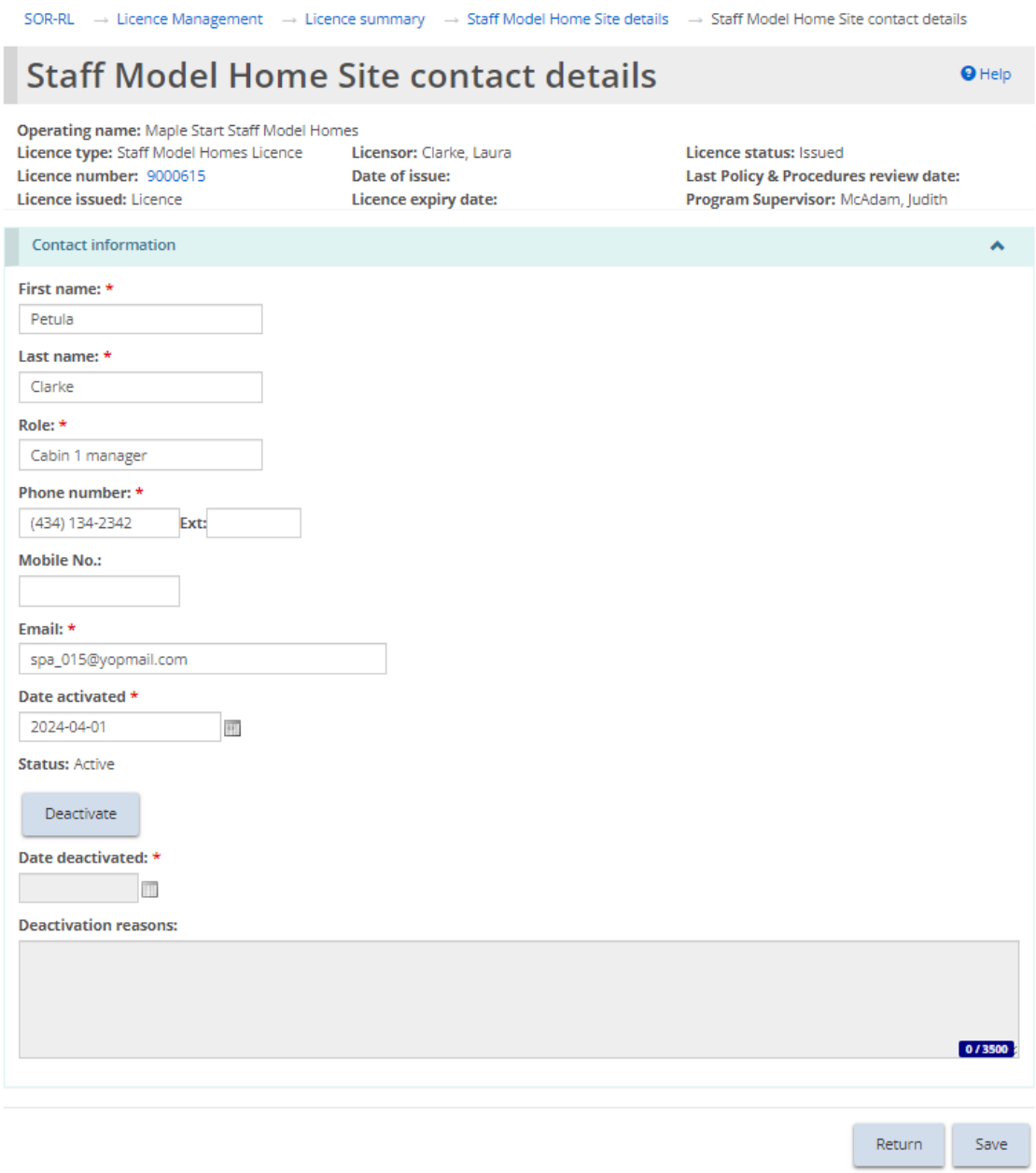
6. Enter the contact information. Select Save, then select Return. The site contact appears on the Staff Model Home site contacts list on the Staff Model Home site details page.

7. Repeat these steps for all site contacts.



8. To edit or deactivate a site contact, select the edit icon . The Staff Model Home Site contact details page appears.

9. Make the changes. If deactivating a contact, select Deactivate and make the updates. Select Save then select Return. The Staff Model Home Site details page displays.

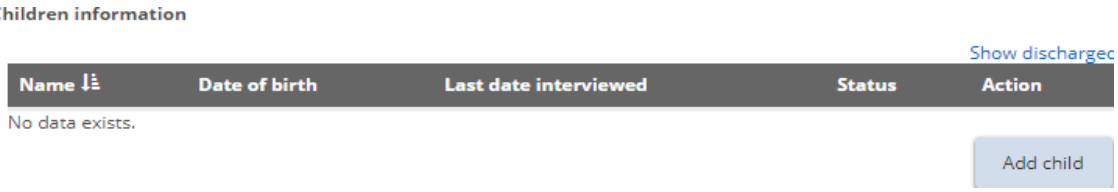

SOR-RL → Licence Management → Licence summary → Staff Model Home Site details → Staff Model Home Site contact details
Staff Model Home Site contact details
Help
Operating name: Maple Start Staff Model Homes
Licence type: Staff Model Homes Licence
Licence number: 9000615
Licence issued: Licence
Licensor: Clarke, Laura
Date of issue:
Licence expiry date:
Licence status: Issued
Last Policy & Procedures review date:
Program Supervisor: McAdam, Judith
Contact information
First name: *
Petula
Last name: *
Clarke
Role: *
Cabin 1 manager
Phone number: *
(434) 134-2342
Ext:
Mobile No.:
Email: *
spa_015@yopmail.com
Date activated *
2024-04-01
Status: Active
Deactivate
Date deactivated: *
Deactivation reasons:
0 / 3500
Return
Save

10. To view capacity/room information, scroll down to the capacity section.

11. To see the room information, choose Select.



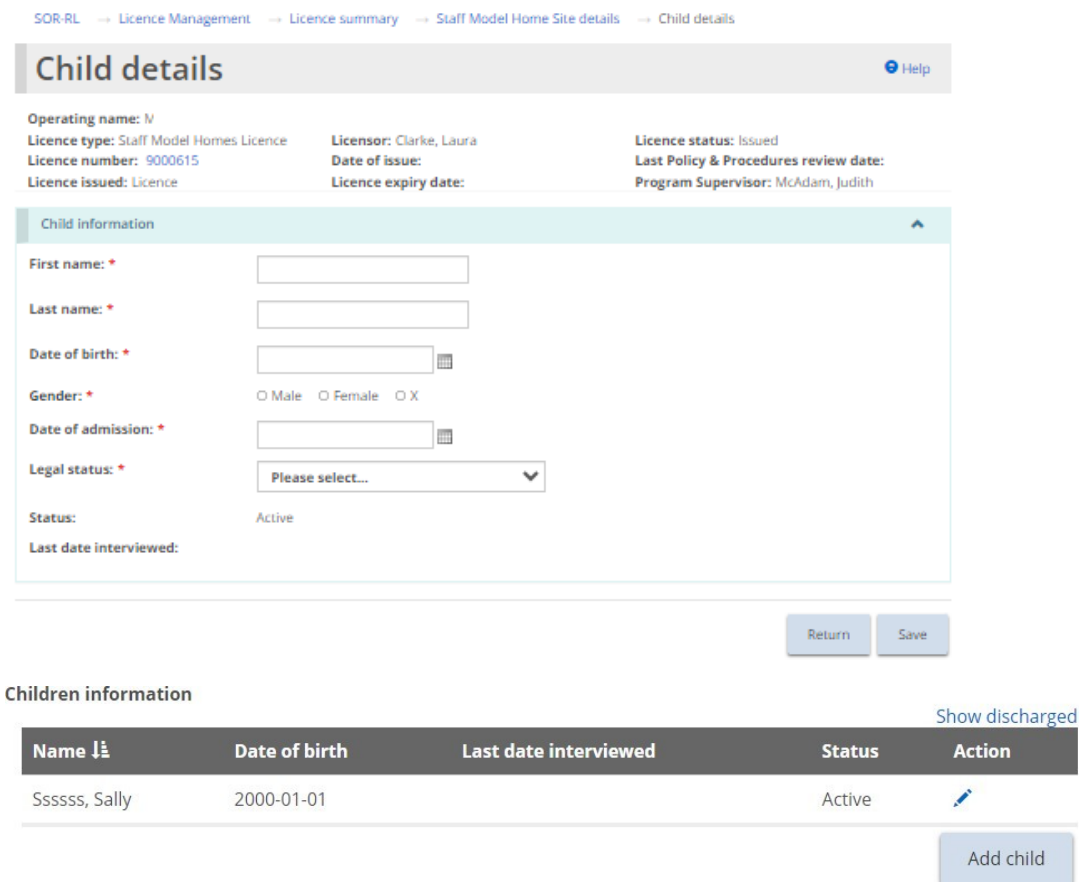
12. To view the Children information, scroll down to the Children information section.



***Note**: The name of children will be displayed in full or with initials depending on your system role.*

13. To add a child, select Add child. The Child details page appears.

14. Enter the child information. Select Save then select Return. The child appears in the Children information list on the Staff Model Home Site details page.



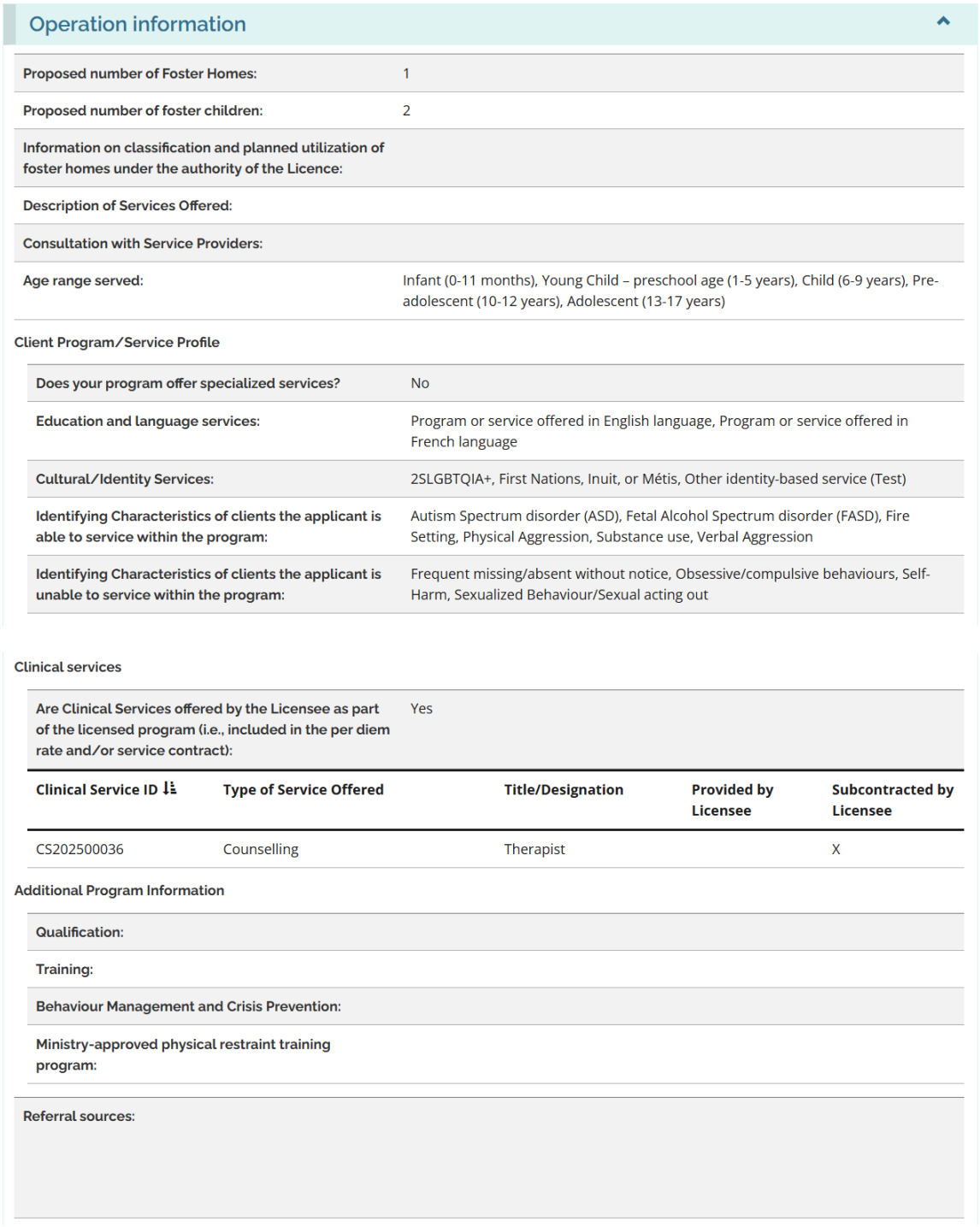
15. To edit or discharge a child, select the edit icon . The Child details page appears.

16. Make the changes. Select Save then select Return.

17. Repeat steps for all staff model home sites listed and active children.

Foster Care Agency

1. From the Licence summary page, expand the Operation information banner.



Operation information

Proposed number of Foster Homes:	1
Proposed number of foster children:	2
Information on classification and planned utilization of foster homes under the authority of the Licence:	
Description of Services Offered:	
Consultation with Service Providers:	
Age range served:	Infant (0-11 months), Young Child – preschool age (1-5 years), Child (6-9 years), Pre-adolescent (10-12 years), Adolescent (13-17 years)

Client Program/Service Profile

Does your program offer specialized services?	No
Education and language services:	Program or service offered in English language, Program or service offered in French language
Cultural/Identity Services:	2SLGBTQIA+, First Nations, Inuit, or Métis, Other identity-based service (Test)
Identifying Characteristics of clients the applicant is able to service within the program:	Autism Spectrum disorder (ASD), Fetal Alcohol Spectrum disorder (FASD), Fire Setting, Physical Aggression, Substance use, Verbal Aggression
Identifying Characteristics of clients the applicant is unable to service within the program:	Frequent missing/absent without notice, Obsessive/compulsive behaviours, Self-Harm, Sexualized Behaviour/Sexual acting out

Clinical services

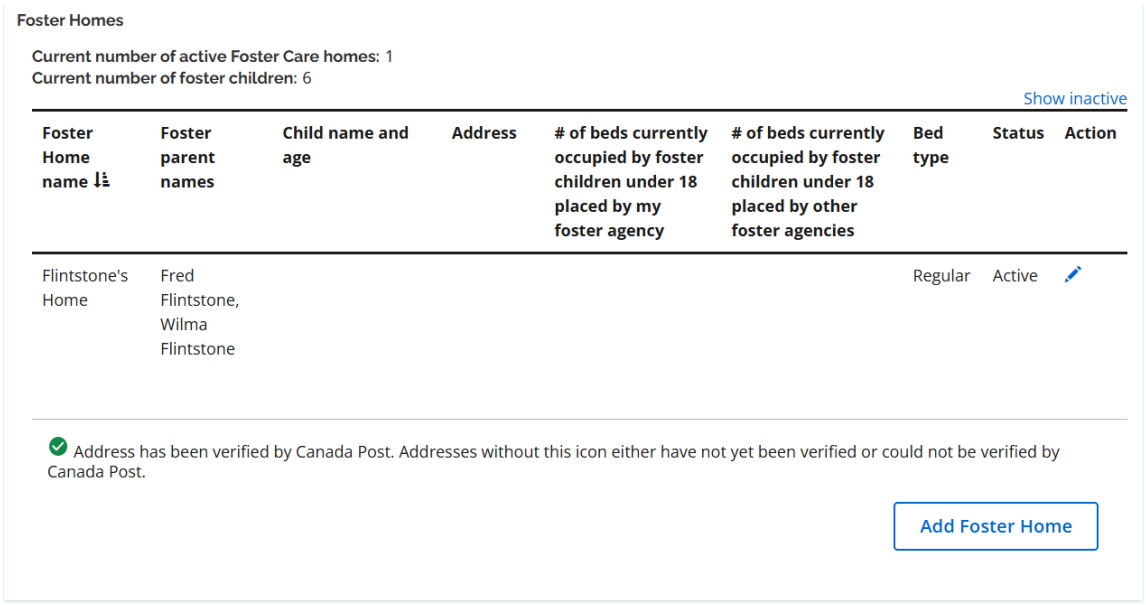
Are Clinical Services offered by the Licensee as part of the licensed program (i.e., included in the per diem rate and/or service contract):	Yes

Clinical Service ID	Type of Service Offered	Title/Designation	Provided by Licensee	Subcontracted by Licensee
CS202500036	Counselling	Therapist		X

Additional Program Information

Qualification:	
Training:	
Behaviour Management and Crisis Prevention:	
Ministry-approved physical restraint training program:	
Referral sources:	

2. To view foster home information, scroll down to the Foster Homes section.



Adding a foster home

1. To add a foster home, from the Licence Summary page, expand the Operation information banner and scroll down to the Foster Homes section.



2. Select Add Foster Home. The Foster Home information page appears.

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

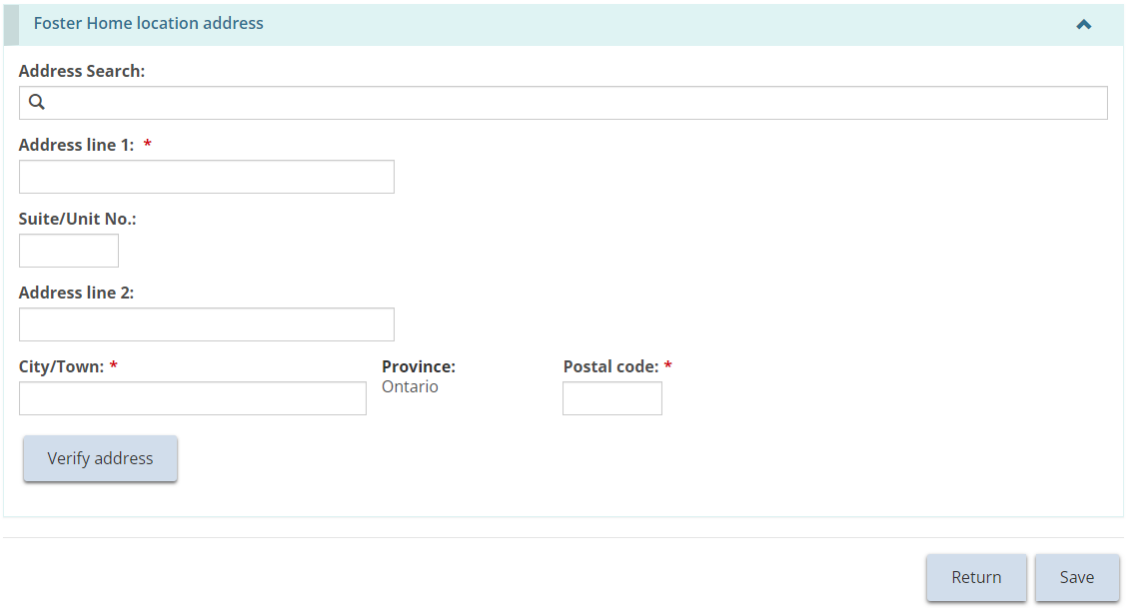
Ownership: *

Family dwelling Licensee owned/Rented

Date activated: *

Foster home approval date: *

Status: Active

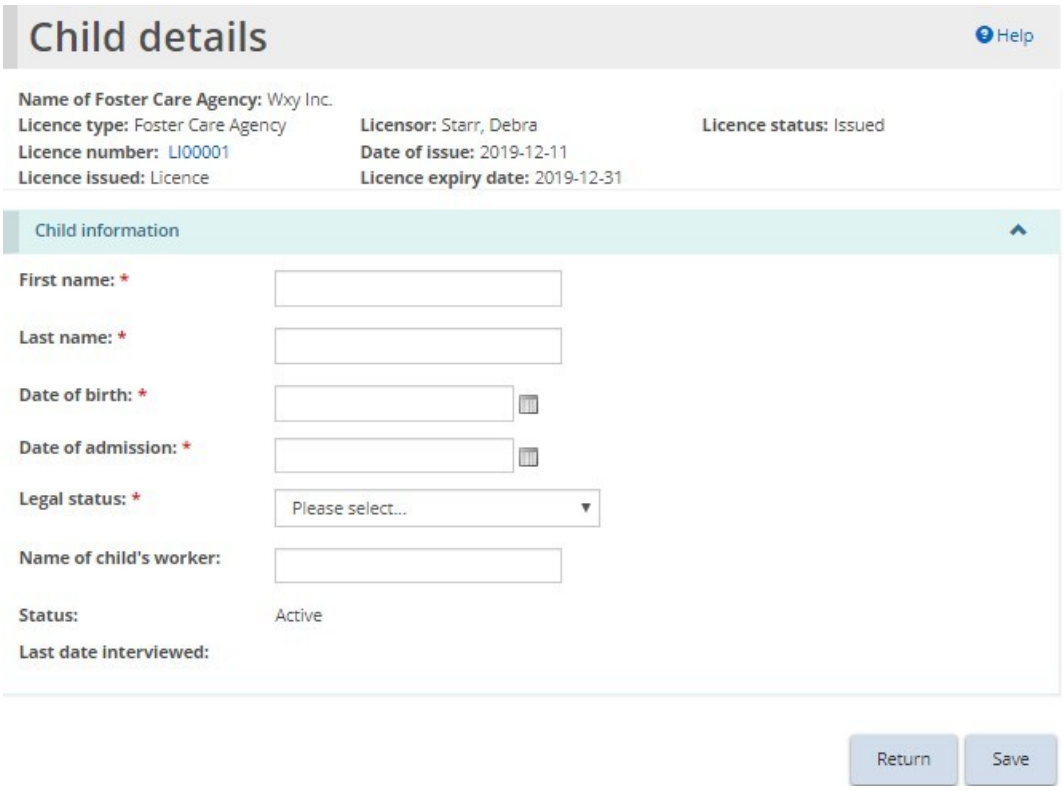


3. Enter the foster home information.

Note: *There can be more than one parent. Additional parents can be added once the page is saved. See instructions further below.*

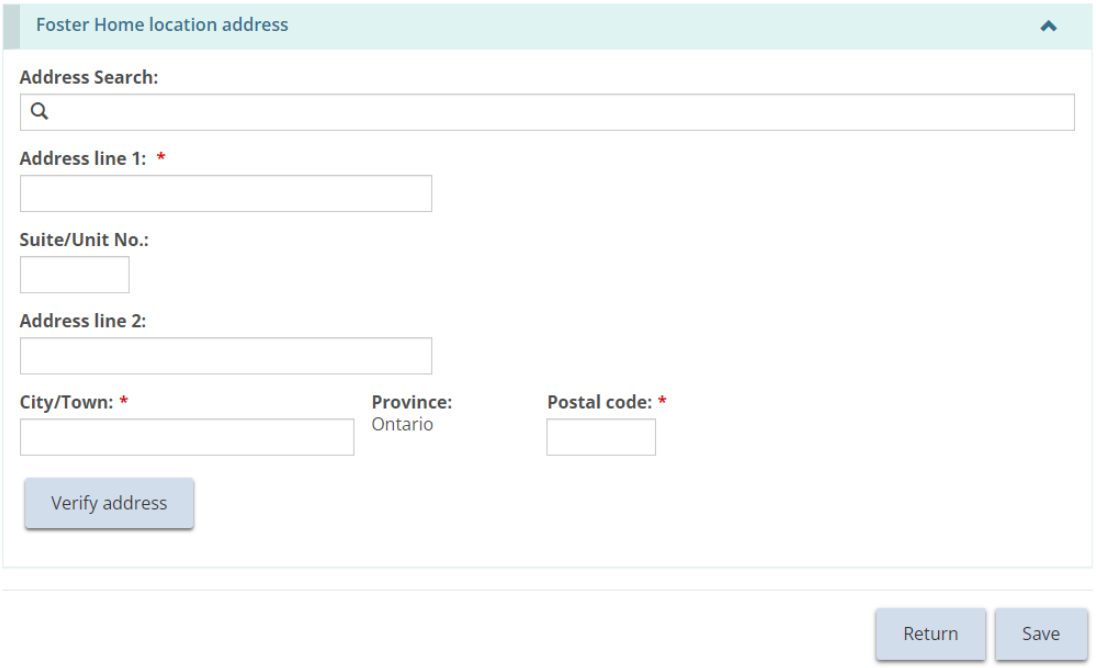
4. To add a child, select Add child. The Child details page appears.

5. Enter the child information. Select Save, then select Return. The child appears in the Foster Home information page.



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

7. Manually populate the address fields or utilize the predictive address search field. An address verification mechanism is available.



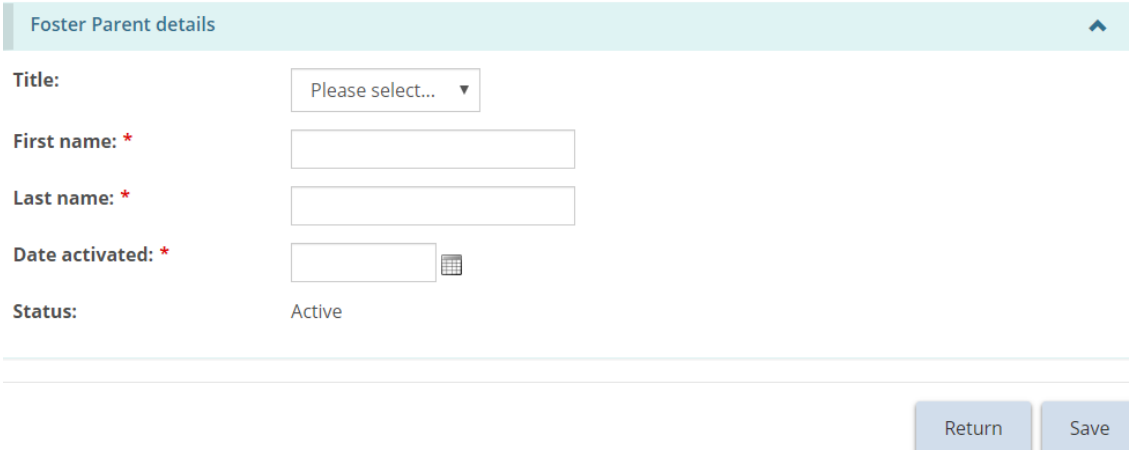
Note: *An address is not required to be verified for it to be saved in the system.*

Note: *The Foster Home location address reflects the location of the approved home and will not be the same as the head office address in the profile. The head office can be anywhere, but the foster home sites must be in Ontario.*

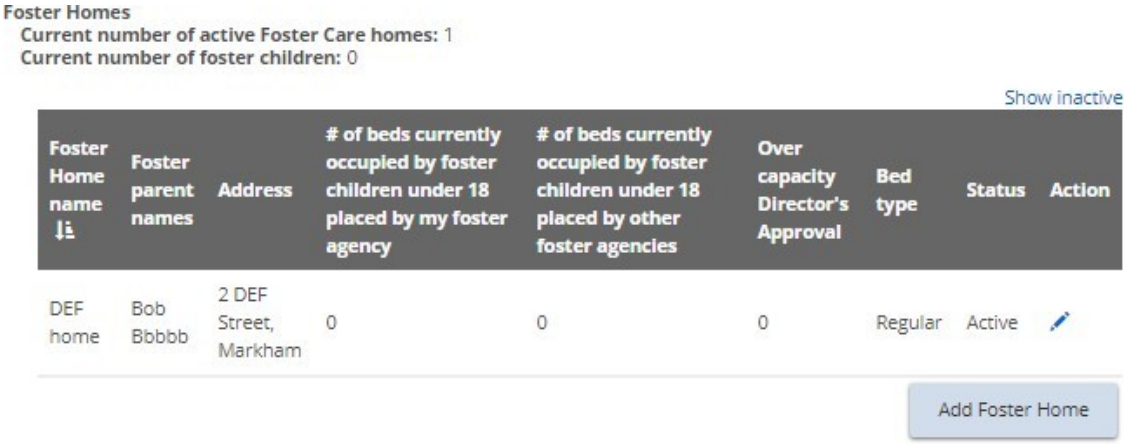
8. Select Save.

9. An additional foster parent can now be added. To add a foster parent, select Add parent. The Foster parent details page appears.

