



SOR-RL

SOR-RL Residential Licensing User Guide for Applicants and Licensees

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

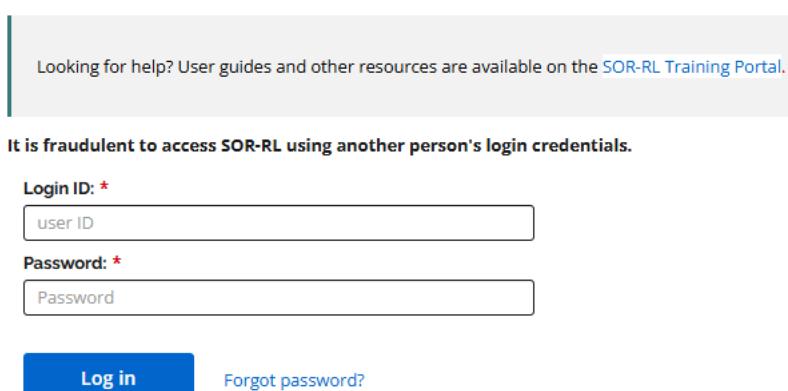
If you have questions regarding the processes described in this document, contact your designated regional licensing specialist or SOR-RL Tier 1 User Support Representative, listed [here](#).

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>
3. The Log in page appears.

Log in



Looking for help? User guides and other resources are available on the [SOR-RL Training Portal](#).

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

Login ID:

Password:

Log in [Forgot password?](#)

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.

Forgot password?

Login ID: *

Security Question: *

Security Answer: *

Cancel Submit

- 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.

Enter Verification Code

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

Code: *

Verify

Resend Verification Code

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.

SOR-RL: Serious Occurrence and Residential Licensing System



Welcome

Selected role:

Service Provider Admin

Message Centre 
Edit my profileLast login: 2025-10-29 09:24 AM
Last failed login: 2025-09-10 09:34 AM PROFILE

Create a Profile to apply for a residential service Licence or update Profile information

 LICENCE APPLICATION 3

Apply for a residential service Licence

 LICENCE MANAGEMENT

View your Licences or update Licence information

 LICENCE RENEWAL 2

Renew existing residential service Licences

 CHANGE REQUEST 2

Request changes which may affect Licence

 DIRECTOR'S APPROVAL 3

Apply for a Director's Approval for licensing

 CONDITIONS

Search for Conditions on a licence

 INSPECTIONS

On-site Inspection reports and findings

 NON-COMPLIANCE

Search for Compliance issues

 SUPPORTING DOCUMENTS

Supporting Documents

 ADMINISTRATION

Manage and view your users

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

Logging out of SOR-RL

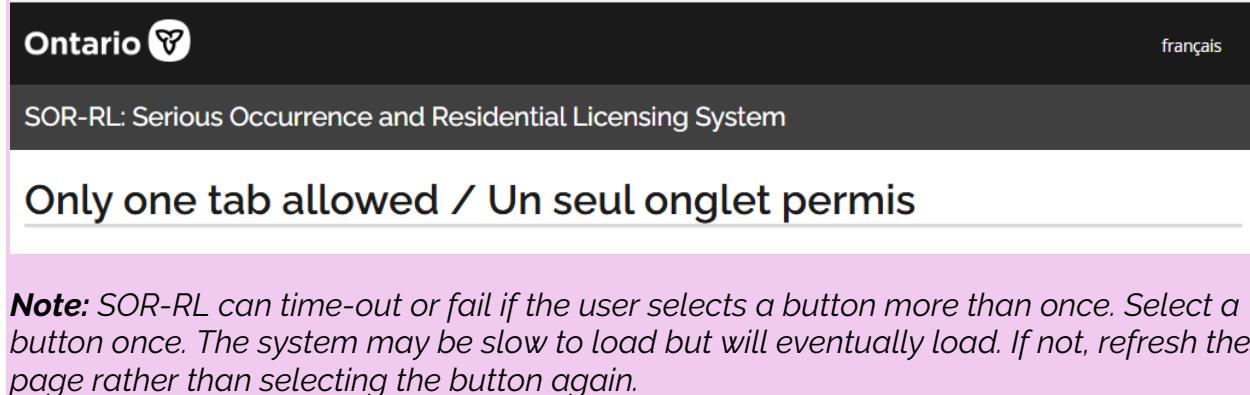
1. Select .
2. Select . The Log in page appears.

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.



The screenshot shows a user interface for the SOR-RL system. At the top, there is a dark header bar with the 'Ontario' logo on the left and a 'français' link on the right. Below the header, a dark grey navigation bar contains the text 'SOR-RL: Serious Occurrence and Residential Licensing System'. The main content area is white and features a large, bold, dark grey message: 'Only one tab allowed / Un seul onglet permis'. At the bottom of this message area, there is a note in a smaller dark grey font: '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  or  to navigate between main pages in the same module.
- Select  to go back to the previous.
- Select  to return to the home page.
- The menu can be accessed from the top of any page by selecting . 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  then select the  **SOR-RL** link, or choose the SOR-RL link from the breadcrumbs at the top of the page.

SOR-RL > Licence Application

Licence Application

Search Applications

Search for existing Residential Service Licence Application

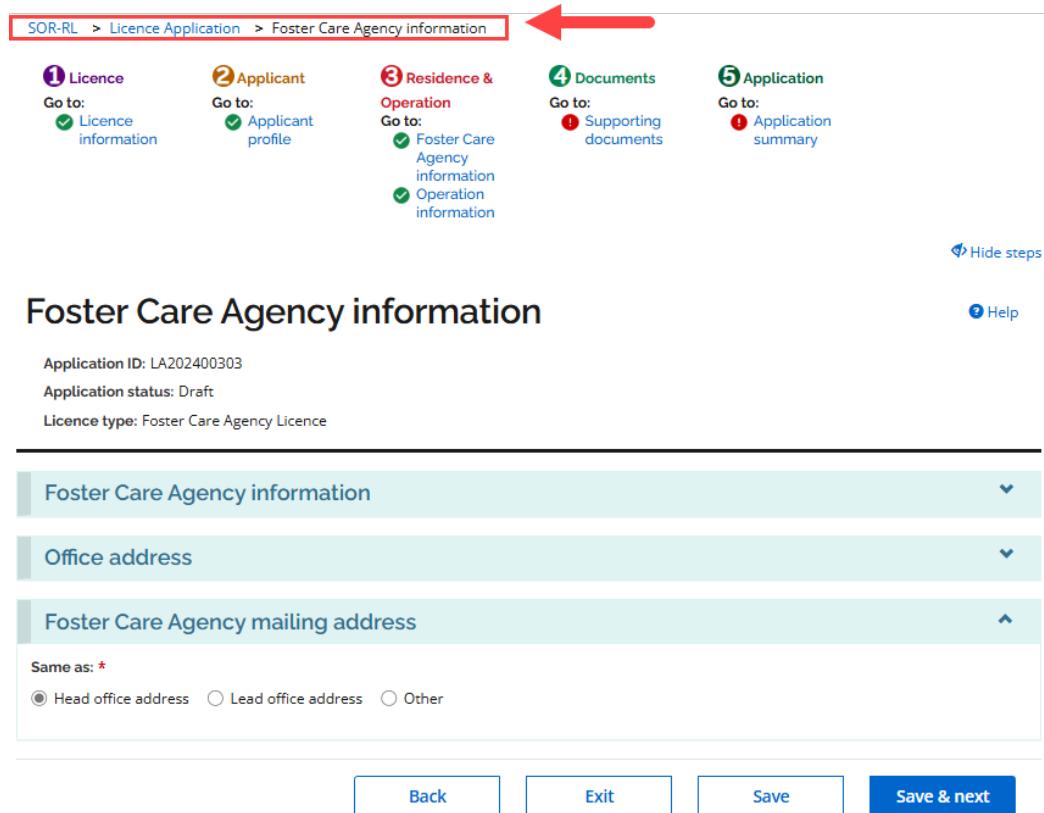
Search Applications

New Application

Apply for a Residential Service Licence

New Application

- 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.



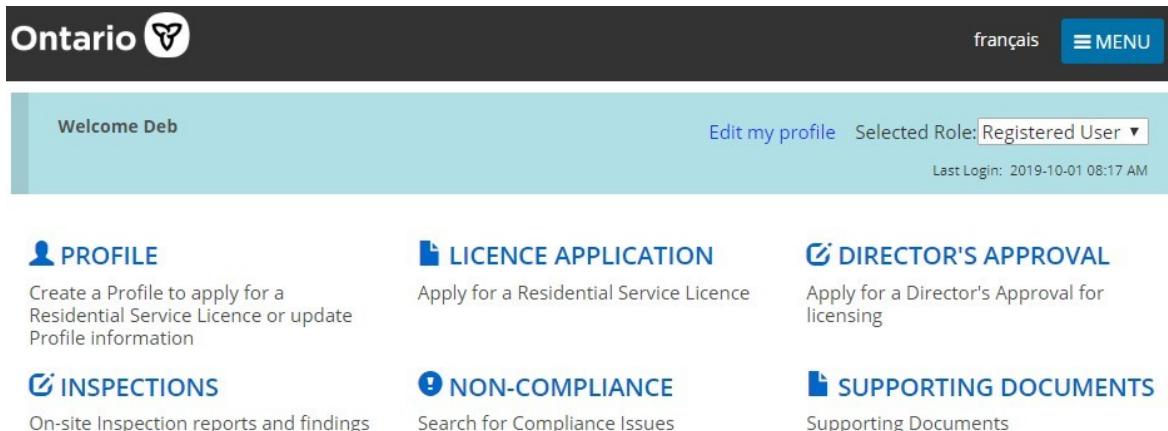
The screenshot shows the SOR-RL application interface. At the top, a breadcrumb trail is visible: SOR-RL > Licence Application > Foster Care Agency information. A red arrow points to the 'Foster Care Agency information' link. Below the breadcrumb, there is a navigation bar with five items: 1. Licence (Go to: Licence information), 2. Applicant (Go to: Applicant profile), 3. Residence & Operation (Go to: Foster Care Agency information, Operation information), 4. Documents (Go to: Supporting documents), and 5. Application (Go to: Application summary). A 'Hide steps' link is located to the right of the navigation bar. The main content area is titled 'Foster Care Agency information'. It displays application details: Application ID: LA202400303, Application status: Draft, and Licence type: Foster Care Agency Licence. Below this, there are three expandable sections: 'Foster Care Agency information', 'Office address', and 'Foster Care Agency mailing address'. Under 'Foster Care Agency mailing address', there is a 'Same as: *' field with three radio button options: Head office address (selected), Lead office address, and Other. At the bottom, there are four buttons: Back, Exit, Save, and Save & next.

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](#).



Welcome Deb

Edit my profile Selected Role: Registered User ▾

Last Login: 2019-10-01 08:17 AM

PROFILE
Create a Profile to apply for a Residential Service Licence or update Profile information

LICENCE APPLICATION
Apply for a Residential Service Licence

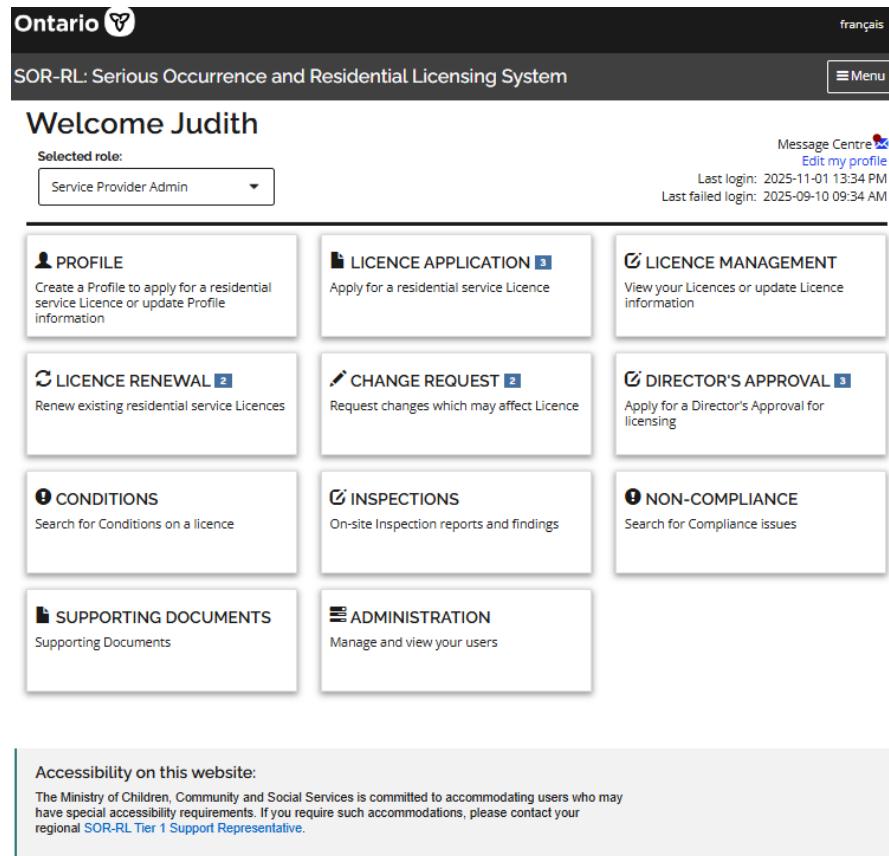
DIRECTOR'S APPROVAL
Apply for a Director's Approval for licensing

INSPECTIONS
On-site Inspection reports and findings

NON-COMPLIANCE
Search for Compliance Issues

SUPPORTING DOCUMENTS
Supporting Documents

Example of a home page for a Registered User



Welcome Judith

Selected role: Service Provider Admin

français

Message Centre  Edit my profile

Last login: 2025-11-01 13:34 PM
Last failed login: 2025-09-10 09:34 AM

PROFILE
Create a Profile to apply for a residential service Licence or update Profile information

LICENCE APPLICATION  Apply for a residential service Licence

LICENCE MANAGEMENT  View your Licences or update Licence information

LICENCE RENEWAL  Renew existing residential service Licences

CHANGE REQUEST  Request changes which may affect Licence

DIRECTOR'S APPROVAL  Apply for a Director's Approval for licensing

CONDITIONS
Search for Conditions on a licence

INSPECTIONS
On-site Inspection reports and findings

NON-COMPLIANCE
Search for Compliance issues

SUPPORTING DOCUMENTS
Supporting Documents

ADMINISTRATION
Manage and view your users

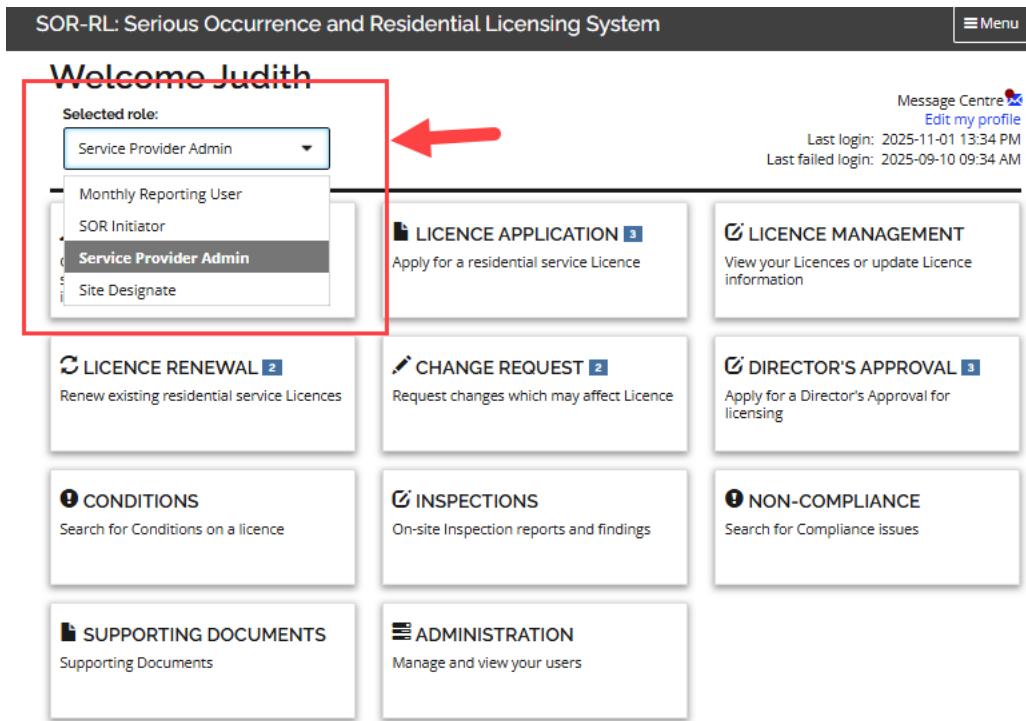
Accessibility on this website:
The Ministry of Children, Community and Social Services is committed to accommodating users who may have special accessibility requirements. If you require such accommodations, please contact your regional [SOR-RL Tier 1 Support Representative](#).

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.



The screenshot shows the SOR-RL Residential Licensing System homepage. At the top, it says "SOR-RL: Serious Occurrence and Residential Licensing System" and "Welcome Judith". On the right, there are links for "Message Centre" (with a red dot), "Edit my profile", "Last login: 2025-11-01 13:34 PM", and "Last failed login: 2025-09-10 09:34 AM". A red box highlights the "Selected role" dropdown menu, which contains "Service Provider Admin" (selected), "Monthly Reporting User", "SOR Initiator", "Service Provider Admin" (selected again), and "Site Designate". A red arrow points from the text "2. Select the role from the list." to this dropdown menu.

1. Log in to the SOR-RL system.
2. Select the role from the list.

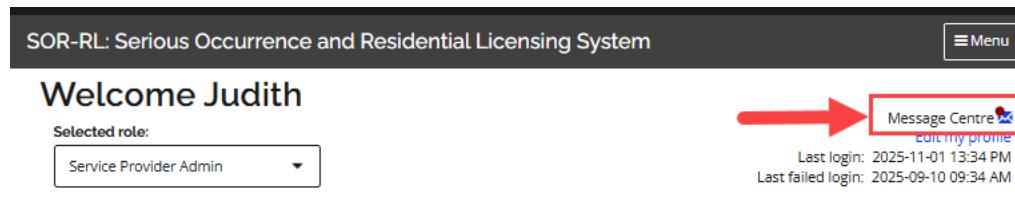
Changing the page language

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

Message Center

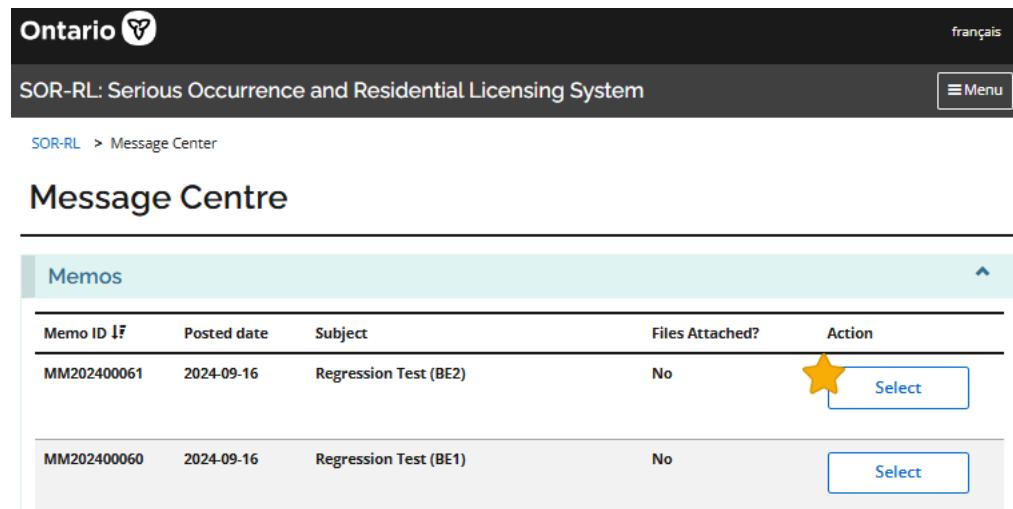
This functionality allows the SOR-RL Corporate Team to easily communicate important SOR-RL information directly to users, through memos or emails. A memo or email may be targeted based on user roles or sent to all users, for example to notify of an upcoming SOR-RL outage.

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.



The screenshot shows the SOR-RL Residential Licensing System homepage. At the top, it says "SOR-RL: Serious Occurrence and Residential Licensing System" and "Welcome Judith". On the right, there are links for "Message Centre" (with a red dot), "Edit my profile", "Last login: 2025-11-01 13:34 PM", and "Last failed login: 2025-09-10 09:34 AM". A red arrow points from the text "2. Select the role from the list." to the "Message Centre" link.

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.

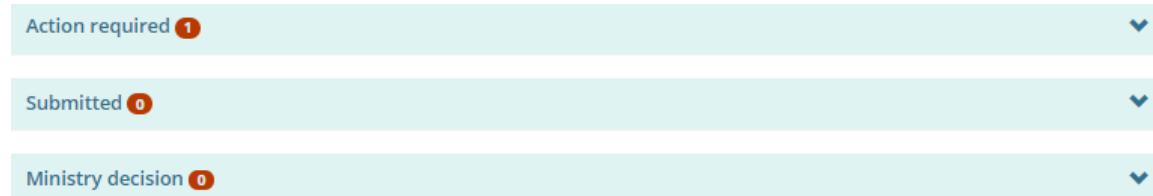


The screenshot shows the SOR-RL Message Centre. At the top, there is a navigation bar with the Ontario logo, a "français" link, and a "Menu" button. Below the navigation bar, the page title is "SOR-RL: Serious Occurrence and Residential Licensing System". The main content area is titled "Message Centre" and contains a table titled "Memos". The table has columns for "Memo ID", "Posted date", "Subject", "Files Attached?", and "Action". There are two rows of data:

Memo ID	Posted date	Subject	Files Attached?	Action
MM202400061	2024-09-16	Regression Test (BE2)	No	 Select
MM202400060	2024-09-16	Regression Test (BE1)	No	Select

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 screenshot shows three expandable banners. Each banner has a header with a red circle containing a number (1, 0, or 0) and a downward arrow. The banners are currently collapsed.

- Action required 1
- Submitted 0
- Ministry decision 0

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.

Preferred language of Licence: ^{*}
 English French

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.

Preferred language of Licence: *

English French

 **Required**

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.

SOR-RL > Edit my profile

Edit my profile

Profile details

Name:	SPA_262@MAILINATOR.COM LastName
Phone number:	(999) 999-9999
Email:	spa_262@yopmail.com

[Change security questions](#)
[Change password](#)

3. Select .

Changing your password

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

SOR-RL > Edit my profile

Edit my profile

Profile details

Name:	SPA_262@MAILINATOR.COM LastName
Phone number:	(999) 999-9999
Email:	spa_262@yopmail.com

[Change security questions](#)
[Change password](#)

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

SOR-RL → Edit My Profile → Change password

Change password

Change password

Current password:

Security Question:
What was your first car?

Security answer:

New password:

Confirm new password:

Exit Save

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.

SOR-RL > Edit my profile

Edit my profile

Profile details

Name:	SPA_262@MAILINATOR.COM LastName
Phone number:	(999) 999-9999
Email:	spa_262@yopmail.com

[Change security questions](#)
[Change password](#)

[Exit](#) [Save](#)

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

Change security questions

Current password:	<input type="password"/>
Security question: 1	<input type="text" value="Please select..."/>
Security answer: 1	<input type="text"/>
Security question: 2	<input type="text" value="Please select..."/>
Security answer: 2	<input type="text"/>
Security question: 3	<input type="text" value="Please select..."/>
Security answer: 3	<input type="text"/>

[Exit](#) [Save](#)

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

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.

SOR-RL > Administration

Administration

Manage users

Manage and view your users

Manage users

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

SOR-RL > Administration > Manage user

Manage users

Search by

First name:	<input type="text"/>
Last name:	<input type="text"/>
Email:	<input type="text"/>
Role:	<input type="button" value="Please select"/>
Status:	<input type="checkbox"/> Active <input type="checkbox"/> Inactive

Search **Add user** **Clear**

List of users 10

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

SOR-RL > Administration > Manage user

Manage users

List of users 10					
First name	Last name	Email	Roles	Status	Action
SPATest	123123	spa.test@yopmail.com	Site Designate, Monthly Reporting User, SOR Initiator	Active	Select

4. Choose Select. The User details page appears.

SOR-RL > Administration > Manage user > External user details

User details

General information			
Title:			
First name:	SPATest		
Last name:	123123		
Phone number:			
Email:	spa.test@yopmail.com		
Login name:	SPA.TEST@YOPMAIL.COM		
Status:	Active		
Edit			
Edit role			
User type:	<input type="radio"/> Monthly Reporting User <input type="radio"/> Site Designate <input type="radio"/> SOR Initiator		
Drop role Add a new role			
Return	Deactivate	Save	Generate password

SOR-RL functionality common to all modules

Working in a dashboard

A dashboard is a list of items grouped by function.



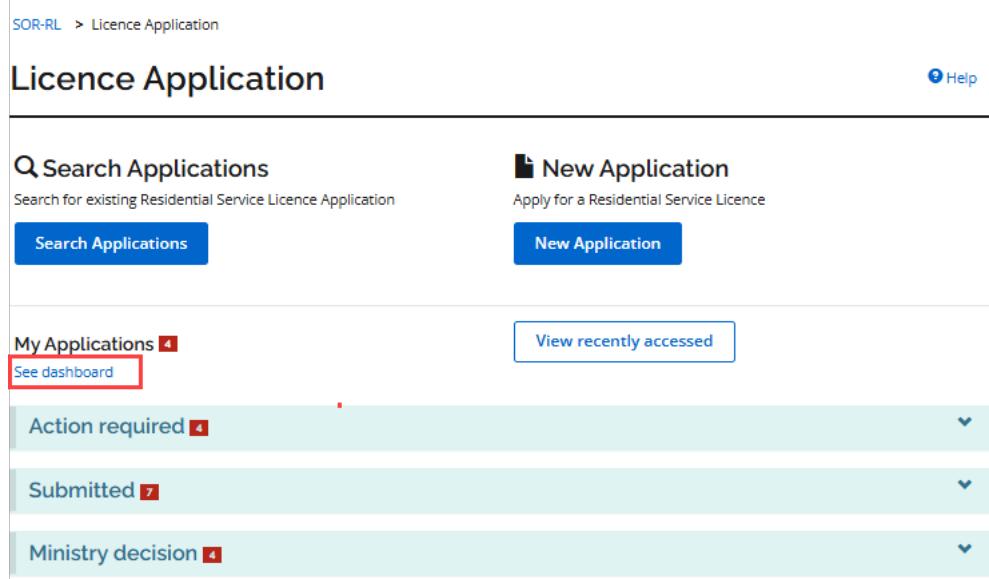
The dashboard interface includes a 'My Applications' section with a red notification badge (4) and a 'See dashboard' link. A 'View recently accessed' button is located in the top right. Below are three expandable sections: 'Action required' (4 notifications), 'Submitted' (7 notifications), and 'Ministry decision' (4 notifications). Each section has a dropdown arrow icon.

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

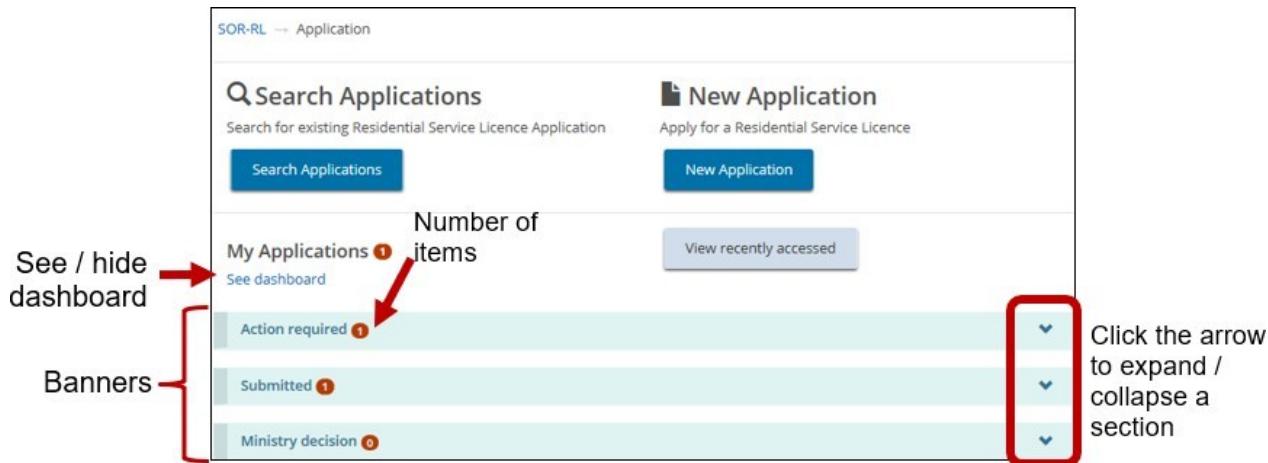
1. From the SOR-RL home page, open a module, such as  LICENCE APPLICATION.



The Licence Application module dashboard is shown. It features a 'Search Applications' section with a search bar and a 'Search Applications' button. Next to it is a 'New Application' section with a 'New Application' button. A navigation bar at the top includes 'SOR-RL > Licence Application' and a 'Help' link. The main dashboard area is identical to the one shown in the previous screenshot, with 'My Applications' (4 notifications), 'Action required' (4 notifications), 'Submitted' (7 notifications), and 'Ministry decision' (4 notifications) sections.

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.

This symbol indicates that the table is sorted by the Submitted date

Click a heading to sort the table

Application ID	Licence type	Site/Agency name	Status	Region	Assigned Licensor	Submitted date	Action
LA202300161	Foster Care Agency Licence	WAYS MENTAL HEALTH SUPPORT - FCA	Draft	Toronto			Select
LA202400021	Staff Model Homes Licence	NEW SMH APPLICATION # 1	Draft	West			Select

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 . 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.

Search Applications

Search for existing Residential Service Licence Application

Search Applications

New Application

Apply for a Residential Service Licence

New Application

My Applications 

[See dashboard](#)

[View recently accessed](#)

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 . The Search by page appears.

Search by

Application ID:	<input type="text"/>	<input type="button" value="Search"/>	<input type="button" value="Clear"/>
Licence type:	<input type="button" value="Please select"/>		
Youth Justice Facility:	<input type="button" value="Please select"/>		
Site/Agency name:	<input type="text"/>		
Status:	<input type="button" value="Please select"/>		
Region:	<input type="button" value="Please select..."/>		
<input type="button" value="Search"/> <input type="button" value="Clear"/>			
<input type="button" value="Back"/> <input type="button" value="Exit"/>			

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

Search results							
Item(s) per page: 10 ▾							
Application ID	Licence type	Site/Agency name		Status	Region	Assigned Licensor	Submitted date
LA202300165	Children's Residence Licence	W SU		Under Ministry review	West		2023-06-02
LA202500100	Foster Care Agency Licence	WA SUI	H c	Under Ministry review	West	Mo Lis	2025-07-30
LA202400085	Children's Residence Licence-YJ	YJ HE	1	Under Ministry review	West		2025-10-03

4. To view an item, choose  .

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 scroll to the bottom of the summary page and select the "assign to me" button.

SOR-RL > Director's Approval > Director's Approval summary

● Director's Approval summary ● Supporting documents

Director's Approval summary  

Name of Children's Residence: Test name for adding a new CR
 Type of Director's Approval: Sleeping accommodation - Sharing a bedroom 7 or older opposite sex
 Director's Approval ID: DA202500231 Director's Approval status: Draft Licence number: LI00641
 Origin ID: None

Director's Approval summary					
Director's Approvals					
Director's Approval ID	Type of Director's Approval	Effective date	Expiry date	Status	Action
DA202500200	Sleeping accommodation - Basement bedroom	2025-10-17	2026-03-31	Approved	

 **Assign To Me**

Withdraw Exit Next

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.

Change Request

Search Change Request

Search for existing Change Requests

[Search Change Request](#)

Request new changes

Request new changes

[Request new changes](#)

[My Change Requests 1](#)

[See dashboard](#)

[View recently accessed](#)

2. The commented item is in the Action required section.
3. Choose Select to open the item. The Summary page appears.
4. Scroll down to the comments section.

History of Ministry/Licensee comments 1

Comment	Date added 	Added by	Action
Please elaborate on the rationale for this request	2025-11-02 02:42 PM	N 1 (Licensor)	

Comments to the Ministry:

0 / 3500

[Add](#)

[Withdraw](#)

[Back](#)

[Exit](#)

[Submit](#)

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

[Withdraw](#)

[Back](#)

[Exit](#)

[Submit](#)

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)

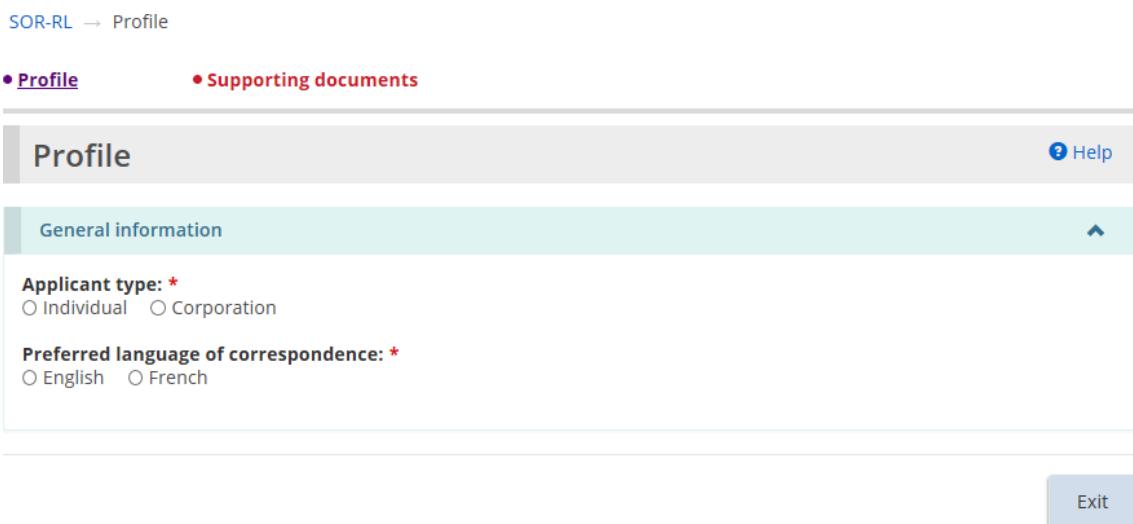
Corporation profile

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.



SOR-RL → Profile

• **Profile** • **Supporting documents**

Profile Help

General information

Applicant type: *
 Individual Corporation

Preferred language of correspondence: *
 English French

Exit

2. Select "Corporation" as the Applicant type.

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

Corporation details

Corporation number: *

Corporation name: *

Phone number: *
 Ext

Email: *

Website:

The corporation is: *
 For profit Not for profit

Is the corporation a society? *
 Yes No

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

4. Enter the corporation details.
5. Scroll down 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.

Head office address

Country: *

Address Search:

Address line 1: *

Suite/Unit No.:

Address line 2:

City/Town: *

Province: *

Postal code: *

Verify address

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.

Head office mailing address

Same as above?: *

Yes No

7. Scroll down to the Operating Name section.
8. Indicate if the corporation is operating under a different name.

Operating name 

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

Yes No

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

Operating name

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

Yes No

Name 

Action

No data exists.

Add

10. Select . The Operating name page appears.

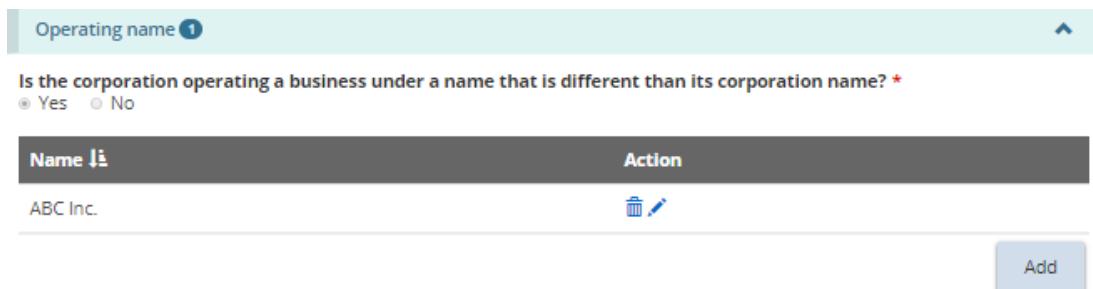
Operating name

[Help](#)

The screenshot shows the 'Operating name' page. At the top, there is a header with the title 'Operating name'. Below the header, there is a form field labeled 'Operating name: *' with a red asterisk. A text input box is positioned below the label. At the bottom of the page are two buttons: 'Return' and 'Save'.

11. Enter the operating name and select .

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



The screenshot shows a table titled 'Operating name 1'. The table has two columns: 'Name' and 'Action'. The 'Name' column contains the entry 'ABC Inc.'. The 'Action' column contains a delete icon (trash can) and an edit icon (pencil). At the bottom right of the table is a 'Save' button.

Name	Action
ABC Inc.	 

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 . The Owner details page appears.

Owner details[Help](#)

Owner information

Is the owner an individual or a corporation? *

Individual Corporation

Phone number: *

Ext:

Email: *

Ownership share percentage: *

Effective date: *

Late submission? No

Mailing address

Country: *

Address Search:

Address line 1: *

Suite/Unit No.:

Address line 2:

City/Town: *

Province: *

Postal code: *

Save

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.

Director details

[Help](#)

Director information

First name: *

Last name: *

Middle initial:

Phone number: * Ext:

Mobile number:

Email: *

Signing authority: * Yes No

Date elected: * [\[calender icon\]](#)

Late submission? No

Status: Active

Mailing address

Country: *

Address Search:

Address line 1: *

Suite/Unit No.:

Address line 2:

City/Town: *

Province: *

Postal code: *

[Verify address](#)

Date Police Record Check requested

Date added	Date Police Record Check requested	Added by
No data exists.		

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

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.)

Directors of the corporation 						
Name	Date elected	Date deactivated	Signing authority	Authorized to receive Ministry communications on behalf of Licensee	Action	Show inactive
Director, New	2023-10-05		Yes			

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 . The Officer details page appears.

Officer details



Officer information

First name: *****

Last name: *****

Middle initial:

Role: *****

Phone number: ***** Ext:

Mobile number:

Email: *****

Signing authority: *****
 Yes No

Date elected: ***** 

Late submission?
No

Status:
Active

Mailing address

Country: *

Address Search:

Address line 1: *

Suite/Unit No.:

Address line 2:

City/Town: *

Province: *

Postal code: *

24. Enter the Officer information and select .

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 . The officer appears in the table.

Officers of the corporation 1

Name	Role	Date elected	Date deactivated	Signing authority	Authorized to receive Ministry communications	Action on behalf of Licensee
JJ, Jack	Secretary	2019-07-25		No <input type="radio"/>	<input type="checkbox"/>	<input type="button" value="Edit"/>

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

27. Select . The Supporting documents page appears.

Supporting documents Help

Supporting documents ^

Document type*	File name	Status	Submitted date	Expiry date	Last satisfactory date	Last reviewed by	Action
Incorporation documents				Does not expire	NA	NA	Upload

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.

SOR-RL → Profile

Profile Supporting documents

Profile Help

General information ^

Applicant type: *
 Individual Corporation

Preferred language of correspondence: *
 English French

Exit

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

Individual details

First name: *

Last name: *

Middle initial:

Date of birth: * 

Phone number: * **Ext**

Mobile number:

Email: *

Website:

4. Enter the individual information.

5. Scroll down to the Address section 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.

Address

Country: *

Address Search:

Address line 1: *

Suite/Unit No.:

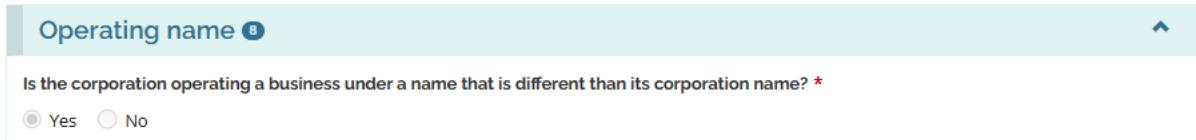
Address line 2:

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

Verify address

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.



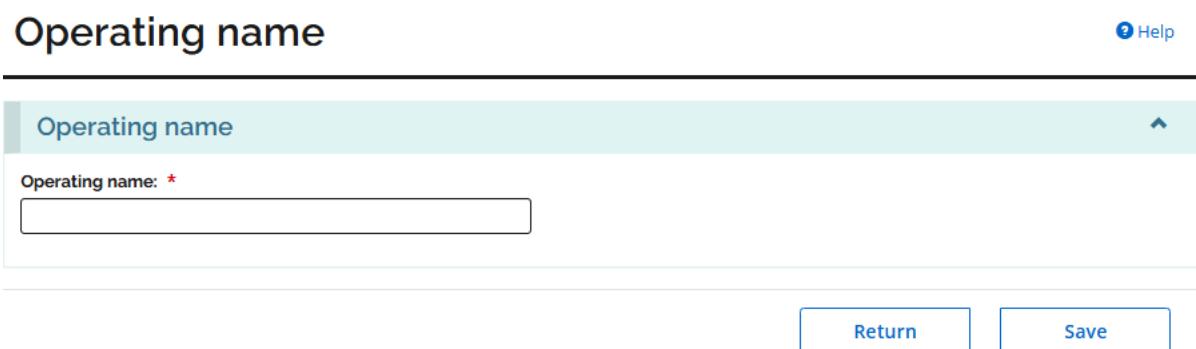
Operating name 8

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

Yes No

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

8. Select Add. The Operating name page appears.



Operating name

Operating name

Operating name: *

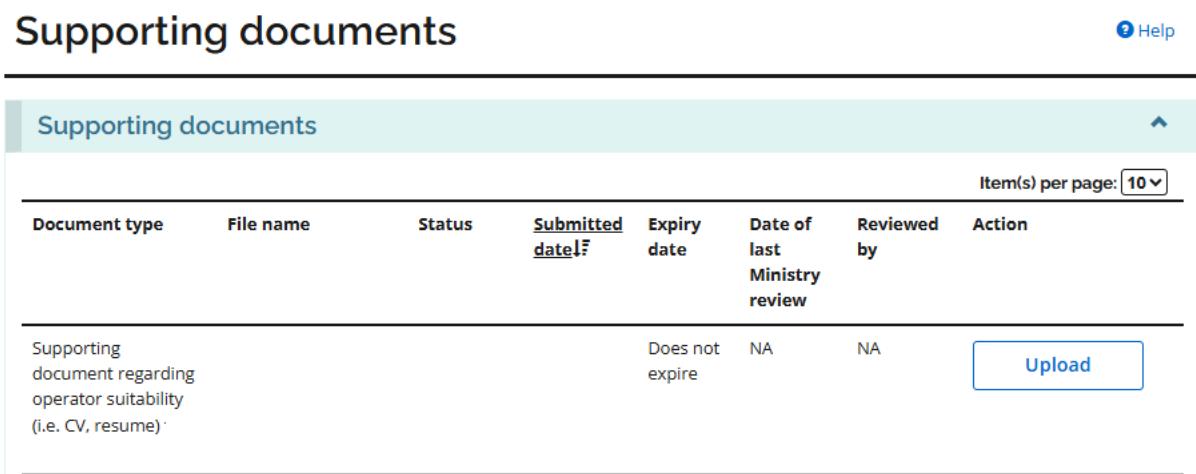
Add

Return Save

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.



Supporting documents

Supporting documents

Item(s) per page: 10

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

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  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.

Licence Application

Search Applications

Search for existing Residential Service Licence Application

Search Applications

New Application

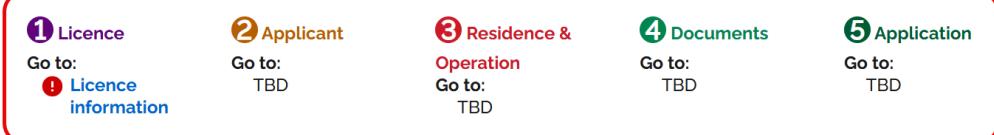
Apply for a Residential Service Licence

New Application

My Applications 2

[See dashboard](#)[View recently accessed](#)

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.

[Hide steps](#)

Licence information

Application ID:

Submitted date:

Closed date:

Application status:

Assigned Licensor:

Assigned Program Supervisor:

Licence type:

Region:

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.

Licence type

Please select the Licence type you are applying for: *

Children's Residence Licence Foster Care Agency Licence Staff Model Homes Licence

Preferred language of licence: *

English French

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

Funding type

Please select the funding type of the Licence you are applying for: *

Transfer payment recipient Private operator

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

Funding type

Please select the funding type of the Licence you are applying for: *

Private operator

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

Licensing history ^

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

Yes No

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

Yes No

The Director previously revoked, suspended or refused to issue or renew my licence to operate a Children's Residence, or to deliver residential care, directly or indirectly, to three or more children not of common parentage in places that are not Children's Residences [Note that the second category listed here includes licenses to deliver foster care or to operate staff model homes.]: *

Yes No

I have voluntarily returned my licence to the Ministry because I have ceased operating a Children's Residence or delivering residential care, directly or indirectly, to three or more children not of common parentage in places that are not Children's Residences (e.g., a licence to deliver foster care or to operate staff model homes): *

Yes No

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

Yes No

Item(s) per page: 10

Licence number 	Licence type	Site/Agency name	Address	Licence status	Licence expiry date

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.

SOR-RL > Licence Application > Applicant Profile

1 Licence
Go to:
✓ Licence information

2 Applicant
Go to:
! Applicant profile

3 Residence & Operation
Go to:
! Residence information
! Operation information

4 Documents
Go to:
! Supporting documents

5 Application
Go to:
! Application summary

 Hide steps

Applicant profile

 Help

Application ID: LA202500409

Application status: Draft

Licence type: Children's Residence Licence

[Update Profile](#)

General information

Corporation details

Head office address

Head office mailing address

Operating name

Owners of the corporation

Directors of the corporation

Officers of the corporation

Supporting documents

[Back](#)

[Exit](#)

[Next](#)

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

3. If changes are required:

- Select . This brings you to the Profile module.
- Make the changes as required and save the changes.
- Select . The SOR-RL home page appears.
- To return to your application, choose the  module then select the draft application from your dashboard. The Application summary screen appears.
- To proceed to the next section, select Residence Information.

4. If changes are not required, choose . The Residence Information section appears.

Step 3: Enter the residence information

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

SOR-RL > Licence Application > Residence information



 Hide steps

Residence information

 Help

Application ID: LA202500409

Application status: Draft

Licence type: Children's Residence Licence

Children's Residence information

Children's Residence address

Children's Residence mailing address

Safe Drinking Water Act

Residence contacts

Back

Exit

Save

Save & next

- Enter the Children's Residence information.

Children's Residence information

Prefix:	Operating name: *	Suffix:
<input type="text"/>	<input type="text" value="Please select..."/>	<input type="text"/>
Name of Children's Residence:		
Phone number: *	Ext:	<input type="text"/>
Email:		
Website:		
Ownership: *		
<input type="radio"/> Rental <input type="radio"/> Own		
The residence will be located in the following municipality: *		
Municipality:	<input type="text" value="Please select"/>	

3. Enter the Children's Residence address information.

Children's Residence address

Address Search:		
<input type="text"/>		
Address line 1: *		
<input type="text"/>		
Suite/Unit No.:		
<input type="text"/>		
Address line 2:		
<input type="text"/>		
City/Town: *	Province: Ontario	Postal code: *
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="button" value="Verify 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 Children's residence mailing address.