10. Enter the foster parent information. Select Save then select Return. The foster parent appears in the list.

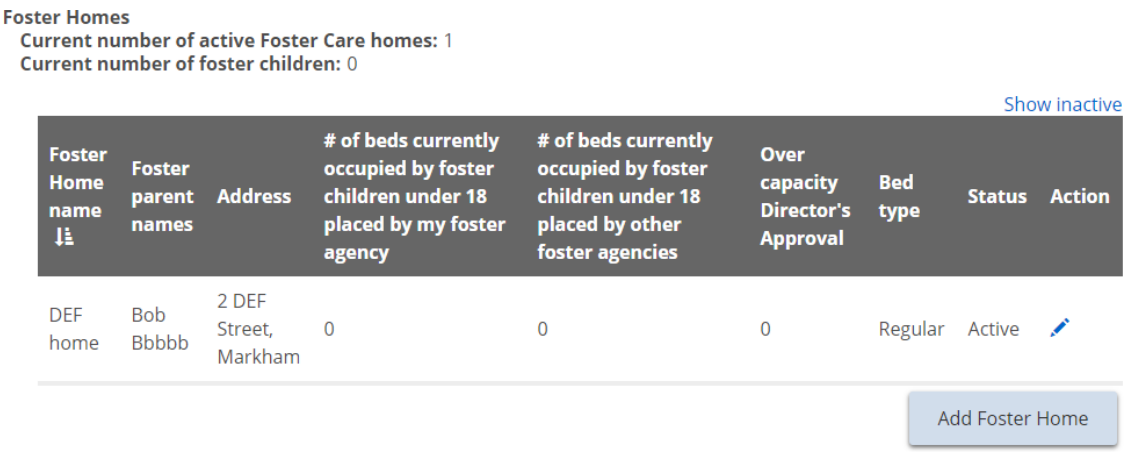


11. Once done, select Save then select Return. The foster care home appears in the list.

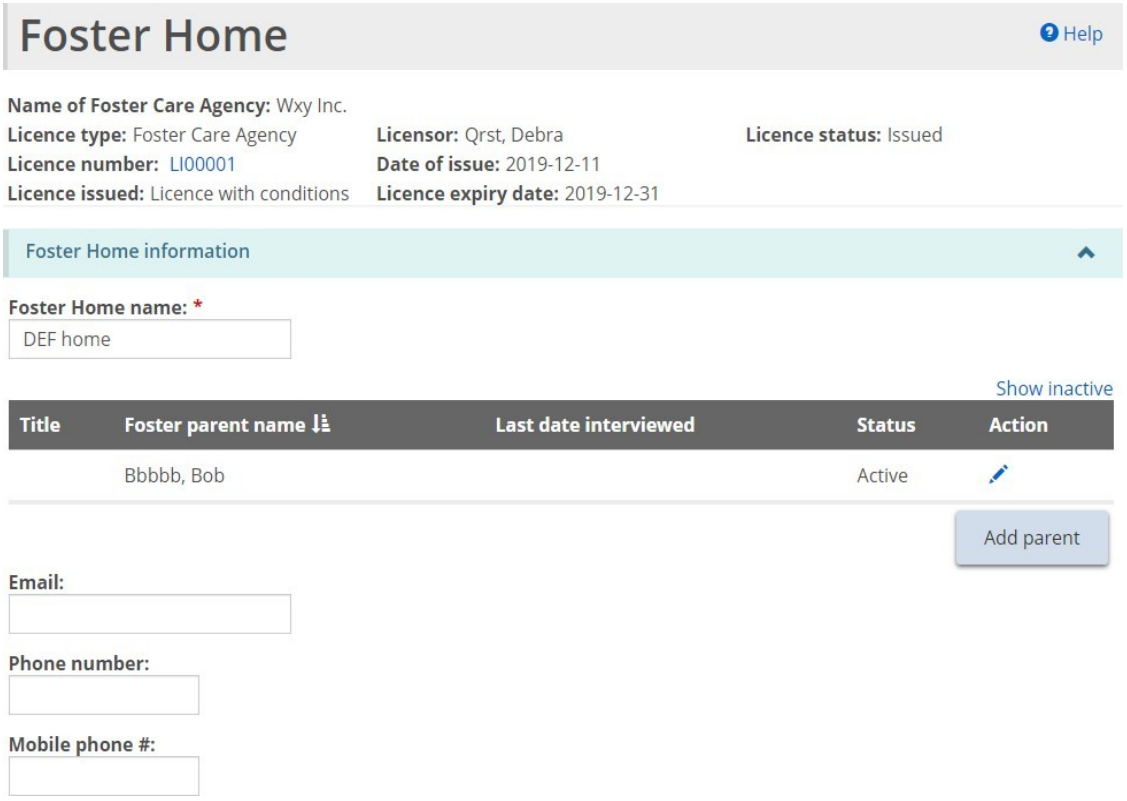


Editing a foster home or foster children

1. From the Licence Summary page, expand the Operation information banner and scroll down to the Foster homes section.



2. Select the edit icon . The Foster Home page appears.



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: *

1

Bed type: *

- [ ] Other
- [ ] Therapeutic
- [ ] Respite
- [ ] Specialized
- [ ] Customary care
- [ ] Kinship
- [x] Regular

Ownership: *

(•) Family dwelling ( ) Licensee owned/Rented

Date activated: *

2019-12-12

Foster Home approval date: *

2019-12-12

Status: Active

Deactivate

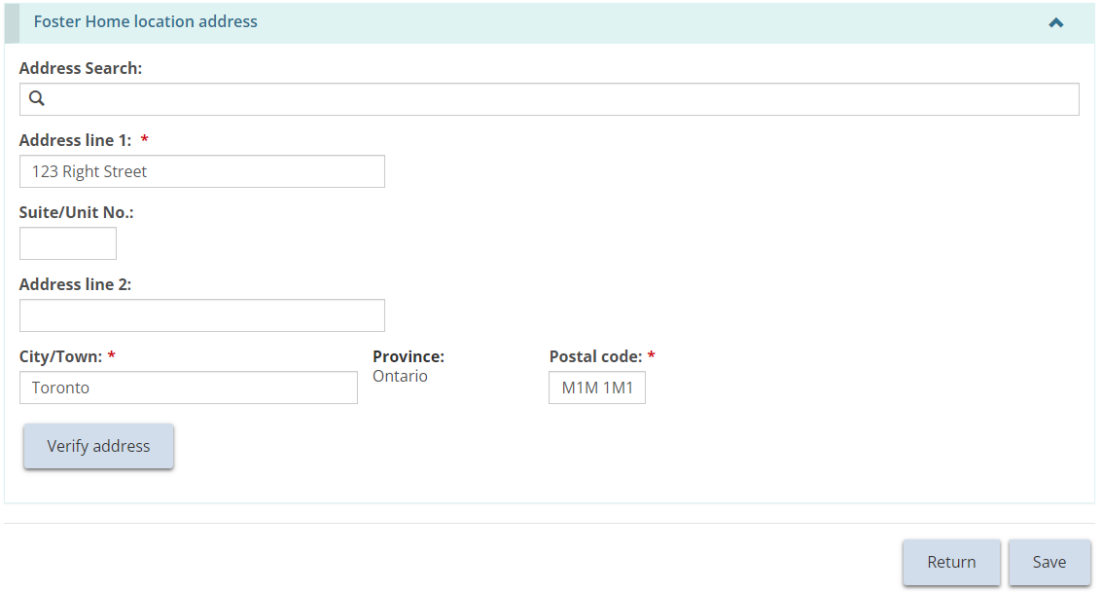
Date deactivated: *

Closure: *

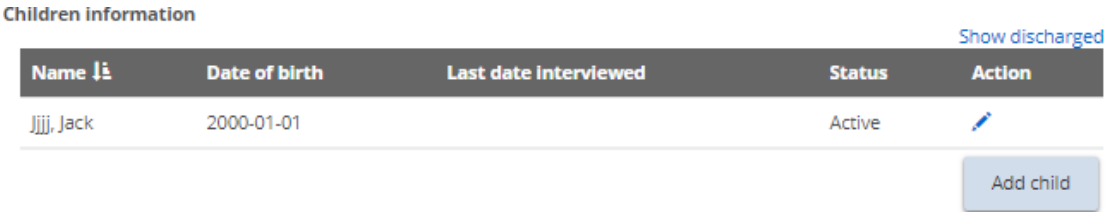
( ) Voluntarily ( ) Non-voluntarily

Deactivation reasons:

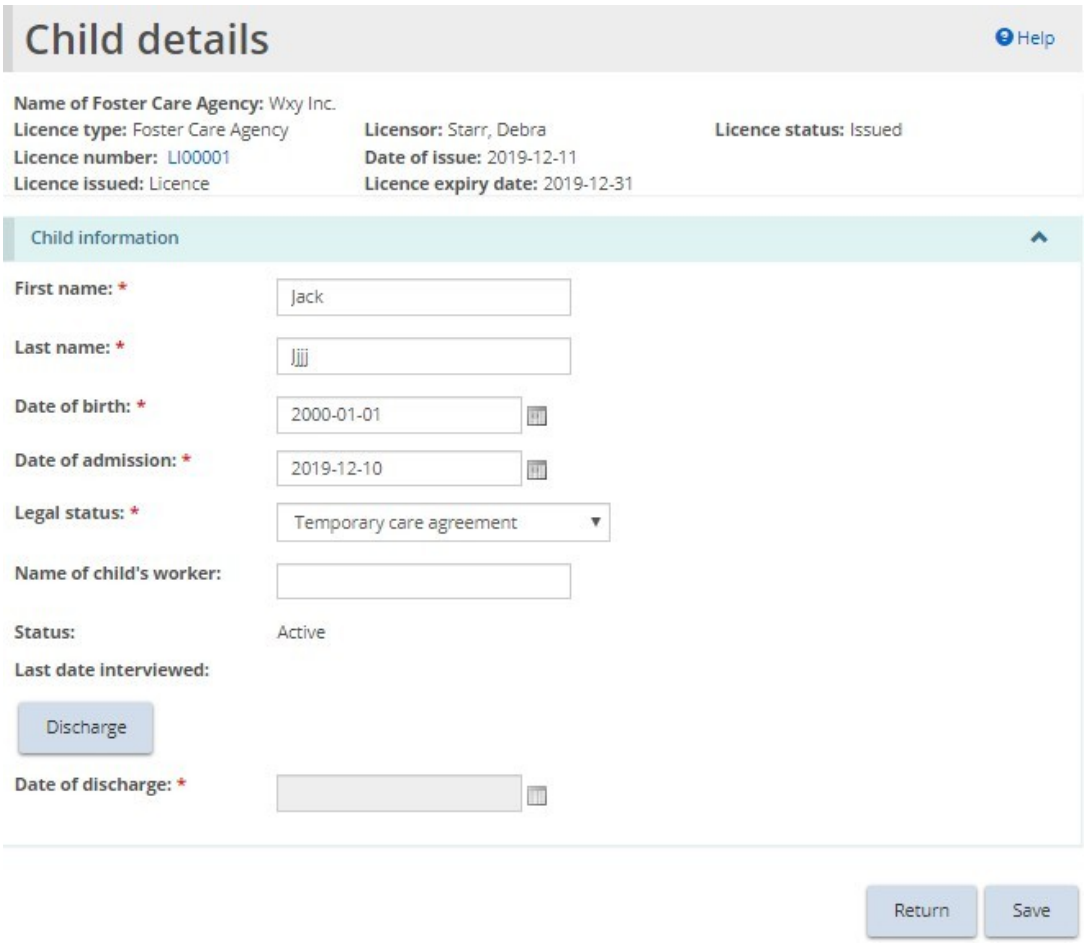
0 / 3500



3. Make the changes required.
4. To edit or discharge a child, scroll down to the Children information section.



5. Select the edit icon . The Child Details page appears.

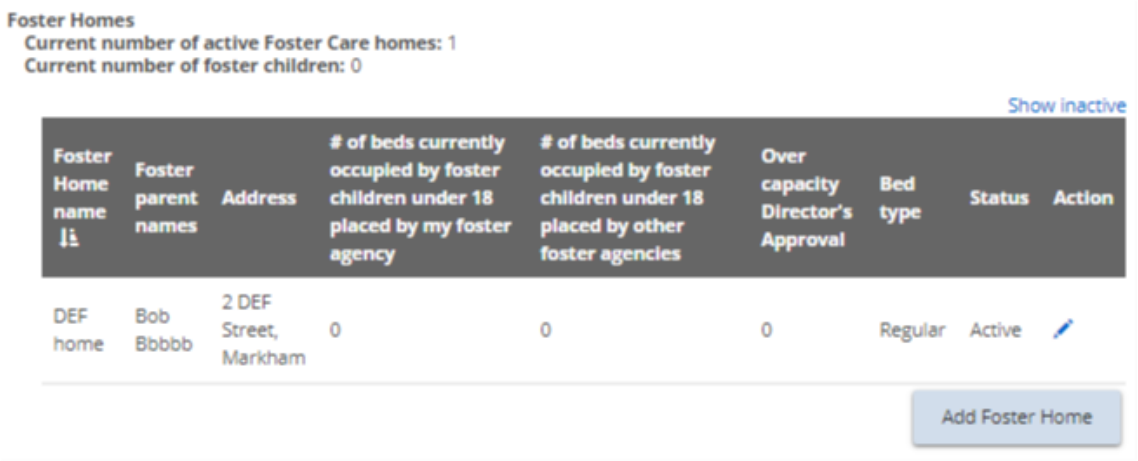


6. Make required changes or select Discharge. Enter the discharge date.
7. Select Save then select Return.
8. If discharged, the child's status changes to "Discharged" and the child's name disappears from the Children information list on the Licence Summary page.

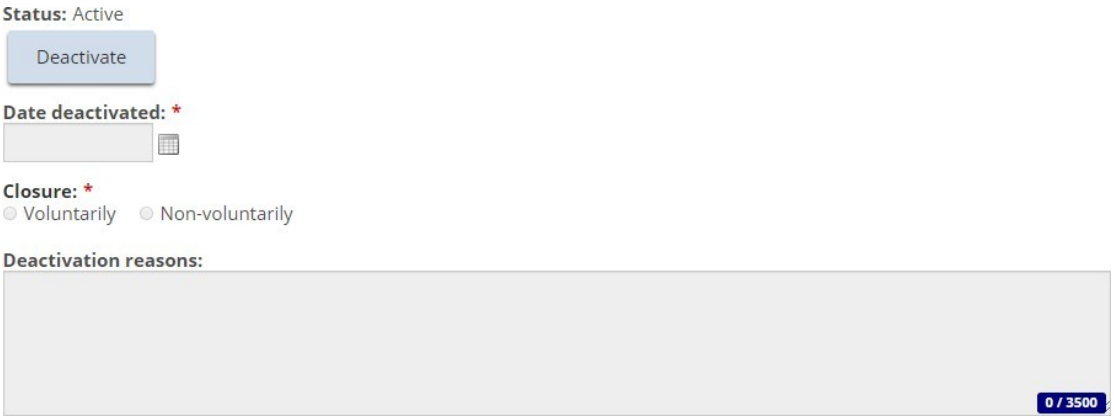
Deactivating a foster home

Note: *There cannot be any active children in the home before being deactivated.*

1. From the Licence Summary page, expand the Operation information banner and scroll down to the Foster homes section.



2. Select the edit icon . The Foster Home page appears.
3. Select Deactivate.
4. Enter the date deactivated and indicate whether the closure was voluntary or non-voluntary.



5. Enter the Deactivation reasons.
6. Select Save then select Return.

Director's Approval

Note: *This section will only be displayed on the Licence Summary page if there is a Director's Approval for the licence.*

Note: *Changes to a Director's Approval cannot be made here, however a Director's Approval can be withdrawn.*

1. From the Licence summary page, expand the Director's Approvals banner.



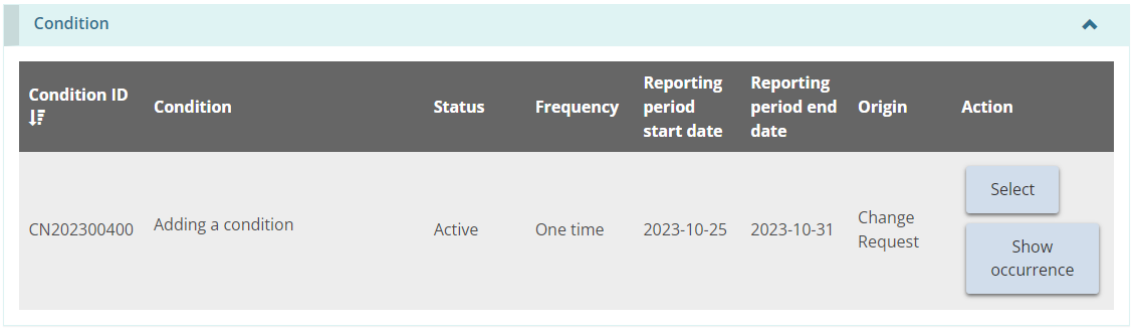
2. Choose Select to see the details. The Director's Approval summary page appears.

3. To withdraw a Director's Approval, select Withdraw.

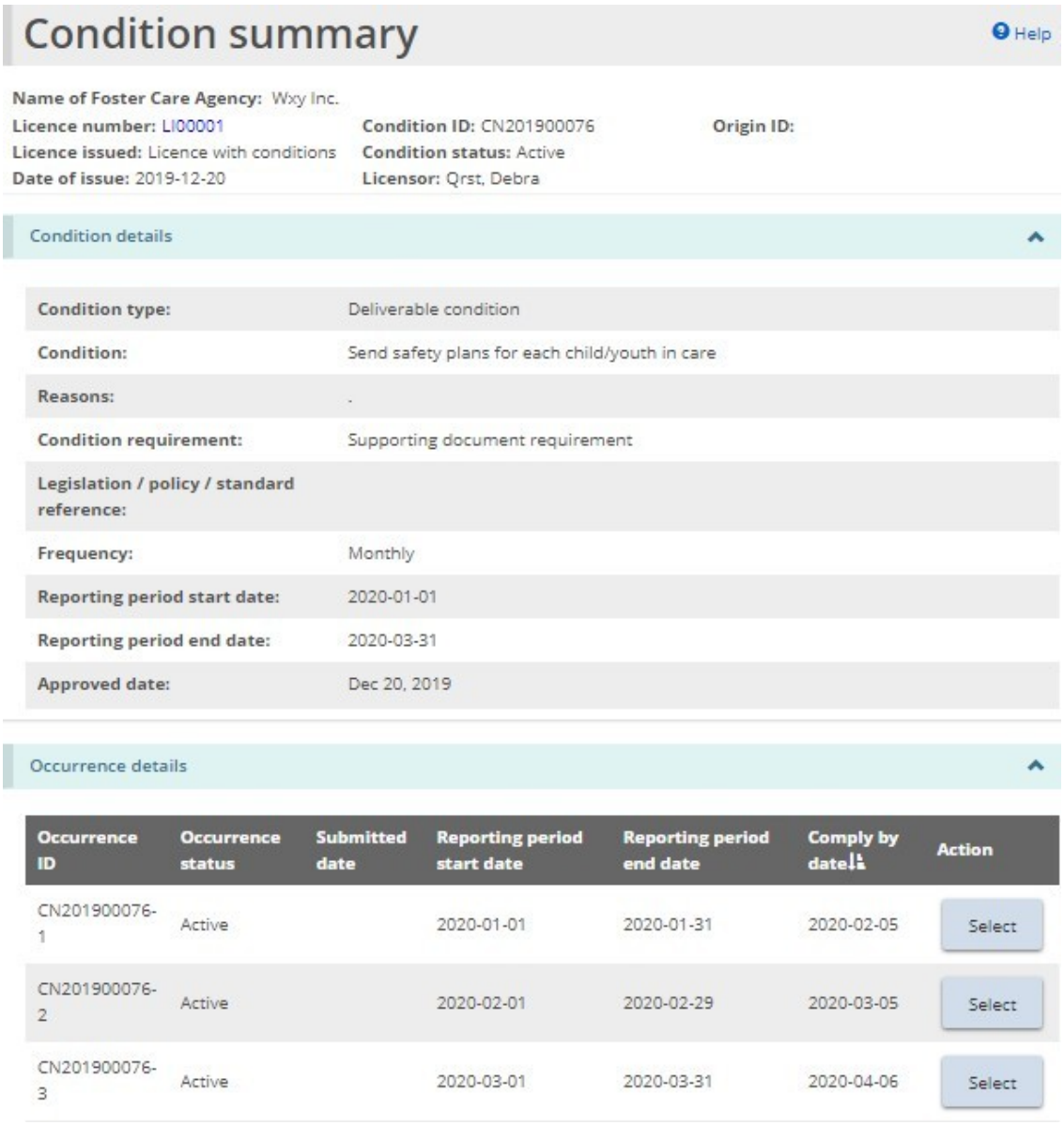
Conditions

Note: *A Conditions banner will only be displayed on the Licence Summary page if conditions are applied on the licence.*

1. From the Licence summary page, expand the Condition banner.



2. Choose 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

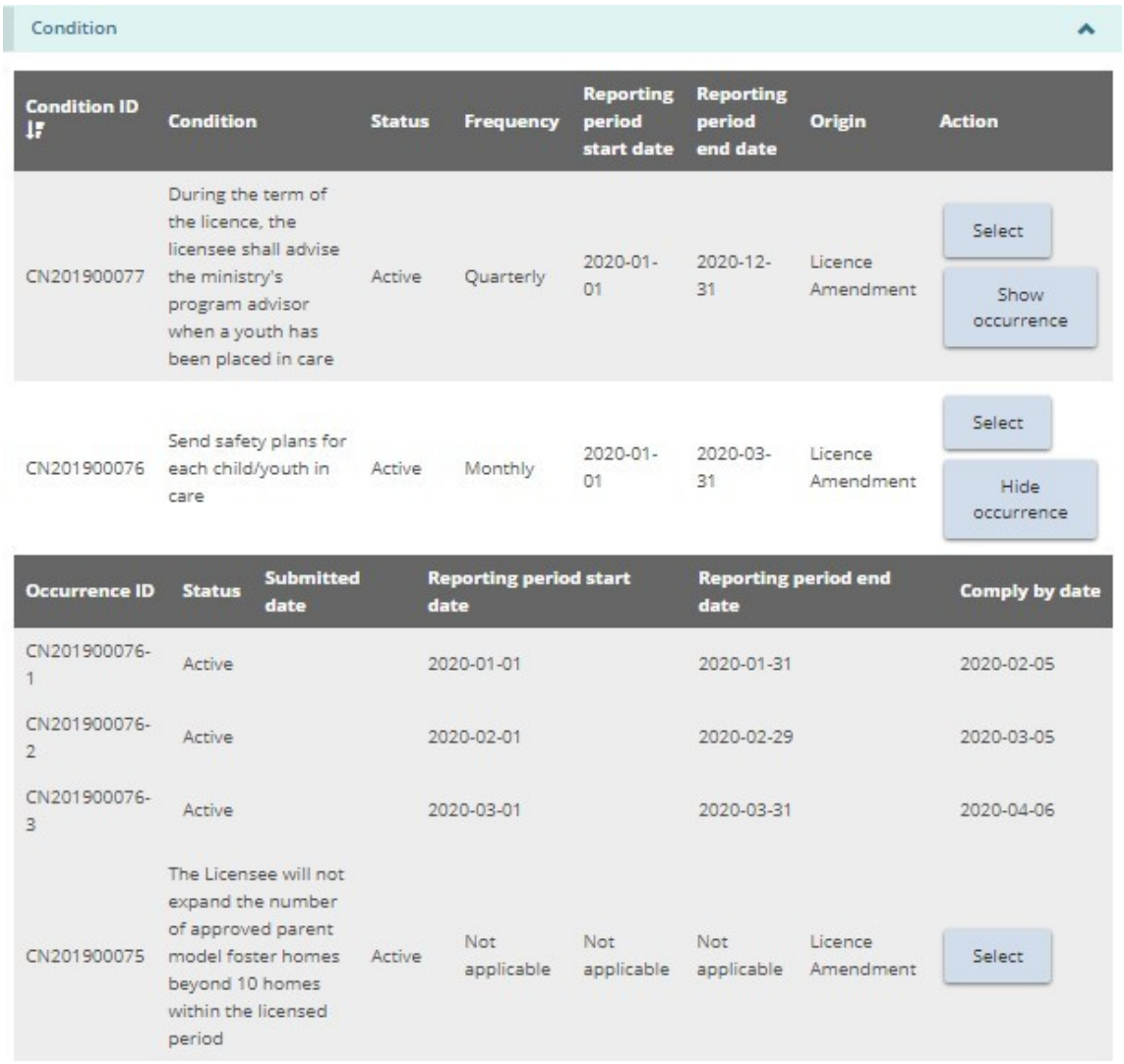
Condition details

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

3. To see the occurrences only, select Show occurrence.



Tip: *For more information about conditions, see the Working with conditions section.*

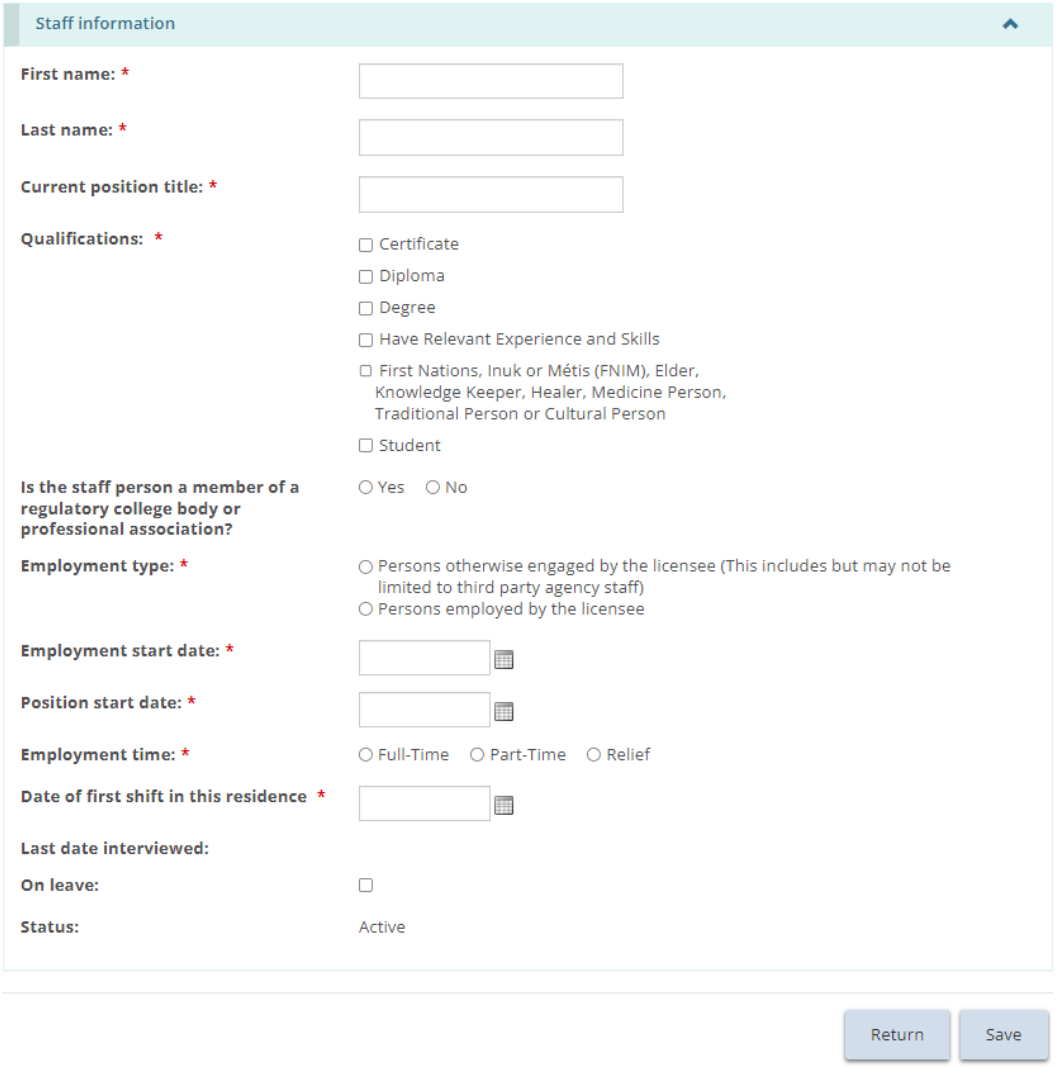
Staff summary

1. From the Licence summary page, expand the Staff Summary banner.



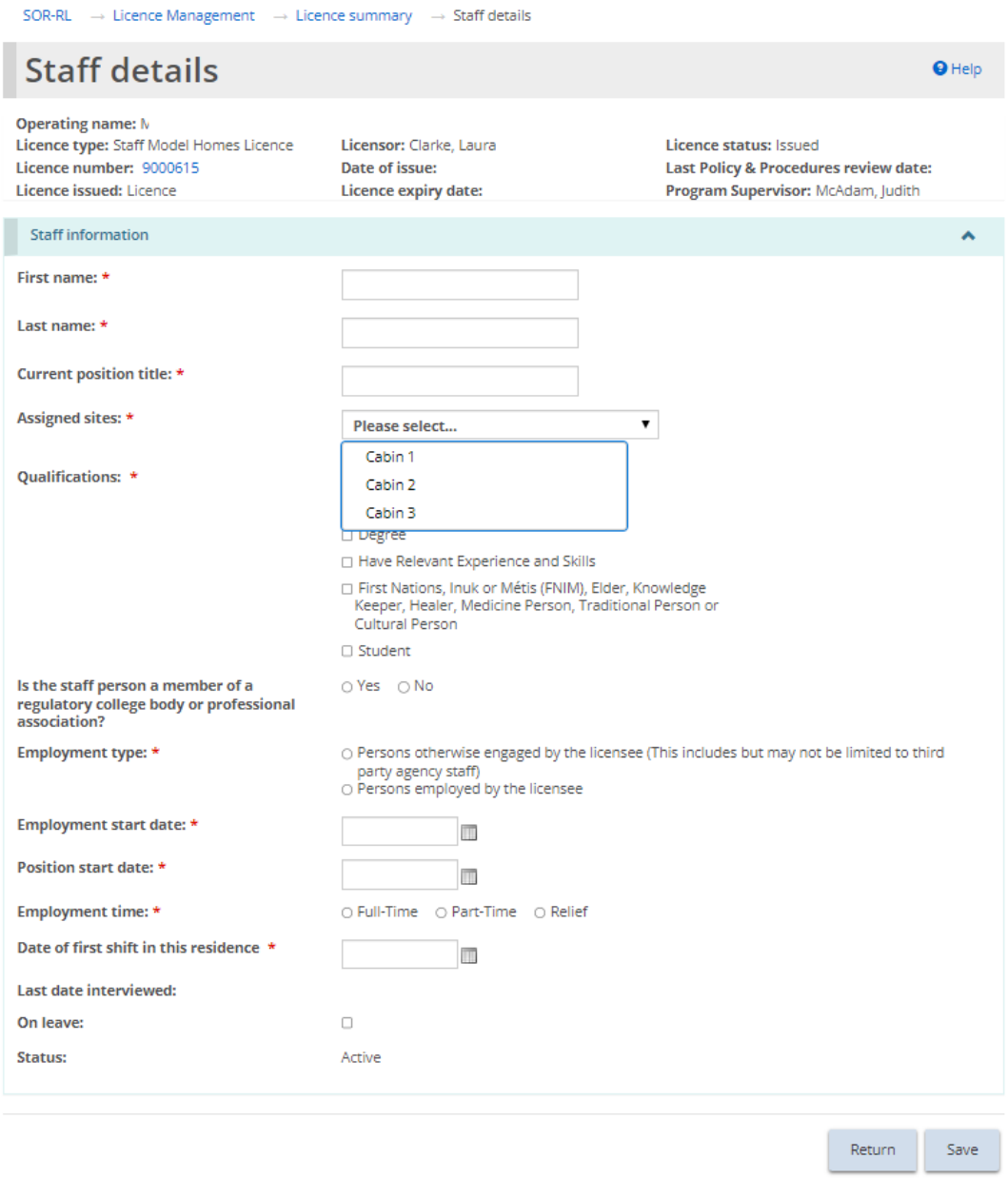
Tip: *Select the Show Inactive link to include inactive staff in the list.*

2. To add a staff member, select Add staff. The Staff details page appears.



a. Enter the staff information.

b. For Staff Model Homes, staff can be added to 1 or more Staff Model Homes site.

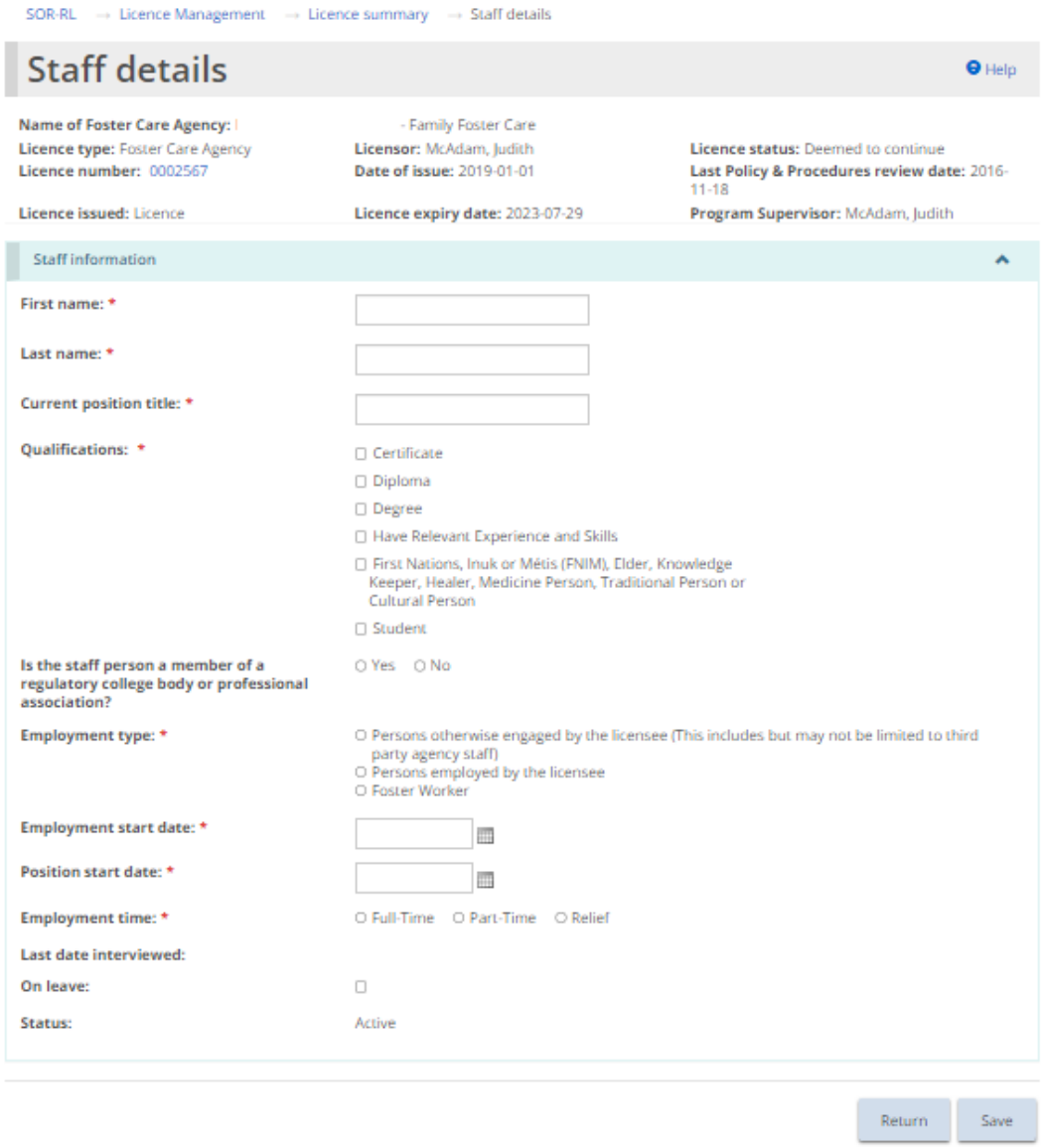


c. Select Save then select Return. The staff appears on the Staff Summary list on the Licence Summary page.



3. To edit or deactivate a staff member, select the edit icon . The Staff details

page appears.



a. Make the changes required.
b. If the staff member is on leave, select the On leave checkbox.
c. To deactivate a staff member, select End employment. Enter the employment end date.