Children's Residence mailing address

Same as above? *

 Yes No Same as head office address6. Enter the *Safe Drinking Water Act, 2002* information.**Safe Drinking Water Act**

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

 Yes No7. Add the Residence contacts.**Residence contacts**[Hide inactive](#)

Name	Role	Phone number	Date activated	Date deactivated	Email	Action
------	------	--------------	----------------	------------------	-------	--------

[Add contact](#)**Note:** Enter the onsite residence contact for the licensee.8. Select [Add contact](#). The Residence contact details page appears.

Residence contact details

[Help](#)

Contact information

First name: *

Last name: *

Role: *

Phone number: *

 Ext:

Mobile number:

Email: *

Date activated: *

Status: Active

[Deactivate](#)

Date deactivated: *

Deactivation reasons:

0 / 3500

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

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.

 **Request is complete**

Your data has been successfully saved.

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

Residence contacts						
Name	Role	Phone number	Date activated	Date deactivated	Email	Action
Doe, Jane	Owner	1234567890	2025-10-01		janedoe@yopmail.com	 
						

11. Repeat step 6 for all contacts.

12. Select . 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.

SOR-RL > Licence Application > Operation information



 Hide steps

Operation information

 Help

Application ID: LA202500409

Application status: Draft

Licence type: Children's Residence Licence

Premises

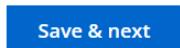
Program

Capacity









2. Enter the Premises information.

Premises

Brief description of premises: *

0 / 3500

3. Enter the Program 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

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

4. Scroll down to the Capacity section:

Capacity					
Proposed capacity (Total number of beds): *	Room size unit of measurement:				
<input type="text"/>					
<input checked="" type="radio"/> Metre	<input type="radio"/> Inch	<input type="radio"/> Feet			
Room name	Room size	Number of beds	Age range	Gender	Floor
Add					

5. Select . The Room information page appears.

Room information

[Help](#)

Room information

Room name: *

Room size unit of measurement: *

Metre Inch Feet

Room size: *

 X

Number of beds: *

Age range: *

0 to 18 months Over 18 months to under 16 years (15 years + 364 days) 16 years and above

Gender: *

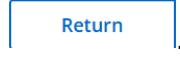
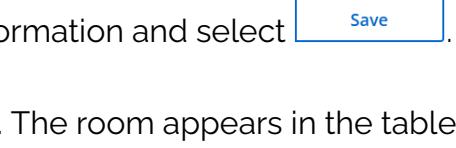
Male Female X

Floor: *

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

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 
8. Select  . The room appears in the table.

Capacity

Room name <small>!*</small>	Room size	Number of beds	Age range	Gender	Floor	Action
Room 1	4 x 5	1	0 to 18 months, Over 18 months to under 16 years (15 years + 364 days)	Female, X	First floor	 

Proposed capacity (Total number of beds): *

Room size unit of measurement:
 Metre Inch Feet

Add

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.

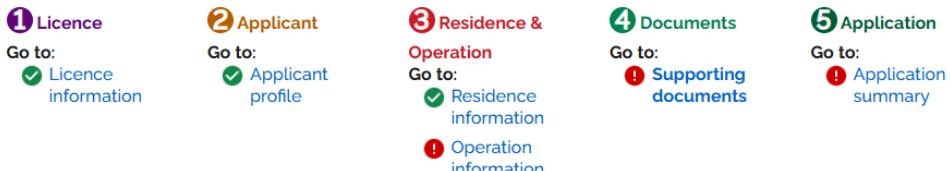
9. Repeat steps 5 to 8 for each room.
10. Choose **Save & next**. The Supporting documents page appears.

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.

SOR-RL > Licence Application > Licence Application Supporting Documents



Supporting documents

 Help

Application ID: LA202500421

Application status: Draft

Licence type: Children's Residence Licence

Mandatory documents prior to submission

Other mandatory documents

[Upload additional document](#)

[Back](#)

[Exit](#)

[Next](#)

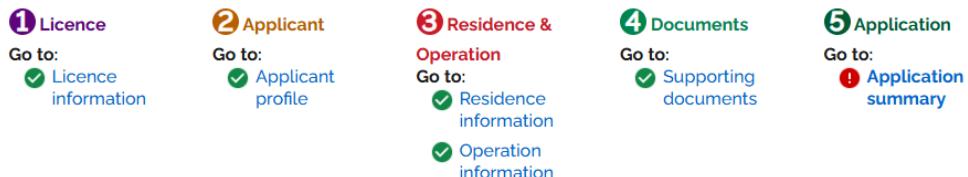
2. Upload the documents. For details, see the [Working with Supporting Documents](#) section.

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.

SOR-RL > Licence Application > Licence Application summary



 Hide steps

Application summary

 Help

Application ID: LA202500409

Application status: Draft

Licence type: Children's Residence Licence

Application summary

[Licence information](#)

[Applicant profile](#)

[Residence information](#)

[Operation information](#)

[Supporting documents](#)

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

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.

[SOR-RL](#) > [Licence Application](#) > Licence Application summary

! There is a problem

Data validation

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

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

 [Hide steps](#)

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

SOR-RL > Licence Application > Declaration & consent

1 LicenceGo to:
 Licence information**2 Applicant**Go to:
 Applicant profile**3 Residence & Operation**Go to:
 Residence information
 Operation information**4 Documents**Go to:
 Supporting documents**5 Application**Go to:
 Application summary Hide steps

Declaration & consent

 Help

Application ID: LA202500409

Application status: Draft

Licence type: Children's Residence Licence

Declaration & consent

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

 I agree I disagree

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

I, SPA_262@MAILINATOR.COM LastName, attest that I have not been convicted of the following offences under the Criminal Code (Canada), as prescribed in s. 79 of Ontario Regulation 156/18 under the CYFSA:

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

 I agree I disagree[Back](#)[Exit](#)[Confirm](#)

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.

[SOR-RL](#) > [Licence Application](#) > Confirmation

Confirmation

[Help](#)

Application ID: LA202500409

Application status: Under Ministry review

Licence type: Children's Residence Licence

Submitted successfully

[Back to module dashboard](#)

10. Choose [Back to module dashboard](#).

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

Submitted 1							
Item(s) per page: 10 ▼							
Application ID	Licence type	Site/Agency name	Status	Region	Assigned Licensor	Submitted date	Action
LA202500409	Children's Residence Licence	ABC Inc.	Under Ministry review	East		2025-10-24	Select

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  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.

SOR-RL > Licence Application

Licence Application

 Help

Q Search Applications

Search for existing Residential Service Licence Application

Search Applications

New Application

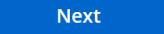
Apply for a Residential Service Licence

New Application

My Applications 2

[See dashboard](#)

[View recently accessed](#)

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

SOR-RL > Licence Application > Licence information

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

2 Applicant
Go to:
TBD

3 Residence & Operation
Go to:
TBD

4 Documents
Go to:
TBD

5 Application
Go to:
TBD

 **Steps**

 [Hide steps](#)

Licence information

 Help

Application ID:

Submitted date:

Closed date:

Application status:

Assigned Licensor:

Assigned Program Supervisor:

Licence type:

Region:

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.

Licence type

Please select the Licence type you are applying for: *

Children's Residence Licence Foster Care Agency Licence Staff Model Homes Licence

Preferred language of licence: *

English French

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

Funding type

Please select the funding type of the Licence you are applying for: *

Transfer payment recipient Private operator

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

Funding type

Please select the funding type of the Licence you are applying for: *

Private operator

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

Licensing history ^

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

Yes No

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

Yes No

The Director previously revoked, suspended or refused to issue or renew my licence to operate a Children's Residence, or to deliver residential care, directly or indirectly, to three or more children not of common parentage in places that are not Children's Residences [Note that the second category listed here includes licenses to deliver foster care or to operate staff model homes.]: *

Yes No

I have voluntarily returned my licence to the Ministry because I have ceased operating a Children's Residence or delivering residential care, directly or indirectly, to three or more children not of common parentage in places that are not Children's Residences (e.g., a licence to deliver foster care or to operate staff model homes): *

Yes No

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

Yes No

Item(s) per page: 10 

Licence number 	Licence type	Site/Agency name	Address	Licence status	Licence expiry date

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.

SOR-RL > Licence Application > Applicant Profile

1 Licence

Go to:
Licence information

2 Applicant

Go to:
Applicant profile

3 Residence &

Operation
Go to:
Staff Model Homes Information
Operation information

4 Documents

Go to:
Supporting documents

5 Application

Go to:
Application summary

 Hide steps

Applicant profile

 Help

Application ID: LA202500422

Application status: Draft

Licence type: Staff Model Homes Licence

[Update Profile](#)

General information

Corporation details

Head office address

Head office mailing address

Operating name

Owners of the corporation

Directors of the corporation

Officers of the corporation

Supporting documents

[Back](#)

[Exit](#)

[Next](#)

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  . 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  . The Staff Model Homes Information section appears.

Step 3: Enter the Staff Model Homes Information

1. Enter the Staff Model Homes information.

SOR-RL: Serious Occurrence and Residential Licensing System ≡ Menu

SOR-RL > Licence Application > Staff Model Homes information

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

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

3 Residence & Operation
Go to:
[Staff Model Homes Information](#)
[Operation information](#)

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

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

[Hide steps](#)

Staff Model Homes information

Application ID: LA202400021
Application status: Draft
Licence type: Staff Model Homes Licence

Staff Model Homes information

Operating name: *

Operating Name:

Phone number: * Ext:

Email:

Website:

The Staff Model Homes Licence will be located in the following municipality: *

Staff Model Homes address

Staff Model Homes mailing address

Staff Model Homes contacts

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

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.

SOR-RL > Licence Application > Operation information > Staff Model Home Site details

Staff Model Home Site details

Application ID: LA202500422

Application status: Draft

Licence type: Staff Model Homes Licence

Staff Model Home Site address	
Staff Model Home Site information	
Safe drinking water act	
Staff Model Home Site contacts	
Site description	
Capacity	

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

3. Enter the Staff model Home Site address.

Staff Model Home Site address		
Address Search: 		
Address line 1: * <input type="text"/>		
Suite/Unit No.: <input type="text"/>		
Address line 2: <input type="text"/>		
City/Town: * <input type="text"/>	Province: Ontario	Postal code: * <input type="text"/>
Verify 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.

Staff Model Home Site information

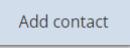
Site name: *	<input type="text"/>
Phone number: *	<input type="text"/> Ext: <input type="text"/>
Email:	<input type="text"/>
Ownership: *	<input type="radio"/> Rental <input type="radio"/> Own
Municipality: *	<input type="text" value="Please select"/>

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

Safe drinking water act

Is water provided through service connections with a municipal residential water system? *
<input type="radio"/> Yes <input type="radio"/> No

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 .

Staff Model Home Site contacts

Name	Role	Phone number	Date activated	Date deactivated	Email	Action
<input type="text"/>						

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

Staff Model Home Site contact details

[Help](#)

Contact information

First name: *

Last name: *

Role: *

Phone number: * Ext:

Mobile number:

Email:

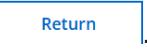
Date activated: * 

Status: Active

Date deactivated: * 

Deactivation reasons:

9. Enter the contact information and select .

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

Staff Model Home Site contacts						
Name <small>!</small> <small>F</small>	Role	Phone number	Date activated	Date deactivated	Email	Action
Doe, Jane	Owner	1234567890	2025-10-01		janedoe@yopmail.com	 
Add contact						

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.

Site description

Brief description of premises: *

0 / 3500

Brief description of clients served:

0 / 3500

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

Capacity

Proposed capacity (Total number of beds): *

Room size unit of measurement

Metre Inch Feet

Room name <small>!</small> <small>F</small>	Room size	Number of beds	Age range	Gender	Floor	Action
						Add

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

14. Select . The Room information page appears.

Room information

[Help](#)

Room information

Room name: *

Room size unit of measurement: *

Metre Inch Feet

Room size: *

 X

Number of beds: *

Age range: *

0 to 18 months Over 18 months to under 16 years (15 years + 364 days) 16 years and above

Gender: *

Male Female X

Floor: *

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

Capacity

Proposed capacity (Total number of beds): *

Room size unit of measurement:

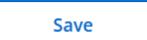
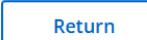
Metre Inch Feet

Room name	Room size	Number of beds	Age range	Gender	Floor	Action
Room 1	4 x 5	1	0 to 18 months , Over 18 months to under 16 years (15 years + 364 days)	Female , X	First floor	



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.

SOR-RL > Licence Application > Licence Application summary

1 LicenceGo to:
 Licence information**2 Applicant**Go to:
 Applicant profile**3 Residence & Operation**Go to:
 Staff Model Homes Information
 Operation information**4 Documents**Go to:
 Supporting documents**5 Application**Go to:
 Application summary Hide steps

Application summary

 Help

Application ID: LA202500422

Application status: Draft

Licence type: Staff Model Homes Licence

Application summary

[Licence information](#)[Applicant profile](#)[Staff Model Homes information](#)[Operation information](#)[Supporting documents](#)[Withdraw](#)[Back](#)[Exit](#)[Submit](#)

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.

SOR-RL > Licence Application > Licence Application summary

! There is a problem

Data validation

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

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

 Hide steps

SOR-RL > Licence Application > Licence Application Supporting Documents

! There is a problem

Data validation

- There are some errors on the page
- Please upload all required documents before you submit the application. Zoning approval

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

 Hide steps

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

SOR-RL > Licence Application > Declaration & consent

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

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

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

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

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

 Hide steps

Declaration & consent 

Application ID: LA202500409
 Application status: Draft
 Licence type: Children's Residence Licence

Declaration & consent

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

I agree I disagree

Attestation as prescribed in s. 79 of Ontario Regulation 156/18 under the CYFSA
 I, SPA_262@MAILINATOR.COM LastName, attest that I have not been convicted of the following offences under the Criminal Code (Canada), as prescribed in s. 79 of Ontario Regulation 156/18 under the CYFSA:

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

I agree I disagree

[Back](#) [Exit](#) [Confirm](#)

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.

SOR-RL > Licence Application > Confirmation

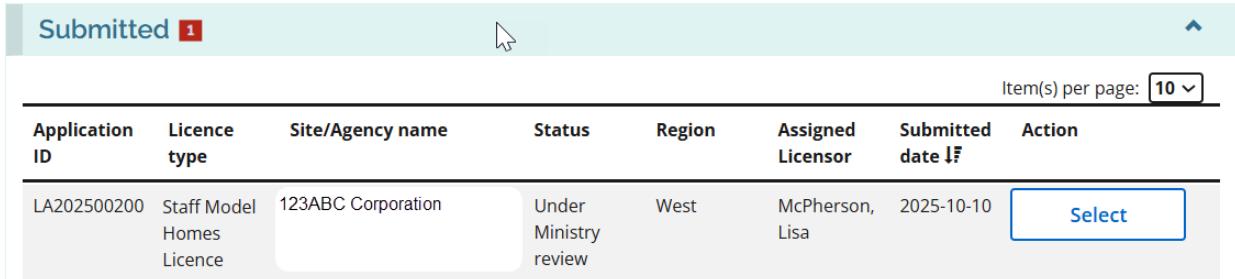
Confirmation 

Application ID: LA202500409
 Application status: Under Ministry review
 Licence type: Children's Residence Licence

Submitted successfully [Back to module dashboard](#)

10. Choose [Back to module dashboard](#)

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



Submitted 1							
Application ID	Licence type	Site/Agency name	Status	Region	Assigned Licensor	Submitted date	Action
LA202500200	Staff Model Homes Licence	123ABC Corporation	Under Ministry review	West	McPherson, Lisa	2025-10-10	Select

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.

SOR-RL > Licence Application

Licence Application

 [Help](#)

Search Applications

Search for existing Residential Service Licence Application

Search Applications

New Application

Apply for a Residential Service Licence

New Application

My Applications 2

[See dashboard](#)

View recently accessed

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.

SOR-RL > Licence Application > Licence information

1 Licence	2 Applicant	3 Residence & Operation	4 Documents	5 Application
Go to:  Licence information	Go to: TBD	Go to: TBD	Go to: TBD	Go to: TBD

Steps

 [Hide steps](#)

Licence information

 [Help](#)

Application ID:

Submitted date:

Closed date:

Application status:

Assigned Licensor:

Assigned Program Supervisor:

Licence type:

Region:

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.

Licence type



Please select the Licence type you are applying for: *

Children's Residence Licence Foster Care Agency Licence Staff Model Homes Licence

Preferred language of licence: *

English French

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.

Funding type

Please select the funding type of the Licence you are applying for: *

Transfer payment recipient Private operator

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

Funding type

Please select the funding type of the Licence you are applying for: *

Private operator

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

Licensing history

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

Yes No

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

Yes No

The Director previously revoked, suspended or refused to issue or renew my licence to operate a Children's Residence, or to deliver residential care, directly or indirectly, to three or more children not of common parentage in places that are not Children's Residences [Note that the second category listed here includes licenses to deliver foster care or to operate staff model homes.]: *

Yes No

I have voluntarily returned my licence to the Ministry because I have ceased operating a Children's Residence or delivering residential care, directly or indirectly, to three or more children not of common parentage in places that are not Children's Residences (e.g., a licence to deliver foster care or to operate staff model homes): *

Yes No

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

Yes No

Item(s) per page: 10

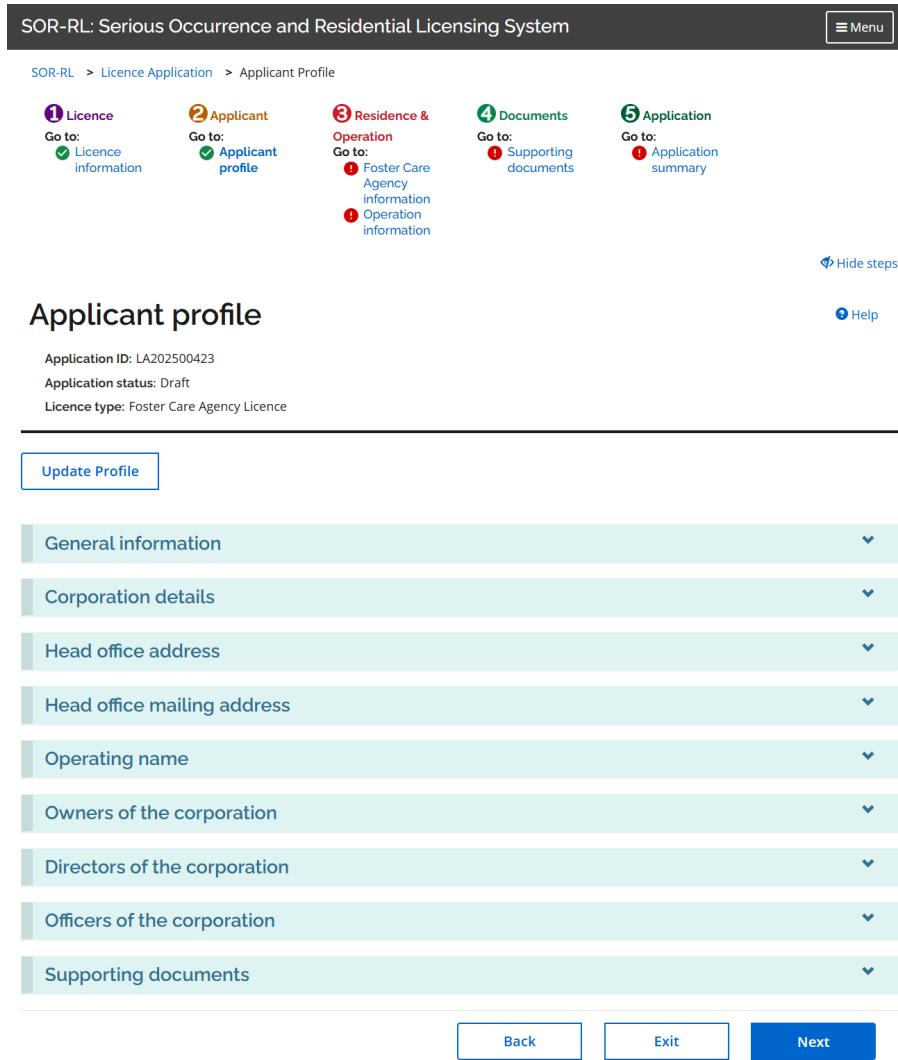
Licence number	Licence type	Site/Agency name	Address	Licence status	Licence expiry date

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.



SOR-RL: Serious Occurrence and Residential Licensing System ≡ Menu

SOR-RL > Licence Application > Applicant Profile

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

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

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

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

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

[Hide steps](#)

Applicant profile

Application ID: LA202500423
Application status: Draft
Licence type: Foster Care Agency Licence

[Update Profile](#)

General information

Corporation details

Head office address

Head office mailing address

Operating name

Owners of the corporation

Directors of the corporation

Officers of the corporation

Supporting documents

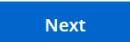
[Back](#) [Exit](#) [Next](#)

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

3. If changes are required:

- Select [Update Profile](#). The Profile page appears.
- Make the changes as required.
- Save the changes.
- 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.

SOR-RL > Licence Application > Foster Care Agency information



 Hide steps

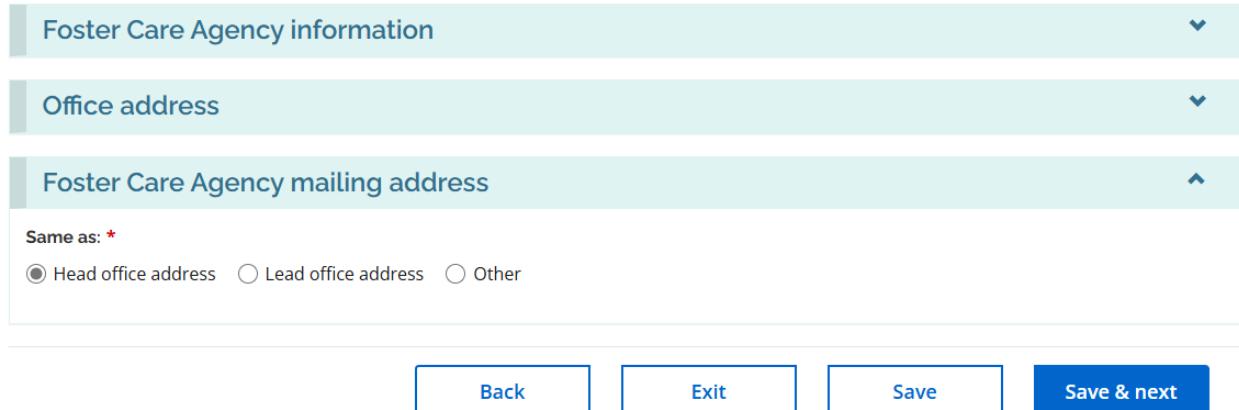
Foster Care Agency information

 Help

Application ID: LA202300161

Application status: Draft

Licence type: Foster Care Agency Licence



Foster Care Agency information

Office address

Foster Care Agency mailing address

Same as: *

Head office address Lead office address Other

Back Exit Save Save & next

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

Foster Care Agency information

Prefix:

Operating name: *

Suffix:

Name of Foster Care Agency:

Phone number: * Ext:

Email:

Website:

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

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

Office address

Please identify all offices supporting this program: [Hide inactive](#)

Address	Region	Lead office 	Action
Add address			

5. Choose [Add address](#). The office address page appears.

Office address details

 Help

Address Information

Municipality: *

Please select...

Address Search:

Address line 1: *

Address line 2:

Suite/Unit No.:

City/Town: *

Province: Ontario

Postal code: *

Verify address

Email:

Phone number: *

Ext:

Is this the lead office?

Yes No

Return Save

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.

Foster Care Agency mailing address

Same as: *

Head office address Lead office address Other

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.

SOR-RL > Licence Application > Operation information



Operation information

[Help](#)

Application ID: LA202500423

Application status: Draft

Licence type: Foster Care Agency Licence

Operation information

Program

[Back](#)

[Exit](#)

[Save](#)

Save & next

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

Clinical services:

Are Clinical Services offered by the Licensee as part of the licensed program (included in the ministry advised per diem): *

Yes No

Additional Program Information:**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

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) including but not limited to staff providing supports to foster parents; note that this provision does not apply to foster parents.)

0 / 3500

Training: *

(Describe any supplementary training to be provided to persons to be employed or otherwise engaged by the applicant to provide residential care, including foster parents in order to support effective delivery of the proposed program. Refer to ss. 120 and 120.1-120.2 of O. Reg. 156/18 for rules respecting mandatory training for foster parents; See also Policy Directive – Residential Licensing 001-23: Training on the Provision of Residential Care", accessible through the following: <https://www.ontario.ca/document/child-protection-service-directives-forms-and-guidelines/policy-directive-residential-licensing-001-23-training-provision-foster-care>)

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

Back

Exit

Save

Save & next

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.

SOR-RL > Licence Application > Licence Application Supporting Documents



 Hide steps

Supporting documents

 Help

Application ID: LA202300161

Application status: Draft

Licence type: Foster Care Agency Licence

Mandatory documents prior to submission

Other mandatory documents

[Upload additional document](#)

[Back](#)

[Exit](#)

[Next](#)

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.

SOR-RL > Licence Application > Licence Application summary



 Hide steps

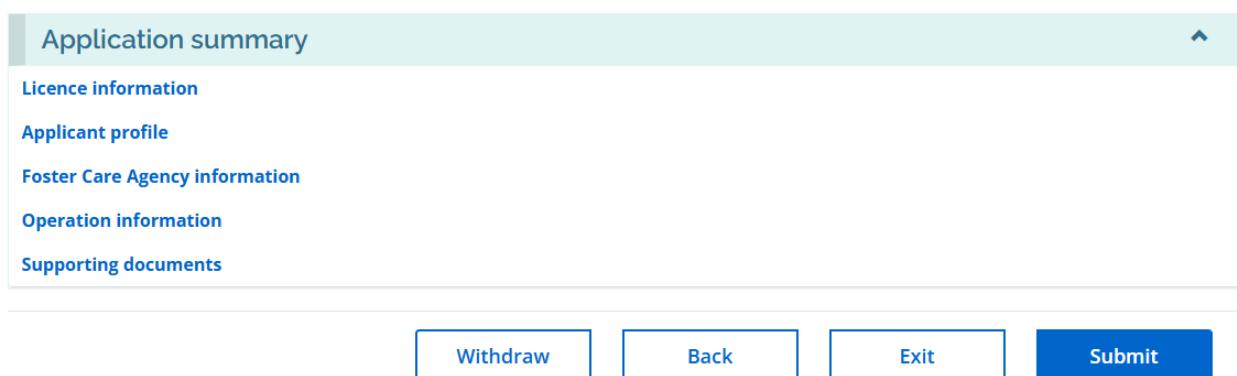
Application summary

 Help

Application ID: LA202300161

Application status: Draft

Licence type: Foster Care Agency Licence



Application summary

Licence information

Applicant profile

Foster Care Agency information

Operation information

Supporting documents

Withdraw Back Exit Submit

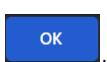
2. Review the information in the summary.

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 .

b. A confirmation window appears.

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

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.

SOR-RL > Licence Application > Licence Application summary

! There is a problem

Data validation

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

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

 [Hide steps](#)

SOR-RL > Licence Application > Operation information

! There is a problem

Data validation

- There are some errors on the page

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

 [Hide steps](#)

Operation information

 [Help](#)

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

SOR-RL > Declaration & consent

1 LicenceGo to:
 [Licence information](#)**2 Applicant**Go to:
 [Applicant profile](#)**3 Residence & Operation**Go to:
 [Foster Care Agency information](#)
 [Operation information](#)**4 Documents**Go to:
 [Supporting documents](#)**5 Application**Go to:
 [Application summary](#) [Hide steps](#)

Declaration & consent

 [Help](#)

Application ID: LA202300161

Application status: Draft

Licence type: Foster Care Agency Licence

Declaration & consent

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

 Yes No

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

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

I, SPA_262@MAILINATOR.COM LastName, attest that I have not been convicted of the following offences under the Criminal Code (Canada), as prescribed in s. 79 of Ontario Regulation 156/18 under the CYFSA:

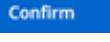
1. Section 151 (sexual interference)
2. Section 153 (sexual exploitation)
3. Section 163.1 (making child pornography)
4. Section 215 (duty of persons to provide necessities)
5. Sections 229, 230, 231 or 235 (murder)
6. Section 233 (infanticide)
7. Section 239 (attempt to commit murder)
8. Section 273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

 I agree I disagree[Back](#)[Exit](#)[Confirm](#)

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 . A confirmation message appears.

SOR-RL > Licence Application > Confirmation

Confirmation

 Help

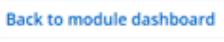
Application ID: LA202300161

Application status: Under Ministry review

Licence type: Foster Care Agency Licence

Submitted successfully

[Back to module dashboard](#)

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

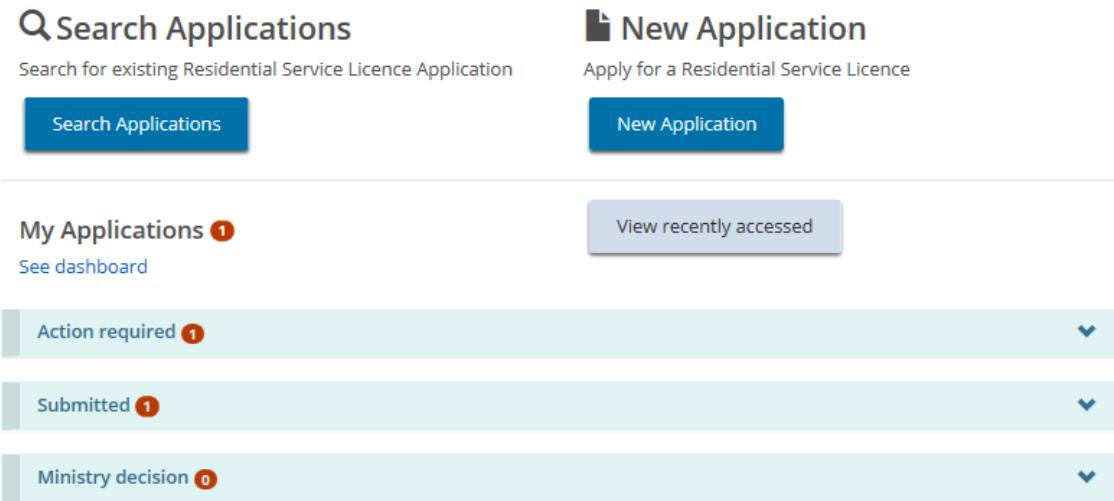
Submitted 						
Back to module dashboard						
Item(s) per page: 10						
Application ID	Licence type	Site/Agency name	Status	Region	Assigned Licensor	Submitted date 
LA202300161	Foster Care Agency Licence	V F	Under Ministry review	Toronto		2025-12-24 

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.

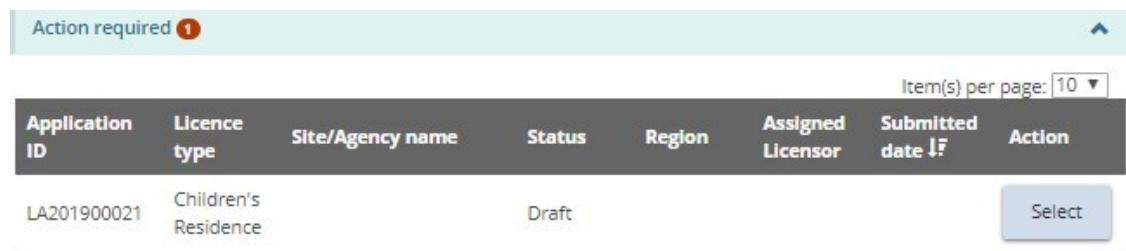
1. Select the  **LICENCE APPLICATION** module. The Applications module appears.

SOR-RL → Application



The screenshot shows the application interface with two main sections: 'Search Applications' and 'New Application'. The 'Search Applications' section includes a search bar and a 'Search Applications' button. The 'New Application' section includes a button to 'Apply for a Residential Service Licence'. Below these are sections for 'My Applications' (with 1 item), 'Action required' (with 1 item), 'Submitted' (with 1 item), and 'Ministry decision' (with 0 items). A 'View recently accessed' button is also present.

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



The screenshot shows a table of draft applications. The columns are: Application ID, Licence type, Site/Agency name, Status, Region, Assigned Licenser, Submitted date, and Action. One row is visible, showing Application ID LA201900021, Licence type Children's Residence, Site/Agency name Children's Residence, Status Draft, and Action with a 'Select' button.

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

3. Choose  . 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.

SOR-RL → Application

Search Applications

Search for existing Residential Service Licence Application

[Search Applications](#)

New Application

Apply for a Residential Service Licence

[New Application](#)

My Applications 1

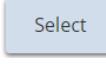
[Hide dashboard](#)[View recently accessed](#)[Action required 1](#)[Submitted 1](#)[Ministry decision 0](#)

2. Under the dashboard, expand the Submitted section.

[Submitted 2](#)

Item(s) per page: [10](#) ▾

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

3. Choose . The Application summary page appears.

SOR-RL → Licence Application → Licence Application summary

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

Application summary

[Help](#)

Name of Children's Residence: ABC Inc.

Application ID: LA201900002

Submitted date: 2019-12-05

Closed date:

Application status: Under Ministry review

Assigned Licensor:

Assigned Program Supervisor:

Licence type Children's Residence

Region: Toronto

Application summary

Licence information

Applicant profile

Residence information

Operation information

Supporting documents

Declaration & consent

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

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.

Action required 1

Item(s) per page: 10 ▾

Application ID	Licence type	Site/Agency name	Status	Region	Assigned Licensor	Submitted date	Action
LA201900002	Children's Residence	ABC Inc.	Incomplete	Toronto	Qrst, Debra	2019-12-05	Select

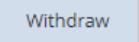
1. Open the application with the status "Incomplete".
2. From the Application Summary page, scroll down to the History of Ministry/Applicant comments section and read the ministry comment.

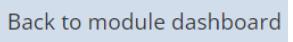
History of Ministry/Applicant comments 1 

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

Comments to the Ministry:

0 / 3500 

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 .
6. Choose . The Declaration and Consent page appears.
7. Read the declaration and consent, then answer the questions.
8. Select . A Confirmation message appears.
9. Choose .
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.

SOR-RL → Licence Application → Licence Application summary

• Application summary **• Supporting documents**

Application summary

 Help**Name of Children's Residence:** ABC Inc.**Application ID:** LA20190002**Submitted date:** 2019-12-05**Closed date:****Application status:** Under Ministry review**Assigned Licensor:****Assigned Program Supervisor:****Licence type** Children's Residence**Region:** Toronto**Application summary****Licence information****Applicant profile****Residence information****Operation information****Supporting documents****Declaration & consent****Withdraw****Exit****Next**2. Select **Withdraw**. A confirmation message appears.3. Select **OK** to continue.

4. Select the reason for the withdrawal.

Withdraw Application**Reason for withdrawal: ***

Please select...

OK**Cancel**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.

SOR-RL → Licence Application

Licence Application

 Help

Search Applications

Search for existing Residential Service Licence Application

Search Applications

New Application

Apply for a Residential Service Licence

New Application

My Applications 1

See dashboard

Action required 1

Submitted 0

Ministry decision 2

View recently accessed

Item(s) per page: 10 ▾

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

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.

1 LicenceGo to:
Licence information**2** ApplicantGo to:
Applicant profile**3** Residence & OperationGo to:
Residence information
Operation information**4** DocumentsGo to:
Supporting documents**5** ApplicationGo to:
Application summary[Hide steps](#)

Supporting documents

[Help](#)

Name of Children's Residence:

Application ID: LA201900021

Application status: Draft

Licence type Children's Residence

Mandatory documents prior to submission

Item(s) per page: 10 ▾

Document type†	File name	Type	Status	Submitted date	Expiry date	Action
----------------	-----------	------	--------	----------------	-------------	--------

Zoning approval

[Upload](#)

Other mandatory documents

Item(s) per page: 10 ▾

Document type†	File name	Type	Status	Submitted date	Expiry date	Action
----------------	-----------	------	--------	----------------	-------------	--------

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

Does not expire

[Upload](#)

Staff policies

Policies and procedures

Does not expire

[Upload](#)

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

Supporting documents

[Help](#)**Name of Foster Care Agency:****Application ID:** LA201920624**Application status:** Draft**Licence type** Foster Care Agency

Supporting documents

Item(s) per page: 10 

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

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.

Licence type: Staff Model Homes Licence

Upload document for multiple sites

Mandatory documents prior to submission

Other mandatory documents

Filter by type: **Please select...** Item(s) per page: **10**

Document type	File name	Type	Status	Submitted date	Expiry date	Action
Written evidence of consultation with community facilities and services that will provide services to the residents to be served by the Staff Model Homes.		24 Abbott St			Does not expire	<input type="button" value="Upload"/>
Written evidence of consultation with community facilities and services that will provide services to the residents to be served by the Staff Model Homes.		443 Quebec St			Does not expire	<input type="button" value="Upload"/>
Staff policies		Policies and procedures			Does not expire	<input type="button" value="Upload"/>
Site plan	Test Doc for SORRL.docx	24 Abbott St			Does not expire	<input type="button" value="Select"/>
Site plan	Test Doc for SORRL.docx	443 Quebec St			Does not expire	<input type="button" value="Select"/>

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 or .

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.

Upload supporting document

[Help](#)

Upload supporting document

The following file types are supported:

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

Document type: Incorporation documents

Comments:

Issue date 

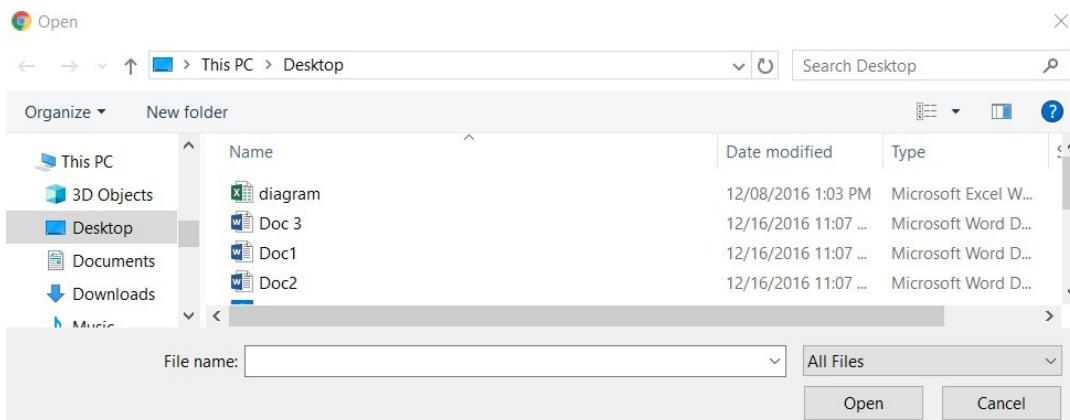
File: * No file chosen

File name	Uploaded by	Date uploaded	Action
No data exists.			

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

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 . The Choose File to Upload page appears.



8. Select the document and select .

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

Upload supporting document 

Upload supporting document 

The following file types are supported:

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

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

Comments:

Issue date 

File: * [Browse...](#)

File name	Uploaded by	Date uploaded	Action
Doc 2.docx	Cee, Dee (Registered User)	2019-09-20	Remove

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

10. Select . A confirmation message appears.

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

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

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)

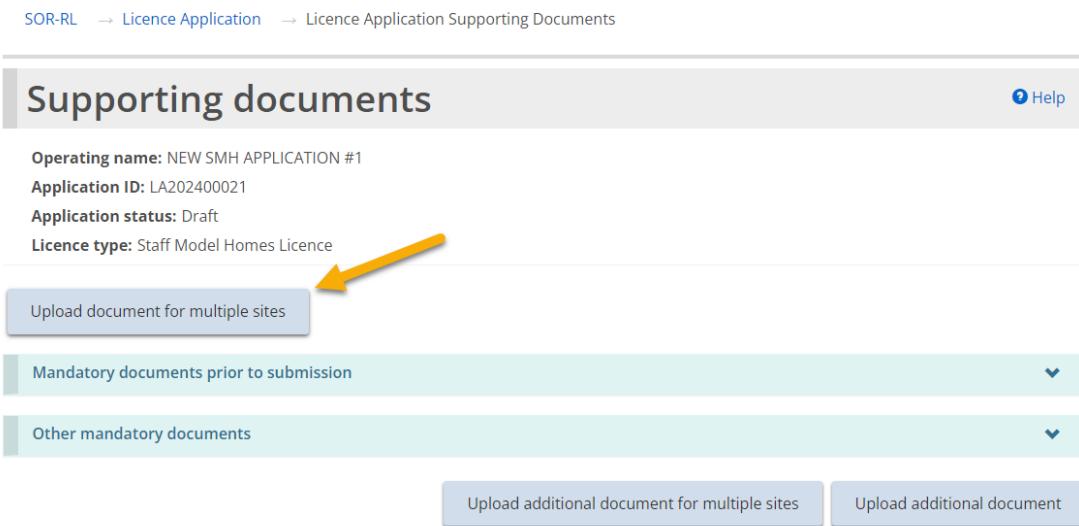
For staff model homes licensees, supporting documents can be uploaded at either the licence level (e.g. policies and procedures), to an individual site (e.g. drinking water system report or site plan), or to multiple sites at one time (e.g. resident orientation intake package). Licence level documents 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.

SOR-RL → Licence Application → Licence Application Supporting Documents



Operating name: NEW SMH APPLICATION #1
Application ID: LA202400021
Application status: Draft
Licence type: Staff Model Homes Licence

Upload document for multiple sites

Mandatory documents prior to submission

Other mandatory documents

Upload additional document for multiple sites Upload additional document

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

Upload supporting document for multiple sites

Upload supporting document for multiple sites

Document type: * Evidence that the municipalities and school boards in the area where the Staff Mod 

Type: *  Please select... 
24 Abbott St
443 Quebec St

The following file types are allowed:
• Graphics: gif, jpeg, png, pdf
• Documents: pdf, rtf, doc, docx, plain text, ppt
• Spreadsheets: xls, xlsx

Comments:

Issue date: 

File: *  Choose File No file chosen
No file chosen

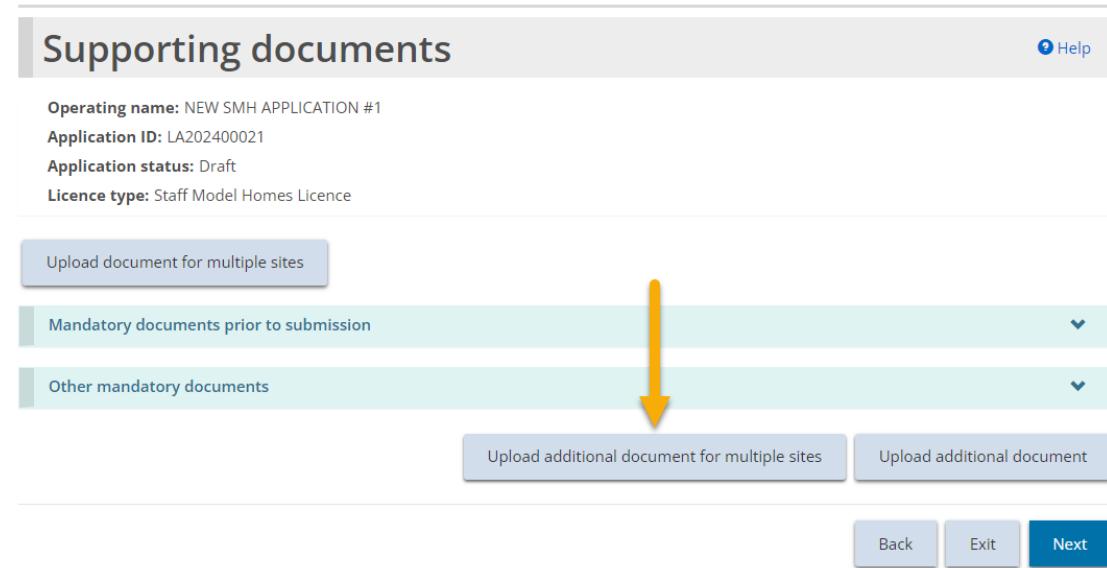
File name	Uploaded by	Date uploaded	Action
No data exists.			

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.



Operating name: NEW SMH APPLICATION #1
Application ID: LA202400021
Application status: Draft
Licence type: Staff Model Homes Licence

Upload document for multiple sites

Mandatory documents prior to submission

Other mandatory documents

Upload additional document for multiple sites

Upload additional document

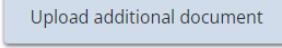
Back

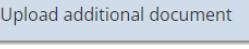
Exit

Next

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  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 . The Upload supporting document page appears at the bottom of the page.

Upload supporting document

[Help](#)

Upload supporting document



The following file types are supported:

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

Document type: *

Comments:

0 / 3500

Issue date 

File: *

No file chosen

File name	Uploaded by	Date uploaded	Action
No data exists.			

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 . The Choose File to Upload page appears.
7. Select the document and select .
8. Select . The file name appears in the table.

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

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

9. Select [Return](#). The document appears in the Additional documents table.

Additional documents					
Document type	File name	Status	Submitted date	Expiry date	Action
Resume	report.GIF				Select

[Upload additional document](#)

Viewing the contents of an uploaded document

1. From the application/licence, choose [Supporting documents](#). The Supporting documents page appears.

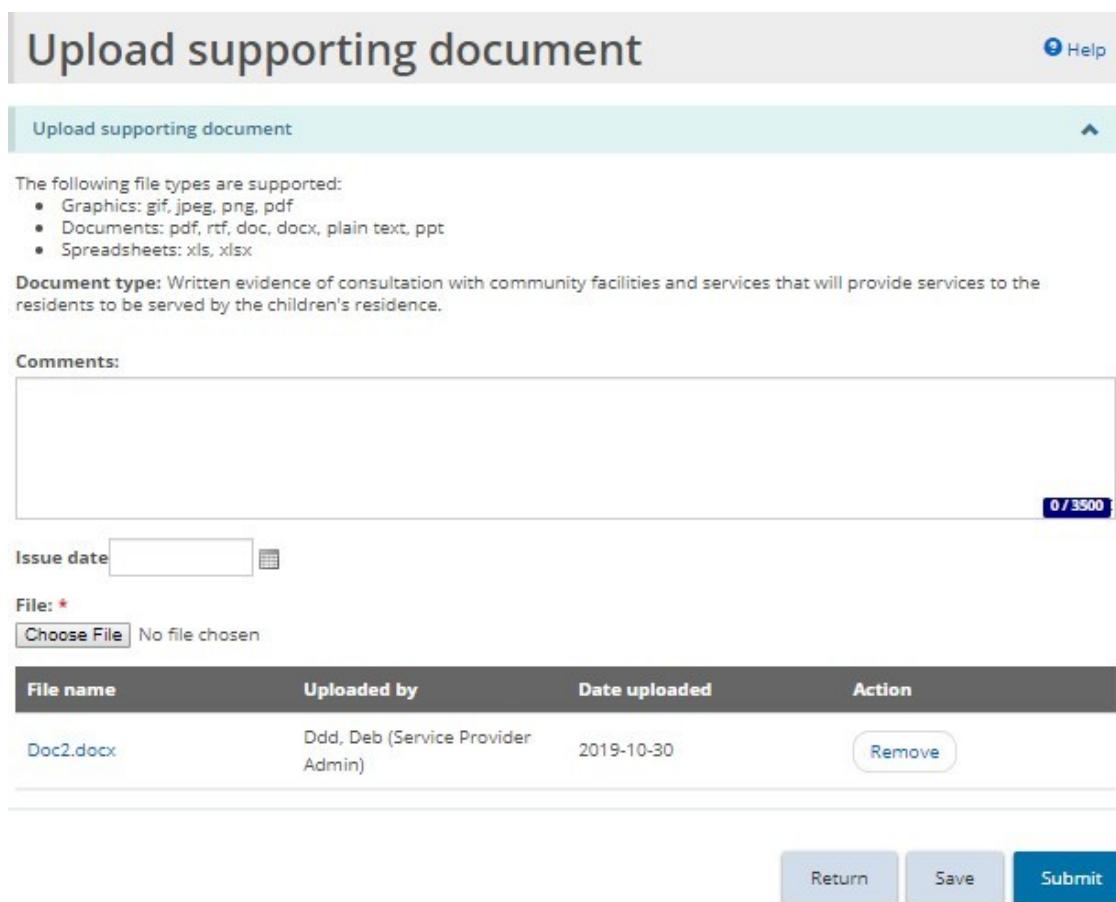
Supporting documents						
Name of Children's Residence: Application ID: LA201900021 Application status: Draft Licence type Children's Residence						
Mandatory documents prior to submission <div style="float: right;">Help</div>						
Other mandatory documents <div style="float: right;">Help</div>		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

2. From the Supporting documents page, 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 . The Upload supporting document page appears.