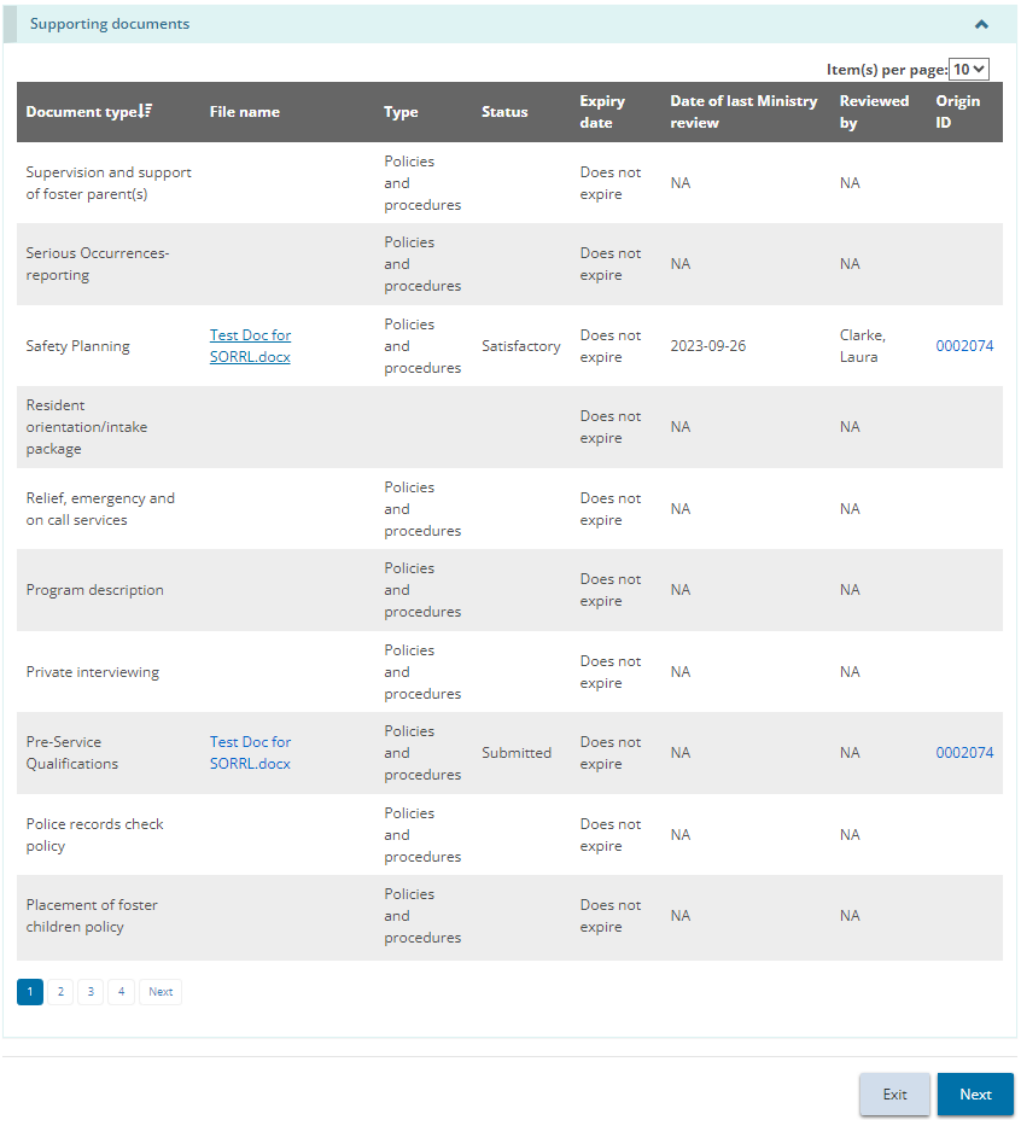
4. Select Save then select Return.

Supporting documents

Supporting documents are listed at the bottom of the Licence Summary tab, for reference only.

Note: *Documents cannot be uploaded, edited, or deleted from this tab. Documents can only be viewed or downloaded. See the Uploading Supporting Documents section of this guide for information on how to upload documents from the Licence Management module.*

From the Licence Summary page, expand the Supporting Documents banner.


Supporting documents

Item(s) per page: 10

Document type	File name	Type	Status	Expiry date	Date of last Ministry review	Reviewed by	Origin ID
Supervision and support of foster parent(s)		Policies and procedures		Does not expire	NA	NA	
Serious Occurrences-reporting		Policies and procedures		Does not expire	NA	NA	
Safety Planning	Test Doc for SORRL.docx	Policies and procedures	Satisfactory	Does not expire	2023-09-26	Clarke, Laura	0002074
Resident orientation/intake package				Does not expire	NA	NA	
Relief, emergency and on call services		Policies and procedures		Does not expire	NA	NA	
Program description		Policies and procedures		Does not expire	NA	NA	
Private interviewing		Policies and procedures		Does not expire	NA	NA	
Pre-Service Qualifications	Test Doc for SORRL.docx	Policies and procedures	Submitted	Does not expire	NA	NA	0002074
Police records check policy		Policies and procedures		Does not expire	NA	NA	
Placement of foster children policy		Policies and procedures		Does not expire	NA	NA	

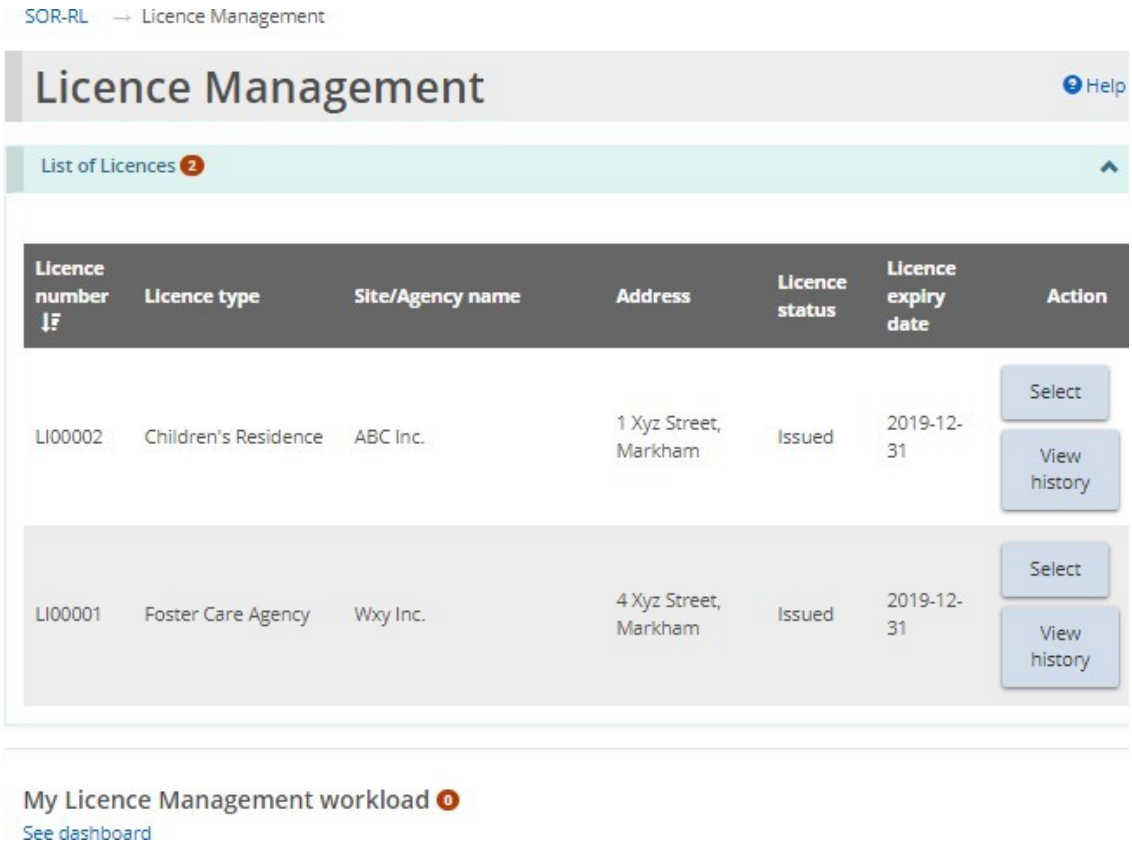
1 2 3 4 Next

Exit Next

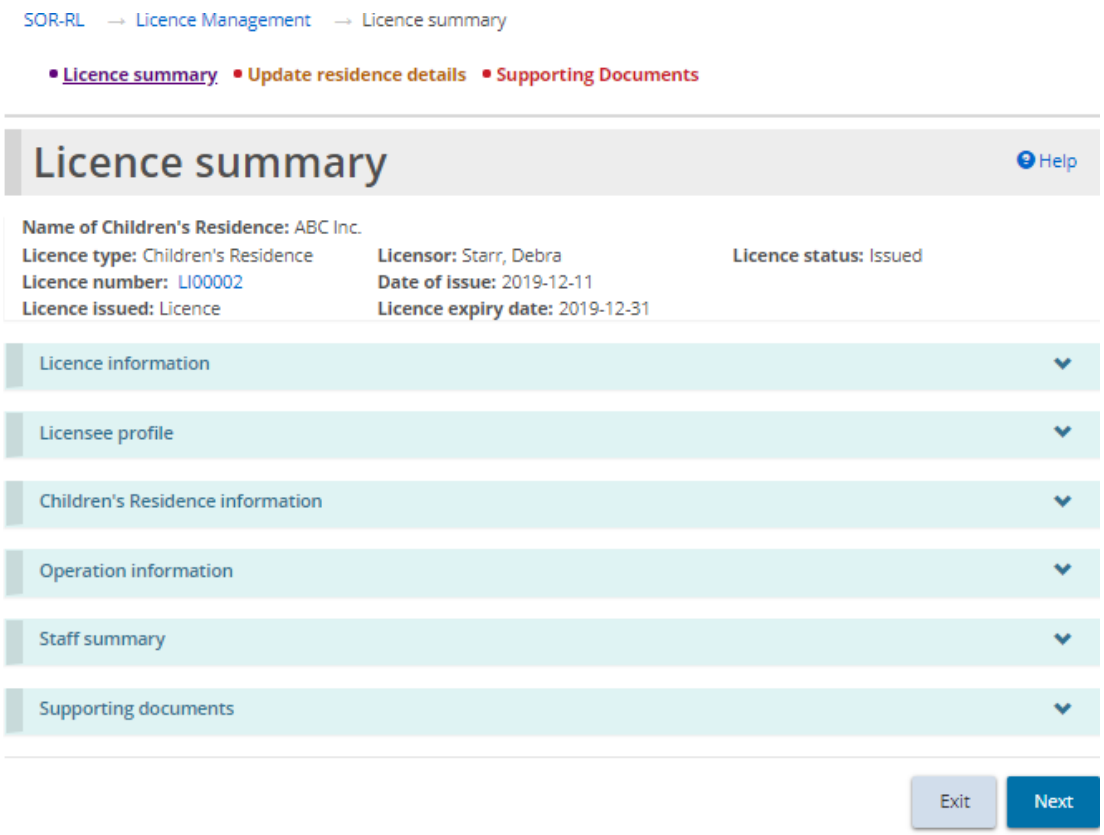
To view a document, select on the blue file name link. The file will download to your computer.

Updating licence details from the licence summary

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



2. Choose Select. The Licence summary page appears.



Children's Residence example

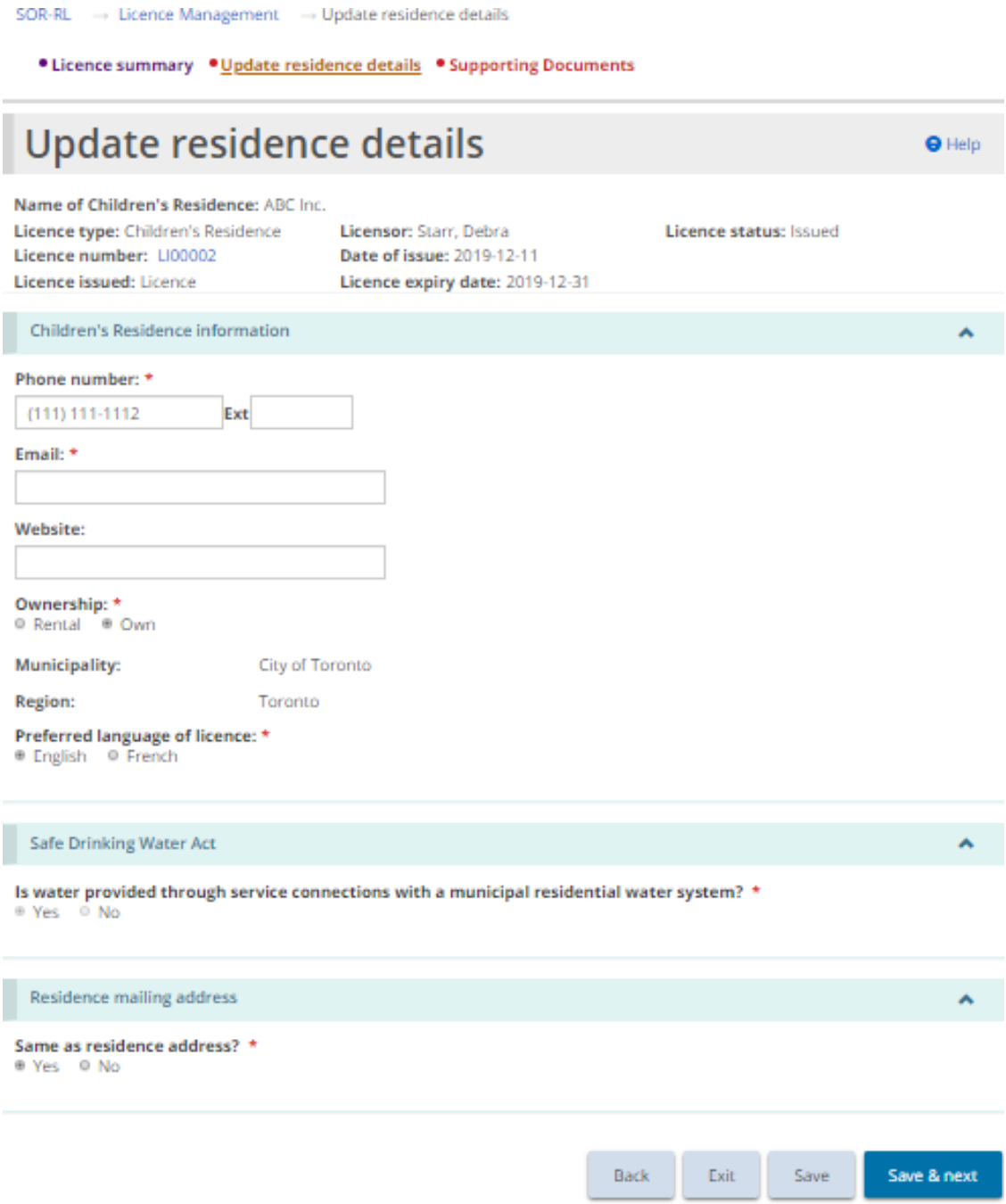
Note: *The Licence Summary page is divided into three tabs: Licence summary, Update Licence details, and Supporting Documents.*

3. From the top of the licence summary page, select Update Licence details.

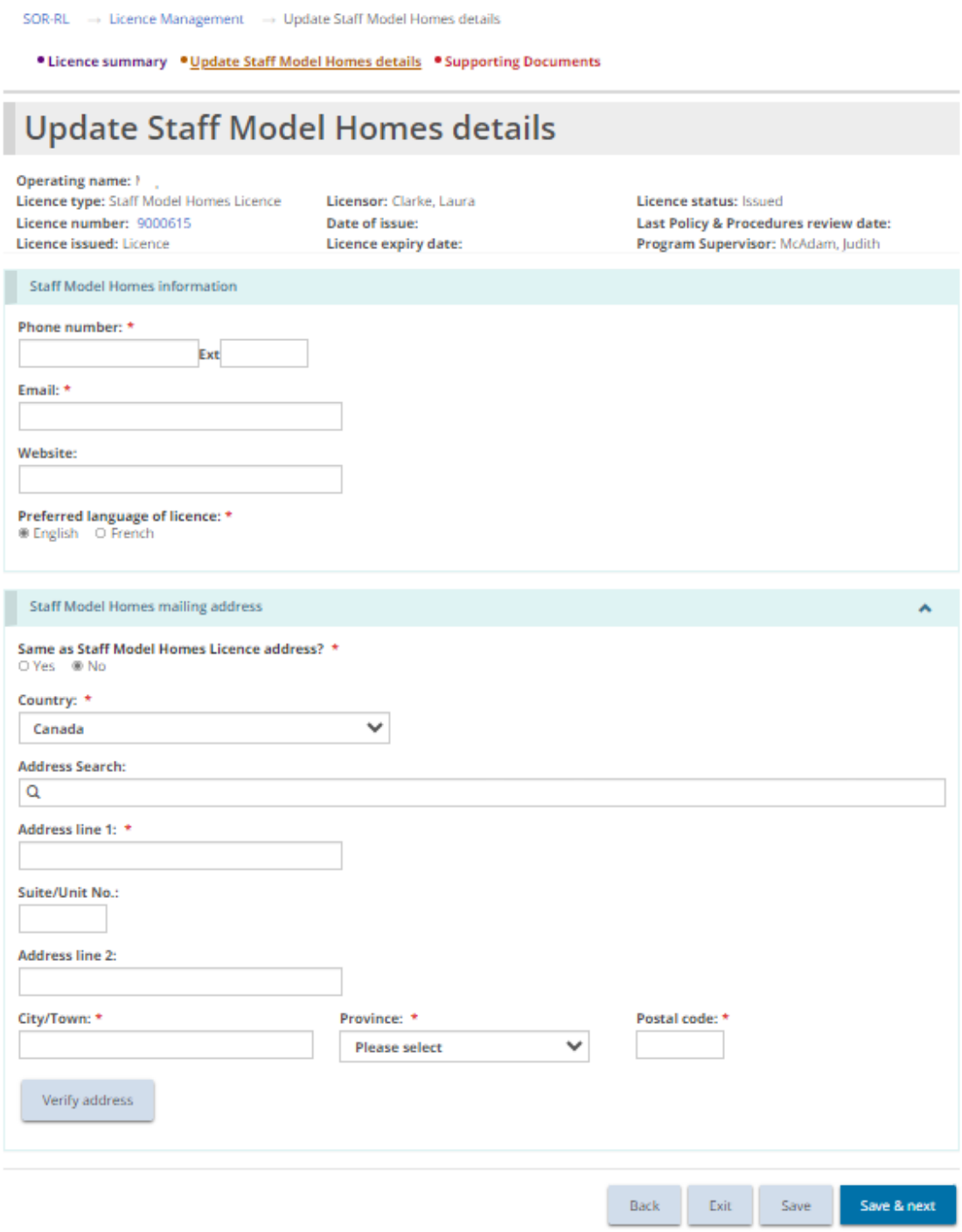
Note: *The name of the tab depends on the type of licence.*

- **Update residence details**
- **Update Foster Care Agency details**
- **Update Staff Model Homes details**

4. The Update licence details tab appears.



Children's Residence example

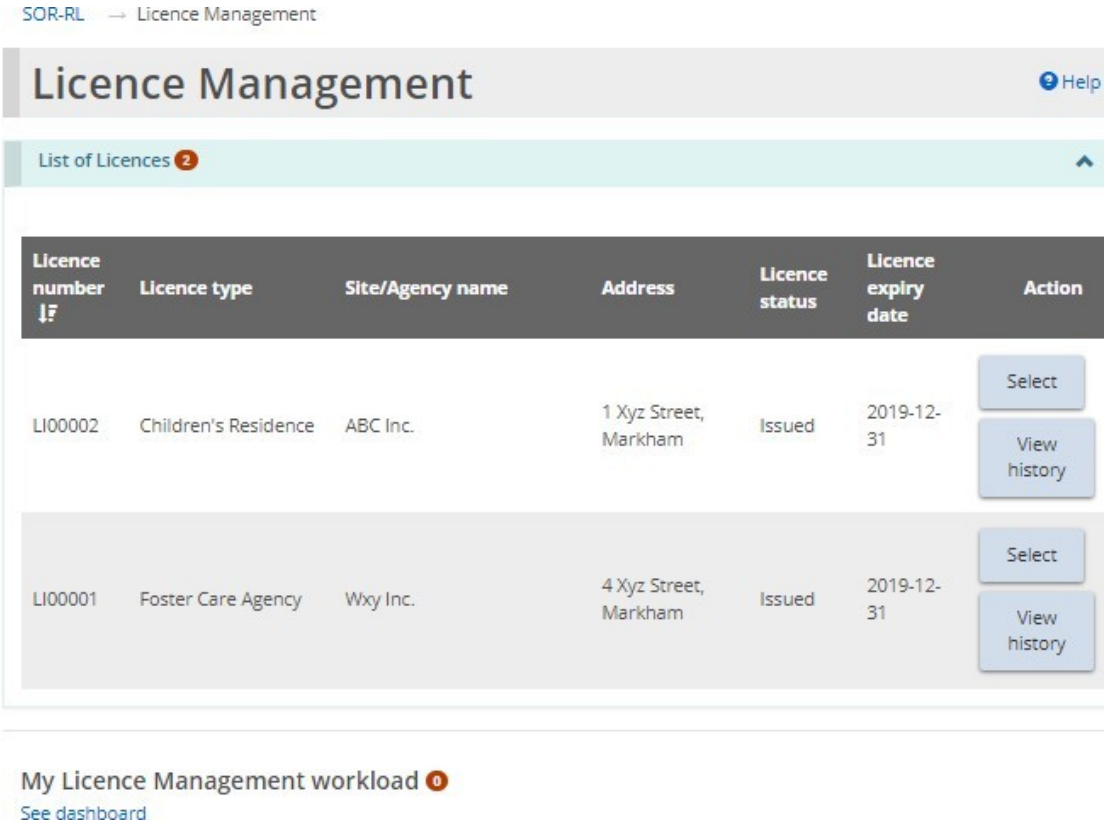


Staff Model Homes example

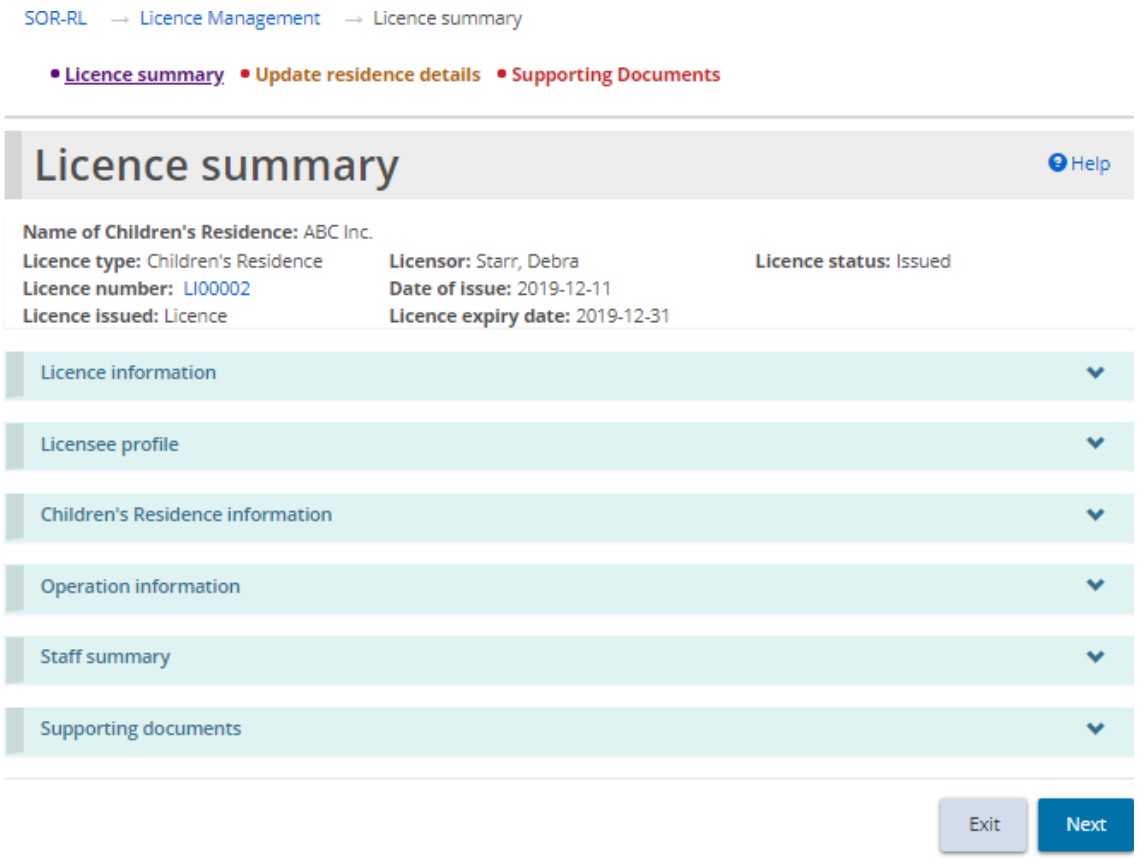
5. Make the changes required and select Save.

Viewing/uploading supporting documents from the licence summary

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



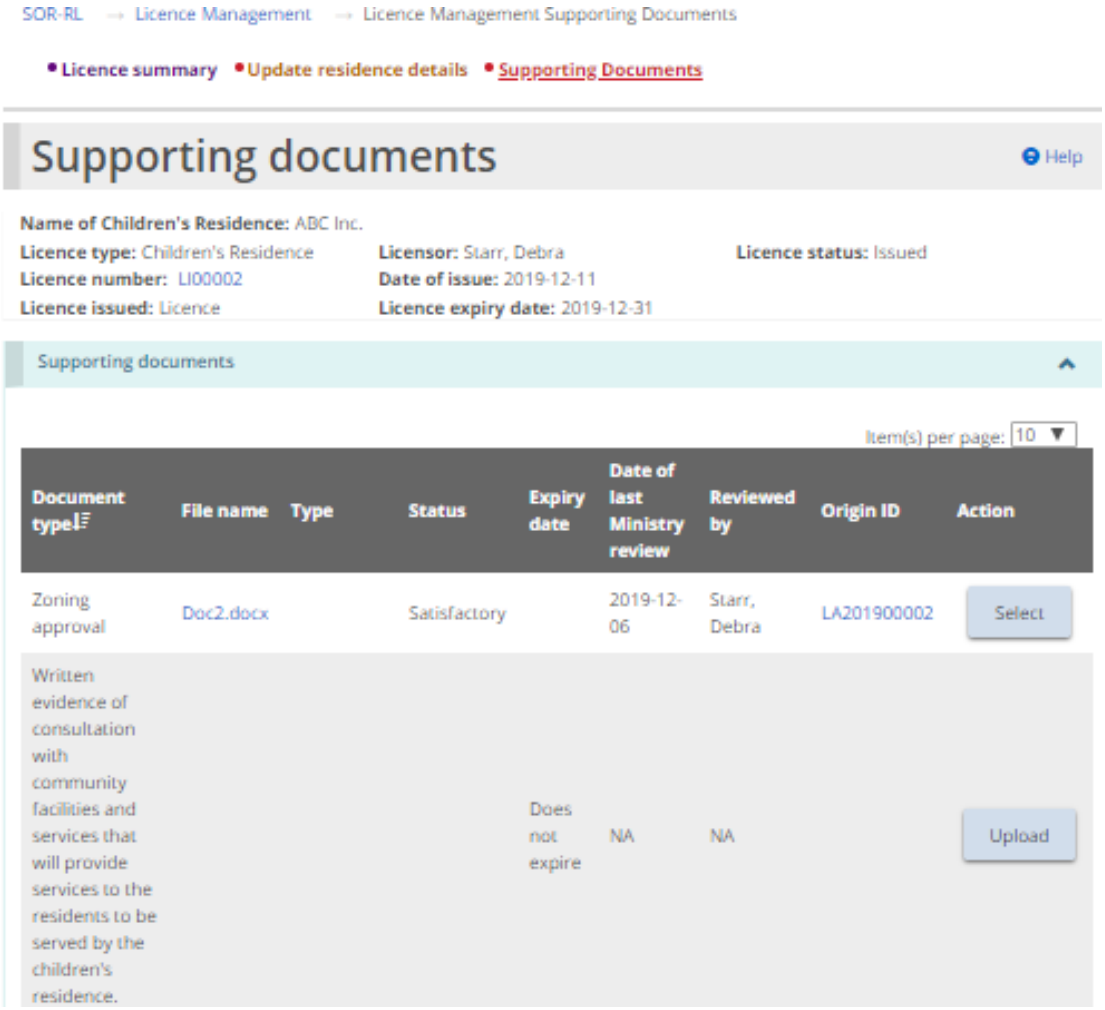
2. Choose Select. The Licence summary page appears.



Children's Residence example

Note: *The Licence Summary page is divided into three tabs: Licence summary, Update Licence details, and Supporting Documents.*

3. From the top of the licence summary page, choose Supporting documents. The Supporting documents tab appears.

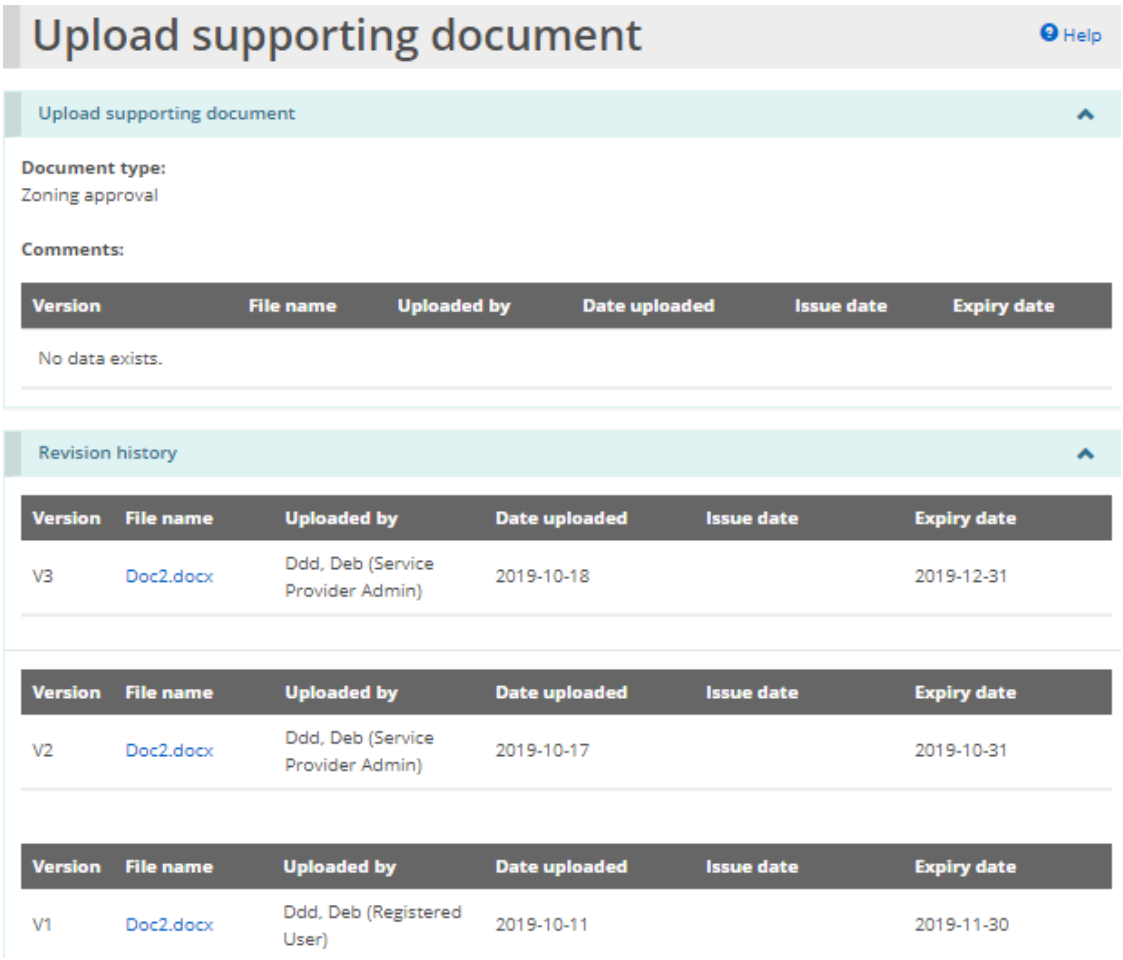


4. To upload a document that has not yet been uploaded, select Upload.

Note: *You cannot upload a document directly from this page if the document has already been uploaded through a Licence Application, a Director's Approval, or a Change Request. See the Working with Supporting Documents section.*

5. To view the contents of an uploaded document, select the blue document link in the File name column.

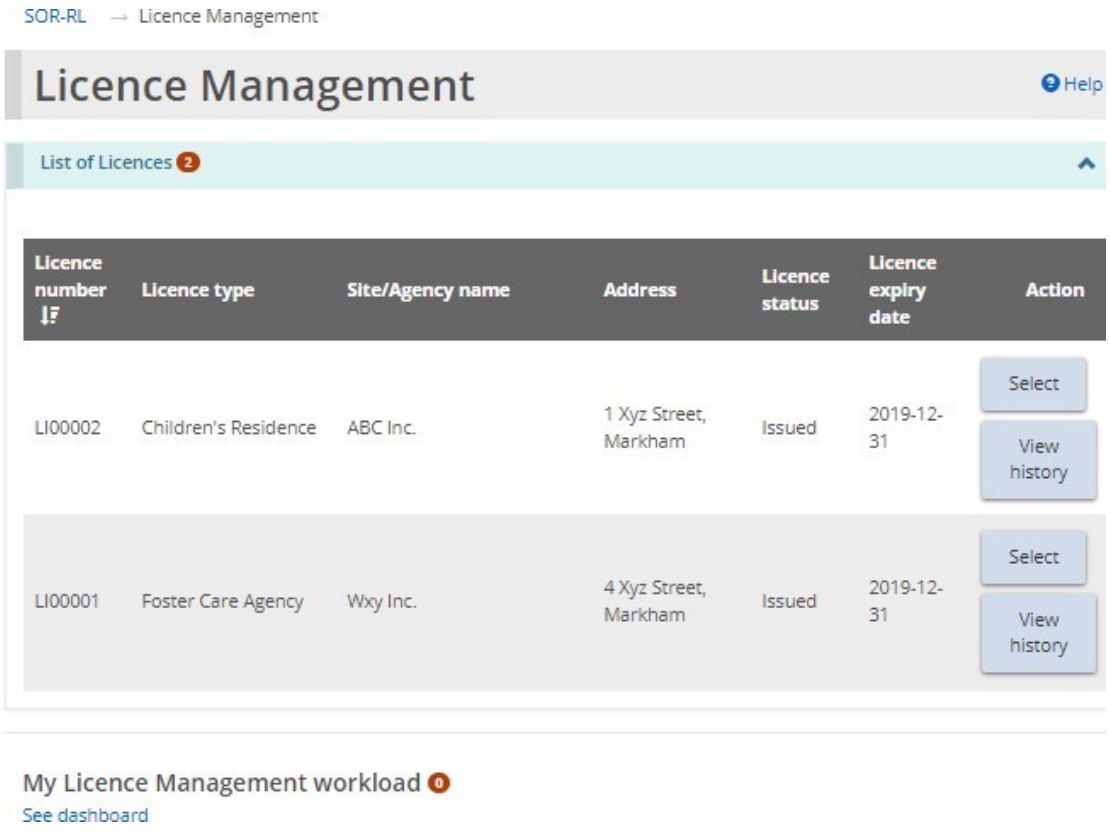
6. To view details about a document that has already been uploaded or to see the submitted document versions, choose Select. The Upload supporting document page appears.



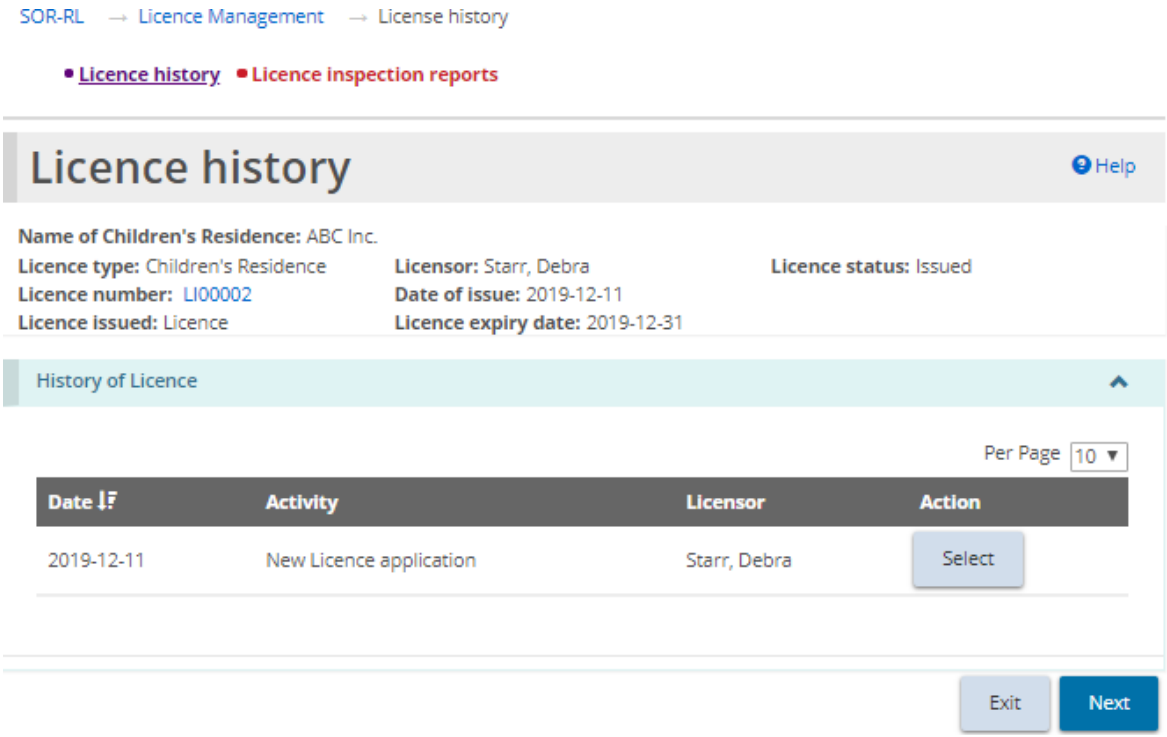
7. Select the blue file name link to see the document details.

Viewing the licence history

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

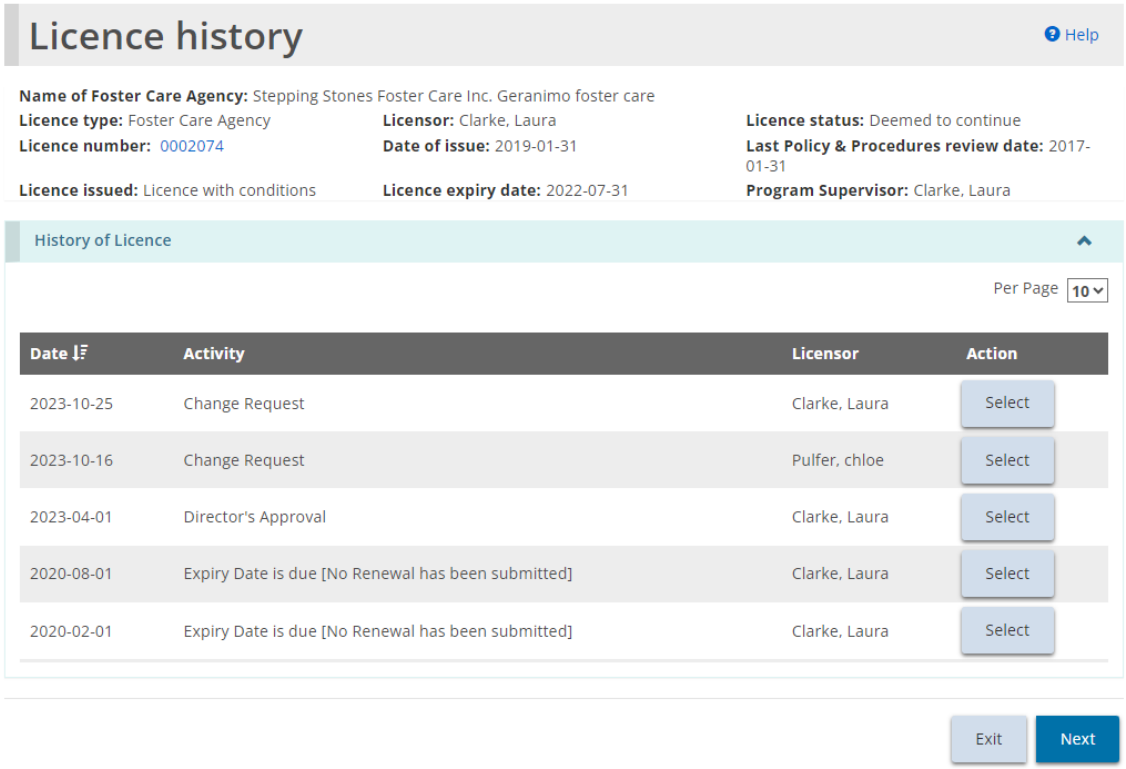


2. Select View history. The Licence history page appears.



The Licence history page is divided into two tabs: Licence history, and Licence Inspection reports. Let us begin with the Licence History tab.

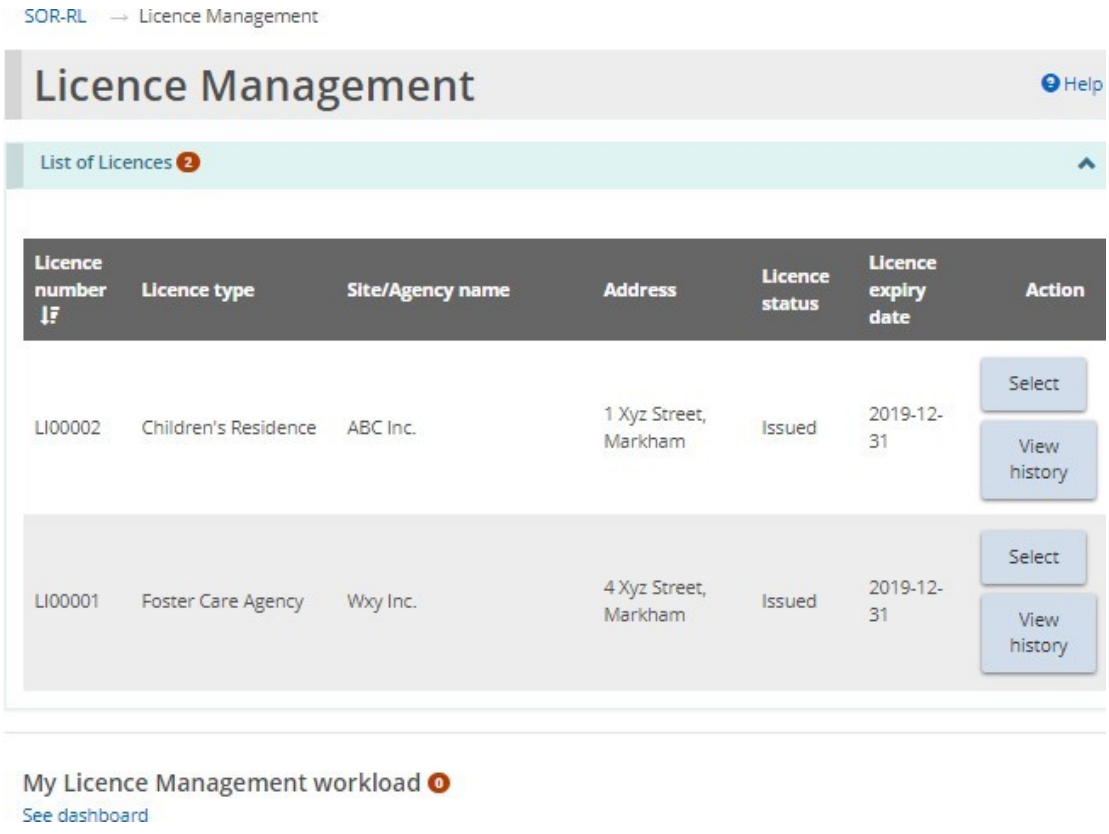
The Licence History tab displays a list of activities that have occurred on the licence including new Licence Applications, Renewal applications, Licence Amendments, Change Requests, and Director's Approvals. The list also indicates when the licence status has changed.



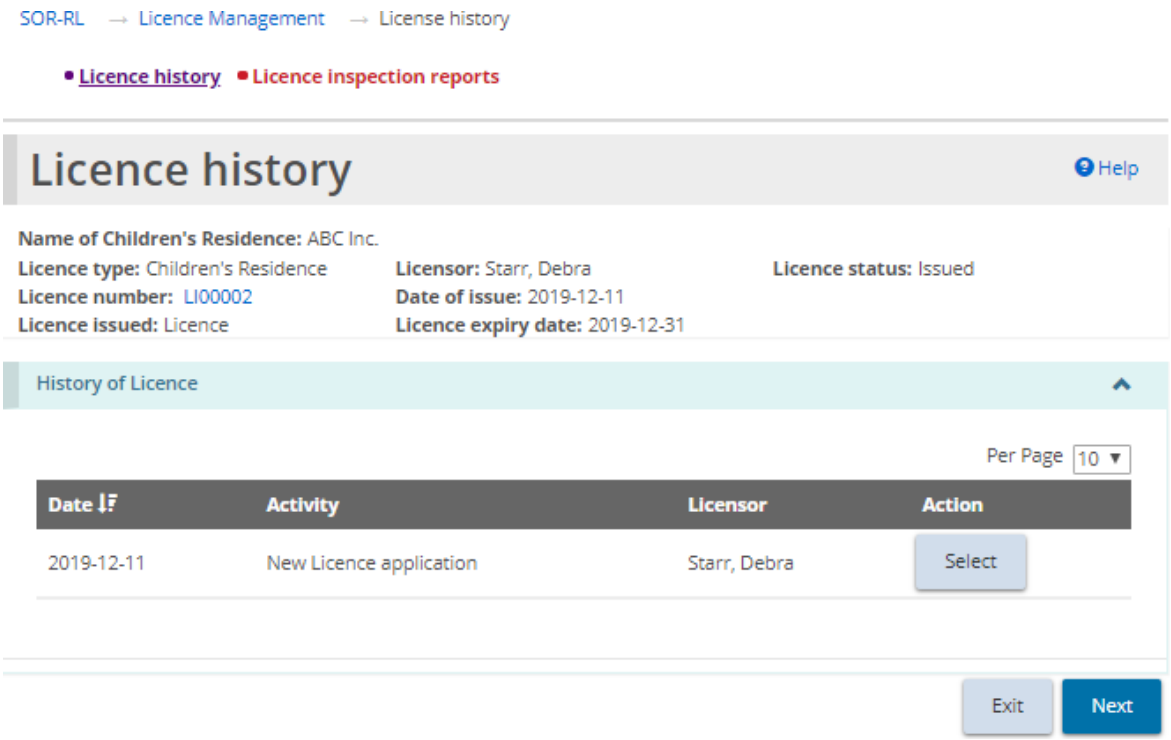
3. To see an activity item in detail, choose Select.

Viewing inspection reports from the license history

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

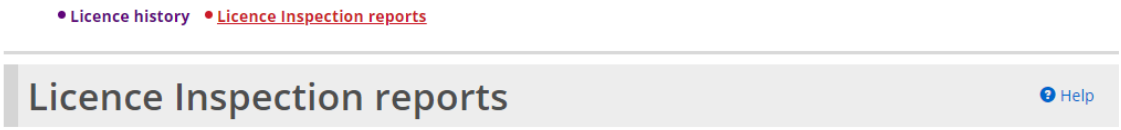


2. Select View history. The Licence history page appears.



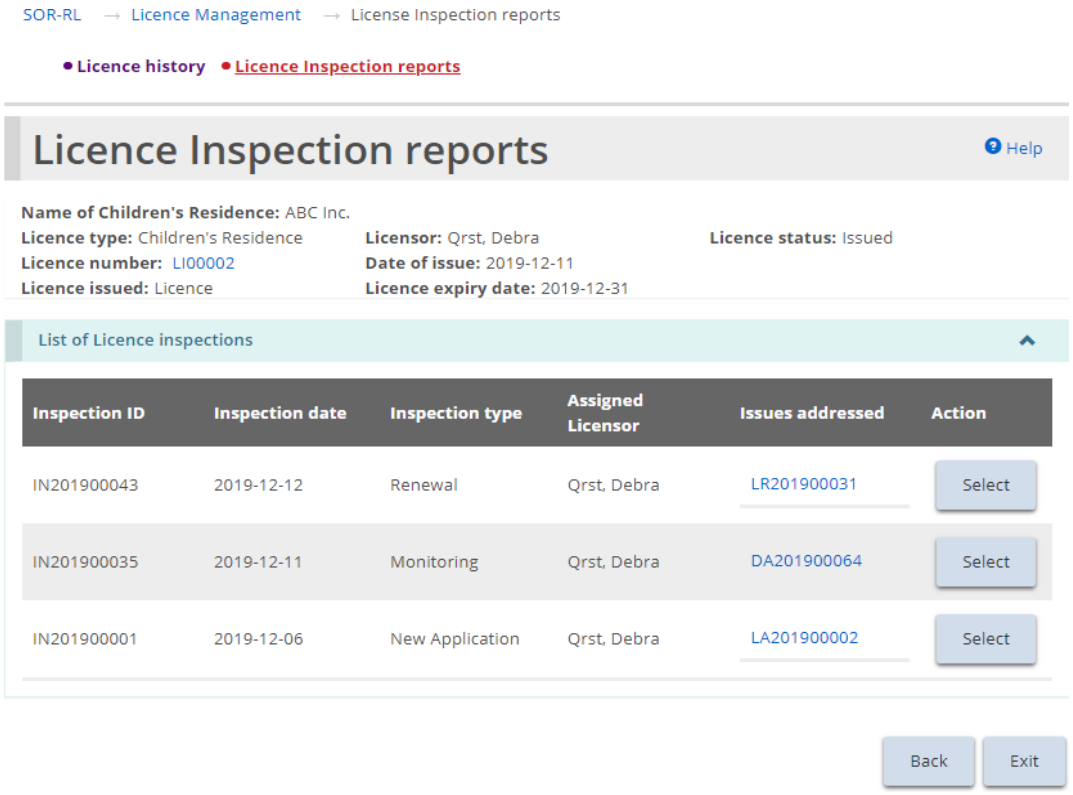
The Licence history page is divided into two tabs: Licence history, and Licence Inspection reports. Let us proceed to the second tab, Licence inspection reports. If an inspection was done, a copy of the report can be found in the Licence Inspection reports tab.

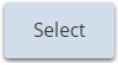
3. Select the **Licence inspection reports** tab.

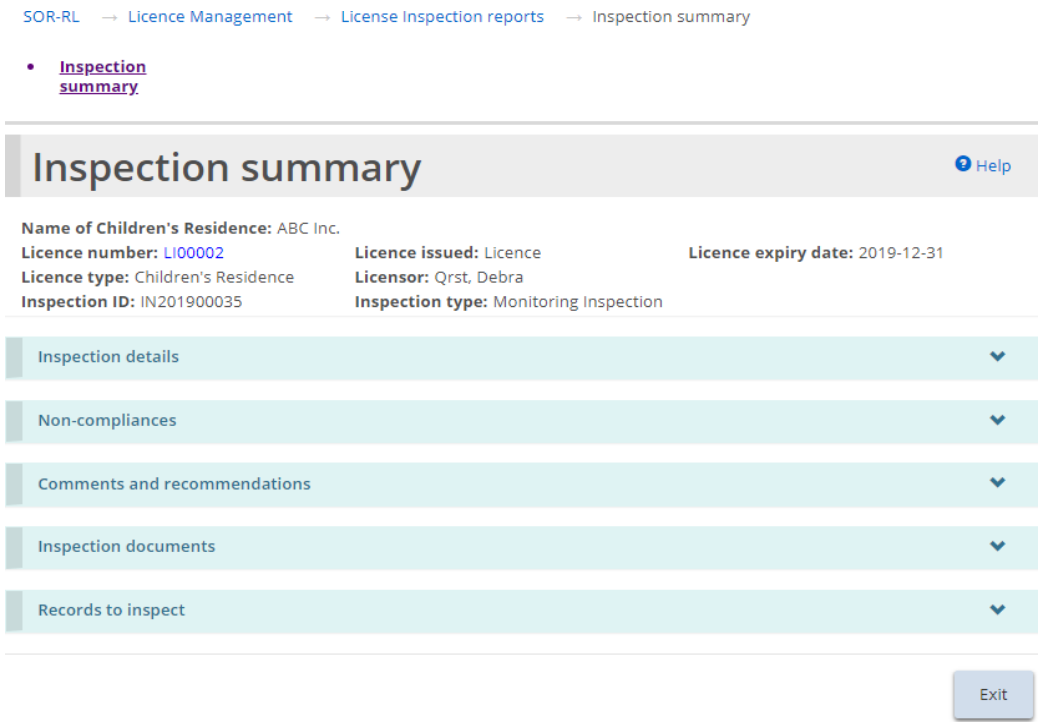


4. The Licence inspection reports page appears.

Note: *The page examples are similar for Children's Residence licences, Staff Model Home licences, and Foster Care Agency licenses. Only the Children's Residence page examples appear in the instructions below.*



5. Choose  to view the inspection details. The Inspection summary page appears.

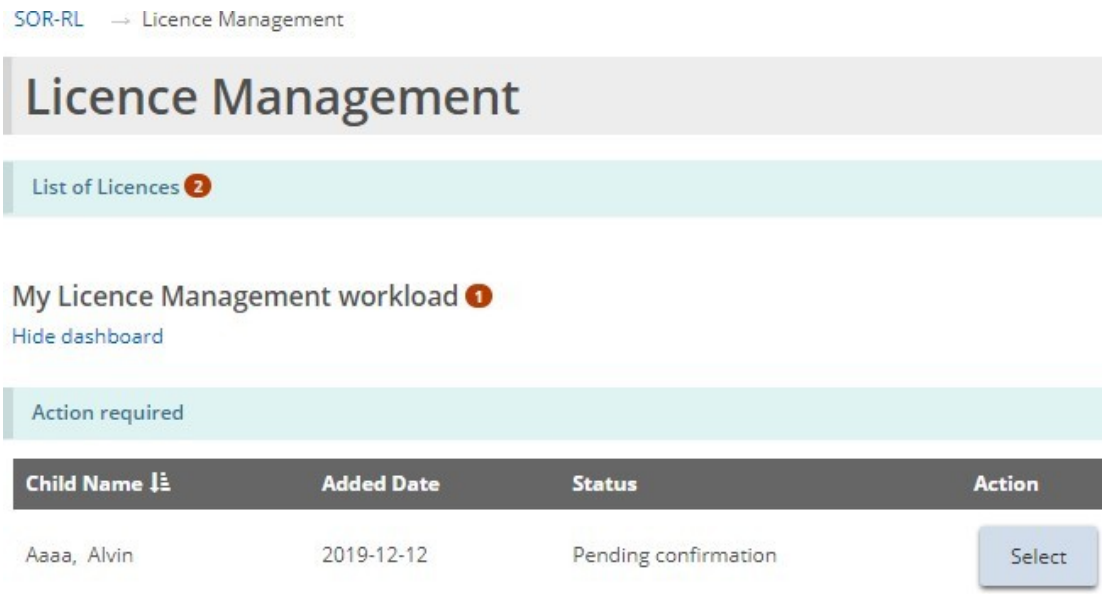


Viewing the Licence Management dashboard

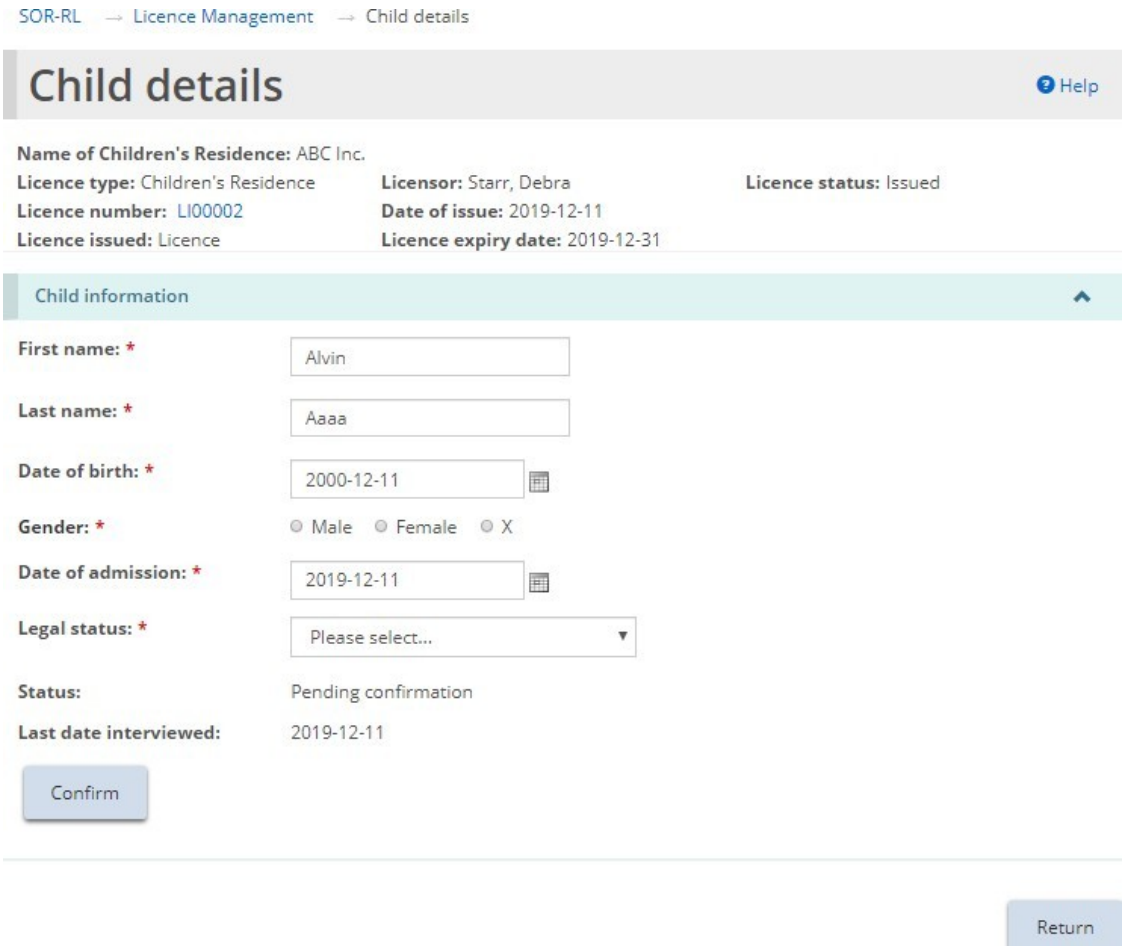
Confirming/amending children/parent/staff lists

During an inspection, your licensor may add staff, children, or parents not already listed in SOR-RL. Anyone added needs to be confirmed by the licensee from the licence management dashboard.

1. From the SOR-RL home page, choose LICENCE MANAGEMENT. The Licence management module appears.
2. Choose See dashboard. The dashboard expands.

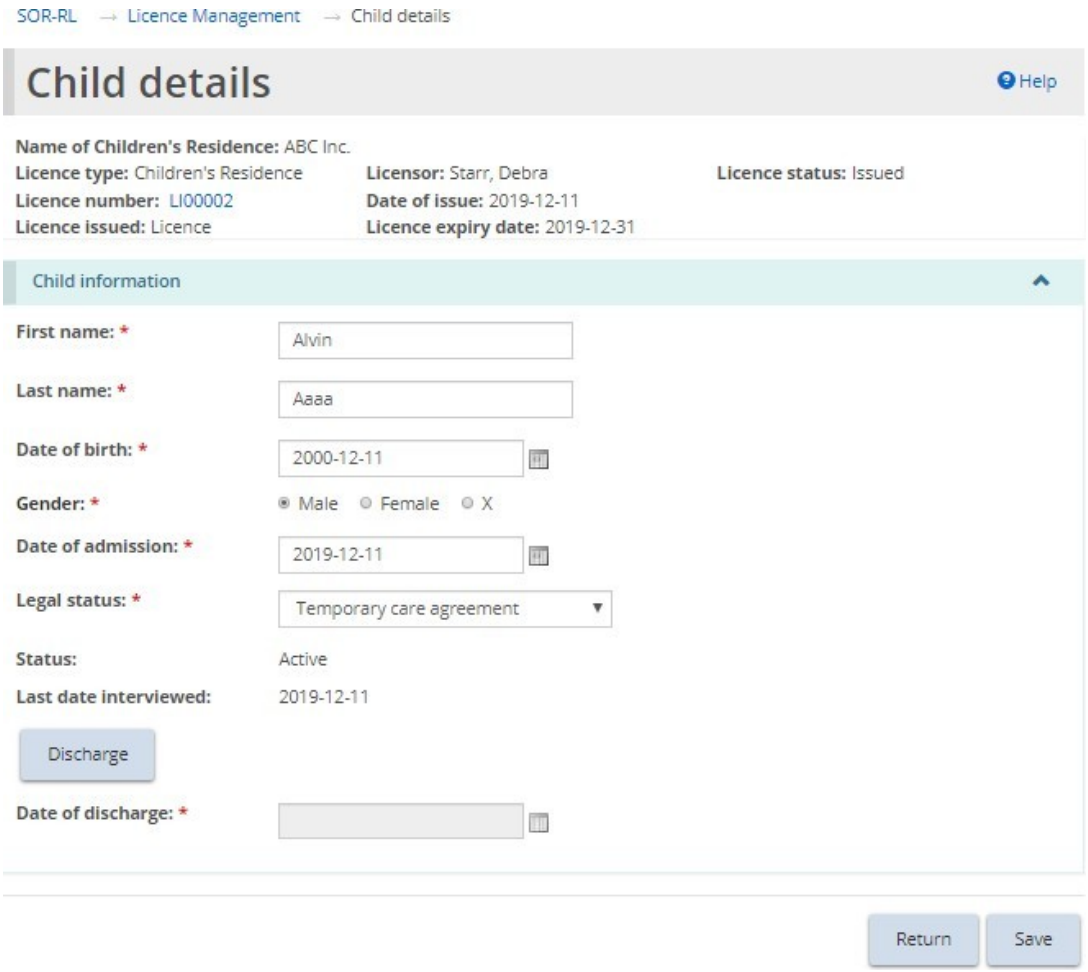


3. Choose Select. The page requiring action appears.



Example of a child's information pending confirmation

4. Review/edit the information as required. Select Confirm. If a message appears, Select OK. The page expands.



5. Select Save then select Return. The item disappears from the action required list in your Licence Management dashboard.

Requesting a change to a licence

A Licensee can submit the following types of change requests:

- Change capacity (Children's Residence, Staff Model Home)
- Change program description (All licence types)
- Change site/floor plan or renovation (Children's Residence, Staff Model Home)
- Change Children's Residence name (Children's Residence, Staff Model Home)
- Change Foster Care Agency name (Foster Care Agency)
- Change Foster Care Lead office address (Foster Care Agency)
- Licence closure (All licence types)
- Add or Remove a site (Staff Model Home only)

Change requests are given a number beginning with CR.