Upload supporting document 

Upload supporting document 

The following file types are supported:

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

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

Comments:

Issue date 

File: *
 No file chosen

File name	Uploaded by	Date uploaded	Action
Doc2.docx	Ddd, Deb (Service Provider Admin)	2019-10-30	<input type="button" value="Remove"/>

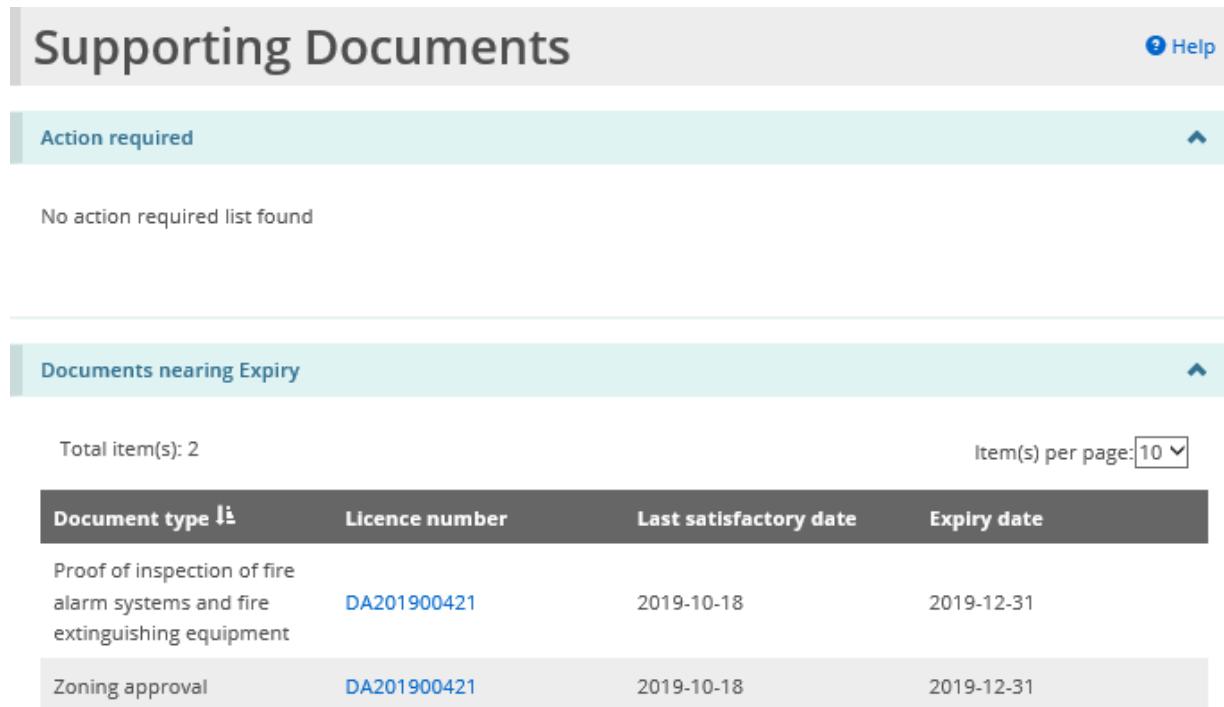
3. Select . A confirmation message appears. Select  to continue.

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.



The screenshot shows the 'Supporting Documents' module. The 'Action required' section is currently active, displaying the message 'No action required list found'. The 'Documents nearing Expiry' section is also visible, showing two items:

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

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.

Action required						
Total item(s): 1				Item(s) per page: 10 		
Document type	Origin ID	Site/Agency name	Last submitted date 	Update requested date	Expiry date	Action
Proof of inspection of fire alarm systems and fire extinguishing equipment	LR202500120	A New SMH for Guardian	2025-11-04	NA		Select

1

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.

SOR-RL > Licence Renewal > Licence Renewal Supporting Documents

 **Renewal application**

 **Supporting documents**

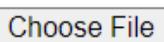
Supporting documents

Name of Children's Residence: Test name for adding a new CR
 Licence number: [LI00641](#) Renewal application ID: LR202500020 Submit date: 2025-01-27
 Licence issued: Licence Renewal application status: Under Ministry review Closed date:
 Licence type: Children's Residence Licence Region: East Assigned Licensor: McAdam, Judith

Supporting documents

Item(s) per page: **10** 

Document type 	File name	Type	Status	Submitted date	Expiry date	Action
Zoning approval	document with signature testing SORL-12568.docx		Pending revision	2025-11-04		Select

3. Choose  to update the document.
4. Select the Issue date.
5. Select . The Choose File to Upload page appears.

6. Select the document and select **Open**.

Submit

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.

[SOR-RL](#) > [Licence Renewal](#) > [Licence Renewal Supporting Documents](#) > [Upload Supporting Document](#)

Upload supporting document

[Help](#)

Name of Children's Residence: Test name for adding a new CR
 Licence number: [L100641](#) Renewal application ID: LR202500020 Submit date: 2025-01-27
 Licence issued: Licence Renewal application status: Under Ministry review Closed date:
 Licence type: Children's Residence Licence Region: East Assigned Licensor: McAdam, Judith

Upload supporting document

The following file types are supported:

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

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

Comments:

0 / 3500

Issue date 

File: *

No file chosen

File name	Uploaded by	Date uploaded	Action
No data exists.			

Revision history

Version	File name	Uploaded by	Date uploaded	Issue date	Expiry date
V2	document with signature testing SORL-12568.pdf	McAdam, Judith (Service Provider Admin)	2025-11-04		

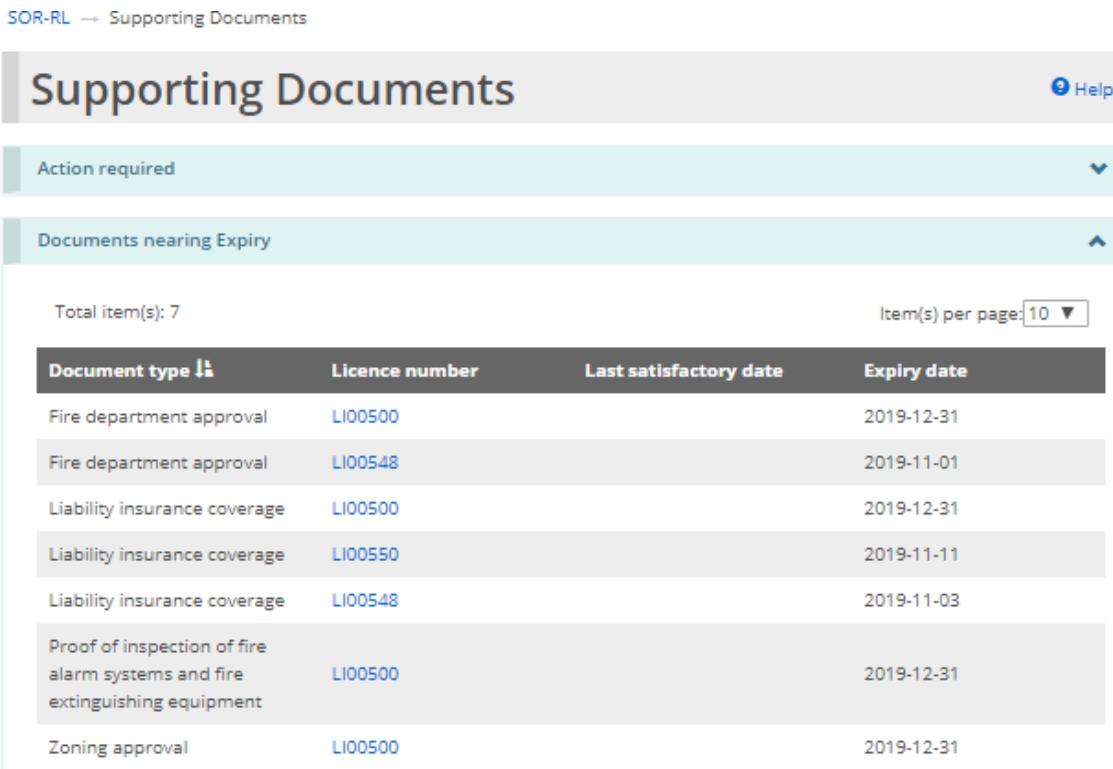
Version	File name	Uploaded by	Date uploaded	Issue date	Expiry date
V1	UAT upload doc.docx	McAdam, Judith (Service Provider Admin)	2025-05-16		Does not expire

Ministry comments: please update

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.



The screenshot shows the 'Supporting Documents' module. At the top, there are two dropdown menus: 'Action required' (selected) and 'Documents nearing Expiry'. Below these, a table lists 7 items. The columns are: Document type, Licence number, Last satisfactory date, and Expiry date. The data is as follows:

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

2. Select the blue licence number link. The Licence summary page appears.
3. Choose **Supporting documents**. The Supporting documents page appears.

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

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

Upload supporting document

[Help](#)

Upload supporting document

The following file types are supported:

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

Document type: Liability insurance coverage

Comments:

0 / 3500

Issue date 

File: *
 No file chosen

File name	Uploaded by	Date uploaded	Action
No data exists.			

Revision history

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

6. Choose

7. Select the file and choose

8. Select . The file name appears in the list.

9. Select . 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		
V1	Doc2.docx	Ddd, Deb (Service Provider Admin)	2019-10-25		2019-11-03

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

Working with Monthly Reporting

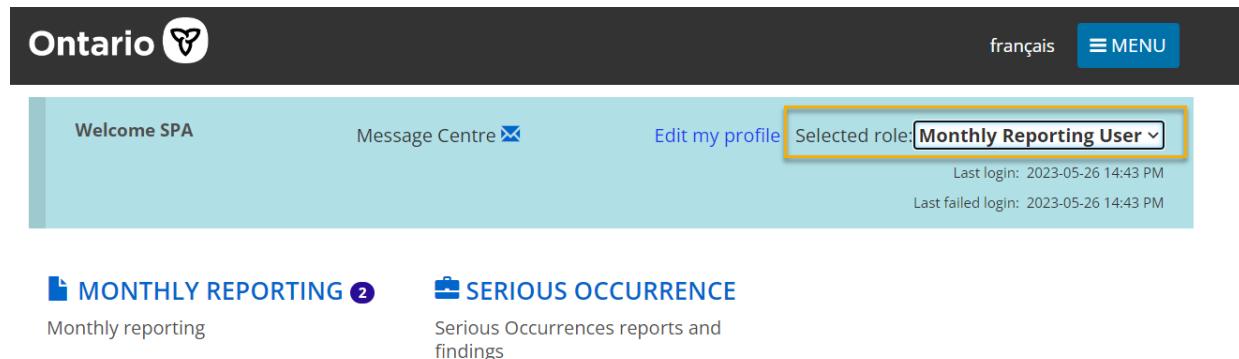
For foster care, children's residence, and staff model home licensees, a monthly reporting module has been created to help facilitate the monthly reporting of complaints and mechanical restraints to the CYFSA Director as required by the new regulatory requirements (July 1, 2023).

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 screenshot shows the SOR-RL landing page. At the top, there is a dark header bar with the Ontario logo on the left and 'français' and 'MENU' on the right. Below the header, the main content area has a light blue background. On the left, there are two buttons: 'Welcome SPA' and 'Message Centre'. In the center, there is a 'Edit my profile' link followed by a dropdown menu with the text 'Selected role: Monthly Reporting User'. Below this, there is a message box with the text 'Last login: 2023-05-26 14:43 PM' and 'Last failed login: 2023-05-26 14:43 PM'. At the bottom of the page, there are two main navigation links: 'MONTHLY REPORTING' (with a blue icon and a red '2' badge) and 'SERIOUS OCCURRENCE' (with a blue icon).

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 later.

User details

General information

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

[Edit](#)

Edit role

Local registration authority:	No
User type:	<input type="radio"/> SOR Initiator <input checked="" type="radio"/> Monthly Reporting User <input type="radio"/> Service Provider Admin <input type="radio"/> Site Designate
Sites:	Youth Services

[Drop role](#) [Add a new role](#)

[Return](#) [Deactivate](#) [Save](#) [Generate password](#)

Timelines

SOR-RL auto-generates a monthly report template on the 1st calendar day of each month based on SORs reported to the ministry through SOR-RL for the previous reporting month. Per 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.

SOR-RL → Monthly Reporting → Complaints reporting summary

• [Complaints reporting summary](#)

Complaints reporting summary

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

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

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

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

Complaints (total: 0)

History of Ministry/Licensee comments (0)

No comments have been added.

 1

[Exit](#) [Assign To Me](#)

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

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

SOR-RL → Monthly Reporting

Monthly reporting

Search Monthly Reporting

Search for Monthly Reporting

Search Monthly Reporting

Monthly Reporting 1

Hide dashboard

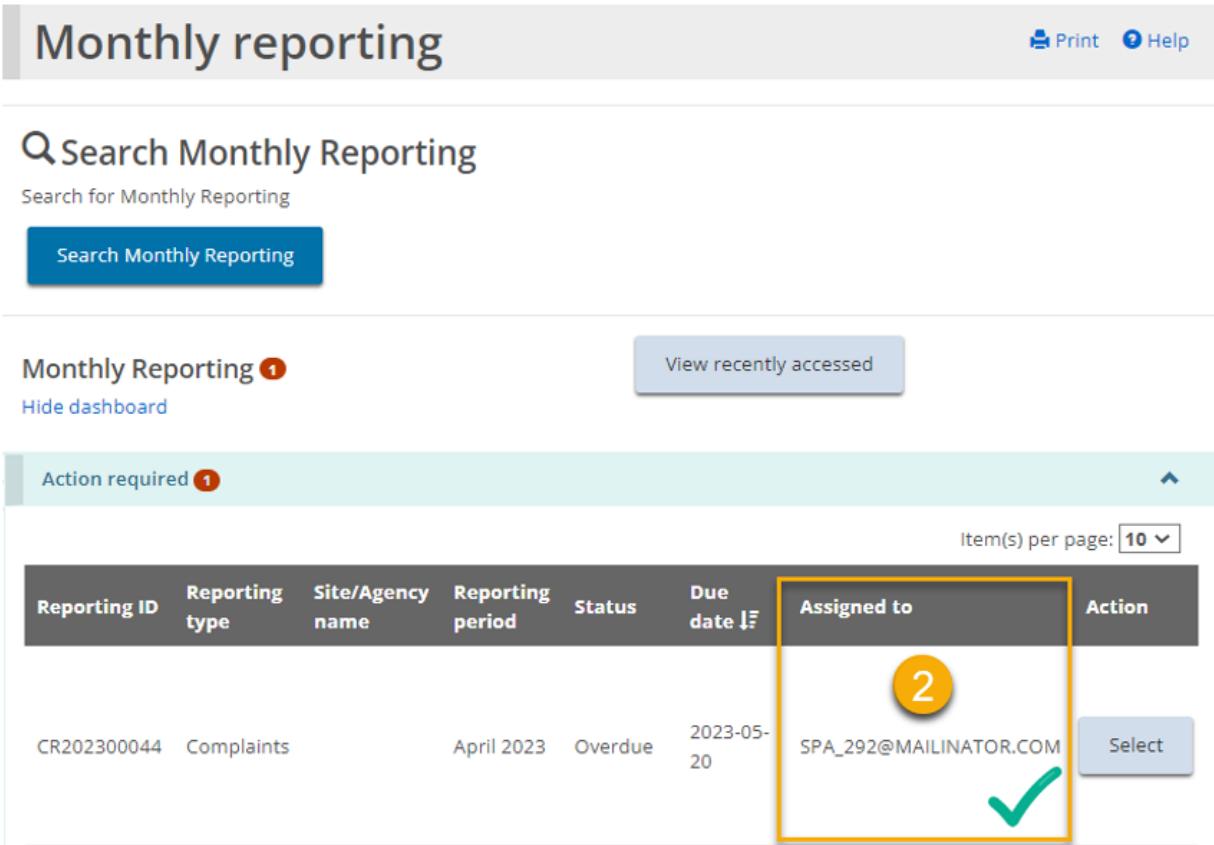
Action required 1

View recently accessed

Item(s) per page: 10

Reporting ID	Reporting type	Site/Agency name	Reporting period	Status	Due date	Assigned to	Action
CR202300044	Complaints		April 2023	Overdue	2023-05-20	SPA_292@MAILINATOR.COM	Select

2



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 Occurrence ID: SO202300284

Date of analysis: * 

Date complaint received: 2023-04-25

Complainant: Service Provider

Subject of complaint: About an individual receiving a service

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

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

Has the individual been informed of the results: No

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

Whether debriefed with person who is subject of complaint: Pending

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

Yes
 No

Resolved by: *

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

Yes
 No

Required changes: *

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

Yes
 No

Required changes: *

Return

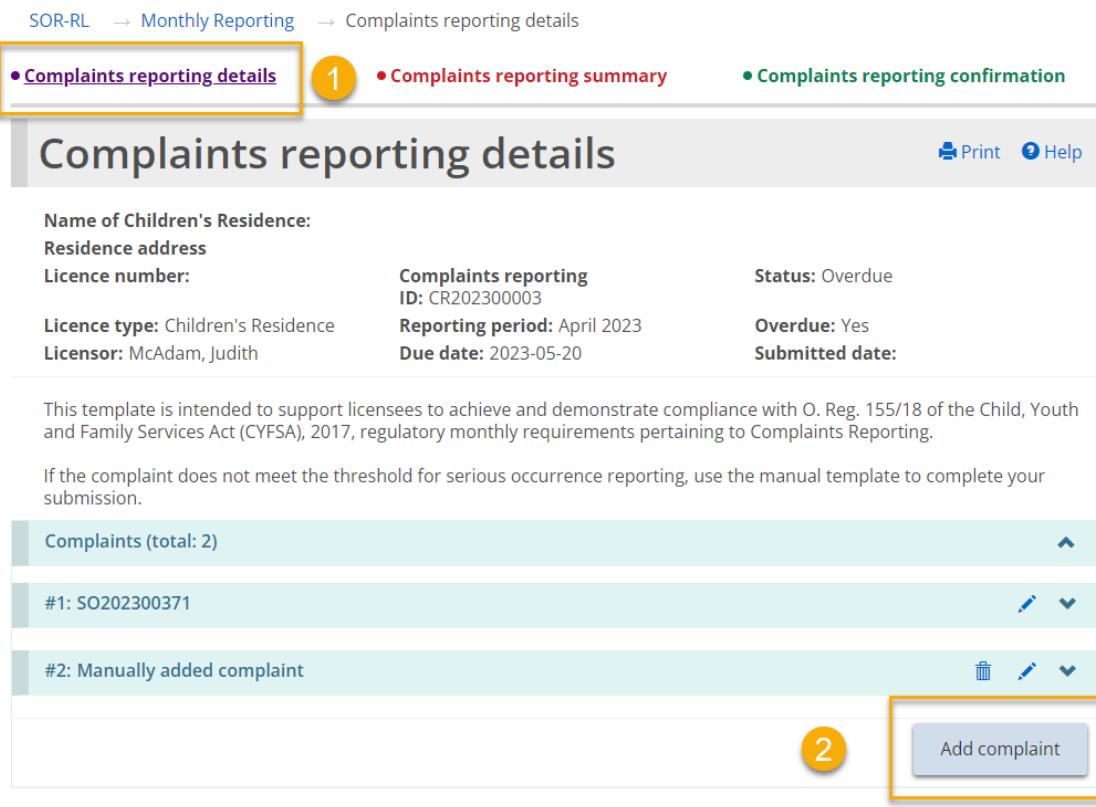
Save

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.



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	Status:	Overdue
ID: CR202300003	Reporting period:	April 2023	Overdue: Yes
Licence type: Children's Residence	Due date:	2023-05-20	Submitted date:
Licensor: McAdam, Judith			

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

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

Complaints (total: 2)	▲
#1: SO202300371	▼
#2: Manually added complaint	▼

2 Add complaint

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

Add complaint

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

Add complaint

Date of analysis: *

Date complaint received: *

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

Subject of complaint: *

Details of the complaint: * Required information to include:

- Precipitating factors that led to the incident and what efforts were made to de-escalate the complaint;
- What happened and where in chronological order;
- Service provider response to the incident/action taken;
- Current status of the complaint;
- Services and supports being provided to individuals involved in the complaint; and
- Further action/follow-up to be taken (where applicable) by the service provider, such as information on how the service provider plans to mitigate, reduce or prevent complaints from occurring in the future.

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

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

0 / 3500

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

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

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.

SOR-RL → Monthly Reporting → Complaints reporting details

• Complaints reporting details**• 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:**

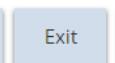
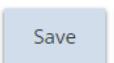
This template is intended to support licensees to achieve and demonstrate compliance with O. Reg. 155/18 of the Child, Youth and Family Services Act (CYFSA), 2017, regulatory monthly requirements pertaining to Complaints Reporting.

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: Manually added complaint

 Add complaint**Other information****Is the Complaints report complete? *** Yes No Return Exit Save Save & next

Mechanical Restraint Monthly Reports

For the mechanical restraint monthly report, 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.

SOR-RL → Monthly Reporting → Mechanical Restraints reporting details

• Mechanical Restraints reporting details**• Mechanical Restraints reporting summary****• Mechanical Restraints reporting confirmation**

Mechanical Restraints reporting details

 Print Help**Name of Foster Care Agency:****Foster Care Agency address:****Licence number:****Mechanical Restraints reporting ID:** MR202300273**Status:** Overdue**Licence type:** Foster Care Agency**Reporting period:** April 2023**Overdue:** Yes**Licensor:** McAdam, Judith**Due date:** 2023-05-23**Submitted date:** 2023-05-18

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

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

Mechanical Restraints (total: 0)

Other information

There are no Mechanical Restraints to report for this month.

Is the Mechanical Restraints report complete? *

 Yes No[Return](#)[Exit](#)[Save](#)[Save & next](#)

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 Restriction reporting details screen and select the "Add Mechanical Restriction" button.