***Note**: A request to increase capacity in a children's residence needs to be entered as a capacity change request. If the purpose of a renovation is to change the home's capacity, the change request must be filed as a capacity change request, and information on the renovations must be entered on the 'renovations' page.*

***Note:** The licensed capacity of a Staff Model Home site can only change to/from one or two.*

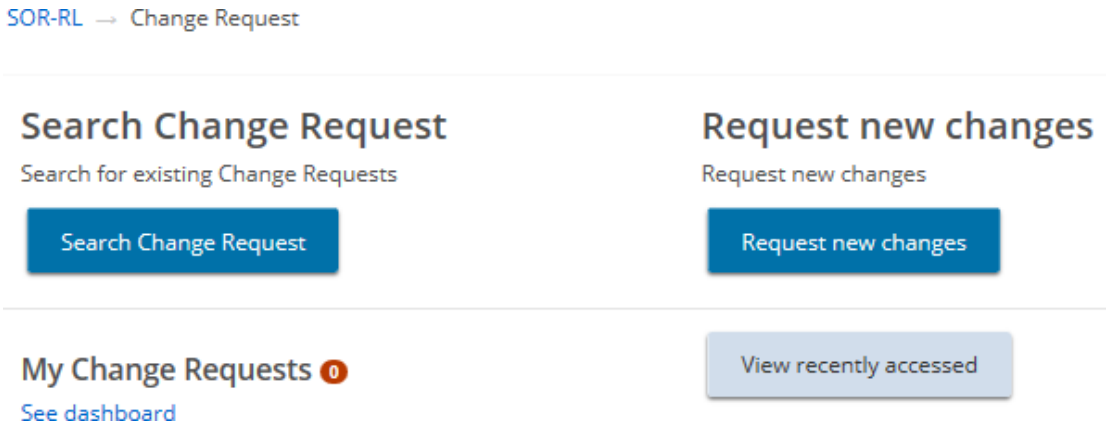
***Note:** The purpose of a capacity change request is different from that of a site/floor plan or renovation change request. A licensee cannot apply for both, and renovations may not necessarily change capacity. Hence, similar information is asked in different types of change requests.*

***Note:** A Foster Care Agency licence lead office can be changed via a Change Request.*

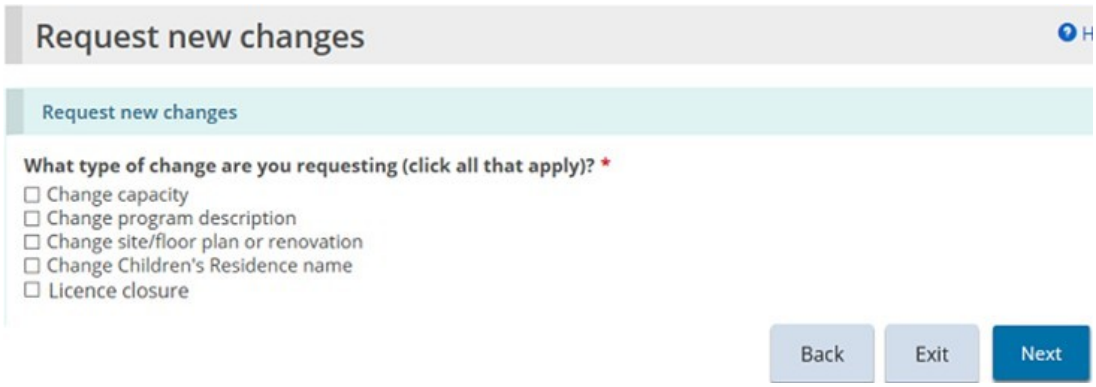
***Note:** Changing an address on a Foster Care Agency licence generates an updated licence with a new address.*

Filing a change request

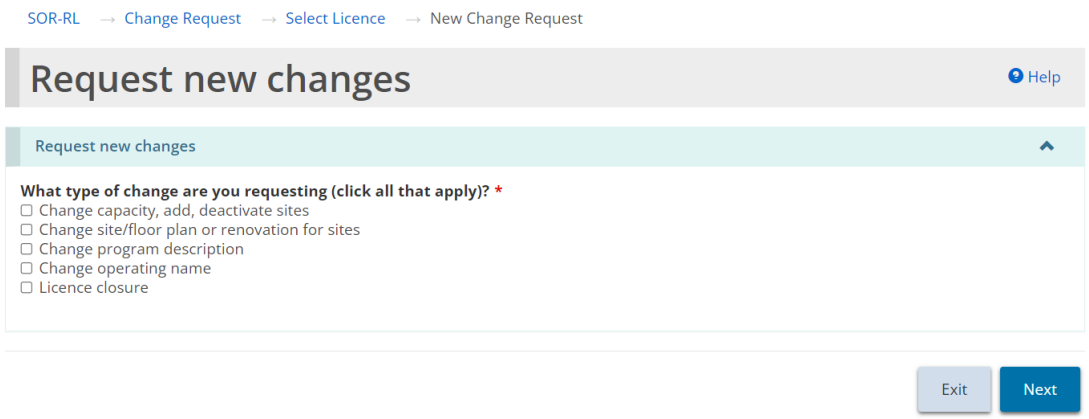
1. From the SOR-RL home page, choose CHANGE REQUEST. The Change Request module appears.



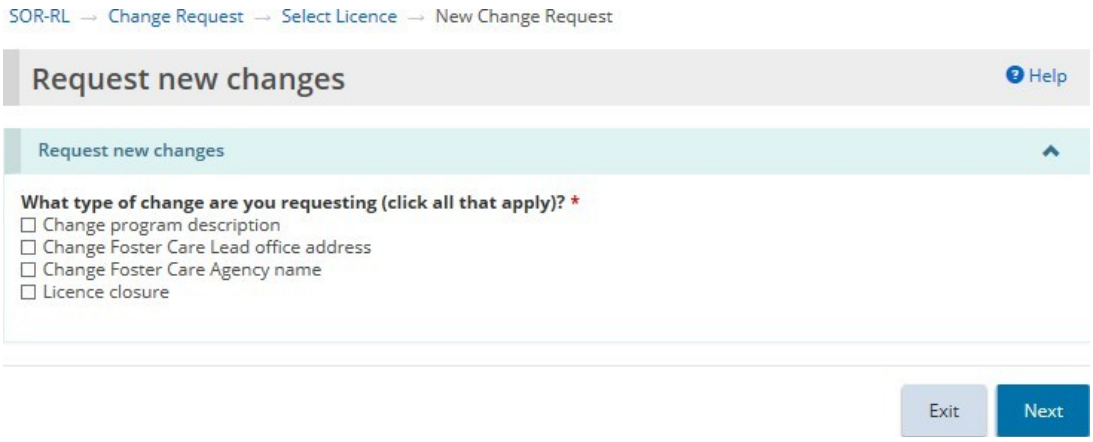
2. Choose Request new changes .The Select Licence page appears.
3. Select the licence the change request is for.
4. The Request new changes page appears (page contents differ depending on the licence type).



Example of a Children's Residence



Example of a Staff Model Home page

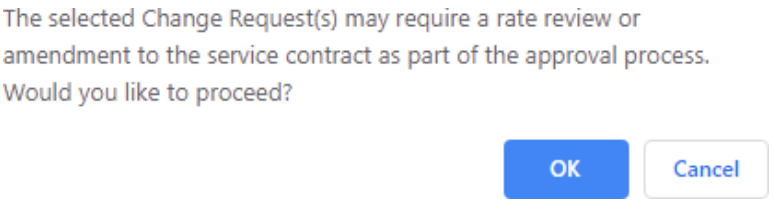


Example of a Foster Care Agency page

5. Select the type of change being requested. You can select more than one type.

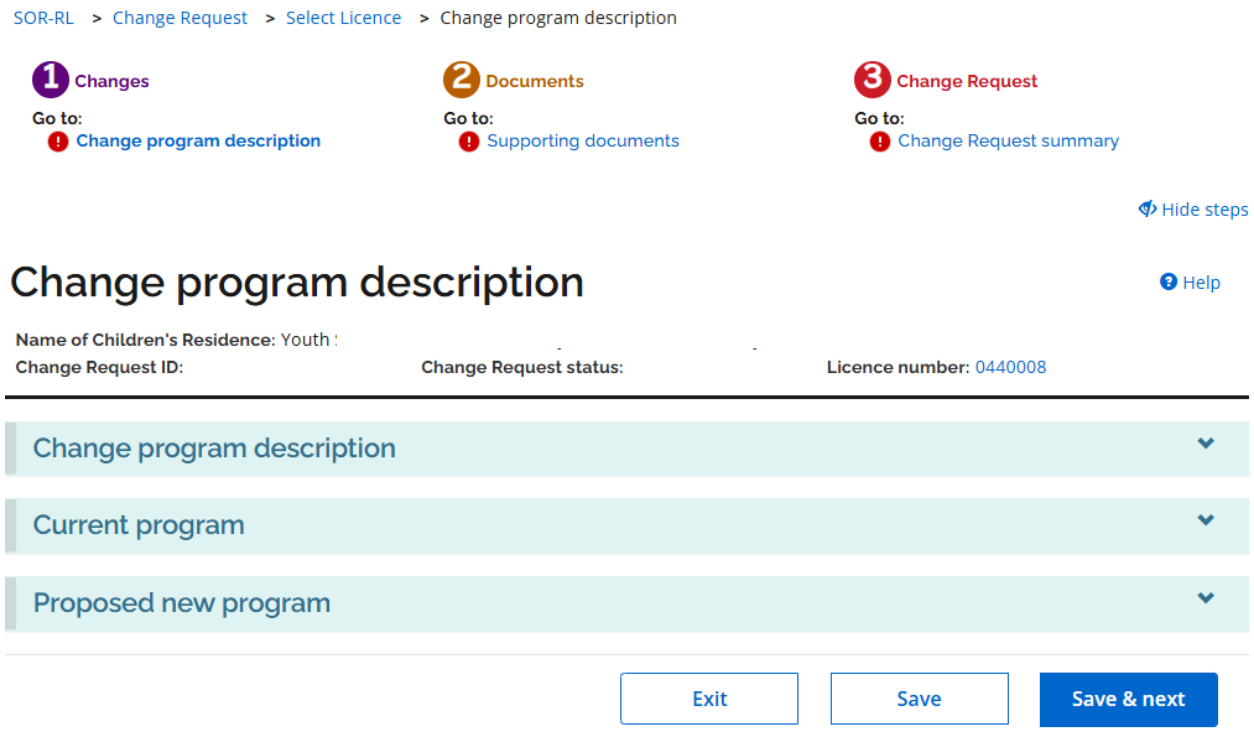
6. Select Next.

7. If you select "Change capacity" or "Change program description", the following window appears. Select OK to continue.



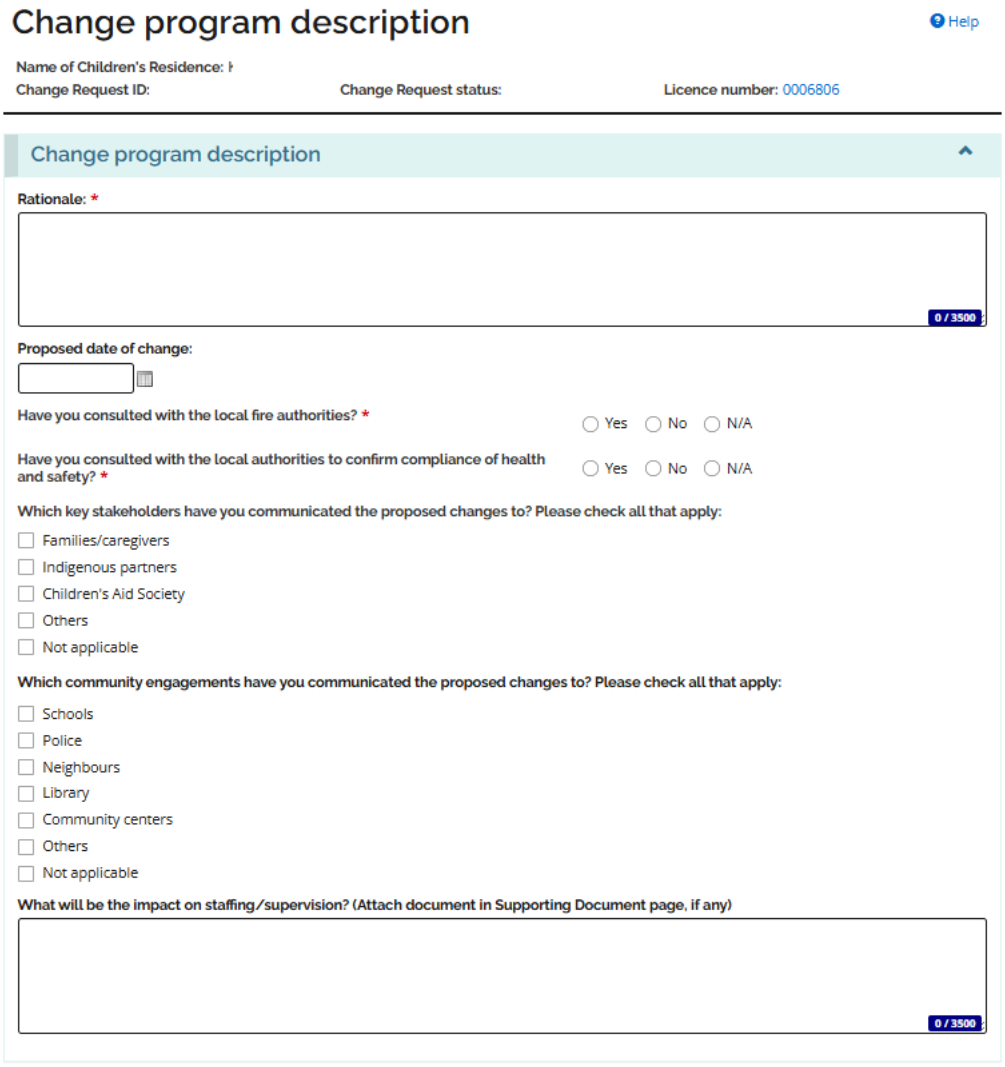
8. The Notice of collection of personal information page appears. Read the notice then select Next.

9. A page appears displaying the steps of the request at the top of the page.



Children's residence example

10. Expand each banner in the first section and complete the information.



Change program description

Help

Name of Children's Residence: I
Change Request ID: Change Request status: Licence number: 0006806

Change program description

Rationale: *

0 / 3500

Proposed date of change:

Have you consulted with the local fire authorities? * Yes No N/A

Have you consulted with the local authorities to confirm compliance of health and safety? * Yes No N/A

Which key stakeholders have you communicated the proposed changes to? Please check all that apply:

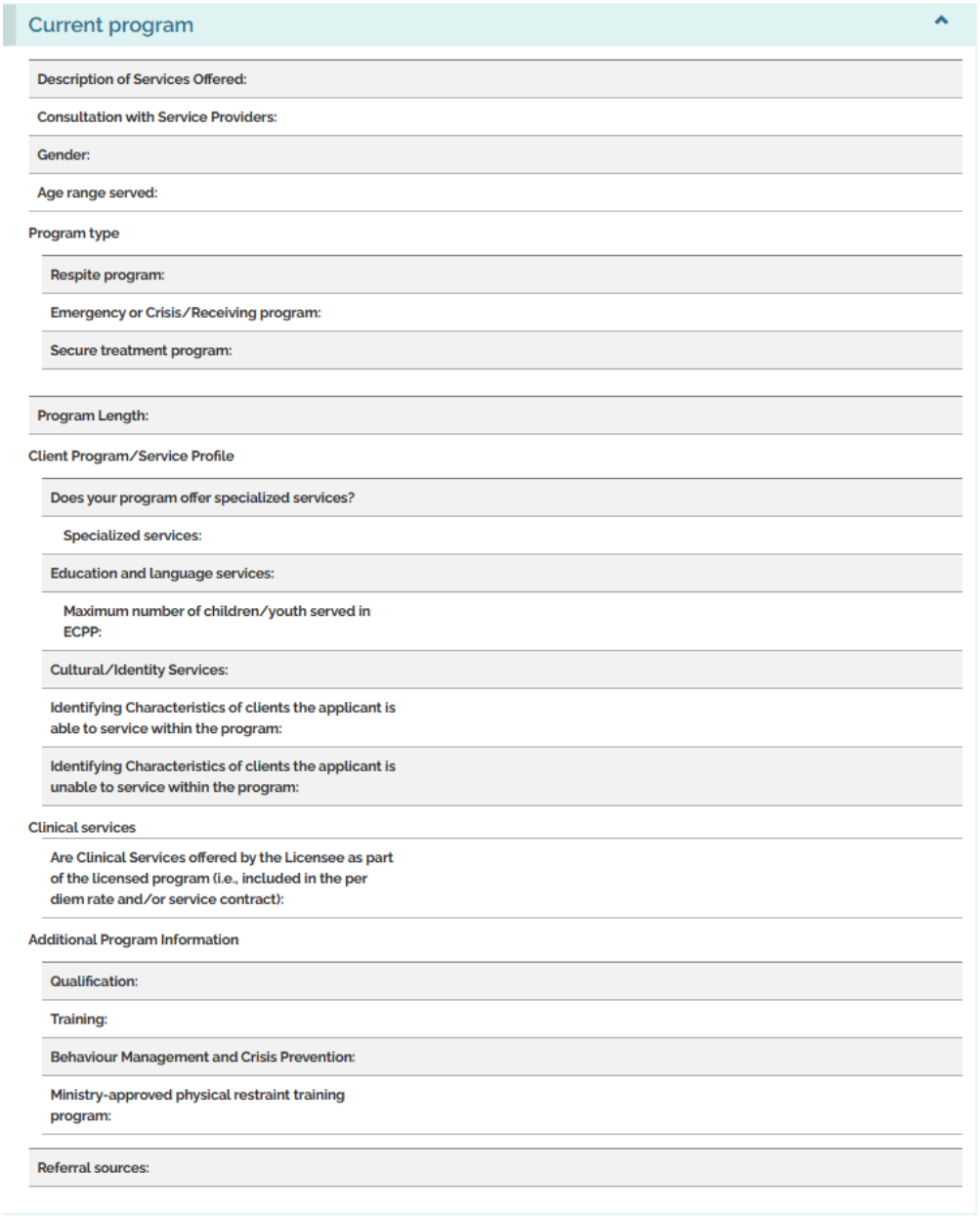
- Families/caregivers
- Indigenous partners
- Children's Aid Society
- Others
- Not applicable

Which community engagements have you communicated the proposed changes to? Please check all that apply:

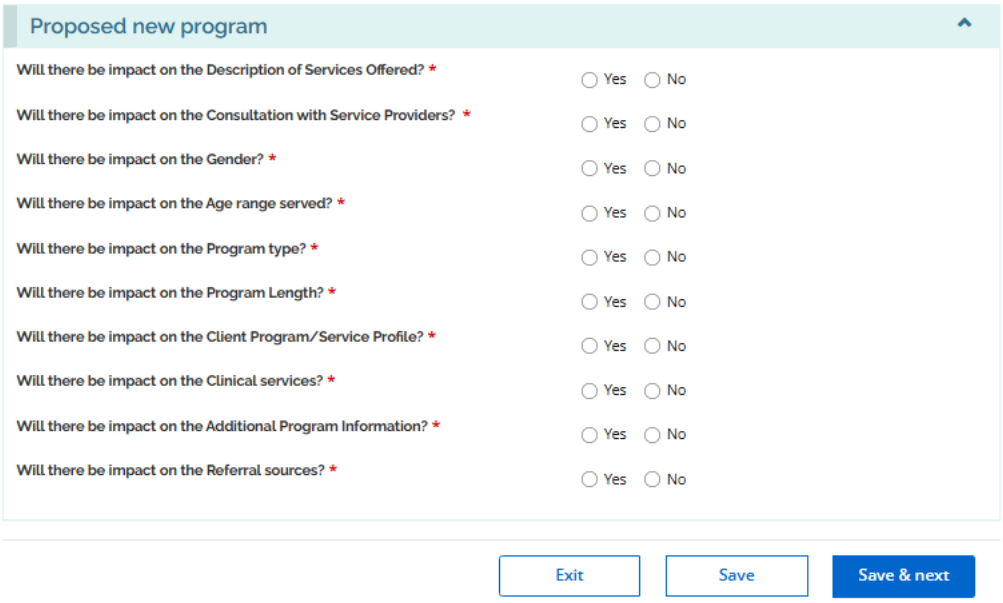
- Schools
- Police
- Neighbours
- Library
- Community centers
- Others
- Not applicable

What will be the impact on staffing/supervision? (Attach document in Supporting Document page, if any)

0 / 3500



Note: Current Program information displays what currently exists in SOR-RL

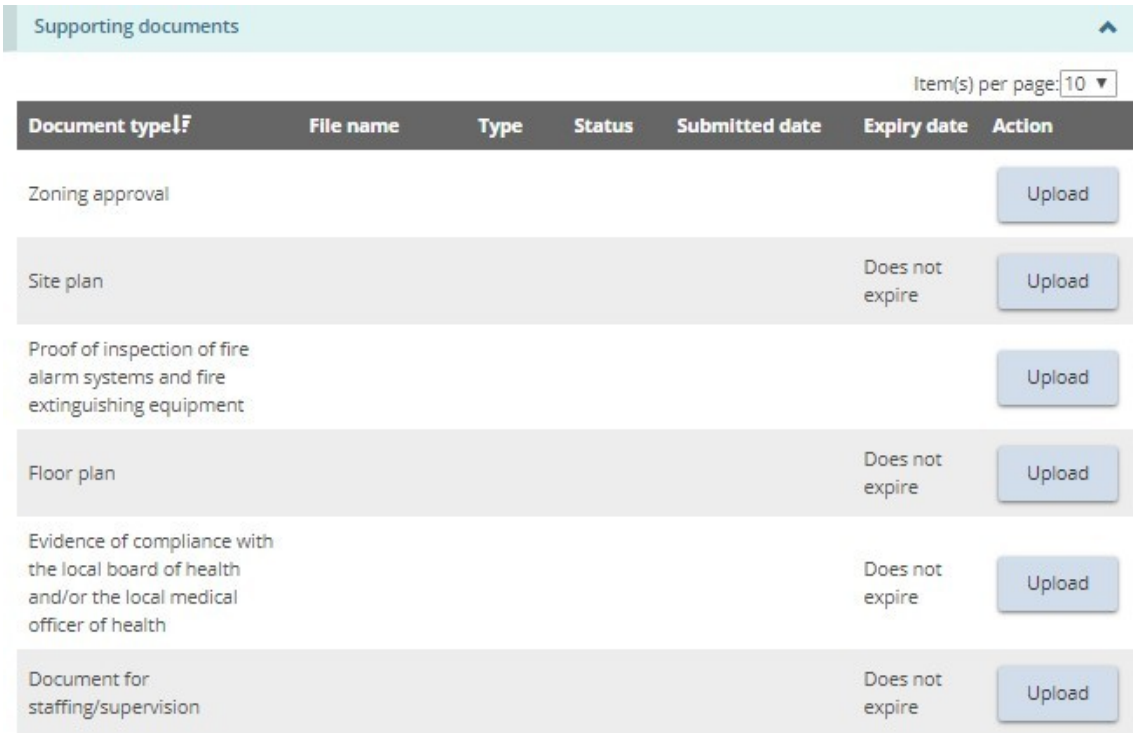


Note: Proposed new program fields are mandatory and must be completed.

11. Indicate whether there are changes to the program information by selecting yes or no to each question. If you select no, the question will not expand. If you select yes, the question will expand, and further fields will need to be completed.

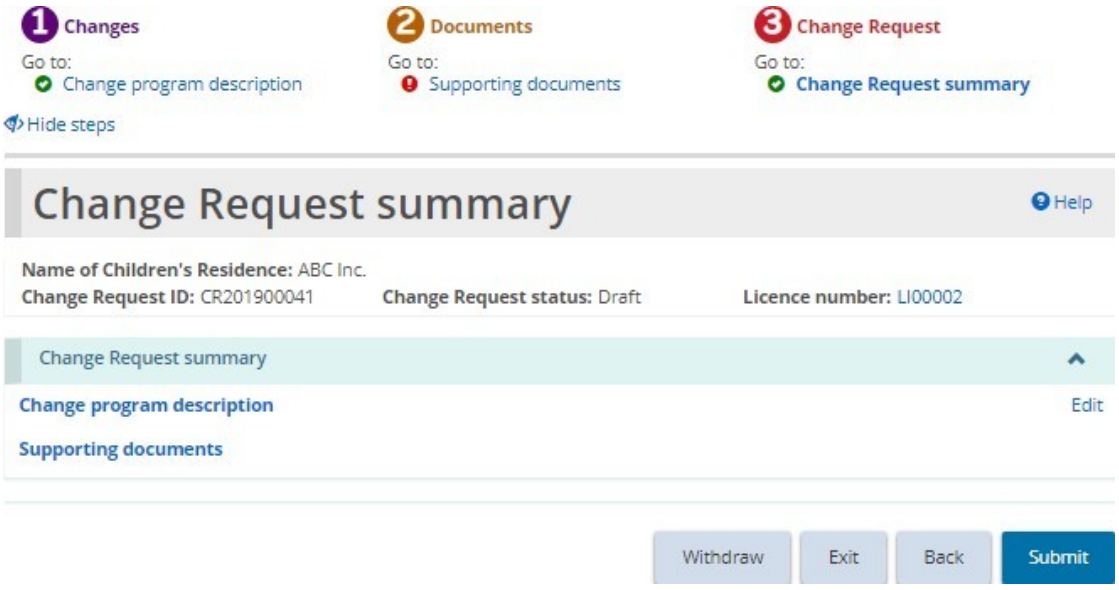
12. Complete the applicable proposed new program fields based on the changes to your program information and then select Save & next.

13. The Supporting documents section appears.



Note: *The list of supporting documents required varies depending on the type of licence and the change(s) requested.*

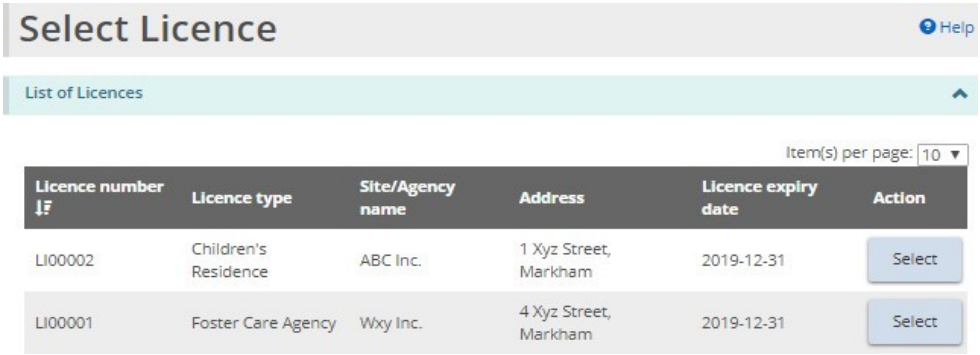
14. Upload the supporting documents and select Next.
15. The Change Request Summary section appears.



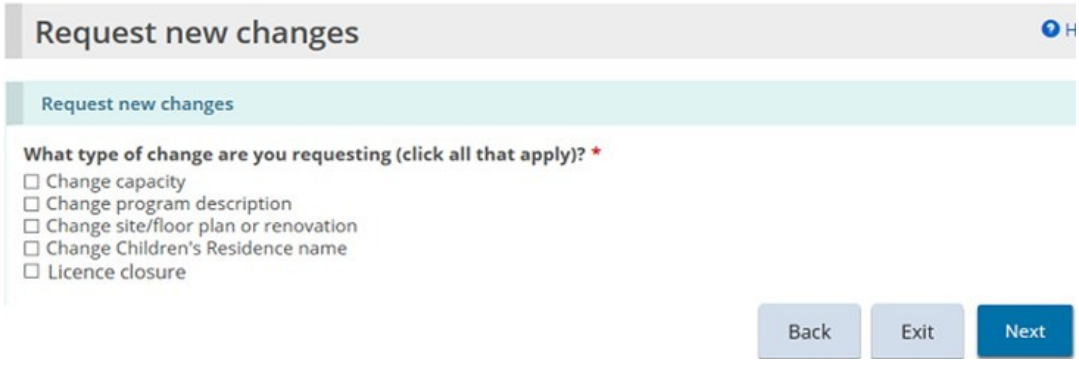
16. Review the information. If edits are required, select the applicable section to edit from the top of the screen.
17. Select Submit. The Declaration & consent page appears.
18. Read the declaration and consent and then answer the questions.
19. Select Confirm. A confirmation message appears.

Filing a change request for a licence closure

1. From the SOR-RL home page, choose CHANGE REQUEST. The Change Request module appears.
2. Select Request new changes.The Select Licence page appears.



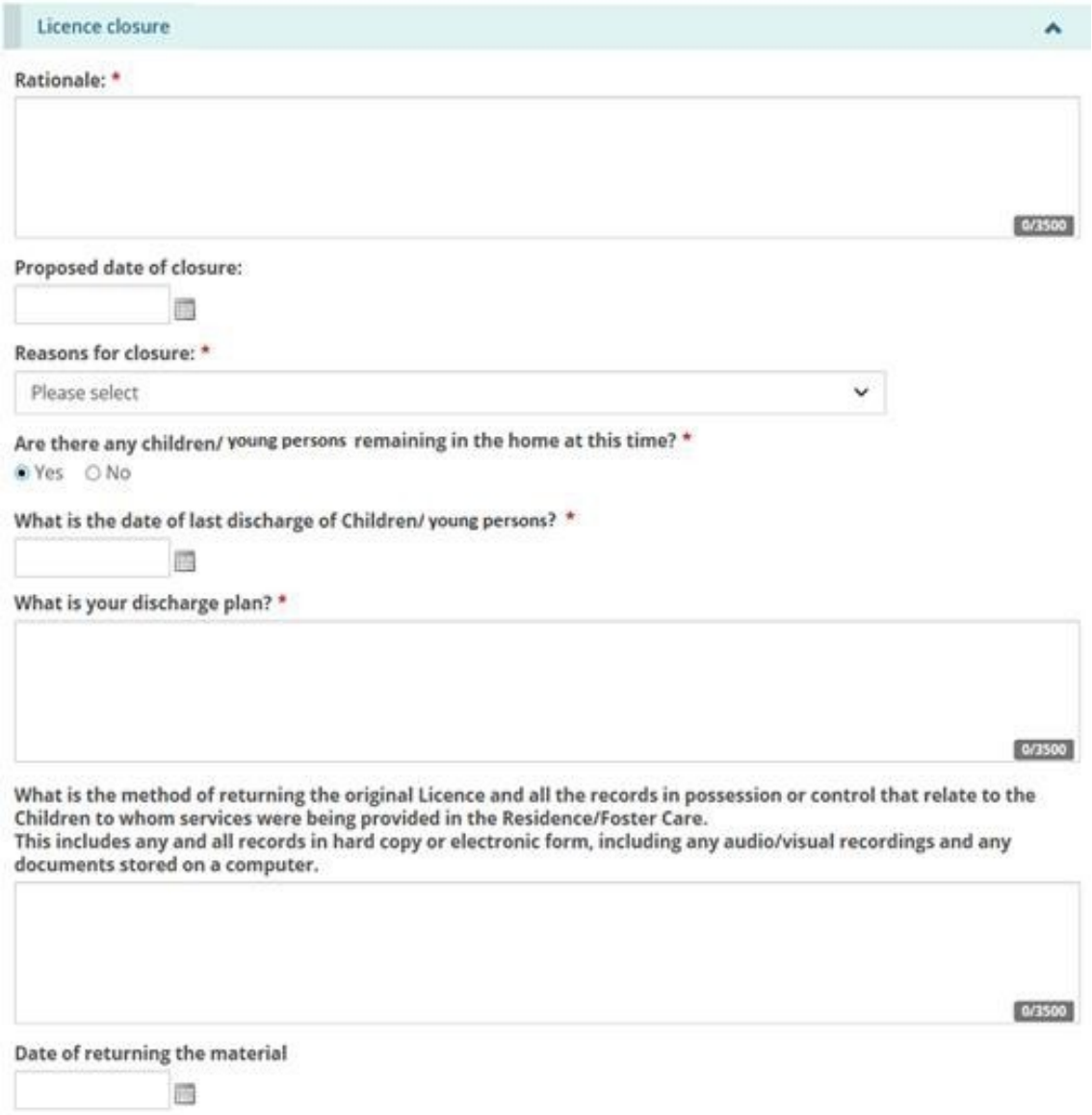
3. Choose Select. The Request new changes page appears (page contents differ depending on the type of licence).



Example of a Children's Residence page

4. Select "Licence closure".

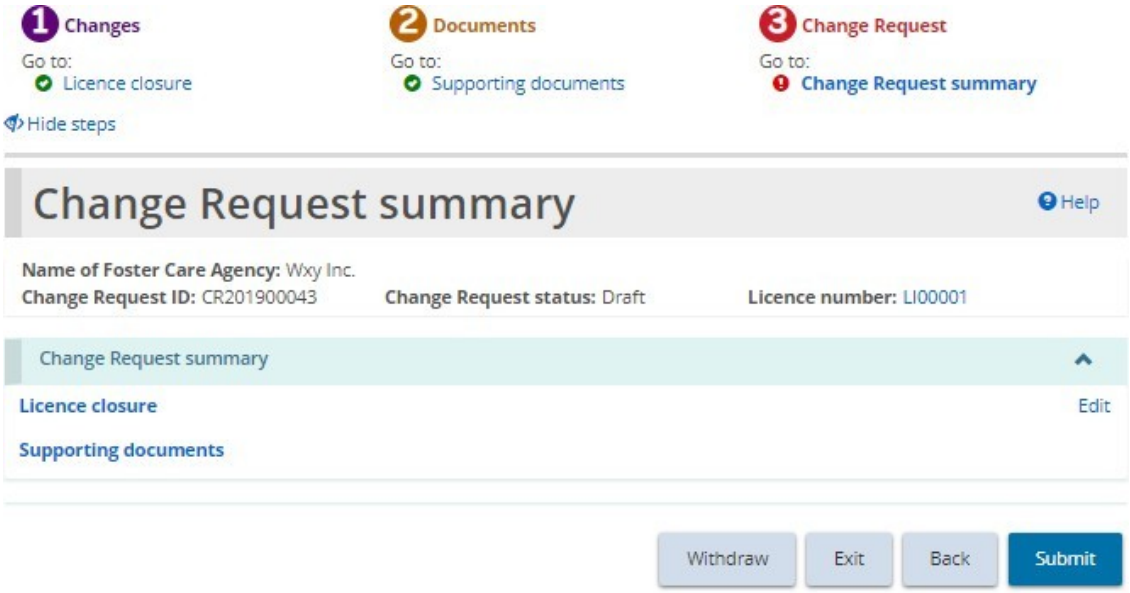
5. Select Next. The Notice of collection of personal information page appears.
6. Read the notice then select Next. The Licence closure page appears.



Children's Residence example

7. Enter the information.
8. Select Save & next. The Supporting documents page appears.
9. Upload supporting documents if required.

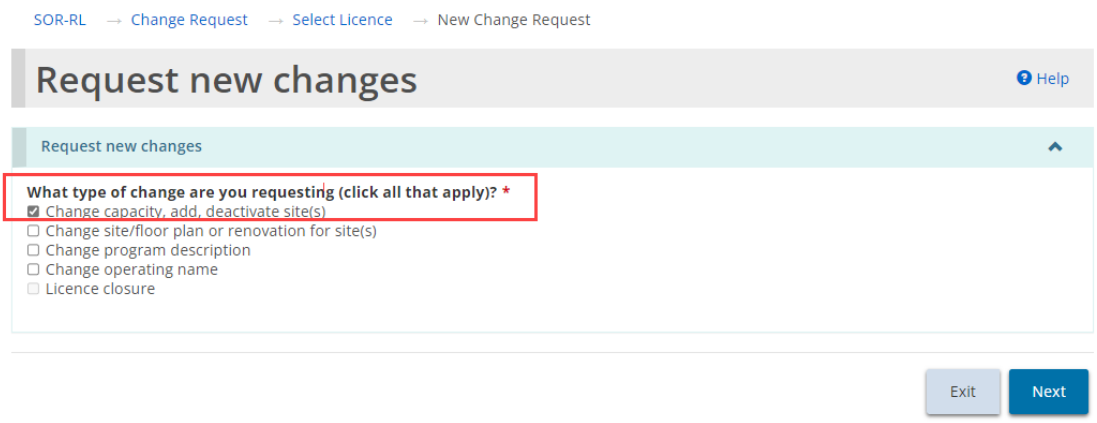
10. Select Next. The Change Request summary page appears.



11. Review the summary. Select Submit. The Declaration & consent page appears.
12. Read the declaration and consent and then answer the questions.
13. Select Confirm. A confirmation message appears.

Filing a Change request to add or deactivate a site (Staff Model Homes only)

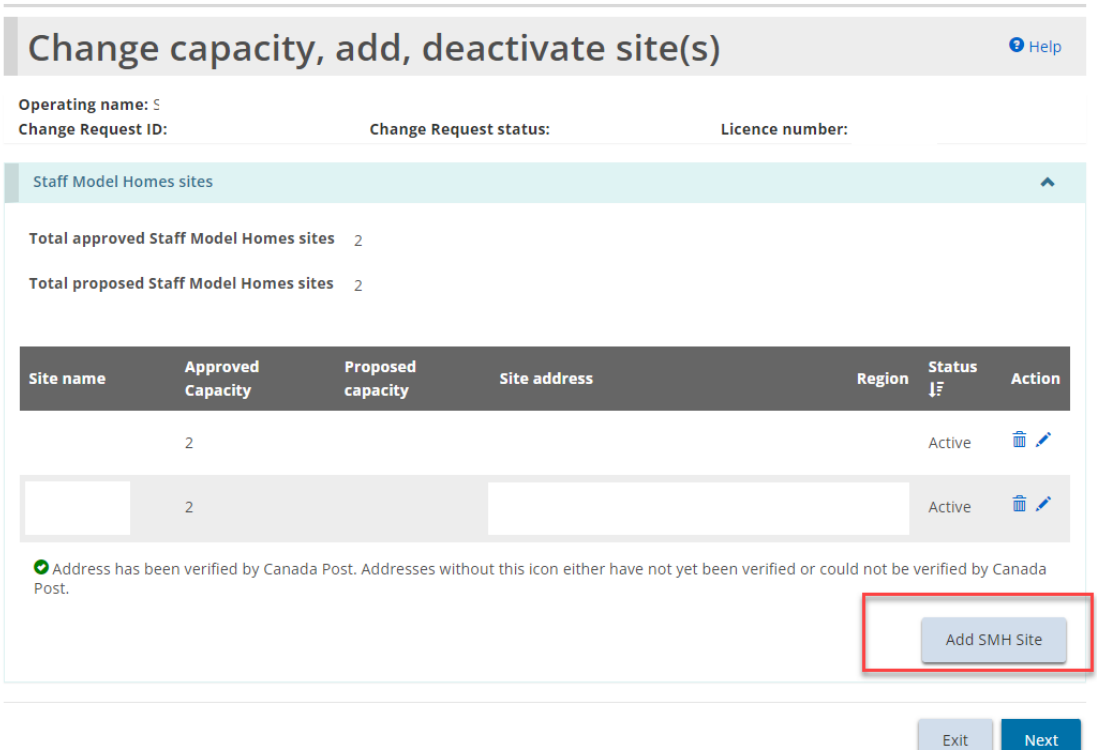
1. To add or deactivate a site for a staff model homes licence, a change request must be initiated. From the SOR-RL home page, choose CHANGE REQUEST. The Change Request module appears.
2. Choose the Change capacity, add, deactivate site(s) change request type.



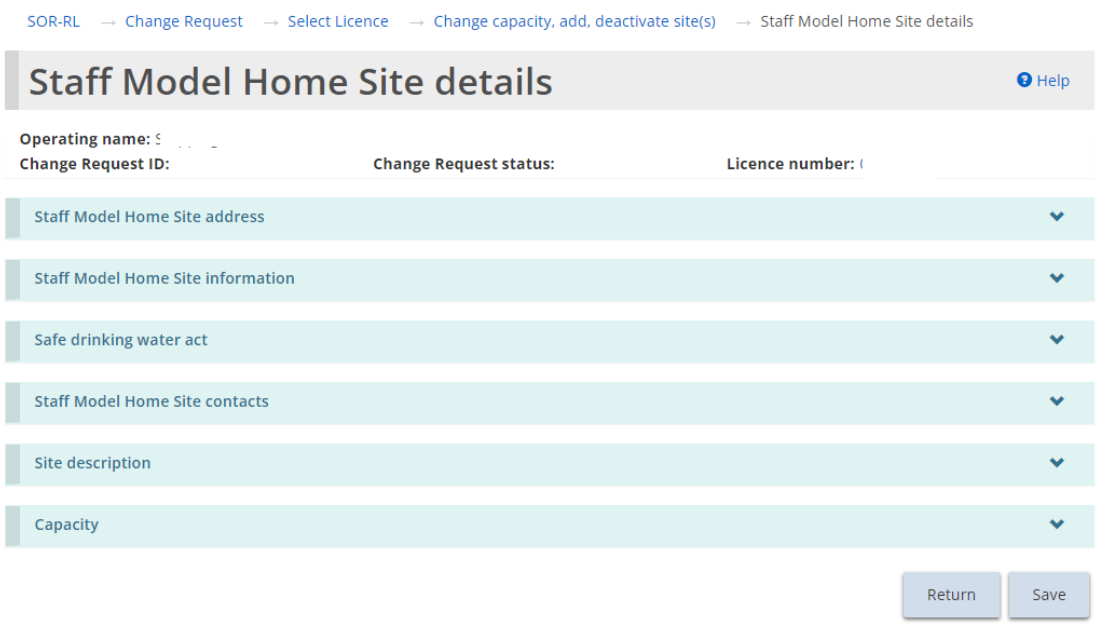
3. Select Next. The Notice of collection of personal information page appears.

4. Read the notice then select Next. The Change capacity, add, deactivate site(s) site page displays.

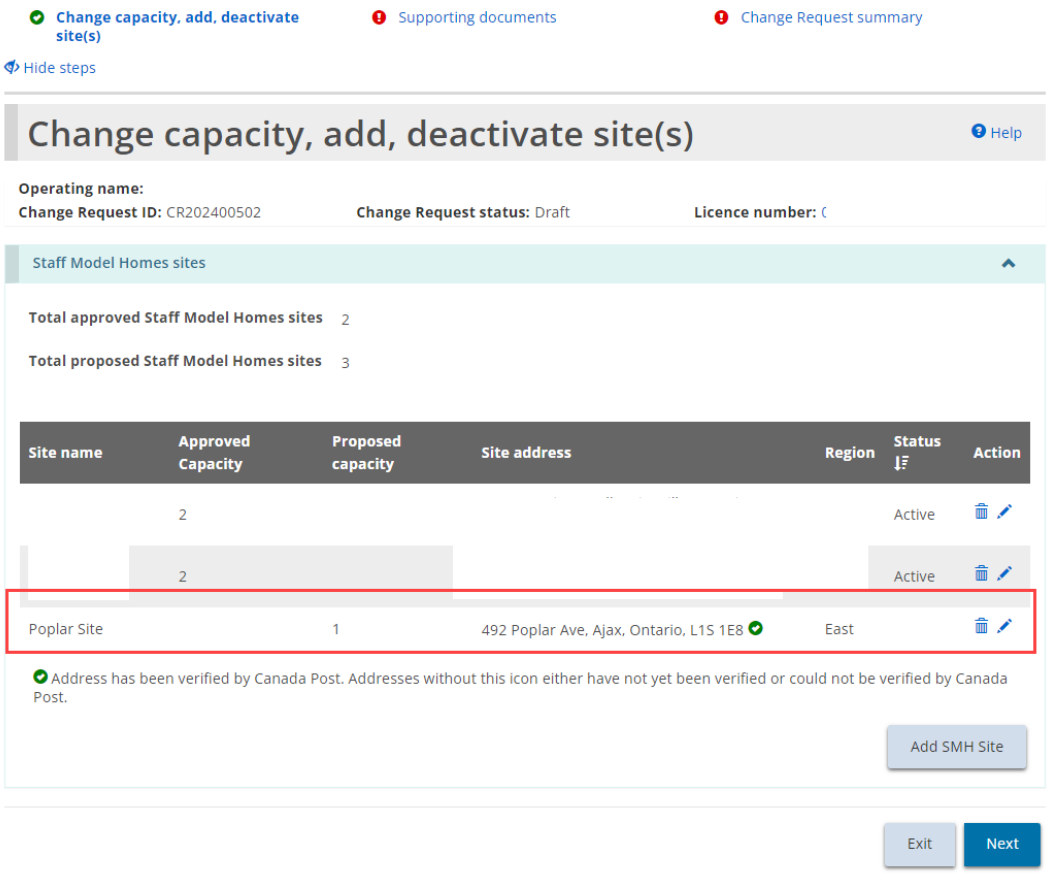
5. To add a new site, select Add SMH Site.



6. The Staff Model Home Site details page appears.



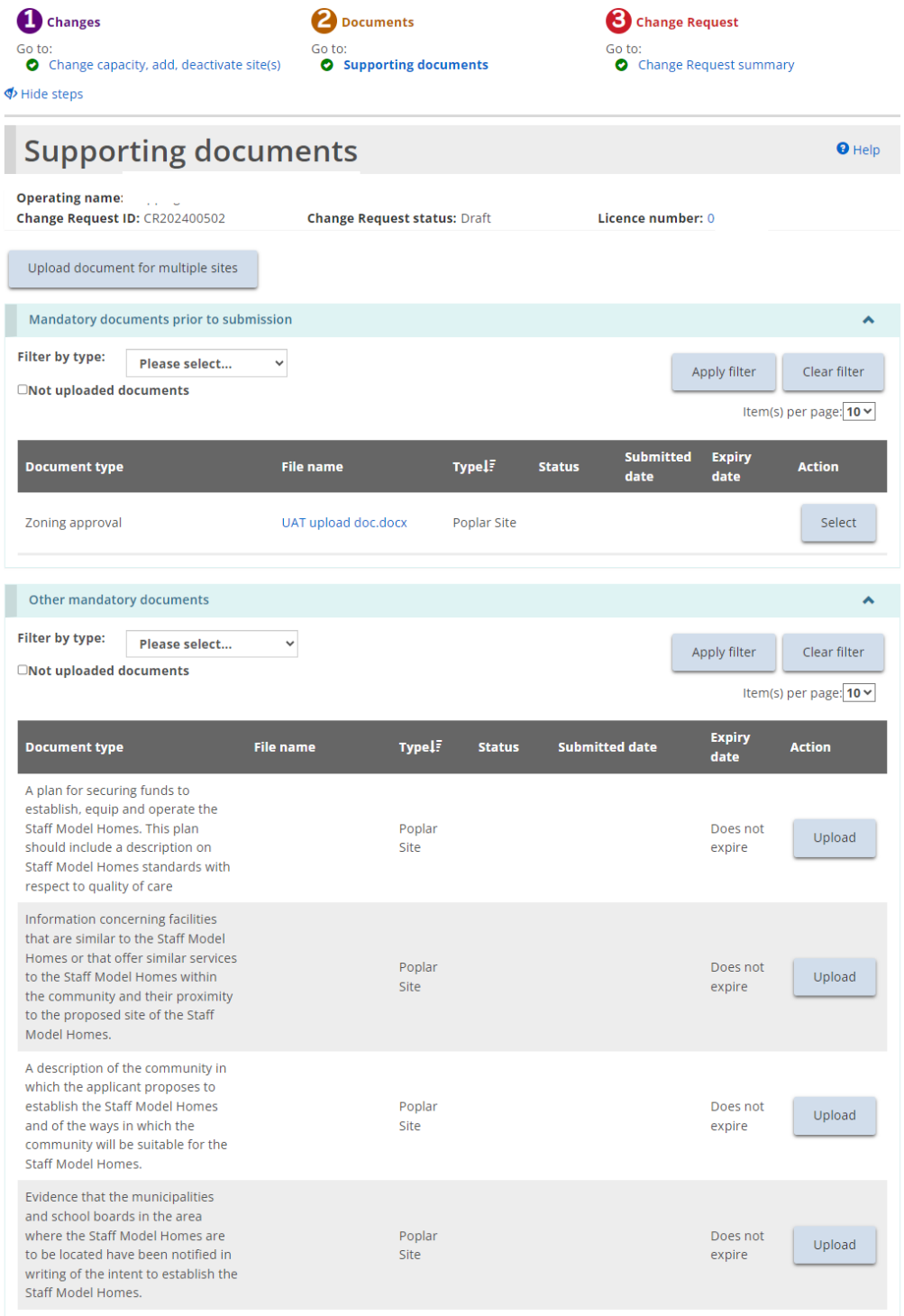
7. Expand the banners and complete all the required information. Select Save.



8. The proposed new site now shows in the Staff Model Homes sites list. This

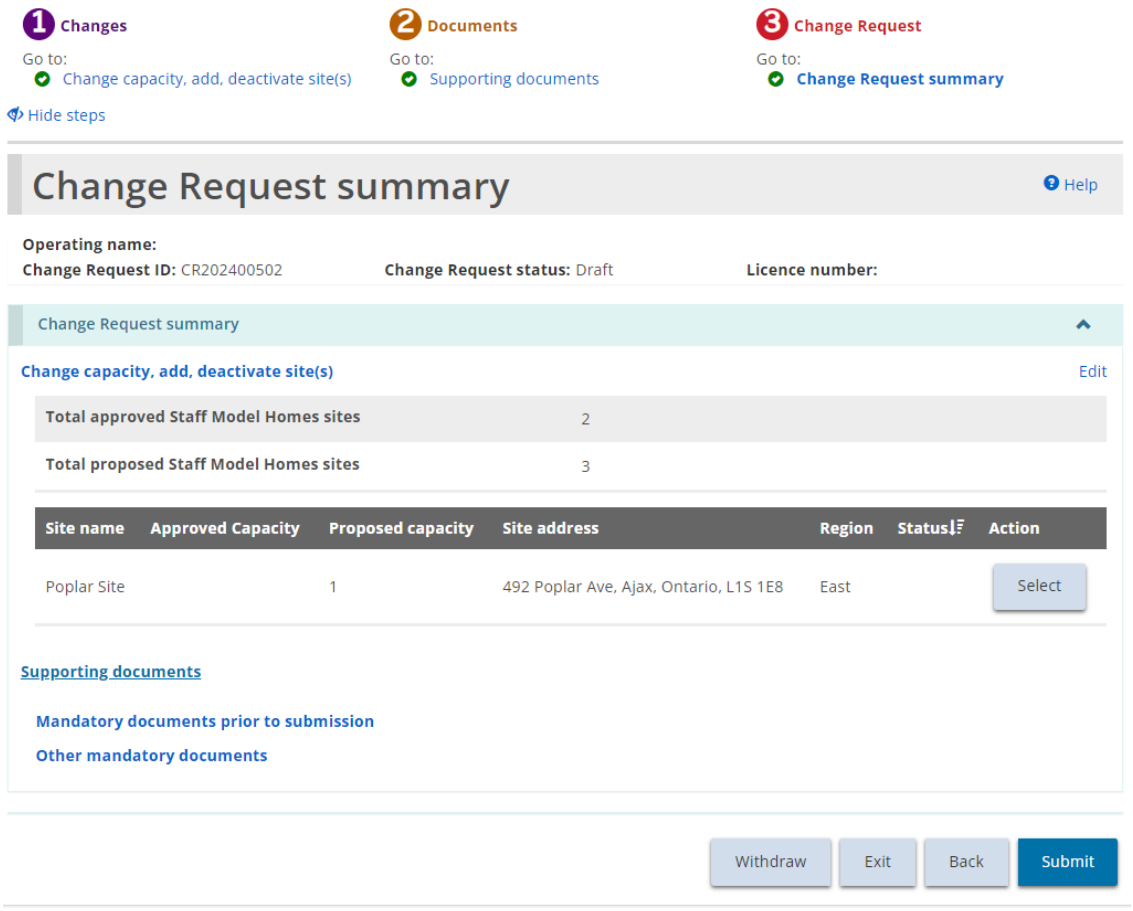
action can be repeated for each new site to be added.

9. Select Next. The Supporting documents page appears.



10. Upload the supporting documents.

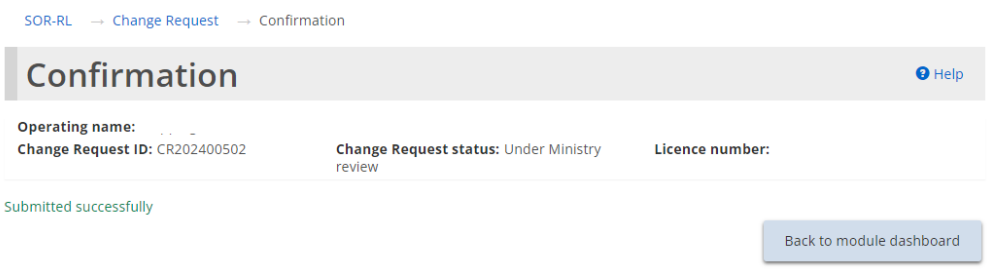
11. Select Next. The Change Request summary page appears.



12. Review the summary and select Submit. The Declaration & consent page appears.

13. Read the declaration and consent and then answer the questions.

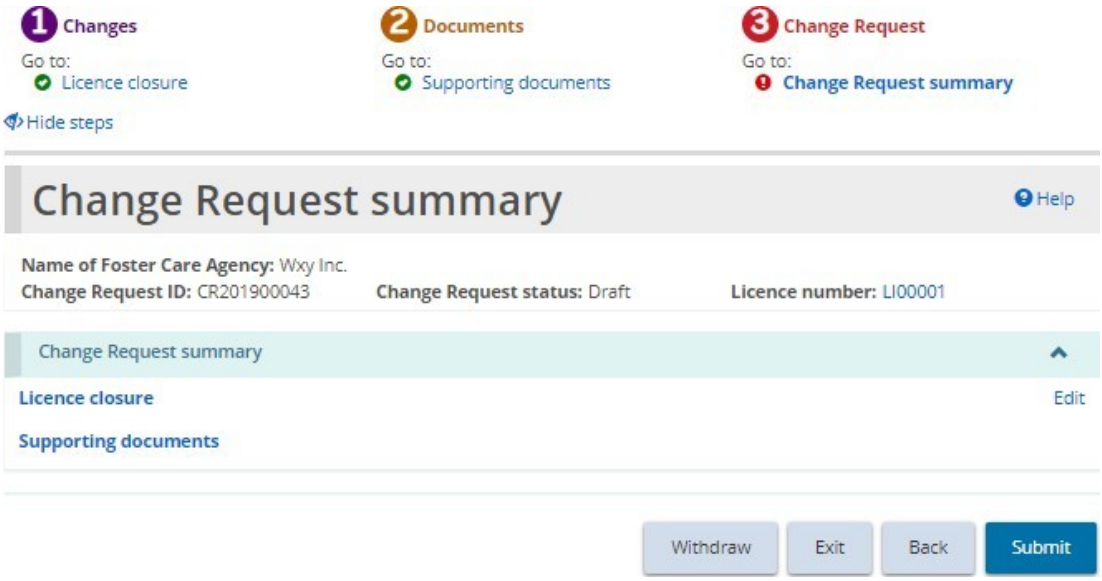
14. Select Confirm. A confirmation message appears.



Withdrawing a Change Request

1. From the SOR-RL home page, choose CHANGE REQUEST. The Change Request module appears.

2. Open the change request from your dashboard. The Change Request summary page appears.



Children's Residence example

3. Select Withdraw.

4. If the change request was already submitted (not a draft), select a reason for the withdrawal.

5. Select OK. A confirmation message appears.

Renewing a licence

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.

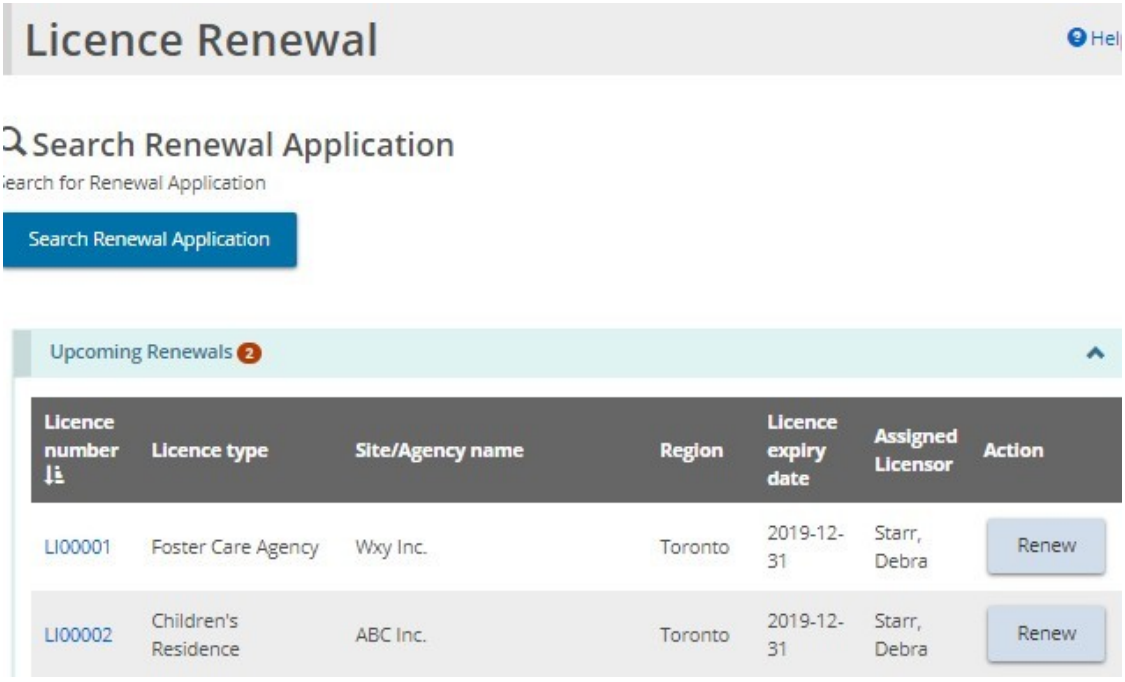
Renewals can be found in the Upcoming Renewals section of the Licence Renewal dashboard if:

- 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.

Start the renewal

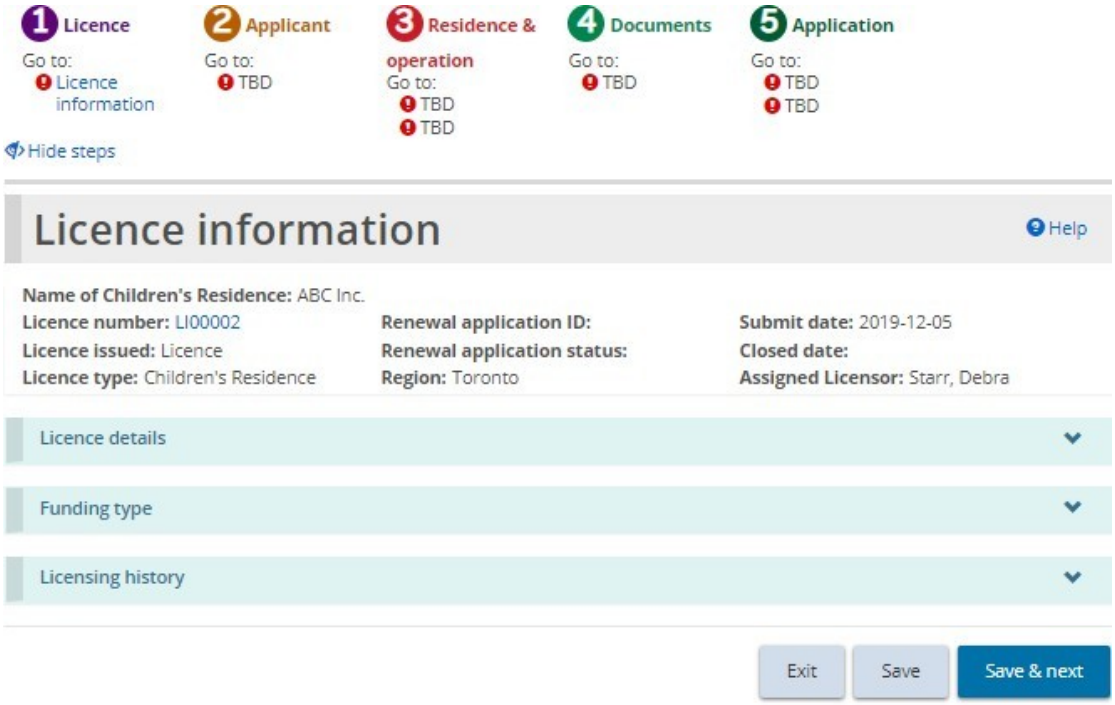
1. From the SOR-RL home page, choose LICENCE RENEWAL. The Licence Renewal module appears displaying all licences that will expire within 120 days.



Tip: *If you have several licences in the list, sort the upcoming renewals list by Licence Expiry Date by selecting the column header to sort.*

2. Select Renew to open the licence to be renewed. The Notice of collection of personal information page appears.

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

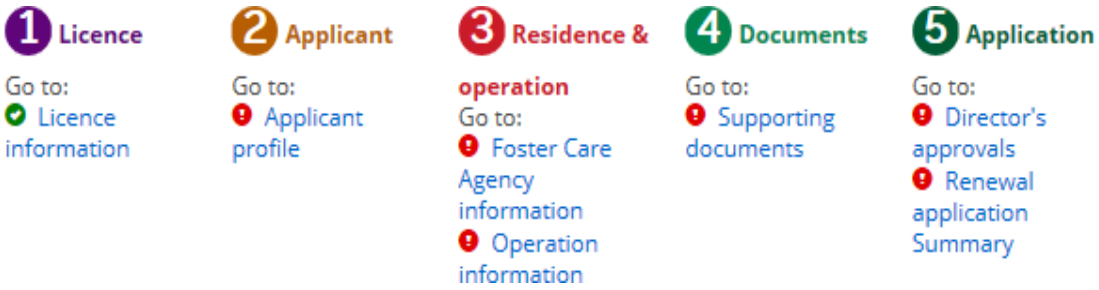


Example of a Children's Residence page

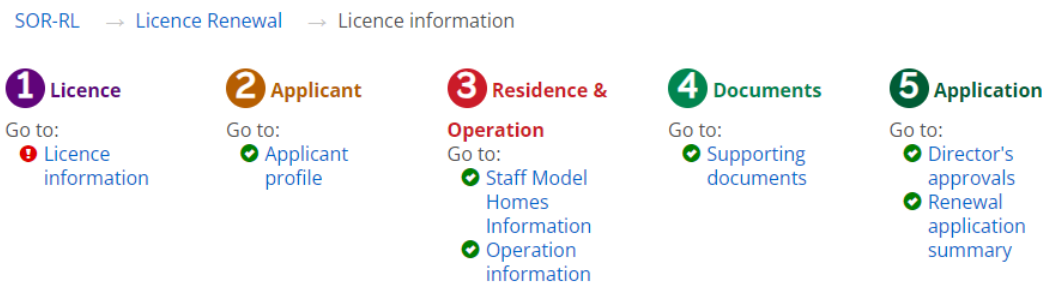
4. As you saw when completing a new application, the steps section appears with a green checkmark as a page is completed.