SOR-RL → [Monthly Reporting](#) → Mechanical Restriction reporting details

• [Mechanical Restriction reporting details](#)

• [Mechanical Restriction reporting summary](#)

• [Mechanical Restriction reporting confirmation](#)

Mechanical Restriction reporting details [Print](#) [Help](#)

Operating name: Falcon Homes	Mechanical Restriction reporting ID: MR202401173	Status: Pending revision
Staff Model Home address: 208 Newton Road North, Baltimore	Reporting period: March 2024	Overdue: No
Licence number: 9000611	Due date: 2024-04-14	Submitted date: 2024-04-04
Licence type: Staff Model Homes Licence		
Licensor: Clarke, Laura		

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

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

Mechanical Restriction (total: 2)

# 1: SO202400165	 
# 2: Manually added Mechanical Restriction	 

Add Mechanical Restriction

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

Add Mechanical Restriction

Site name: *	<input type="text" value="Please select..."/>
Site address:	
Mechanical Restriction use start date *	<input type="text"/> 
Mechanical Restriction use start time *	<input type="text"/>
Mechanical Restriction use end date *	<input type="text"/> 
Mechanical Restriction use end time *	<input type="text"/>
Duration of time of restriction:	
Child first name: *	<input type="text"/>
Child last name: *	<input type="text"/>
Child age: *	<input type="text"/>
Type of Mechanical Restriction used: *	<input type="checkbox"/> Linking Chain <input type="checkbox"/> Leg Irons/Leg Shackles/Shackles <input type="checkbox"/> Zip Lock Strap/Nylon Restraint Zip Ties <input type="checkbox"/> Handcuffs <input type="checkbox"/> Handcuffs with Waist Chain <input type="checkbox"/> Other non-approved mechanical restraint type <input type="checkbox"/> Restraint Belt/Belly Chain <input type="checkbox"/> Velcro Handcuffs <input type="checkbox"/> Soft Handcuffs (Nylon)
Description of risk that existed before the Mechanical Restriction was used: *	<input type="radio"/> Risk of self-harm <input type="radio"/> Risk of harming another client <input type="radio"/> Risk of harming staff <input type="radio"/> Risk of harming a community member <input type="radio"/> Other

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

• Mechanical Restraints reporting details**• Mechanical Restraints reporting summary****• Mechanical Restraints reporting confirmation**

Mechanical Restraints reporting details

[Print](#) [Help](#)**Operating name:** Falcon Homes**Staff Model Home address:** 208 Newton Road North, Baltimore**Licence number:** 9000611**Mechanical Restraints reporting ID:** MR202401173**Status:** Pending revision**Licence type:** Staff Model Homes Licence**Reporting period:** March 2024**Overdue:** No**Licensor:** Clarke, Laura**Due date:** 2024-04-14**Submitted date:** 2024-04-04

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

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

Mechanical Restraints (total: 2)	
# 1: SO202400165	
# 2: Manually added Mechanical Restraint	
Add Mechanical Restraint	
Other information	
Is the Mechanical Restraints report complete? *	
<input checked="" type="radio"/> Yes <input type="radio"/> No	

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.

Mechanical Restraints (total: 3)	
# 1: SO202300292	▼
# 2: SO202300292	▼
# 3: SO202300292	▼

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.

SOR-RL → [Monthly Reporting](#) → Mechanical Restraints reporting details**• Mechanical Restraints reporting details**

1

• Mechanical Restraints reporting summary**• Mechanical Restraints reporting confirmation**

Mechanical Restraints reporting details

 Print  Help

Name of Foster Care Agency:

Foster Care Agency address:

Licence number:

Mechanical Restraints reporting ID: MR202300273

Status: Overdue

Licence type: Foster Care Agency

Reporting period: April 2023

Overdue: Yes

Licensor: McAdam, Judith

Due date: 2023-05-23

Submitted date: 2023-05-18

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

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

Mechanical Restraints (total: 0)

2

Other information

There are no Mechanical Restraints to report for this month.

Is the Mechanical Restraints report complete? *

 Yes No

3

4

Return

Exit

Save

Save & next

Submitting the Monthly Report on the Summary Page

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

SOR-RL → Monthly Reporting → Complaints reporting summary

• Complaints reporting details **• Complaints reporting summary** **• Complaints reporting confirmation**

Complaints reporting summary

 Print  Help

Name of Children's Residence:

Residence address:

Licence number

Complaints reporting
ID: CR202300003

Status: Overdue

Licence type: Children's Residence

Reporting period: April 2023

Overdue: Yes

Licensor: McAdam, Judith

Due date: 2023-05-20

Submitted date:

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

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

Complaints (total: 2)

#1: SO202300371

#2: Manually added complaint

Other information

Is the Complaints report complete? Yes

History of Ministry/Licensee comments

No comments have been added.

Comments to the Ministry: *

0 / 3500

Add

Back

Exit

Submit

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

[SOR-RL](#) → [Monthly Reporting](#) → Mechanical Restraints reporting confirmation

• [Mechanical Restraints reporting details](#)

• [Mechanical Restraints reporting summary](#)

• [Mechanical Restraints reporting confirmation](#)

Mechanical Restraints reporting confirmation

 Print  Help

Name of Foster Care Agency:

Foster Care Agency address:

Licence number:

Mechanical Restraints reporting ID: MR202300222

Status: Pending revision

Licence type: Foster Care Agency

Reporting period: April 2023

Overdue: Yes

Licensor: Clarke, Laura

Due date: 2023-06-04

Submitted date: 2023-05-24

Mechanical Restraints reporting attestation

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

I agree 1

2

Back

Exit

Confirm

Overdue Status

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

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.

Q Search Director's Approvals

Search for existing Director's Approval requests

[Search Director's Approvals](#)

New Director's Approval

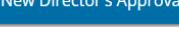
Request for new Director's Approval

[New Director's Approval](#)

My Director's Approvals 0

[See dashboard](#)

[View recently accessed](#)

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.

Link Renewal /Change Request Help**Link this Director's Approval to an in-progress: ***

- Renewal application
- Change Request
- None

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

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

[SOR-RL](#) → [Main](#) → [App Or Licence Select](#) → [Select](#)**New Director's Approval** Help**What type of Director's Approval are you requesting? ***

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

[Exit](#)[Next](#)*A Children's Residence example*

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

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

- Sleeping accommodation - Basement bedroom

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

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

1 Details

Go to:
! Director's Approval details

 Hide steps

2 Supporting documents

Go to:
! Supporting documents

3 Submit request

Go to:
! Director's Approval summary

Director's Approval details

 Help

Type of Director's Approval:

Director's Approval ID:

Director's Approval status:

Origin ID: None

Sleeping accommodation - Sharing a bedroom 7 or older opposite sex 

Requested start date: *

Requested end date: *

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

0 / 3500

Details of children/young persons: *

Last name	First name	Date of birth	Gender	Action
				

Room size unit of measurement:

Metre Inch Feet

Please indicate which bedroom is to be used: *

Room 1

Room name	Room size	# of beds	Age range	Gender	Floor

 Exit

 Save

 Save & next

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.

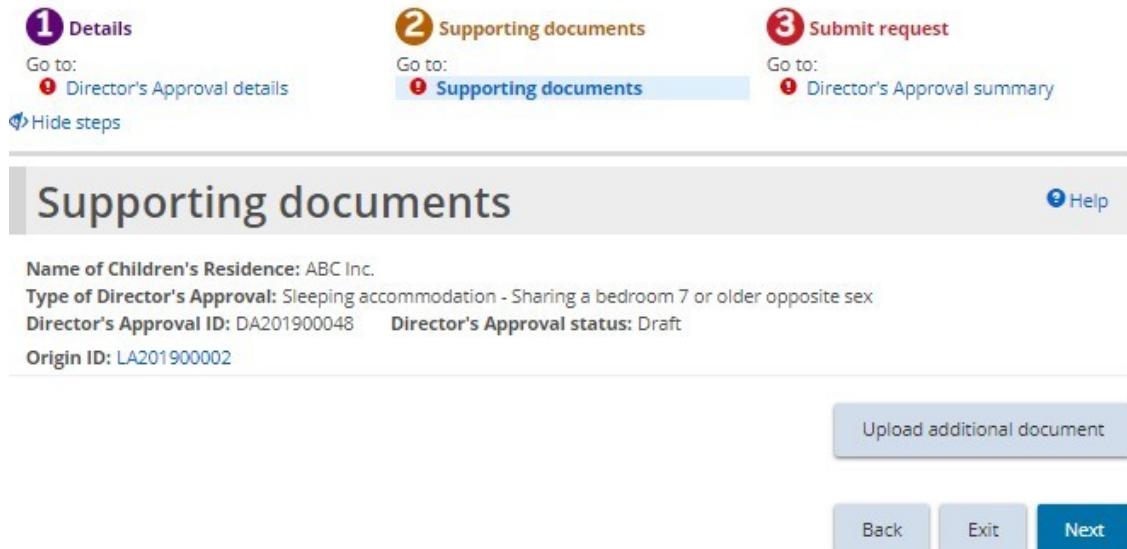
Note: For the following types of director's approvals, the applicant/licensee must specify a start and end date: Sleeping accommodation - Sharing a bedroom 7 or older opposite sex; Overcapacity; Sleeping accommodation - Alternate arrangement; and all Foster Care requests

12. Select . 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.

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



1 Details 2 Supporting documents 3 Submit request

Go to: Director's Approval details Go to: Supporting documents Go to: Director's Approval summary

Hide steps

Supporting documents

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

Upload additional document

Back Exit Next

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 . 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.

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

1 Details

Go to:
1 Director's Approval details
2 Hide steps

2 Supporting documents

Go to:
1 Supporting documents

3 Submit request

Go to:
1 Director's Approval summary

Director's Approval summary

 Print  Help

Name of Children's Residence: ABC Inc.

Type of Director's Approval: Sleeping accommodation - Sharing a bedroom 7 or older opposite sex

Director's Approval ID: DA201900048 Director's Approval status: Draft

Origin ID: LA20190002

Director's Approval summary

Director's Approval details

Edit

Supporting documents

Director's Approvals

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

WithdrawBackExitSubmit

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.

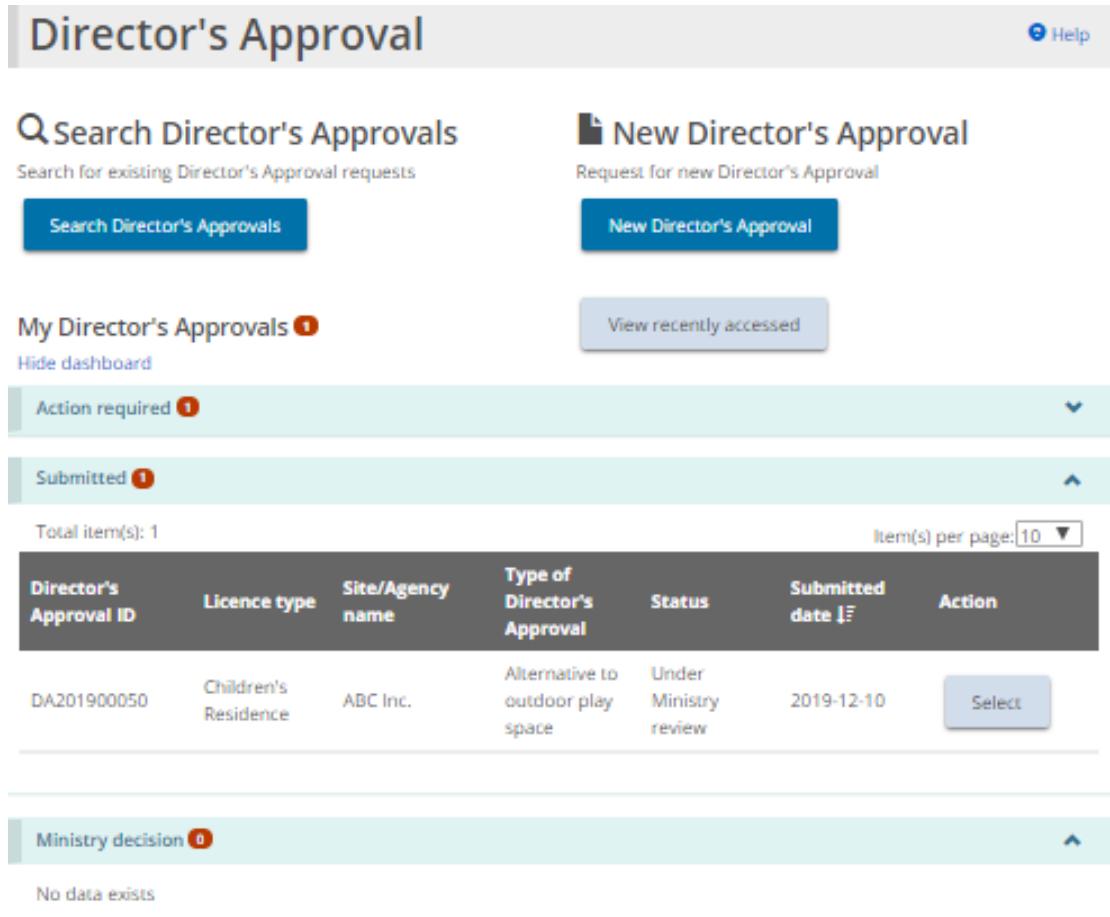
4. To withdraw a director's approval request, select Withdraw. A confirmation window appears. Select OK. To cancel the action, choose Cancel.

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".



The screenshot shows the Director's Approval dashboard. At the top, there are two main buttons: "Search Director's Approvals" and "New Director's Approval". Below these are sections for "My Director's Approvals" (with 1 item) and "New Director's Approval" (request for new Director's Approval). The "My Director's Approvals" section includes a "View recently accessed" button. The main content area displays a table of submitted approvals with the following data:

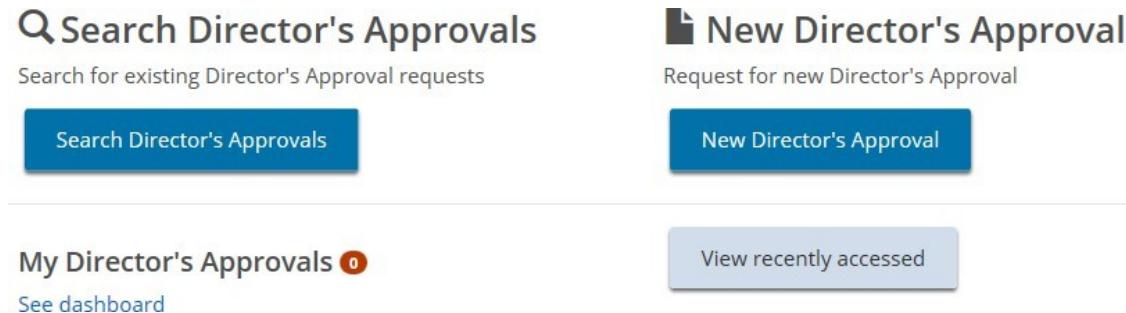
Director's Approval ID	Licence type	Site/Agency name	Type of Director's Approval	Status	Submitted date	Action
DA201900050	Children's Residence	ABC Inc.	Alternative to outdoor play space	Under Ministry review	2019-12-10	Select

Below this table is a section titled "Ministry decision" which states "No data exists".

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.



The screenshot shows the Director's Approval menu. It includes two main buttons: "Search Director's Approvals" and "New Director's Approval". Below these are sections for "My Director's Approvals" (with 0 items) and "New Director's Approval" (request for new Director's Approval). The "My Director's Approvals" section includes a "View recently accessed" button.

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

Ministry decision 1						
Total item(s): 1						Item(s) per page: 10 ▼
Director's Approval ID	Licence type	Site/Agency name	Type of Director's Approval	Status	Ministry decision date !>	Action
DA201900064	Children's Residence	ABC Inc.	Alternative to outdoor play space	Approved	2019-12-12	Select

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

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

Director's Approval summary

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

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

[Director's Approval summary](#)

[Director's Approval details](#)

[Supporting documents](#)

[Declaration & consent](#)

[Letters](#)

Letter type	File name	Date created	Action
Response letter	Stage 2 Summary Report_IN20190035_EN_2019Dec12.pdf - Print friendly version	2019-12-12	Select
Response letter	Alternative to Outdoor Play Space_EN.pdf - Print friendly version	2019-12-12	Select

[Inspection overview](#)

Inspection ID	Inspection type	Inspection date	Assigned Licenser	Action
IN20190035	Monitoring Inspection	Dec 11, 2019	Starr, Debra	Select

[Director's Approvals](#)

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

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

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.

SOR-RL → Inspection

Inspection

Q Search for an Inspection

Search for existing Inspection

Search for an Inspection

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

SOR-RL → Inspection → Search inspection

Search for an Inspection

 Help

Search by

Licence number:

Search

Clear

Licence issued:

Site/agency name:

Licence type:

Inspection type:

- New Application Inspection
- Renewal Inspection
- Change Request Inspection
- Monitoring Inspection

Inspection date:

From: 

To: 

Inspection ID:

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

Search for an Inspection

Search by 

Search results 

Item(s) per page:  10 

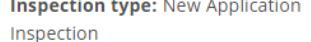
Inspection ID 	Inspection type	Site/agency name	Assigned Licensor	Action
IN20190002	New Application Inspection	Wxy Inc.	Starr, Debra	
IN20190001	New Application Inspection	ABC Inc.	Starr, Debra	

4. Choose . The Inspection summary page appears.

SOR-RL → Inspection → Search Inspection → Inspection summary

- [Inspection summary](#)

Inspection summary

Name of Children's Residence: ABC Inc.
 Licence type: Children's Residence  Application ID: [LA20190002](#)  Licensor: Starr, Debra
 Inspection ID: IN20190001  Inspection type: New Application Inspection

Inspection details 

Non-compliances 

Comments and recommendations 

Inspection documents 

Records to inspect 



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

Inspection details	
Date Inspection created in SOR-RL:	2019-12-06
Inspection start date:	2019-12-10
Inspection type:	New Application Inspection
Stage 1 completion date:	2019-12-10
Stage 2 completion date:	
Conducted by:	Starr, Debra
Item(s) addressed during this Inspection:	LA201900002

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

Non-compliances section

Non-compliances								
Item(s) per page: 10								
Non-compliance ID ↴	Checklist section	Checklist question	Observed Non-compliance	# of findings	Date to be completed	Status	Action	
NC201900032	Physical Inspection	3.3 Smoke alarms	Not working on first floor.	N/A	2019-12-20	Pending follow-up	Select	

Comments and recommendations section

Comments and recommendations	
Comments	
<div style="border: 1px solid #ccc; height: 100px; width: 100%;"></div>	0 / 3500
Recommendations	
<div style="border: 1px solid #ccc; height: 100px; width: 100%;"></div>	0 / 3500

Inspection documents section

Inspection documents

Document type	Updated date	
Interim Summary Report (Print Friendly Version)	2019-10-16	View history
Stage 1 Summary Report (Print Friendly Version)	2019-10-16	View history

Stage 2 reports

Stage 2 Final Report (Print Friendly Version)	2019-10-16
Checklist Report (Print Friendly Version)	2019-10-16

Tip: Select the blue link to see the report.

*Records to inspect section***Records to inspect****Staff selected**

Staff name	Last date interviewed	Number of times staff has been interviewed
No data exists.		

Children selected

Name	Last date interviewed	Number of times child has been interviewed
No data exists.		

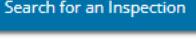
Working with non-compliances

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.

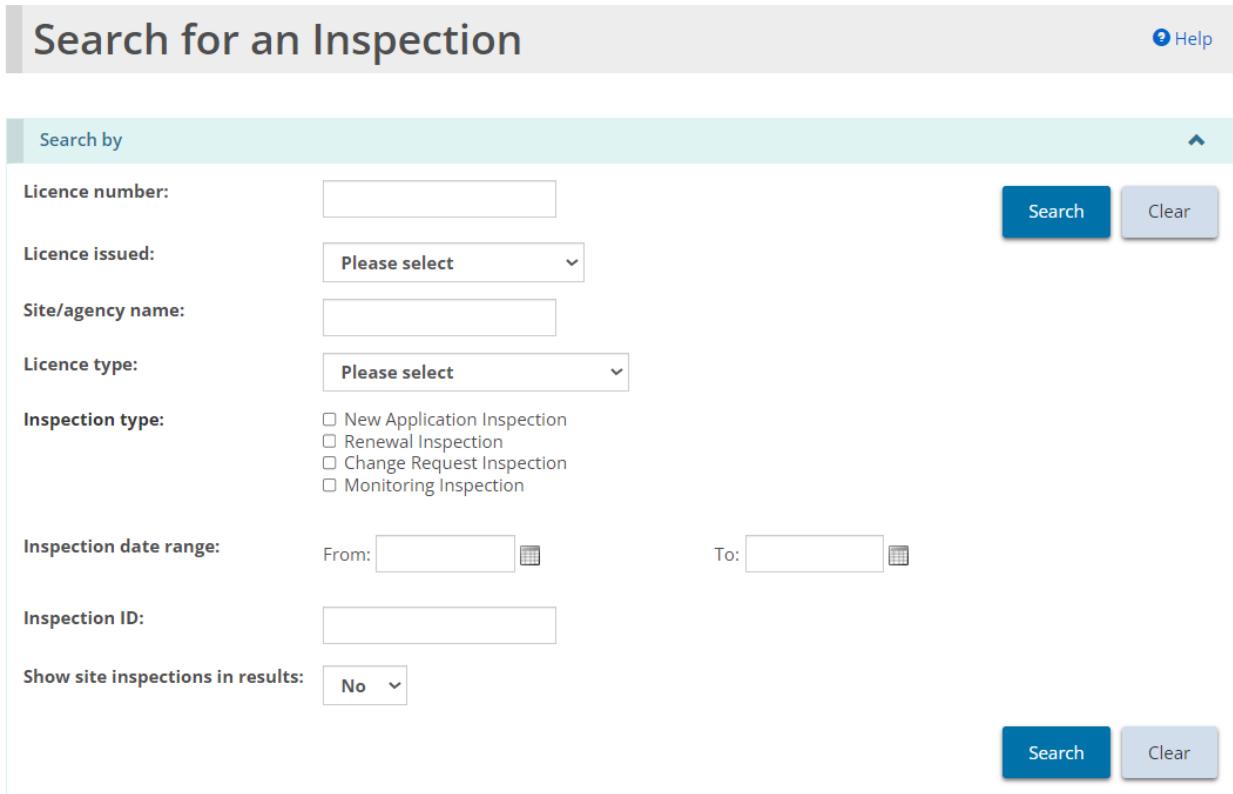
Viewing non-compliances for a licence

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  . The Search Inspection page opens.

SOR-RL → Inspection → Search Inspection



The screenshot shows the 'Search for an Inspection' page. The search form includes fields for Licence number, Licence issued (dropdown: Please select), Site/agency name, Licence type (dropdown: Please select), Inspection type (checkboxes: New Application Inspection, Renewal Inspection, Change Request Inspection, Monitoring Inspection), Inspection date range (From: date input, To: date input), Inspection ID, and Show site inspections in results (dropdown: No). There are 'Search' and 'Clear' buttons at the bottom.