Example of a Children's Residence page



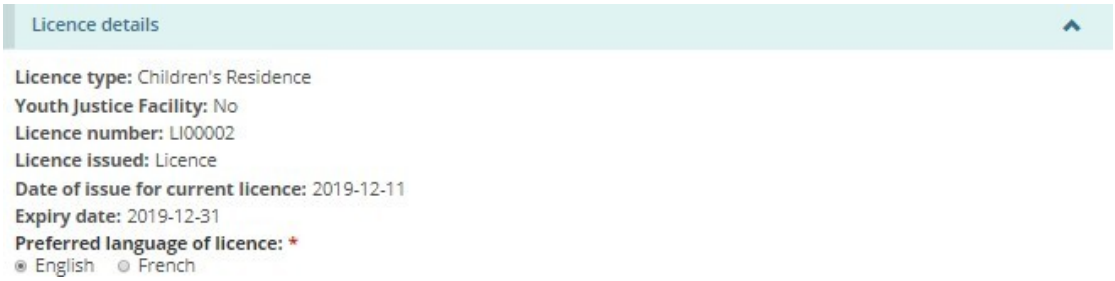
Example of a Foster Care Agency page



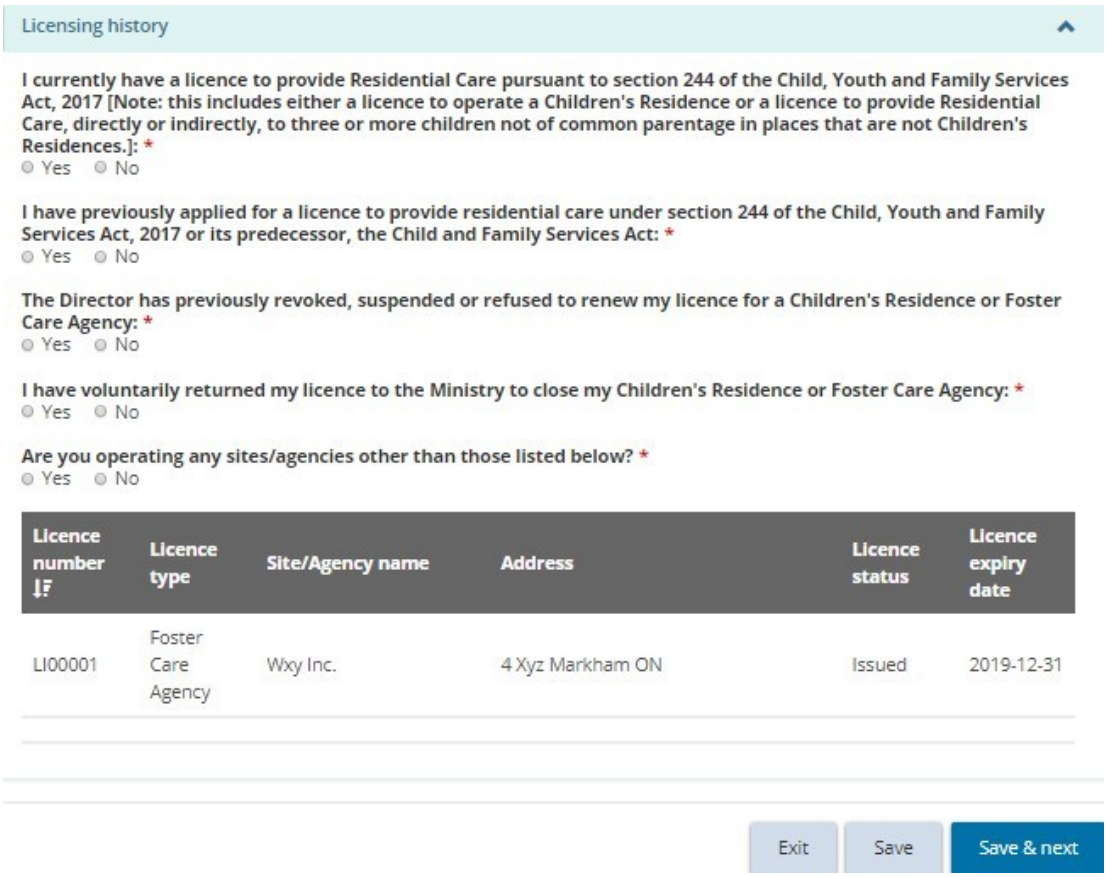
Example of a Staff Model Homes page

Step 1: Review/update the licence information

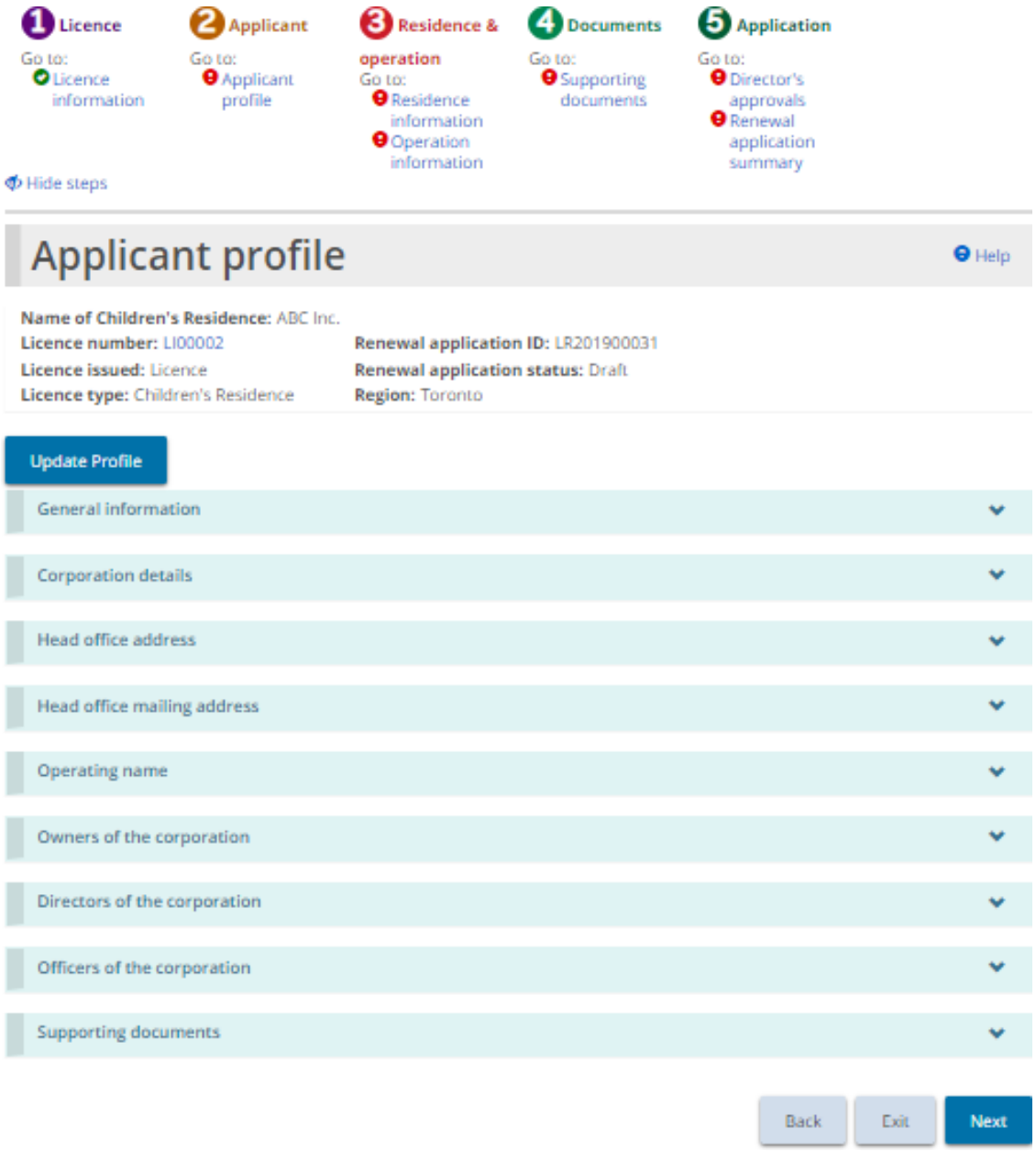
1. From the Licence information page, expand the Licence information banner.
2. Change the Preferred language of Licence if required.



3. Answer the questions in the Licensing history section.



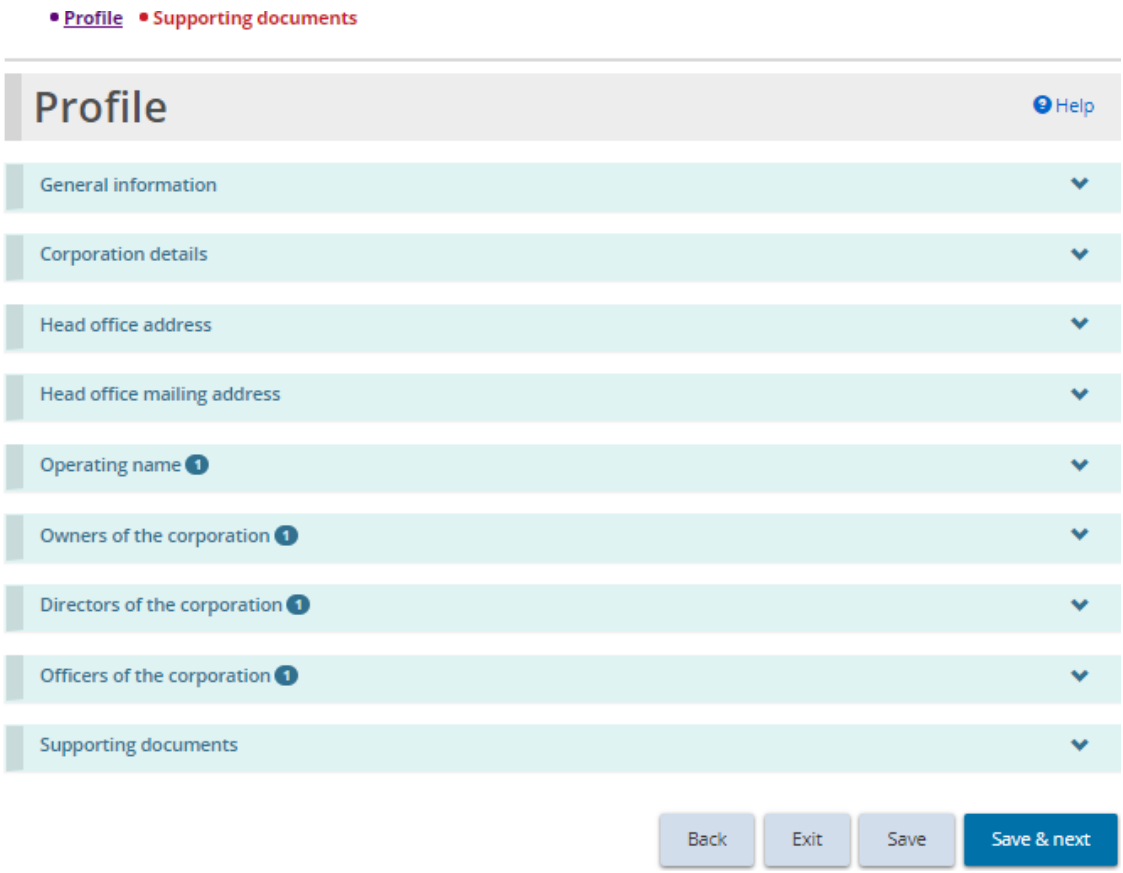
4. Select Save & next. The Applicant profile page appears.



Your page may look different

Step 2: Review/update the applicant profile

1. Review the applicant profile.
2. No changes can be made directly on the Applicant profile page. If changes are required, select Update Profile .This brings you to the Profile Module.

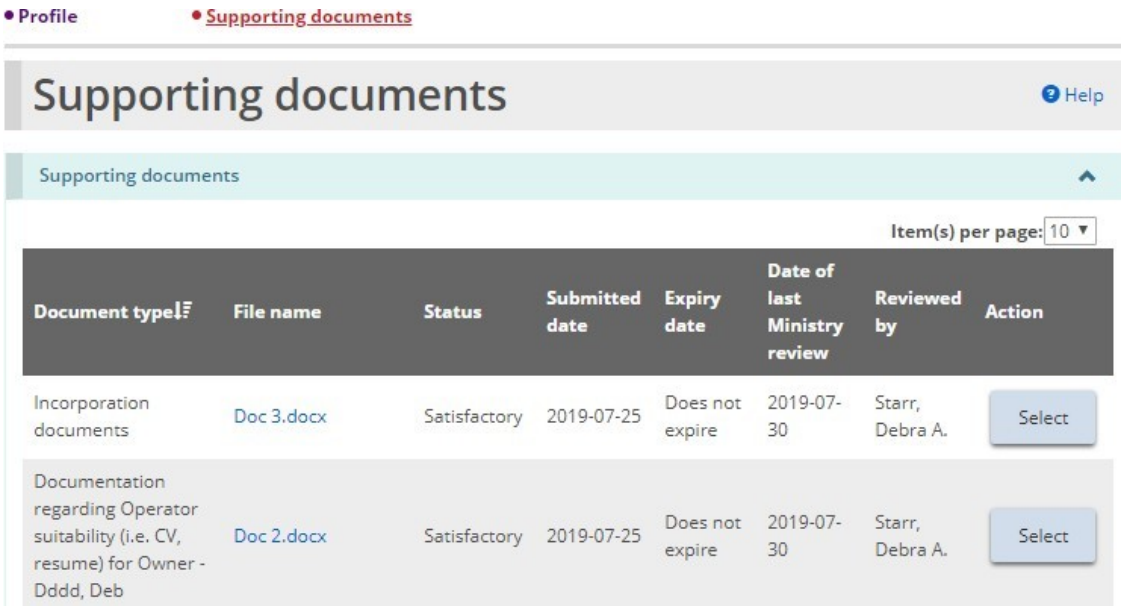


3. Make the change.

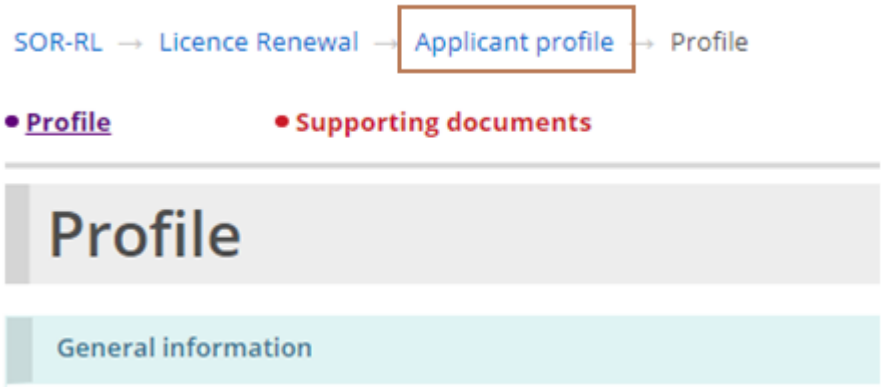
Note: *Some changes cannot be made in the profile page; a Change Request may be required.*

4. Select Save & next. The Profile Supporting documents page appears.

Note: *This list of supporting documents is related to your profile, not your licence.*



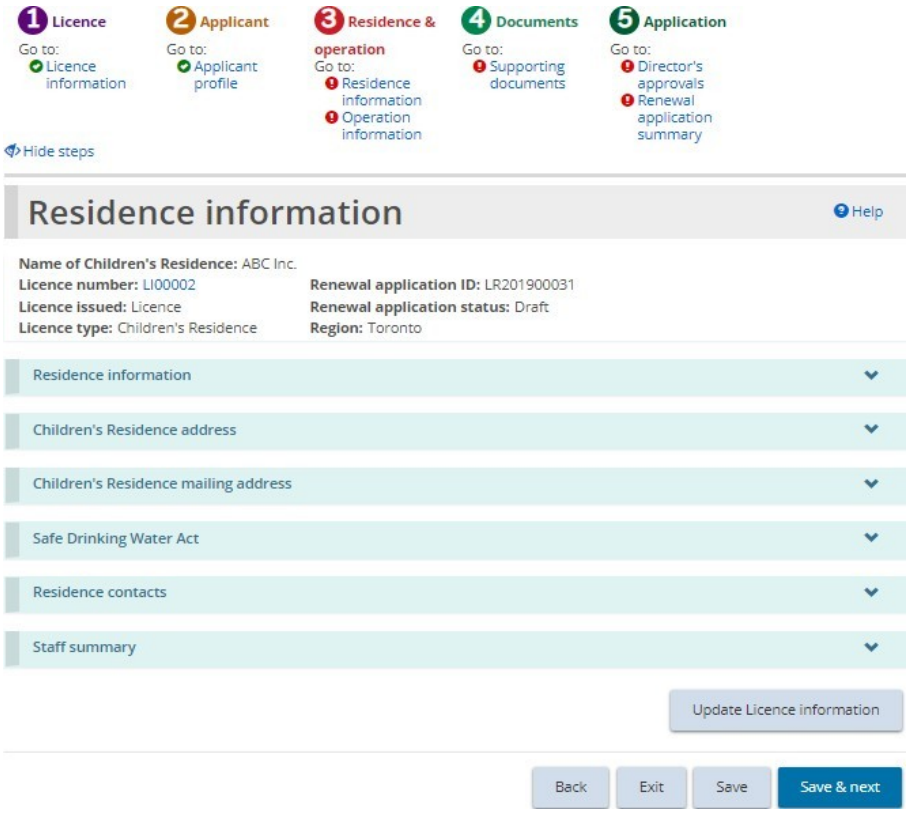
5. Upload any new versions of supporting documents.
6. Go back to the Licence Renewal by selecting the Applicant Profile breadcrumb at the top of the page.



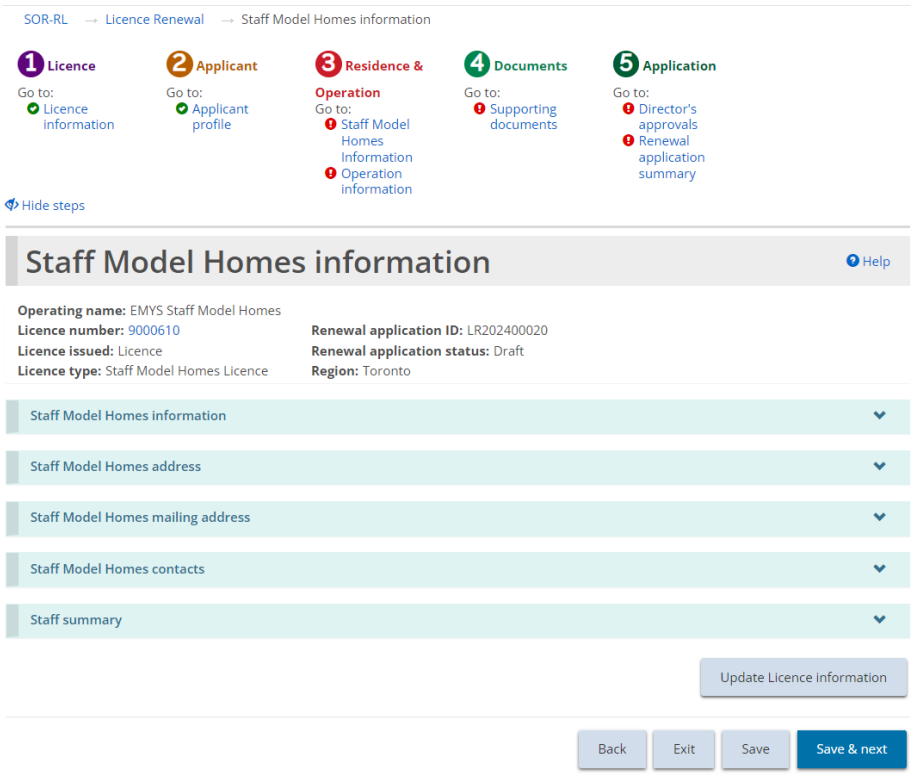
7. The Applicant profile page reappears.
8. Select Next.

Step 3: Review/update the Children's Residence/Staff Model Homes/Foster Care Agency information

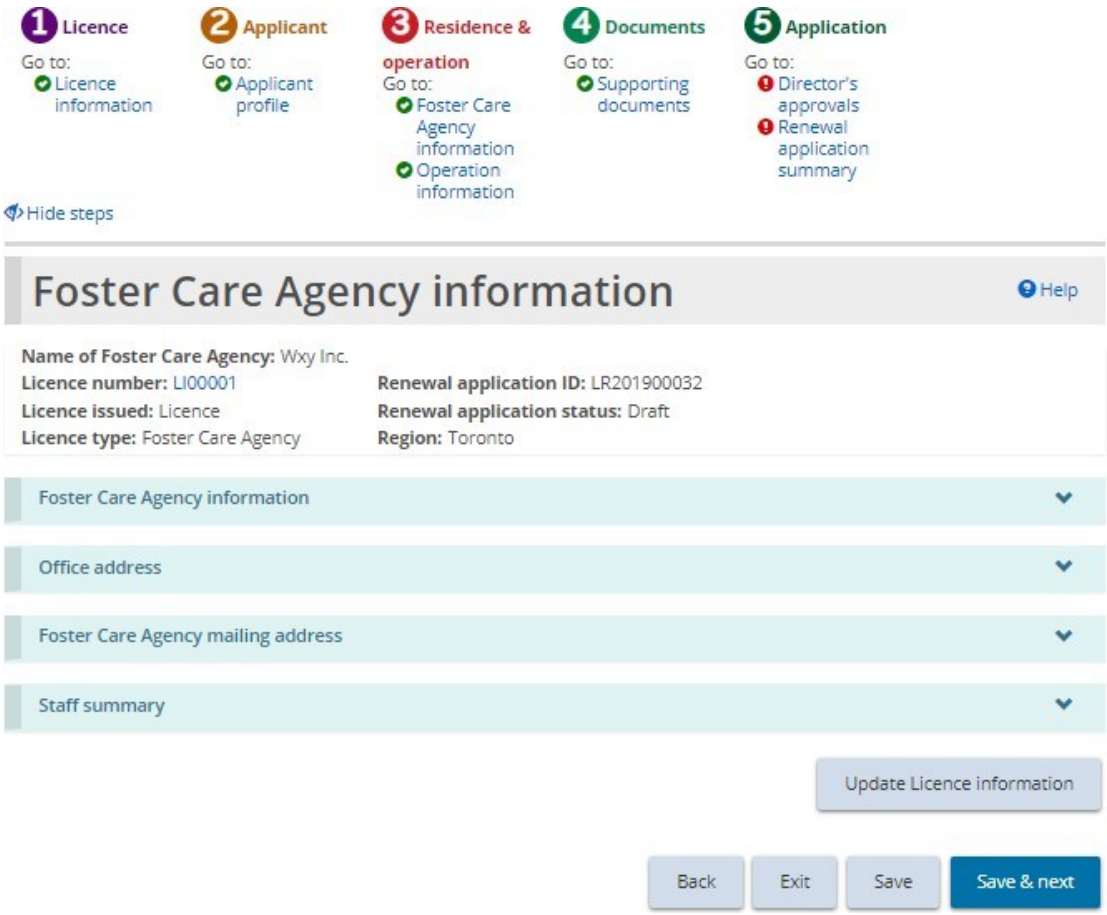
1. The Residence information, Staff Model Homes information or Foster Care Agency information page appears.



Example of a Children's Residence page

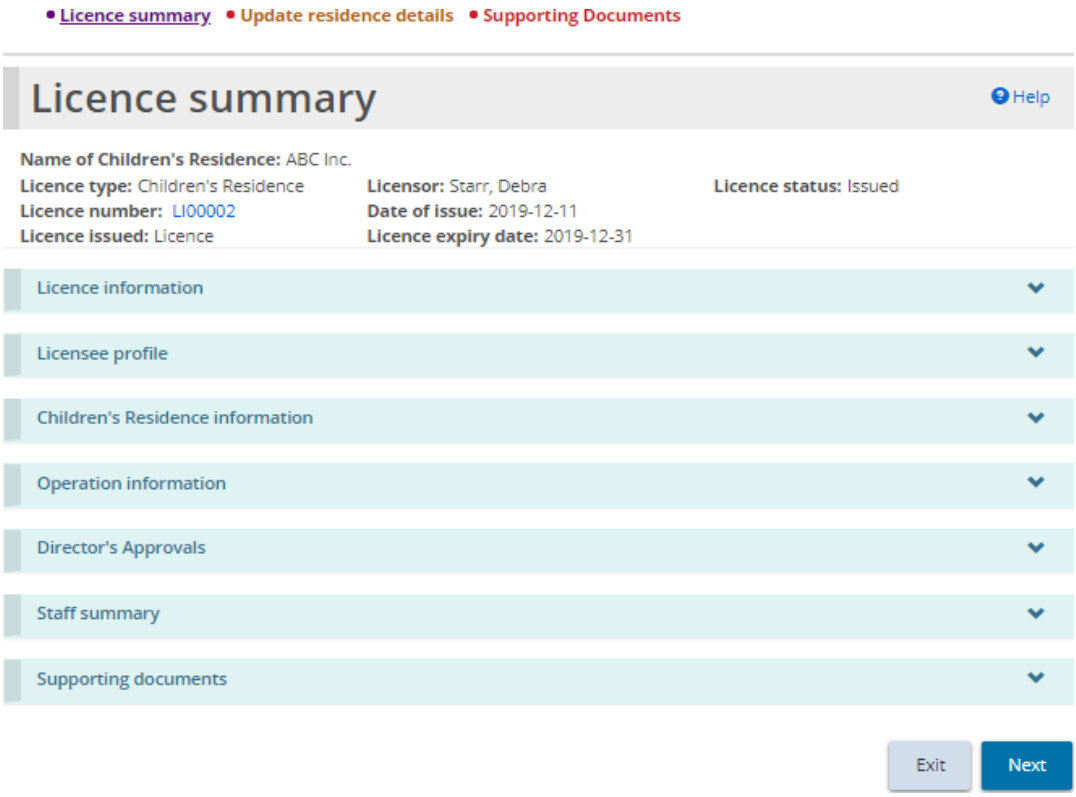


Example of a Staff Model Home information page



Example of a Foster Care Agency page

2. Review and update the information. Answer the questions that appear.
3. For a Children's Residence, edit or add a contact if required.
4. For a Foster Care licence, review, edit or add office information if required.
5. To add/edit contacts, children, staff, or a foster home, select Update Licence information. The Licence summary page appears.



Example of a Children's residence page

6. Make the changes.
7. Return to the Children's Residence/Staff Model Homes/Foster Care Agency Information section by selecting the section from the breadcrumbs at the top of the page.



Children's Residence example

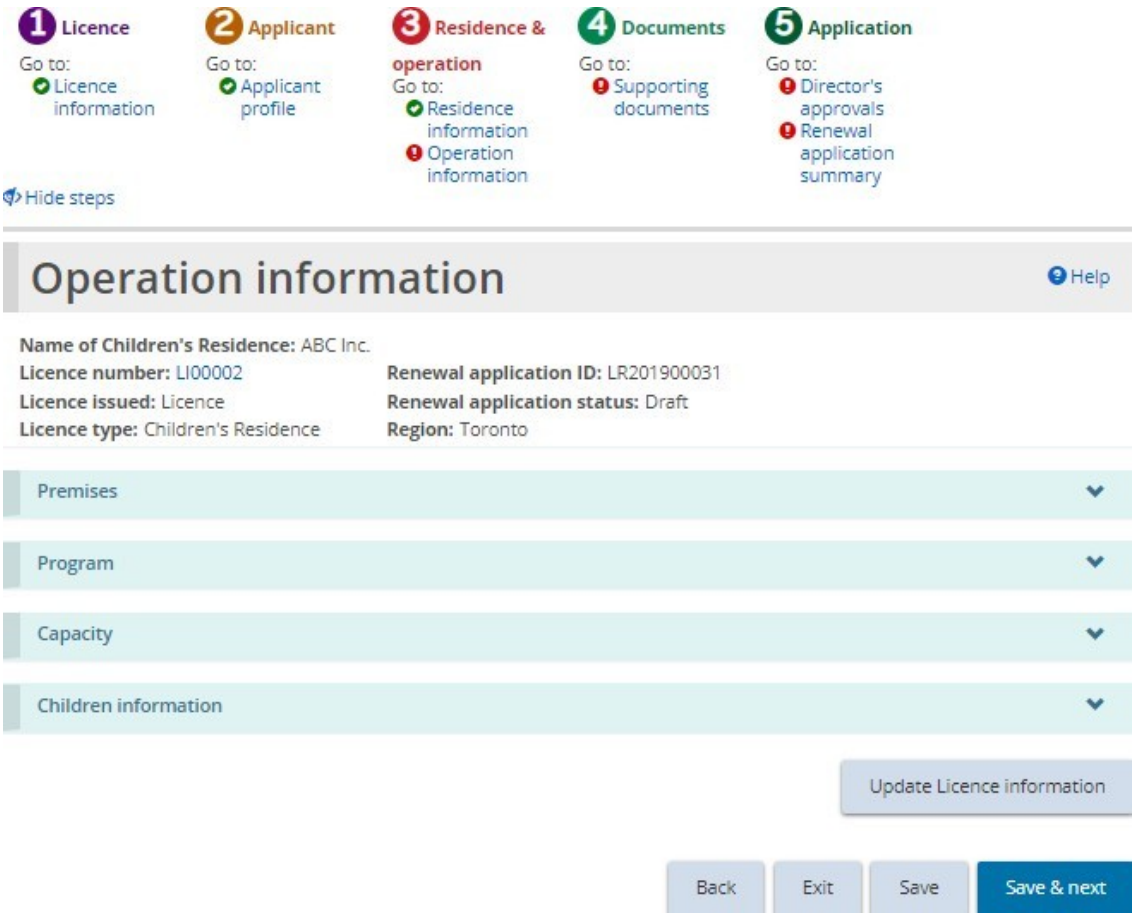


Foster Care Agency example

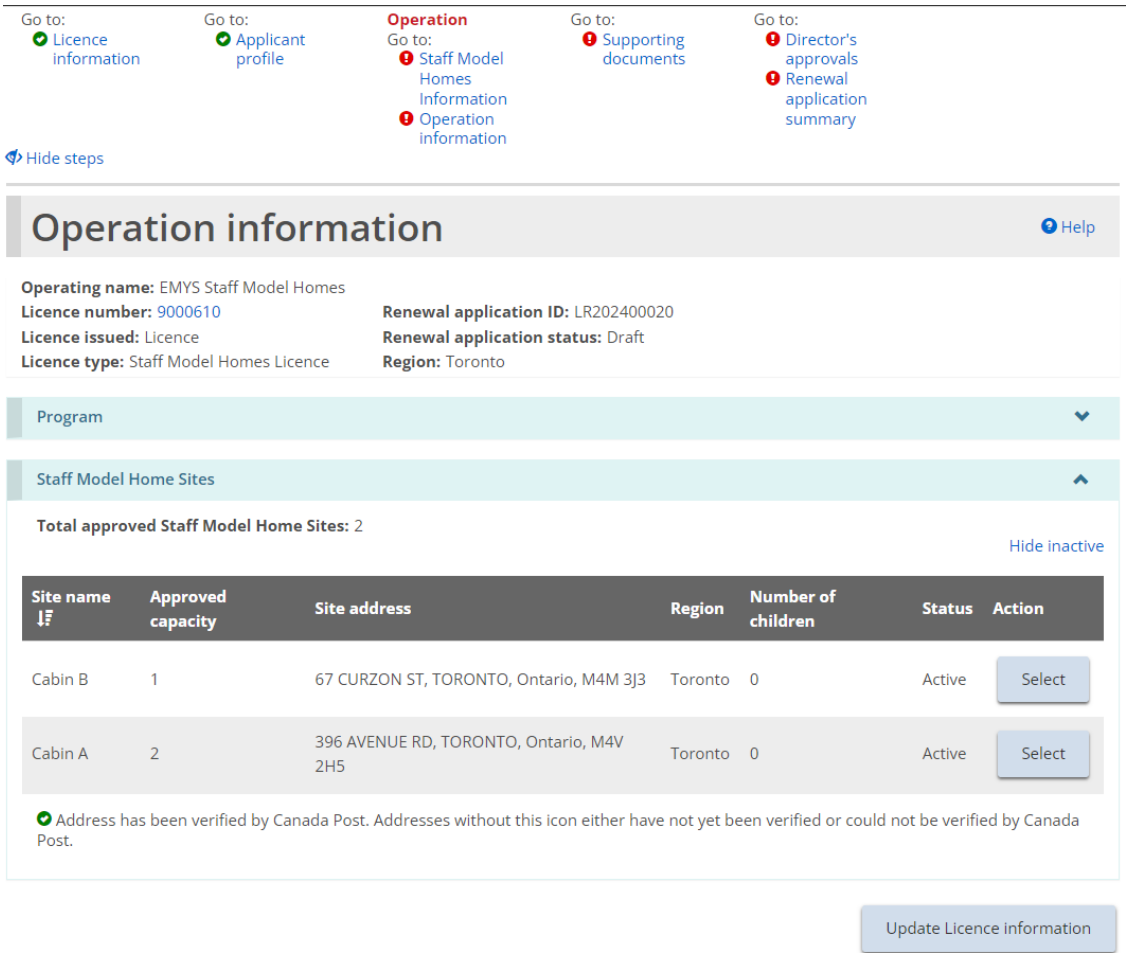
8. Select Save & next. The Operation information page appears.

Step 4: Review the operation information

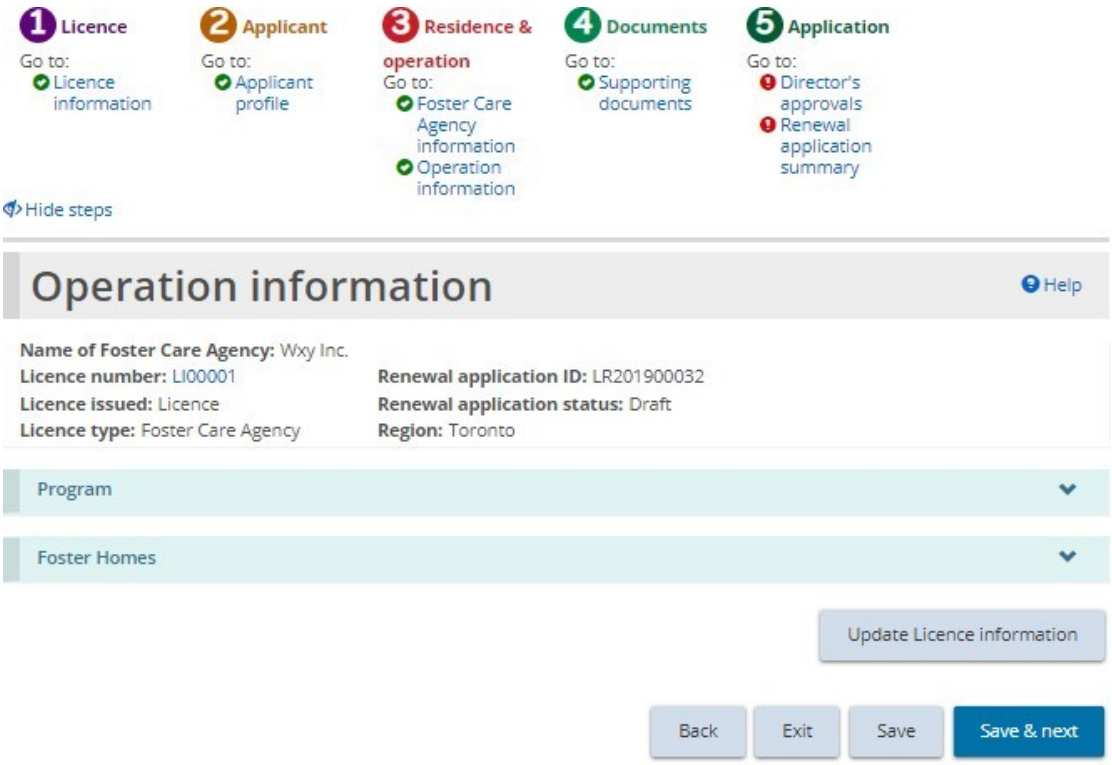
Note: If changes are required to the operation information, such as program information or capacity information, a change request will need to be submitted. The information cannot be edited from the renewal application page.