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

Name of Foster Care Agency:
Licence issued: Licence
Licence expiry date: 2023-07-29

Licence number: I
Licensor: McAdam, Judith

Licence type: Foster Care Agency
Inspection type: Renewal Inspection

Inspection ID: IN202300601

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

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 

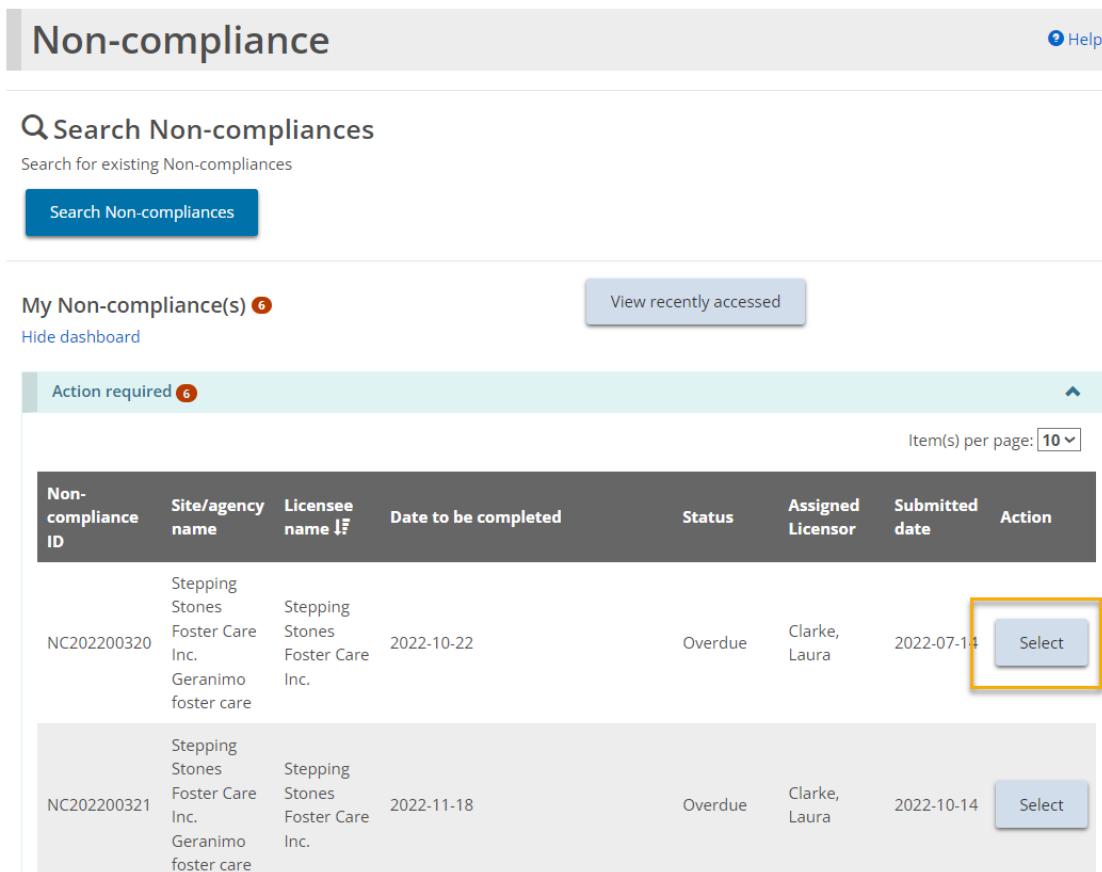
3. Enter the search criteria for the licence and select 

4. Choose 

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.

SOR-RL → Non-Compliance



Non-compliance

Help

Search Non-compliances

Search for existing Non-compliances

My Non-compliance(s) 6

View recently accessed

Hide dashboard

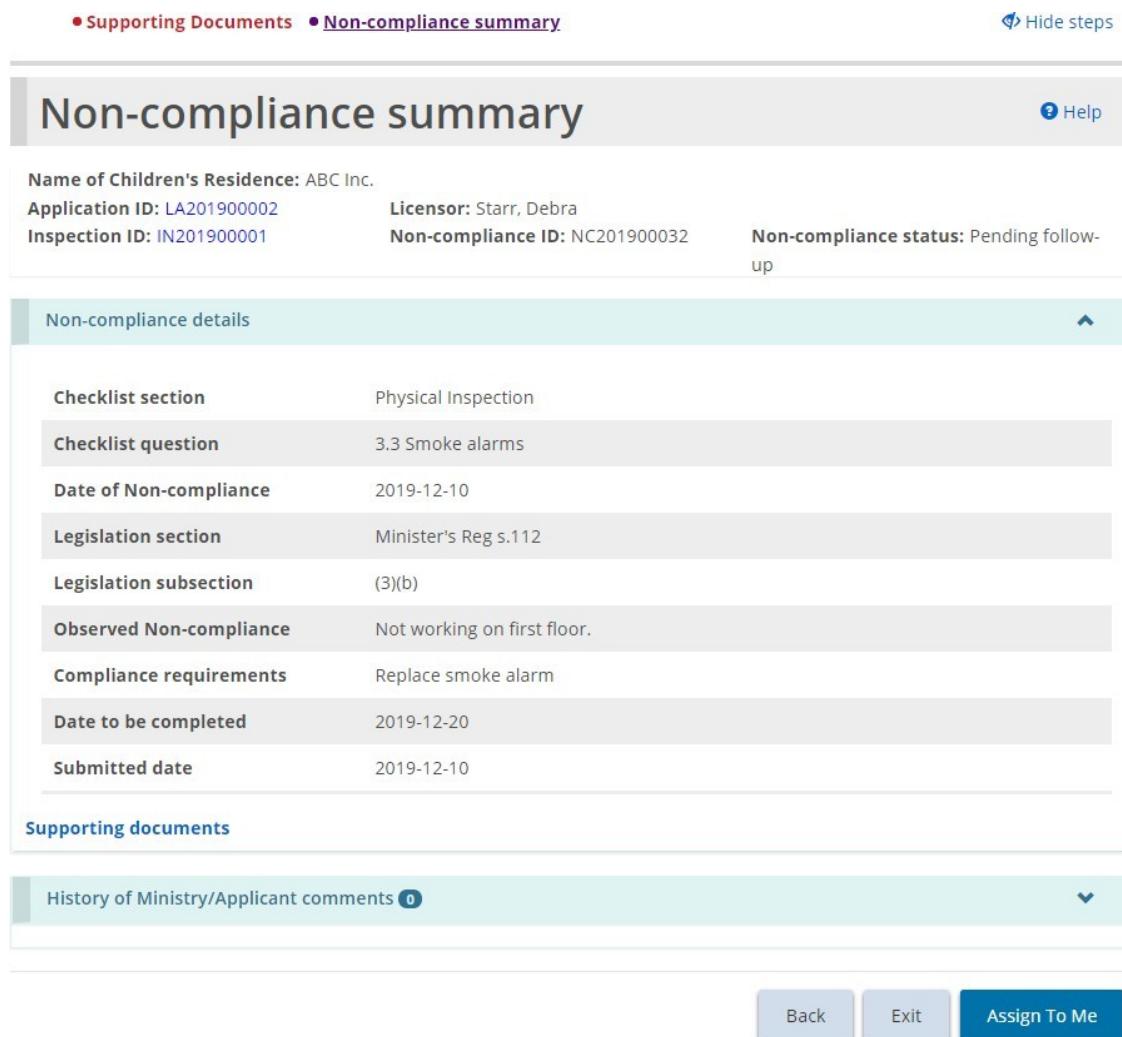
Action required 6

Item(s) per page: 10

Non-compliance ID	Site/agency name	Licensee name	Date to be completed	Status	Assigned Licensor	Submitted date	Action
NC202200320	Stepping Stones Foster Care Inc.	Stepping Stones Foster Care Inc.	2022-10-22	Overdue	Clarke, Laura	2022-07-14	
NC202200321	Stepping Stones Foster Care Inc.	Stepping Stones Foster Care Inc.	2022-11-18	Overdue	Clarke, Laura	2022-10-14	

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.



• Supporting Documents • Non-compliance summary Hide steps

Non-compliance summary

Name of Children's Residence: ABC Inc.
Application ID: LA201900002
Inspection ID: IN201900001
Licensor: Starr, Debra
Non-compliance ID: NC201900032
Non-compliance status: Pending follow-up

Checklist section	Physical Inspection
Checklist question	3.3 Smoke alarms
Date of Non-compliance	2019-12-10
Legislation section	Minister's Reg s.112
Legislation subsection	(3)(b)
Observed Non-compliance	Not working on first floor.
Compliance requirements	Replace smoke alarm
Date to be completed	2019-12-20
Submitted date	2019-12-10

Supporting documents

History of Ministry/Applicant comments 0

Back Exit Assign To Me

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.

Non-compliance summary

[Help](#)

Name of Children's Residence: ABC Inc.
Application ID: LA20190002 **Licensor:** Starr, Debra
Inspection ID: IN20190001 **Non-compliance ID:** NC20190032 **Non-compliance status:** Pending follow-up

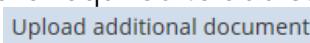
Non-compliance details 

History of Ministry/Applicant comments 

No comments have been added.

Comments to ministry:  

- Enter your response to the non-compliance in the **Comments to ministry** field. 
Select .
- If you are required to add supporting documents as part of your response, select . The Supporting documents page appears.

SOR-RL → Non-Compliance → Non-Compliance Supporting Document

 **Supporting Documents**  **Non-compliance summary**

 Hide steps

Supporting documents

[Help](#)

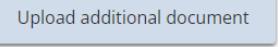
Name of Children's Residence: 5.0 Regression Test
Application ID: LA202300181 **Licensor:** Clarke, Laura
Inspection ID: IN202300339 **Non-compliance ID:** NC202300386 **Non-compliance status:** Pending follow-up

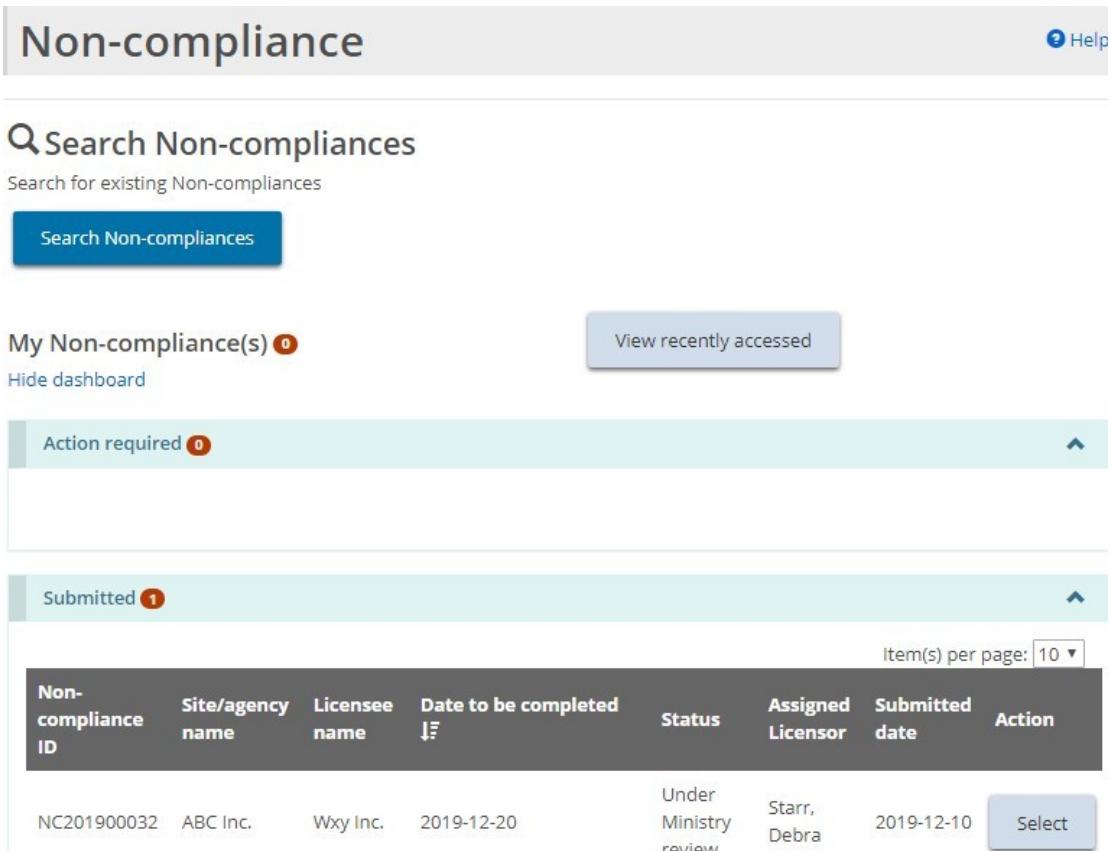
Additional documents 

No supporting documents have been added.



7. Select  and upload the document.
8. Select  then choose .
9. Select . The Non-compliance summary page appears.
10. Review your response and select . A confirmation message appears.
11. Select . 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.



The screenshot shows the "Non-compliance" search interface. At the top, there is a search bar with the placeholder "Search for existing Non-compliances" and a "Search Non-compliances" button. Below the search bar, there is a section titled "My Non-compliance(s) 0" with a "View recently accessed" button and a "Hide dashboard" link. The main content area is divided into two sections: "Action required 0" (empty) and "Submitted 1". The "Submitted" section has a header with "Item(s) per page: 10 ▾". It contains a table with the following data:

Non-compliance ID	Site/agency name	Licensee name	Date to be completed	Status	Assigned Licensor	Submitted date	Action
NC201900032	ABC Inc.	Wxy Inc.	2019-12-20	Under Ministry review	Starr, Debra	2019-12-10	

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.

Name of Foster Care Agency: Wxy Inc.

Licence number: LI00001

Licence issued: Licence with conditions

Date of issue: 2019-12-20

Condition ID: CN201900076

Condition status: Active

Origin ID: AM20190081

Licensor: Qrst, Debra

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.

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

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.

Conditions

Q Search conditions

Search for conditions

Search conditions

Condition - Occurrence workload 0

[See dashboard](#)

[View recently accessed](#)

Condition 0

[See dashboard](#)

2. Choose the [See dashboard](#) link under Condition - Occurrence Workload. The dashboard appears.

Action required 7

Item(s) per page: 10 ▾

Occurrence ID	Condition	Site/Agency name	Origin	Occurrence status	Submitted date !F	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 . The Condition summary page appears.

Condition summary

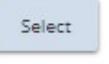
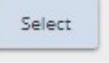
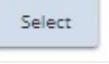


Name of Foster Care Agency: Wxy Inc.
 Licence number: LI00001 Condition ID: CN201900076 Origin ID: AM20190081
 Licence issued: Licence with conditions Condition status: Active
 Date of issue: 2019-12-20 Licensor: Qrst, Debra

Condition details

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

Occurrence details

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

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

Complying with a condition

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

- [Supporting documents](#)
- [Occurrence summary](#)

Occurrence summary

Help

Name of Foster Care Agency: Wxy Inc.
Licence number: LI00001
Licence issued: Licence with conditions
Date of issue: 2019-12-20
Condition ID: CN201900076
Condition status: Active
Licensor: Qrst, Debra
Origin ID: AM20190081

Occurrence details

Supporting documents

Comments 0

No comments have been added.

Exit Back Assign To Me

2. 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:
 - [Supporting documents](#)
4. Choose [Supporting documents](#). The Supporting documents page appears displaying the Mandatory documents prior to submission.

Supporting documents	Occurrence summary	Confirmation												
<h2>Supporting documents</h2> <p>Name of Foster Care Agency: Wxy Inc. Licence number: LI00001 Licence issued: Licence with conditions Date of issue: 2019-12-20</p> <p>Condition ID: CN201900076 Condition status: Active Licensor: Qrst, Debra</p> <p>Origin ID: AM20190081</p> <p>Mandatory documents prior to submission</p> <p>Item(s) per page: 10 ▾</p> <table border="1"> <thead> <tr> <th>Document type</th> <th>File name</th> <th>Status</th> <th>Submitted date</th> <th>Expiry date</th> <th>Action</th> </tr> </thead> <tbody> <tr> <td>Condition required document</td> <td></td> <td></td> <td></td> <td></td> <td>Upload</td> </tr> </tbody> </table> <p>Upload additional document</p> <p>Exit Next</p>			Document type	File name	Status	Submitted date	Expiry date	Action	Condition required document					Upload
Document type	File name	Status	Submitted date	Expiry date	Action									
Condition required document					Upload									

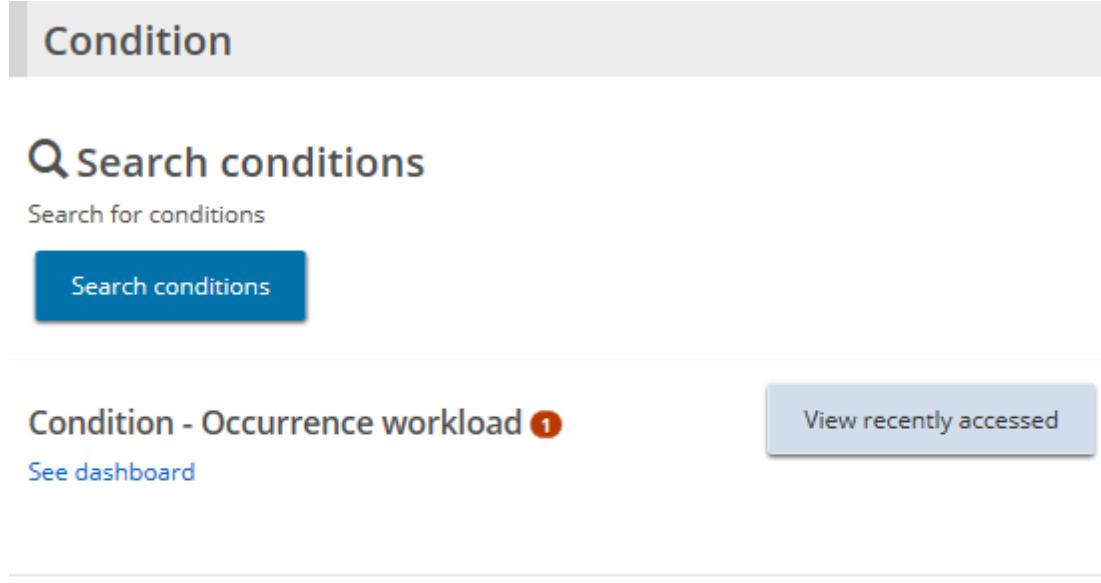
5. Select [Upload](#) and upload the document.
6. Select [Next](#). The Occurrence Summary page appears. The document you added can be seen in the Supporting documents section.

Supporting documents					
Mandatory documents prior to submission					
Document type	File name	Type	Status	Submitted date	Expiry date
Condition required document	Doc2.docx				

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.



Condition

Q Search conditions

Search for conditions

Search conditions

Condition - Occurrence workload 1

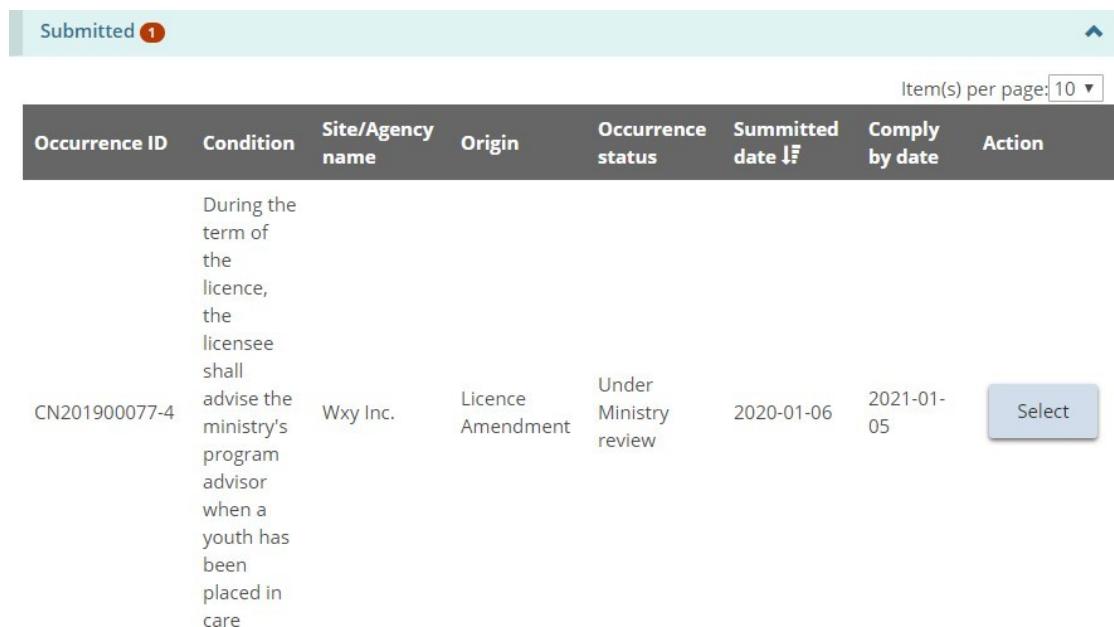
View recently accessed

See dashboard

Condition 0

See dashboard

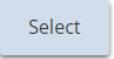
2. Choose See dashboard under the Condition-Occurrence workload section. The Submitted section appears.



Submitted 1

Item(s) per page: 10 ▾

Occurrence ID	Condition	Site/Agency name	Origin	Occurrence status	Submitted date	Comply by date	Action
CN201900077-4	During the term of the licence, the licensee shall advise the ministry's program advisor when a youth has been placed in care	Wxy Inc.	Licence Amendment	Under Ministry review	2020-01-06	2021-01-05	Select

3. To see the details, choose .
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.

Condition - Occurrence workload 

[View recently accessed](#)

[Hide dashboard](#)

Action required 
No data exists

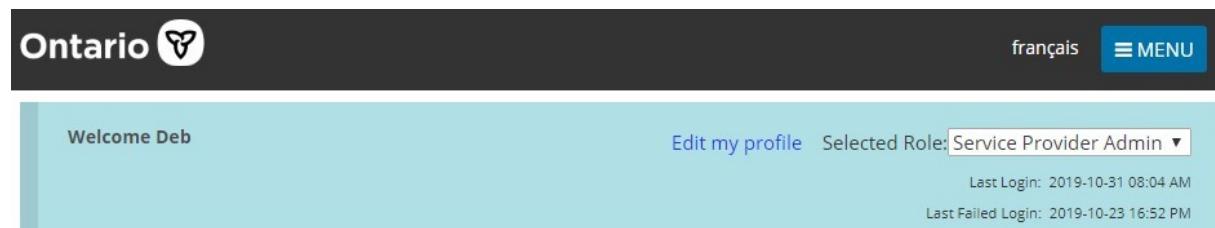
Submitted 
No data exists

Ministry decision 
No data exists

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



The screenshot shows the Ontario Residential Licensing system interface. At the top, there is a navigation bar with the Ontario logo, a 'français' link, and a 'MENU' button. Below the navigation bar, the page header 'Welcome Deb' is displayed, along with 'Edit my profile' and 'Selected Role: Service Provider Admin'. Below the header, the system displays the last login and last failed login times. The main content area is divided into several sections, each with an icon and a title. The sections are: PROFILE, LICENCE APPLICATION (with a '1' notification), LICENCE MANAGEMENT, LICENCE RENEWAL, CHANGE REQUEST, DIRECTOR'S APPROVAL, CONDITIONS, INSPECTIONS, NON-COMPLIANCE, SUPPORTING DOCUMENTS, ADMINISTRATION, and SERIOUS OCCURRENCE (with a '2' notification). Each section also has a brief description below its title.

Icon	Title	Description
	PROFILE	Create a Profile to apply for a Residential Service Licence or update Profile information
	LICENCE APPLICATION 1	Apply for a Residential Service Licence
	LICENCE MANAGEMENT	View your Licences or update Licence information
	LICENCE RENEWAL	Renew existing Residential Service Licences
	CHANGE REQUEST	Request changes which may affect Licence
	DIRECTOR'S APPROVAL	Apply for a Director's Approval for licensing
	CONDITIONS	Search for conditions on a licence
	INSPECTIONS	On-site Inspection reports and findings
	NON-COMPLIANCE	Search for Compliance Issues
	SUPPORTING DOCUMENTS	Supporting Documents
	ADMINISTRATION	Manage and view your Users
	SERIOUS OCCURRENCE 2	Serious Occurrences reports and findings

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.