Children's Residence page

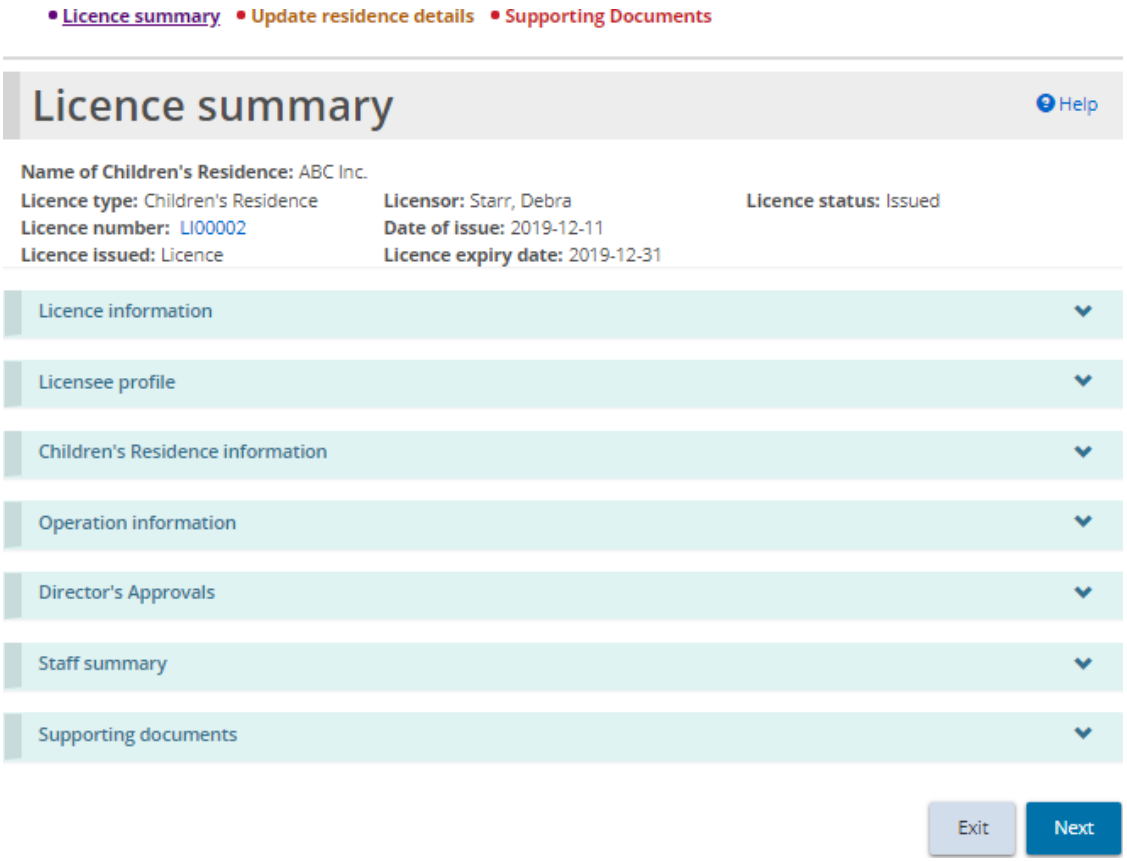


Staff Model Home operation page



Foster Care Agency page

1. Review the operation information.
2. To add/edit contacts, children, staff, or a foster home, select Update Licence information. The Licence summary page appears.



Example of a Children's residence page

3. Make the changes.
4. Return to the Operation Information section of the renewal by selecting the section from the breadcrumbs at the top of the page.

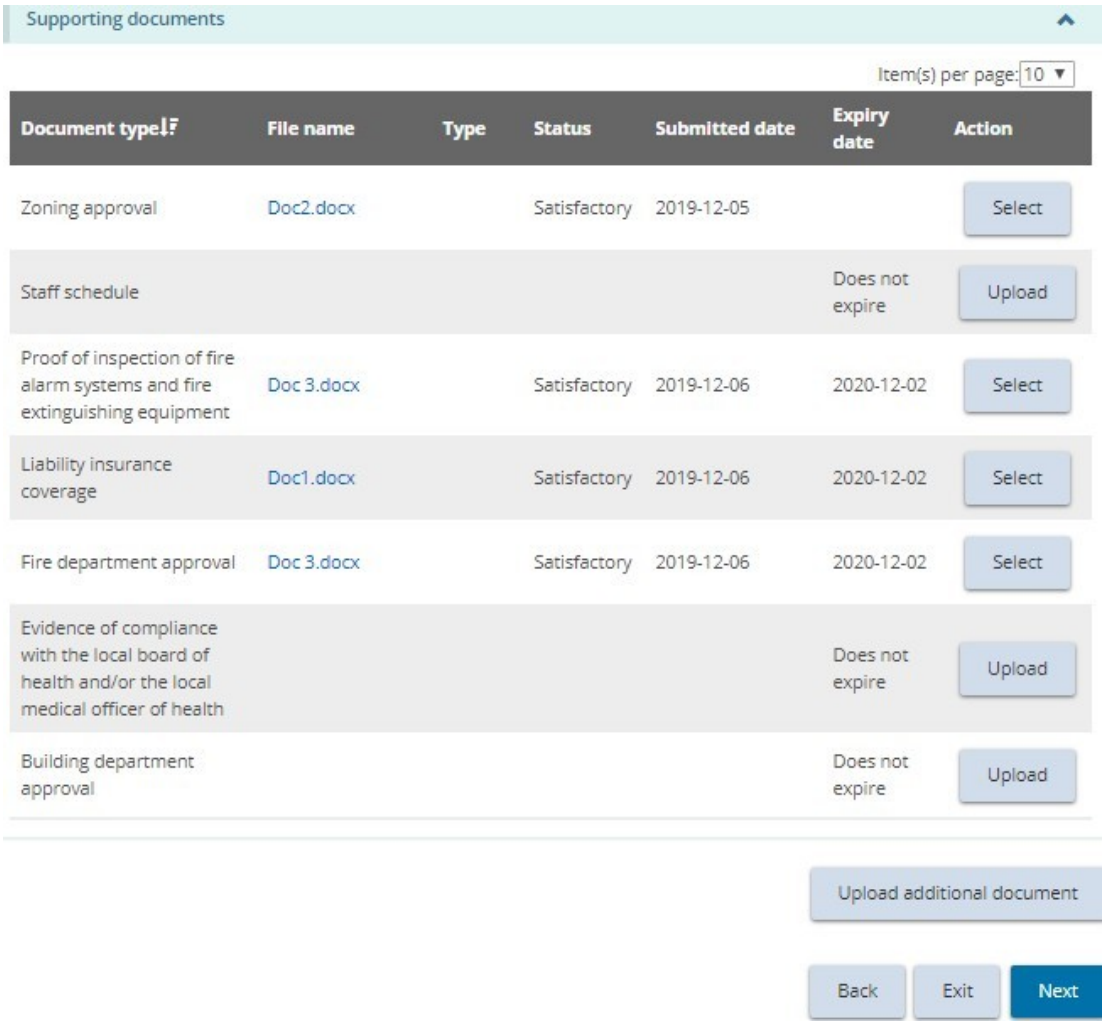


5. Select 

.

Step 5: Upload supporting documents

1. The Supporting Documents page appears.



Your page may list different documents.

Note: *The documents on this page refer to the licence documents, not the profile.*

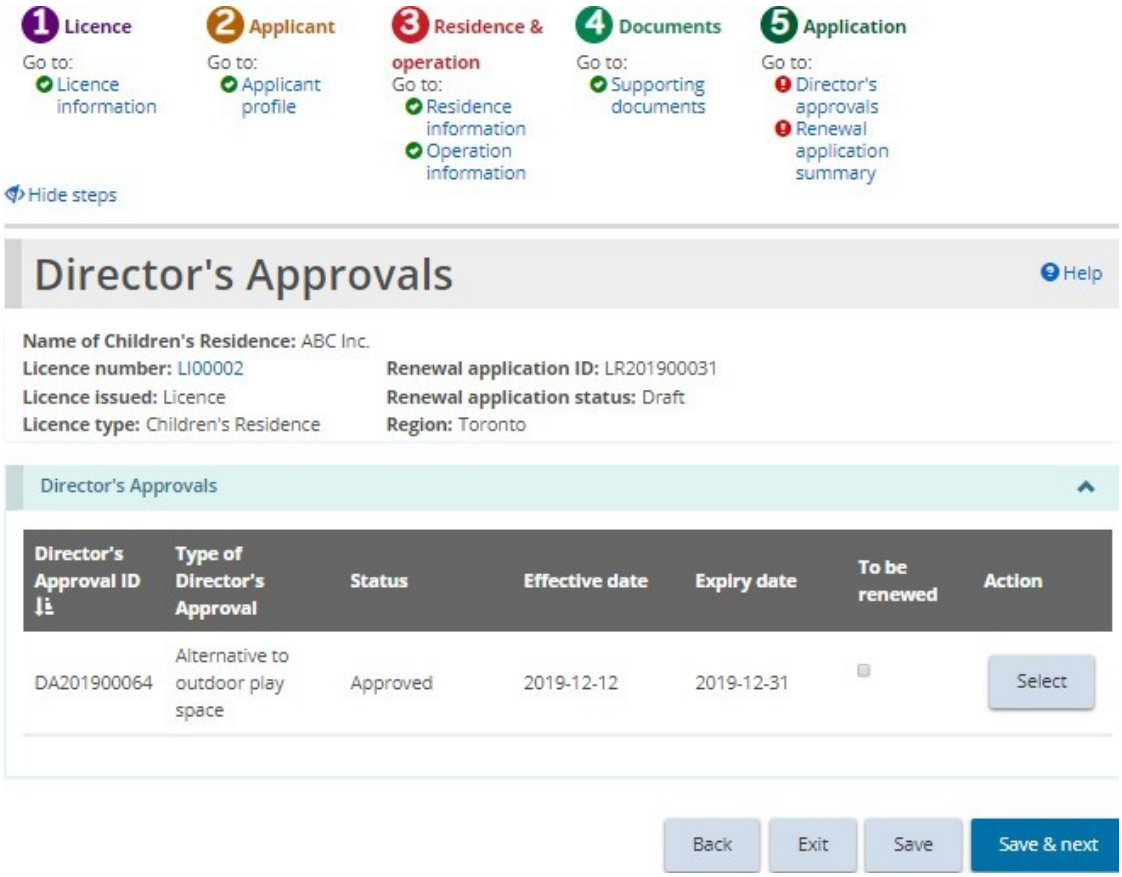
Note: *Supporting documents can be uploaded after the renewal application is submitted.*

2. Upload supporting documents as required. Please refer to the working with supporting documents section, and uploading a document to multiple sites under one licence (staff model homes only) section for further details.

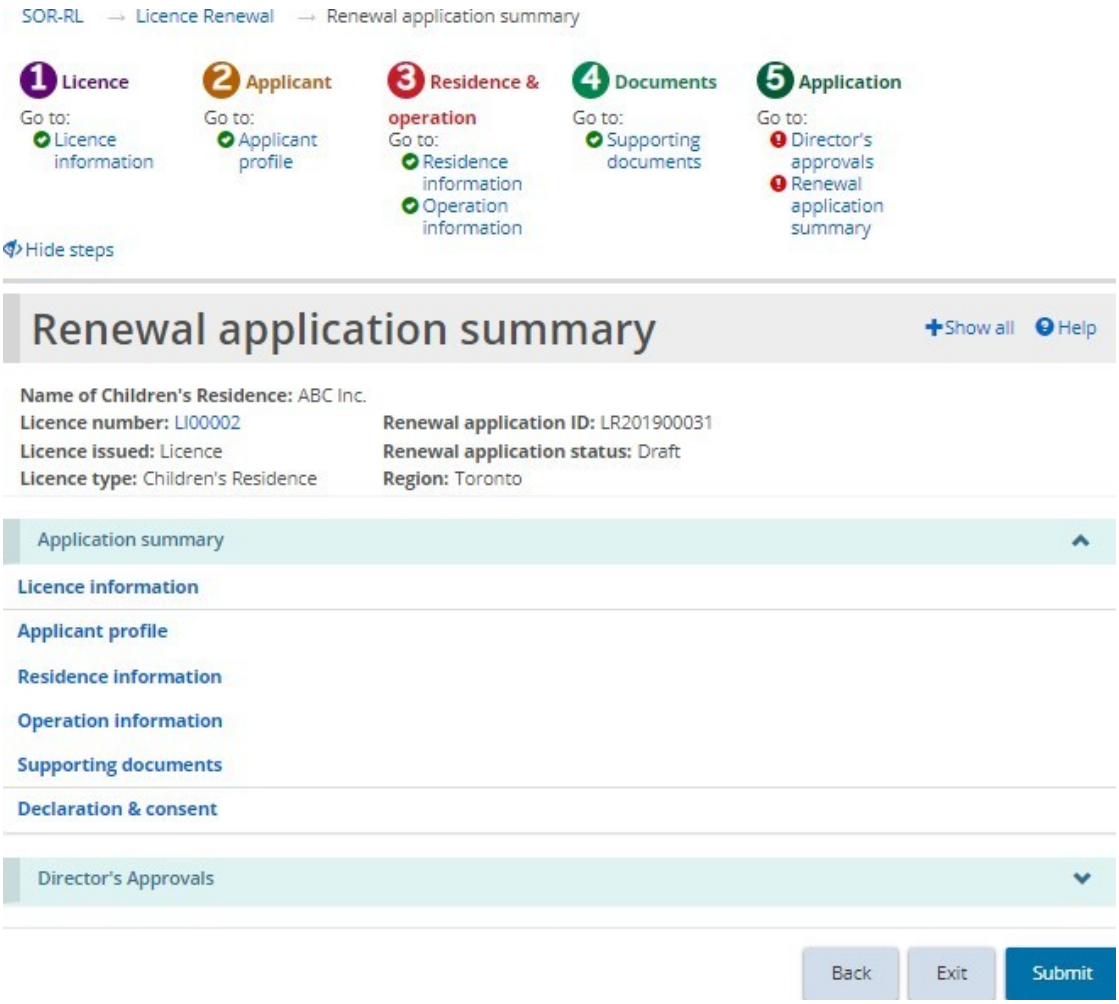
3. Select Next.

Step 6: Review director's approvals

1. The Director's Approvals page appears.



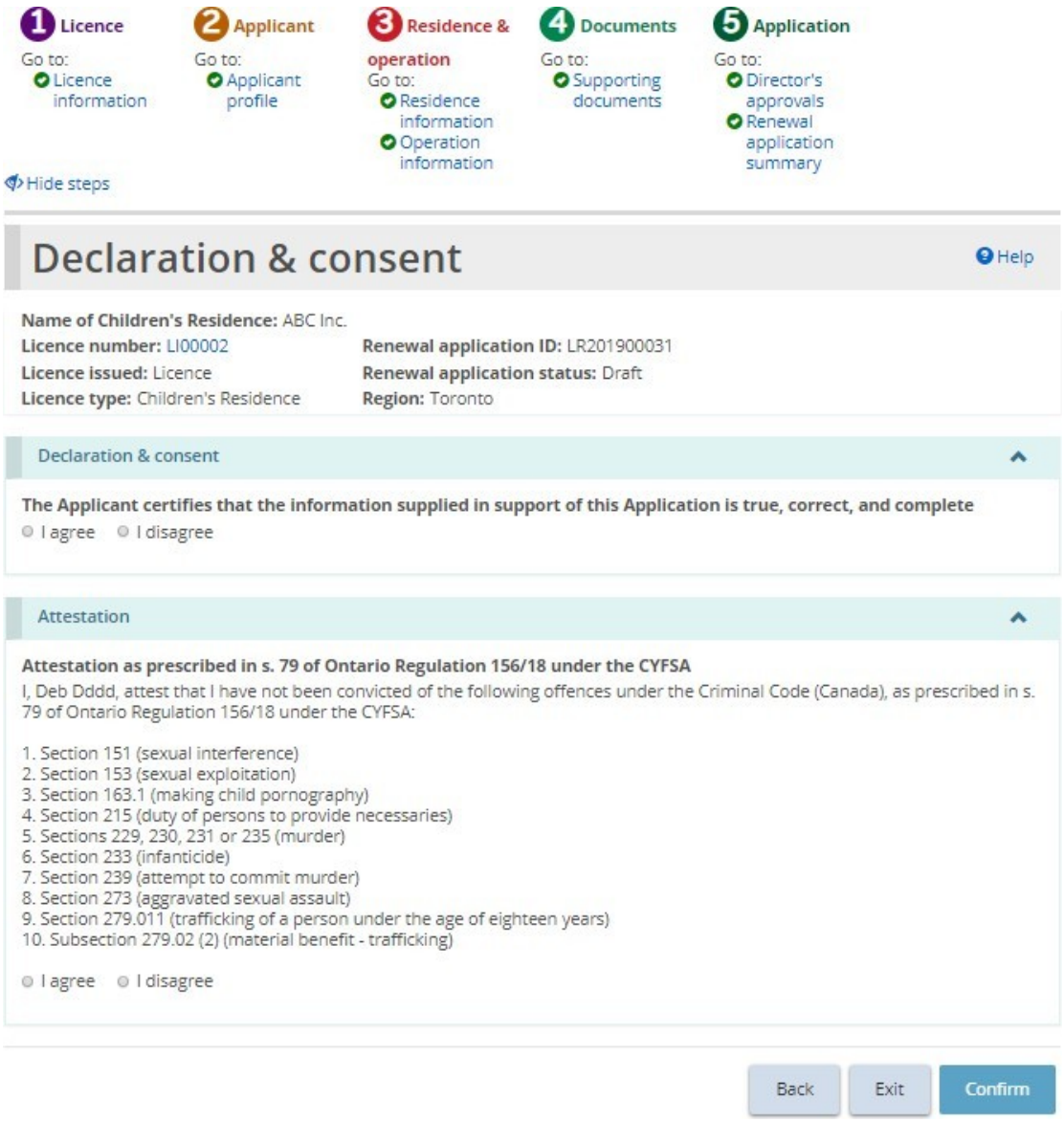
2. Review any Director's Approvals.
3. If the Director's Approval should be renewed along with your licence, select the "To be renewed" checkbox. Please see the If you renewed a Director's Approval section below for further details.
4. Select Save & next. The Renewal application summary page appears.



Children's Residence example

Step 7: 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. Select Submit. The Declaration and consent page appears.

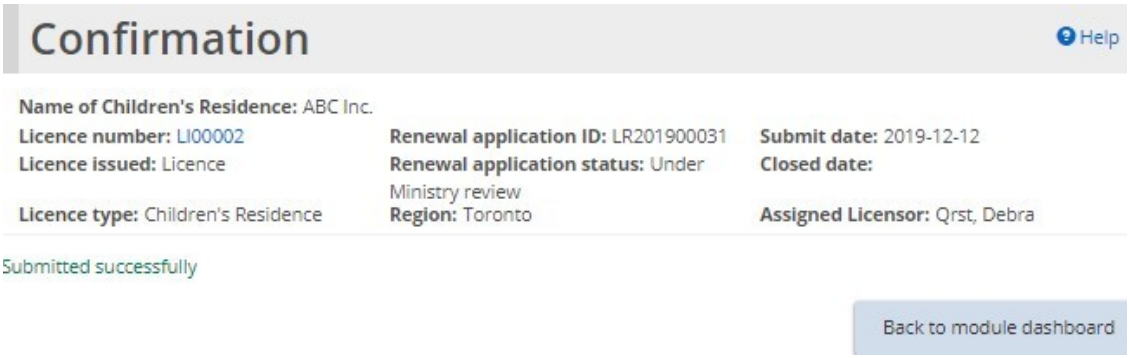


Children's Residence example.

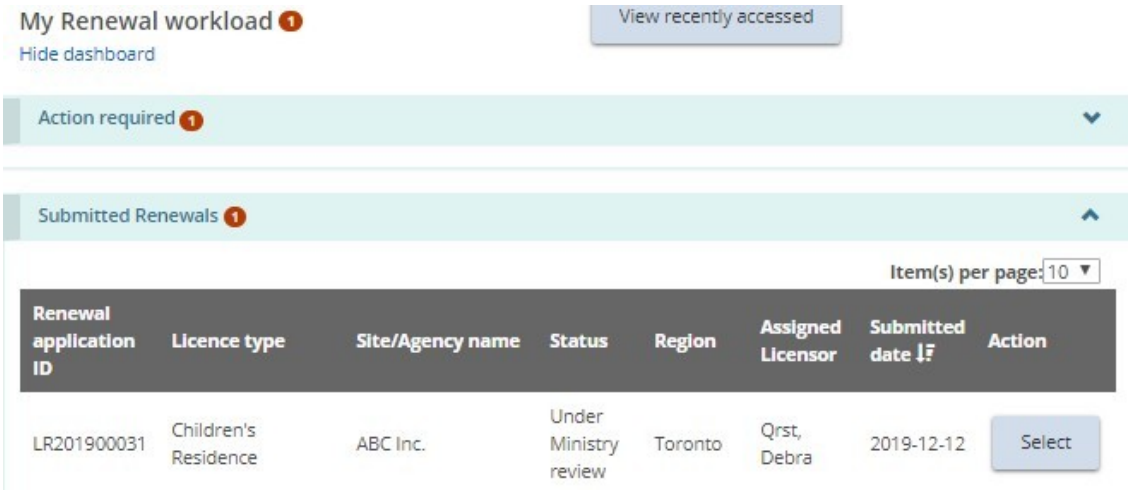
3. Read the declaration and consent and answer the questions.

Note: *An executive officer of the corporation who has authority to bind the corporation must complete the attestation. The declaration and consent must be signed by an officer of the agency that has the authority to legally bind the applicant, for example an executive director, The application can be completed by another individual with appropriate access in the system, however for the required individual to complete the consent and declaration they must first access the application and select the "assign to me" button at the bottom of the summary page. Please see the "Assign to Me" section for further details.*

4. Select Confirm. A Confirmation page appears.



5. Select Back to module dashboard. The renewal application can be found in the Submitted renewals section of your Licence renewals dashboard.



If you renewed a director's approval

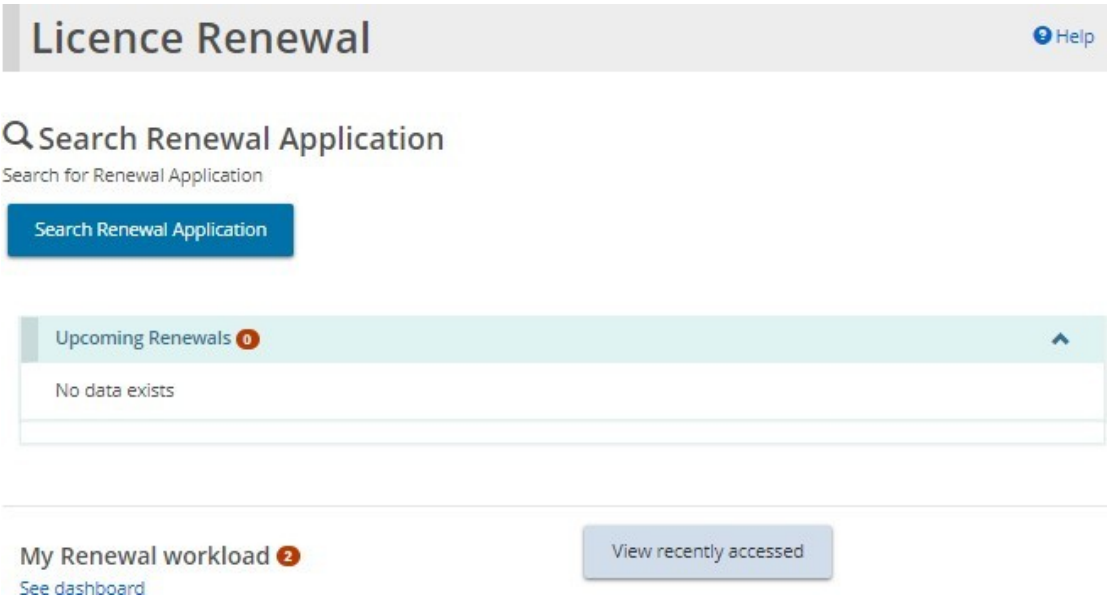
1. Return to the SOR-RL home page.
2. Select DIRECTOR'S APPROVAL.
3. Select See dashboard. The Action required section displays the draft Director's Approval.
4. Choose Select. The Director's Approval Summary page appears.
5. Select 1 Details. The Director's Approval details page appears.
6. Review/edit the details if required.

7. Select Save & next. The Supporting documents page appears.
8. Upload the supporting documents.
9. Select Next. The Director's Approval summary page appears.
10. Select Submit. The Declaration and consent page appears.
11. Answer the questions and select Confirm. The Confirmation page appears.
12. Select Back to module dashboard. The Director's Approval is moved to the Submitted section of your dashboard.

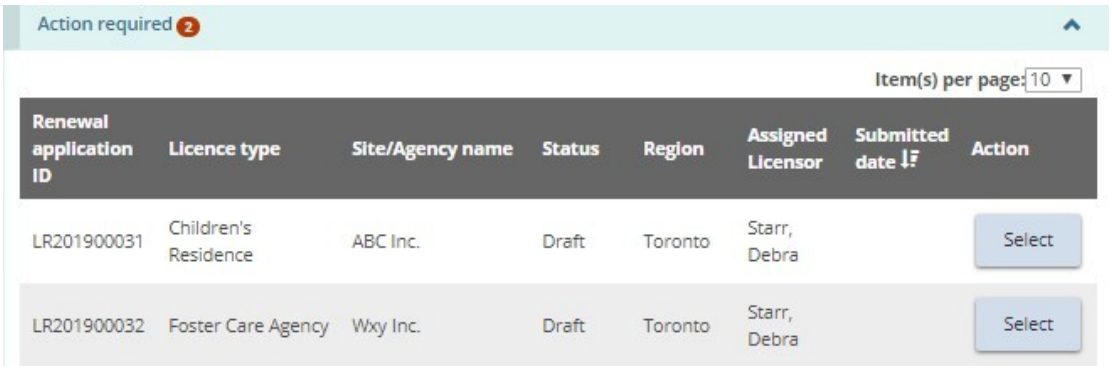
Viewing a draft licence renewal

As you work on a renewal, it is saved in the Licence Renewal dashboard.

1. Choose LICENCE RENEWAL. The Licence Renewal module appears.



2. Select See Dashboard. The draft renewal appears in the Action required section.



3. To open the renewal, choose Select.

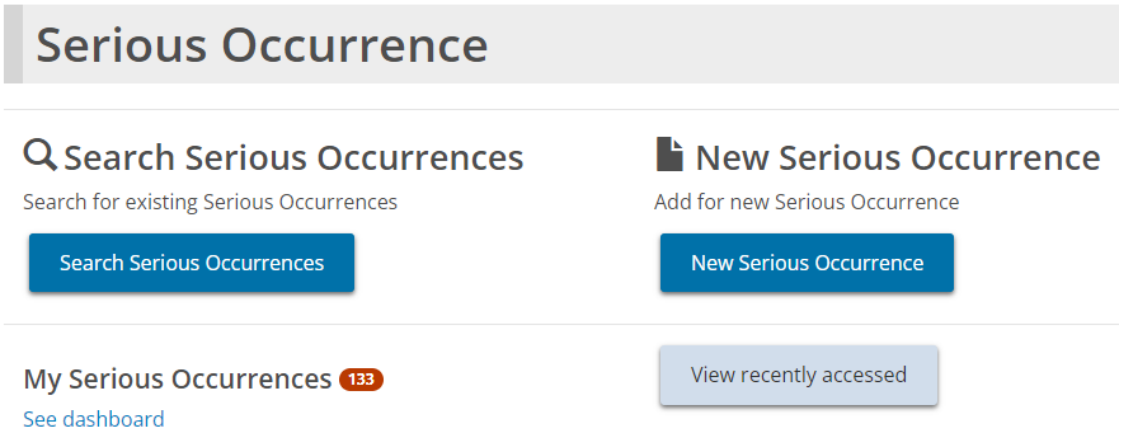
Withdrawing a licence renewal

Renewal applications cannot be withdrawn.

Viewing serious occurrences

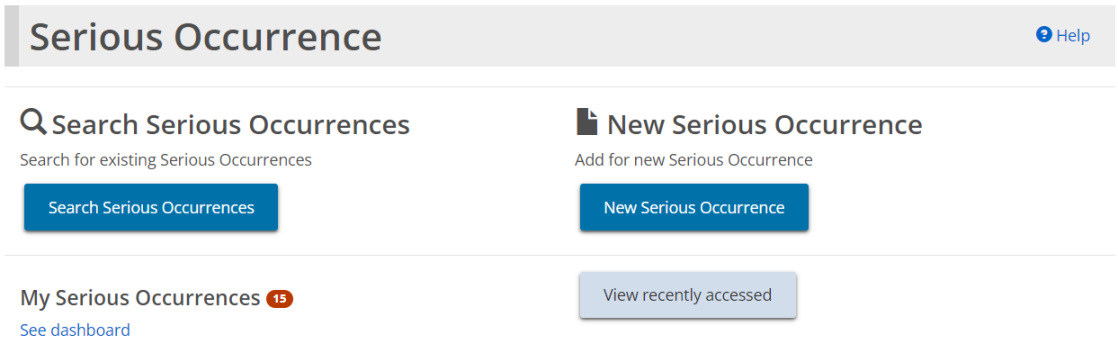
Only users with the SOR Initiator role can submit, access, update or revise Serious Occurrence Reports. Users with the Monthly Reporting User role can view Serious Occurrences. For more information on submitting a Serious Occurrence Report, see the SOR-RL Serious Occurrence Reporting User Guide for SOR Initiators and Probation Officers. You can find a copy of the Guide on the SOR-RL Training Portal.

1. With the SOR Initiator user role selected, choose SERIOUS OCCURRENCE. The Serious Occurrence module appears.



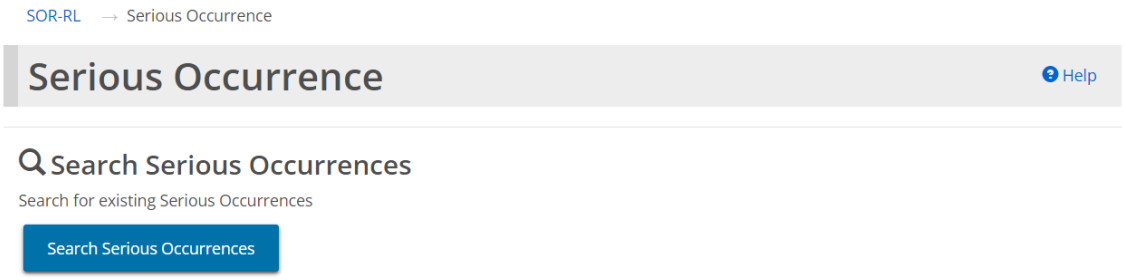
SOR Initiator view

SOR Initiators can search for Serious Occurrence Reports, submit new SORs, update or revise existing SORs, view recently accessed SORs, and view their SOR dashboard which categorizes SORs and highlights outstanding action to be taken.



SOR Initiator view

Monthly Reporting Users can search for Serious Occurrence Reports.



Monthly Reporting User view

Appendix A: Terms and acronyms

Term	Definition
Head office/lead office	Head office indicated in the profile (head office of the corporation). Head office may be located anywhere; however, corporation must record a "lead" office location in the region in which they wish to have a licence be issued and operate.
Ministry	Ministry of Children, Community and Social Services
SOR-RL	Serious Occurrence Reporting and Residential Licensing

Appendix B: System/functional roles

Refer to the SOR-RL User Role Matrix on the SOR-RL Training Portal, which lists all SOR-RL user roles, their responsibilities, assignments and functionality.

Appendix C: Statuses

Application statuses

The application status will change as it progresses through the approval process. An application includes a new application, renewal application, director's approval application, change request application.

The 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 applicant/licensee has withdrawn the item.

Approved

Not approved

Condition/occurrence statuses

The 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 column sorted in ascending order
	Table sorted in descending order
	Number of lines appearing on a page
	Expand / collapse banner or section
	A number indicates the number of items in that section
	Information in the section is complete
	Information is missing from the section
	Mandatory field