Licence Management

Help

List of Licences 2

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

My Licence Management workload 0

[See dashboard](#)

Viewing the licence summary

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

SOR-RL → Licence Management

Licence Management

 Help

List of Licences 



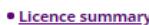
Licence number	Licence type	Site/Agency name	Address	Licence status	Licence expiry date	Action
LI00002	Children's Residence	ABC Inc.	1 Xyz Street, Markham	Issued	2019-12-31	 Select  View history
LI00001	Foster Care Agency	Wxy Inc.	4 Xyz Street, Markham	Issued	2019-12-31	 Select  View history

My Licence Management workload

See dashboard

2. Choose . The Licence summary page appears.

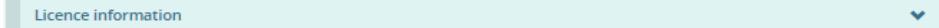
SOR-RL → Licence Management → Licence summary

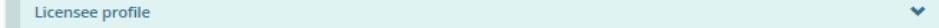
  

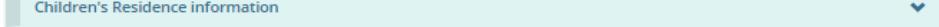
Licence summary

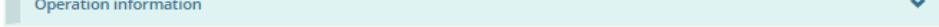
 Help

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

 Licence information

 Licensor profile

 Children's Residence information

 Operation information

 Staff summary

 Supporting documents

 Exit  Next

Children's Residence example

SOR-RL → Licence Management → Licence summary

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

Licence summary Help

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

Licence information ▼

Licensee profile ▼

Foster Care Agency information ▼

Operation information ▼

Staff summary ▼

Supporting documents ▼

Exit Next

Foster Care Agency example

SOR-RL → Licence Management → Licence summary

• Licence summary • Update Staff Model Homes details • Supporting Documents

Licence summary Help

Operating name:	Licensor: Clarke, Laura	Licence status: Issued
Licence type: Staff Model Homes Licence	Date of issue:	Last Policy & Procedures review date:
Licence number: 9000615	Licence expiry date:	Program Supervisor: McAdam, Judith
Licence issued: Licence		

Licence information ▲

Preferred language of licence: English

Funding type: Private operator

Licence status date:

Licence document	Issue date 17	Communication document type	Action
No data exists.			

Licensee profile ▼

Staff Model Homes information ▼

Operation information ▼

Staff summary ▼

Supporting documents ▼

Exit Next

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

Licence summary

 Help

Licence information

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

SOR-RL → Licence Management → Licence summary

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

Licence summary

 Help

Name of Children's Residence: ABC Inc.

Licence type: Children's Residence

Licence number: LI00002

Licence issued: Licence

Licensor: Starr, Debra

Date of issue: 2019-12-11

Licence expiry date: 2019-12-31

Licence status: Issued

Licence information

Youth Justice Facility: No

Preferred language of licence: English

Funding type: Private operator

Licence status date:

Licence document

Issue date 

Communication Document type

Action

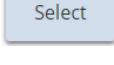
LICENCE.pdf [\[Print friendly version\]](#)

2019-12-11

Licence

Select

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

- 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	

Directors of the corporation

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

Officers of the corporation

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	

Supporting documents

Item(s) per page: 10 ▾

Document type ¹⁷	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

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

Children's Residence information

Name of Children's Residence:	ABC Inc.
Phone number:	(111) 111-1112
Email:	
Website:	
Ownership:	Own
Municipality:	City of Toronto
Region:	Toronto
Residence address:	1 Xyz Street Markham, Ontario, L3R3M4, CANADA
Residence mailing address:	1 Xyz Street Markham, Ontario, L3R3M4, CANADA
Safe Drinking Water Act	
Is water provided through service connections with a municipal residential water system?	Yes

Residence contacts

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

Add contact

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.

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

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.

Residence Contact details

[Help](#)

Name of Children's Residence: ABC Inc.

Licence type: Children's Residence

Licensor: Starr, Debra

Licence status: Issued

Licence number: LI00002

Date of issue: 2019-12-11

Licence issued: Licence

Licence expiry date: 2019-12-31

Contact information

First name: *

Last name: *

Role: *

Phone number: *

 Ext:

Mobile No.:

Email: *

Date activated *

Status: Active

[Deactivate](#)

Date deactivated: *

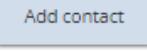
 

Deactivation reasons:

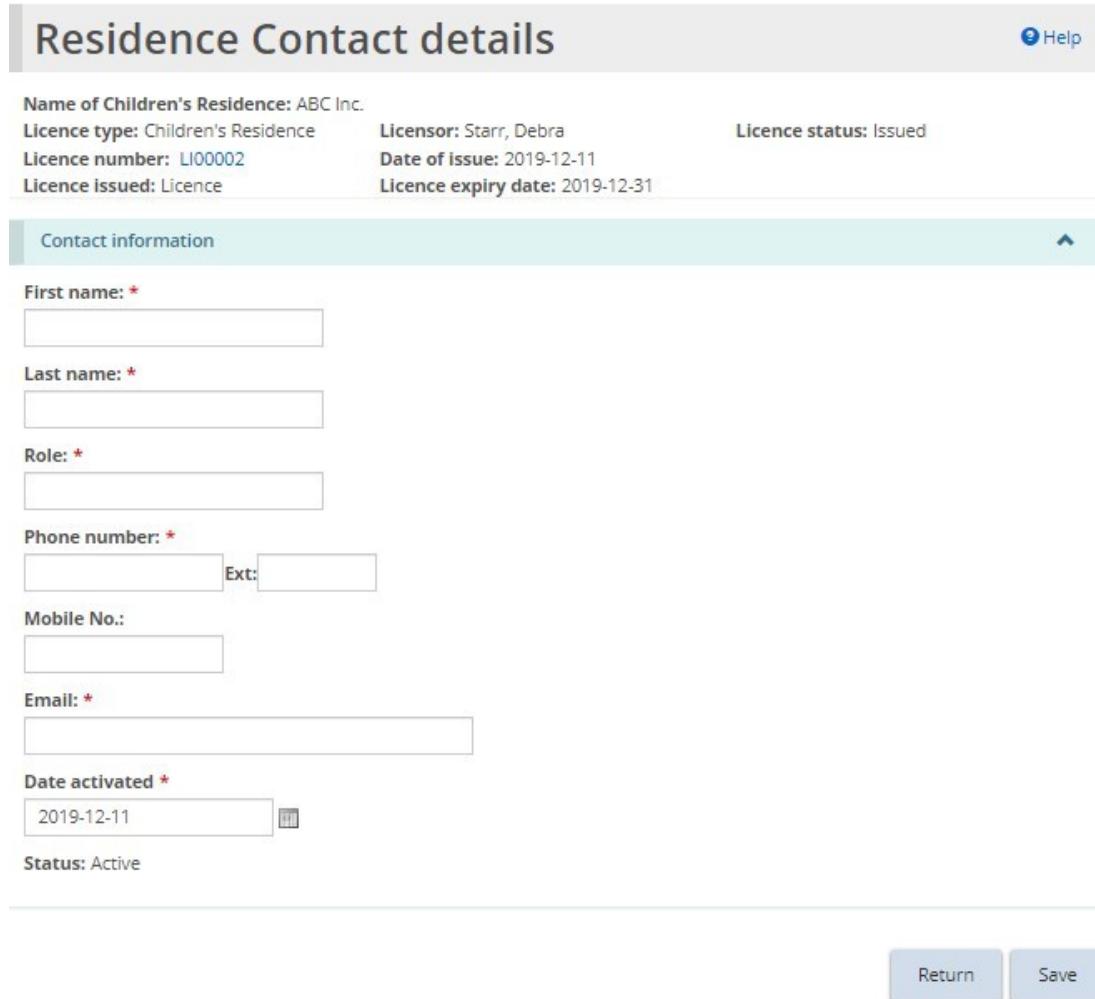
 0 / 3500[Return](#)[Save](#)

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

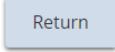
5. Select  then select .

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

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



The screenshot shows the 'Residence Contact details' page. At the top, it displays the license holder's information: Name of Children's Residence: ABC Inc., Licence type: Children's Residence, Licence number: LI00002, Licence issued: Licence, Licensee: Starr, Debra, Date of issue: 2019-12-11, Licence status: Issued, and Licence expiry date: 2019-12-31. Below this, a 'Contact information' section is expanded, showing fields for First name, Last name, Role, Phone number (with Ext. field), Mobile No., Email, Date activated (set to 2019-12-11), and Status (set to Active). At the bottom right are 'Return' and 'Save' buttons.

7. Enter the contact information. Select , then select . 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.

Staff Model Homes information

Operating name:	Maple Start Staff Model Homes
Phone number:	
Email:	
Website:	
Municipality:	
Region:	East
Staff Model Homes Licence address (same as Head Office address):	3038000 Jane Building B Street North, Concord, Ontario, L4K 5B8
Staff Model Homes mailing address:	

Staff Model Homes contacts

[Show inactive](#)

Name	Role	Phone number	Date activated	Date deactivated	Email	Action
Boleyn, Ann	SMH Supervisor	(518) 281-9312	2024-03-31		spa_015@yopmail.com	

[Add contact](#)

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.

Staff Model Homes contacts

[Show inactive](#)

Name	Role	Phone number	Date activated	Date deactivated	Email	Action
r, j	House Manager	(519) 123-4567	2024-05-15		spa_025@yopmail.com	

[Add contact](#)

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.

Staff Model Homes contacts

[Help](#)

Operating name: **Staff Model Homes**
 Licence type: Staff Model Homes Licence Lessor: Clarke, Laura
 Licence number: 9000615 Date of issue:
 Licence issued: Licence Licence expiry date:
 Licence status: Issued
 Last Policy & Procedures review date:
 Program Supervisor: McAdam, Judith

Contact information



First name: *****

 Last name: *****

 Role: *****

 Phone number: *****
 Ext:

 Mobile No.:

 Email: *****

 Date activated *****

 Status: Active

 Date deactivated: *****

 Deactivation reasons:

0 / 3500

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

5. Select then select .

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

Staff Model Homes contacts

[Help](#)**Operating name:****Licence type:** Staff Model Homes Licence**Licence number:** 0006880**Licensor:** McAdam, Judith**Date of issue:** 2024-08-20**Licence status:** Issued**Last Policy & Procedures review date:** 2024-08-20**Licence issued:** Licence**Licence expiry date:** 2024-12-31**Program Supervisor:** Clarke, Laura**Contact information****First name:** ***Last name:** ***Role:** ***Phone number:** * Ext: **Mobile No.:****Email:** ***Date activated** * **Status:** Active[Return](#)[Save](#)

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

Staff Model Homes information

Operating name:						
Phone number:						
Email:						
Website:						
Municipality:						
Region:	East					
Staff Model Homes Licence address (same as Head Office address):	3038000 Jane Building B Street North, Concord, Ontario, L4K 5B8					
Staff Model Homes mailing address:						
Staff Model Homes contacts						
Show inactive						
Name 	Role	Phone number	Date activated	Date deactivated	Email	Action
Tudor, Henry	General manager SMH	(519) 132-3123	2024-04-01		spa_015@yopmail.com	
						Add contact

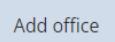
Foster Care Agency

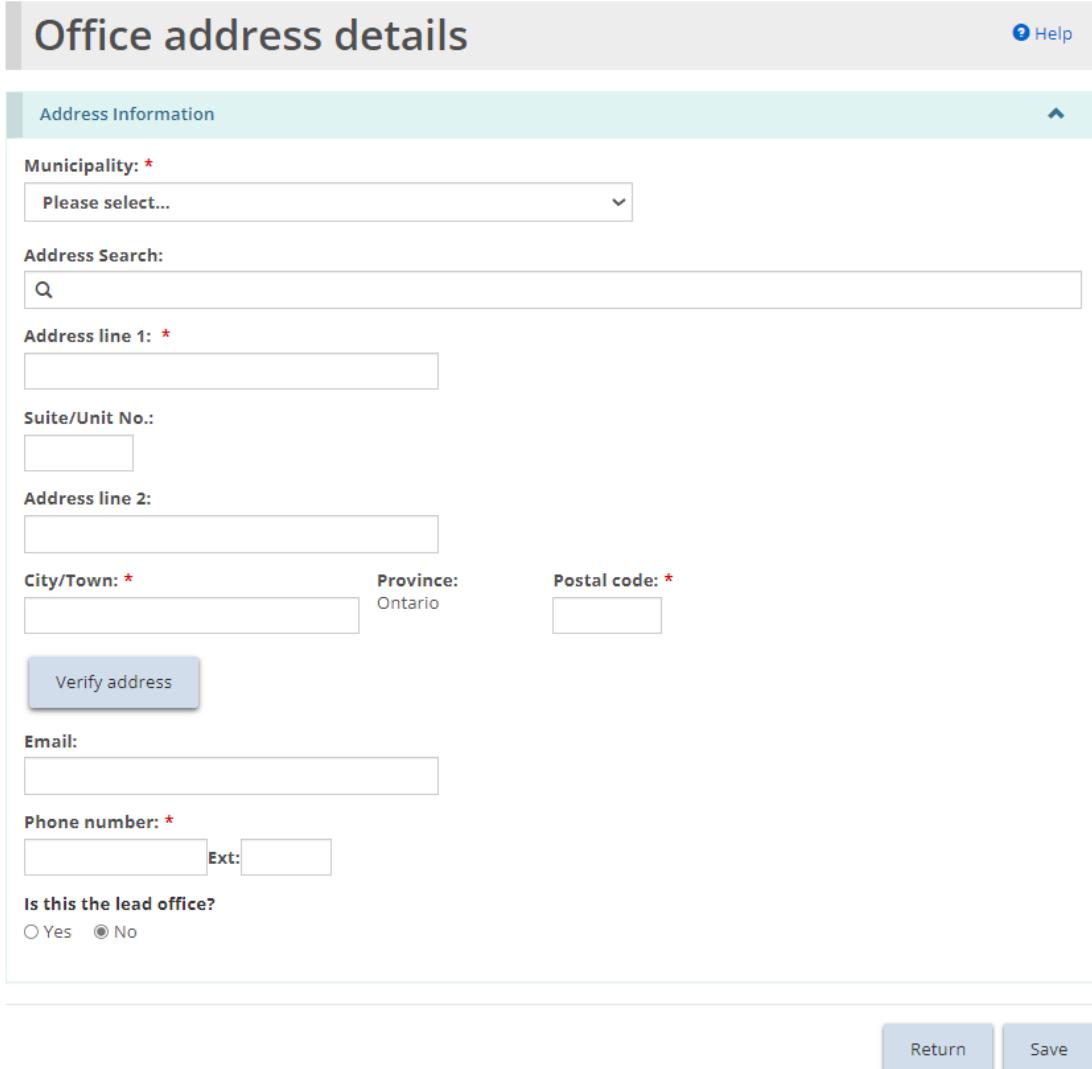
- From the Licence summary page, expand the Foster Care Agency information banner.

Foster Care Agency information

Name of Foster Care Agency:	Wxy Inc.				
Phone number:	(111) 111-1111				
Email:					
Website:					
Municipality:	City of Toronto				
Region:	Toronto				
Office address	Lead office 	Email	Phone number	Action	
4 Xyz Street Markham, Ontario, L3R3M4, CANADA	Yes		(111) 111-1111		
Add office					
Foster Care Agency mailing address: 2 Main Street Xyz, Ontario, L3R3M4, CANADA					

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 . The Office address page appears.



Office address details

Address Information

Municipality: *

Address Search:

Address line 1: *

Suite/Unit No.:

Address line 2:

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

Verify address

Email:

Phone number: * Ext:

Is this the lead office?
 Yes No

Return **Save**

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  then select . The office appears on the Licence summary page.

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

[Add office](#)

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

Foster Care Agency information 

Name of Foster Care Agency:	Wxy Inc.
Phone number:	(111) 111-1111
Email:	
Website:	
Municipality:	City of Toronto
Region:	Toronto

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

[Add office](#)

7. The Office address page appears.

Office address

[Help](#)

Name of Foster Care Agency: Stepping Stones Foster Care Inc. Geranimo foster care	Licensor: Clarke, Laura	Licence status: Deemed to continue
Licence type: Foster Care Agency	Date of issue: 2019-01-31	Last Policy & Procedures review date: 2017-01-31
Licence number: 0002074		Program Supervisor: Clarke, Laura

Address Information

Municipality:

Region: West

Address Search:

Address line 1: *

Suite/Unit No.:

Address line 2:

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

Address is verified.

Email:

Phone number: * **Ext:**

Is this the lead office? No

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

8. Edit the information.

9. Select then select .

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	Psychotерапist	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 .

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	
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	
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	
Room 4	6.1 x 6.1	1	16 years and above	X, Female	First floor	

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

Children information section.

Children information						Show discharged
Name	Date of birth	Last date interviewed	Director's Approval ID	Status	Action	
Added, Child				Pending confirmation		
Child, Added		2025-10-27		Pending confirmation		
Add child						

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

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

SOR-RL > Licence Management > Licence summary > Child details

Child details

 [Help](#)

Name of Children's Residence: Test name for adding a new CR
 Licence type: Children's Residence Licence Licensor: McAdam, Judith
 Licence number: LI00641 Date of issue: 2024-09-10
 Licence issued: Licence Licence expiry date: 2025-03-31

Licence status: Deemed to continue
 Last Policy & Procedures review date: 2024-09-10
 Program Supervisor: McAdam, Judith

Child information

First name: *	<input type="text"/>
Last name: *	<input type="text"/>
Date of birth: *	<input type="text"/> 
Gender: *	<input type="radio"/> Male <input type="radio"/> Female <input type="radio"/> X
Date of admission: *	<input type="text"/> 
Legal status: *	Please select... 
Status:	Active
Last date interviewed:	

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

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

Children information

[Show discharged](#)

Name 	Date of birth	Last date interviewed	Director's Approval ID	Status	Action
Muffet, Little Miss	2013-02-03			Active	

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

7. Make the changes. Select  then select .

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						
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 . 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: N
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](#)

Site description

Brief description of premises:

Brief description of clients served:

Capacity

Approved capacity (Total number of beds): 2
Room size unit of measurement: Metre Inch Feet

Room name	Room size	# of beds	Age range	Gender	Floor	Action
J	10 x 5	2	0 to 18 months, Over 18 months to under 16 years (15 years + 364 days), 16 years and above	Female, X, Male	Second floor	Select
K	10 x 5	2	0 to 18 months, Over 18 months to under 16 years (15 years + 364 days), 16 years and above	Male, X, Female	Second floor	Select

Children information

[Show discharged](#)

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

Site status

Status: Active

Return

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.

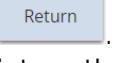
4. To view Staff Model Home site contact details, scroll down to the Staff Model Homes contact banner.

Staff Model Home Site contacts

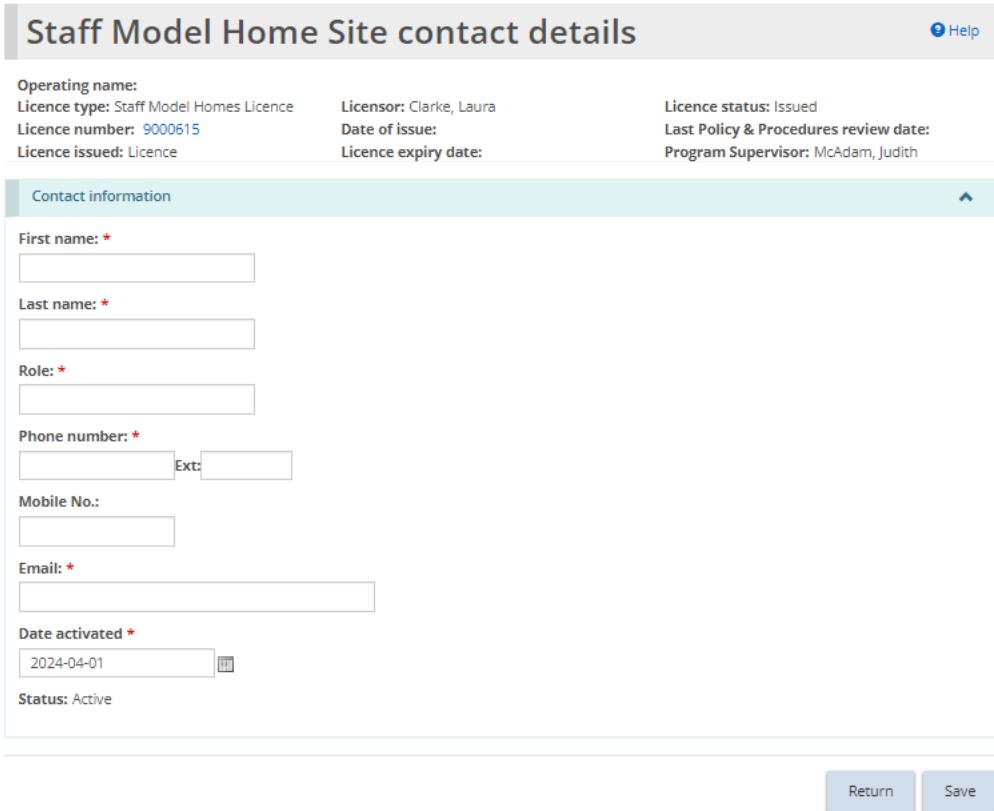
[Show inactive](#)

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

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  then select . 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.

SOR-RL → Licence Management → Licence summary → Staff Model Home Site details → Staff Model Home Site contact details



Staff Model Home Site contact details 

Operating name: **Clarke, Laura**
Licence type: Staff Model Homes Licence
Licence number: 9000615
Licence issued: Licence

Licensor: Clarke, Laura
Date of issue: **2024-04-01**
Licence expiry date: **2024-04-01**

Licence status: Issued
Last Policy & Procedures review date: **2024-04-01**
Program Supervisor: McAdam, Judith

Contact information

First name: **Clarke**
Last name: **Laura**
Role: **Program Supervisor**
Phone number: **555-1234** Ext: **123**
Mobile No.: **555-1234**
Email: **clarke.laura@staffmodelhomes.ca**
Date activated: **2024-04-01** 
Status: Active

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  and make the updates. Select  then select . The Staff Model Home Site details page displays.

Staff Model Home Site contact details

 Help

Operating name: Maple Start Staff Model Homes

Licence type: Staff Model Homes Licence

Licensor: Clarke, Laura

Licence number: 9000615

Date of issue:

Licence issued: Licence

Licence expiry date:

Licence status: Issued

Last Policy & Procedures review date:

Program Supervisor: McAdam, Judith

Contact information

First name: *

Last name: *

Role: *

Phone number: *

 Ext:

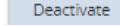
Mobile No.:

Email: *

Date activated *

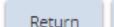
Status: Active

 Deactivate

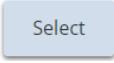
Date deactivated: *

Deactivation reasons:

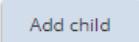
 Return Save

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

11. To see the room information, choose .

Capacity						
Approved capacity (Total number of beds): 2 Room size unit of measurement: <input checked="" type="radio"/> Metre <input type="radio"/> Inch <input type="radio"/> Feet						
Room name	Room size	# of beds	Age range	Gender	Floor	Action
J	10 x 5	2	0 to 18 months, Over 18 months to under 16 years (15 years + 364 days), 16 years and above	Female, X, Male	Second floor	
K	10 x 5	2	0 to 18 months, Over 18 months to under 16 years (15 years + 364 days), 16 years and above	Male, X, Female	Second floor	

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

Children information					Show discharge
Name	Date of birth	Last date interviewed	Status	Action	
No data exists.					
					

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

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

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

Child details

Operating name: M
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

Child information

First name: *	<input type="text"/>
Last name: *	<input type="text"/>
Date of birth: *	<input type="text"/> 
Gender: *	<input type="radio"/> Male <input type="radio"/> Female <input type="radio"/> X
Date of admission: *	<input type="text"/> 
Legal status: *	<input type="text" value="Please select..."/>
Status:	Active
Last date interviewed:	

Children information

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

Show discharged

Add child

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

16. Make the changes. Select  then select .

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.

Foster Homes

Current number of active Foster Care homes: 1
Current number of foster children: 6

[Show inactive](#)

Foster Home name	Foster parent names	Child name and age	Address	# of beds currently occupied by foster children under 18 placed by my foster agency	# of beds currently occupied by foster children under 18 placed by other foster agencies	Bed type	Status	Action	
Flintstone's Home	Fred Flintstone, Wilma Flintstone						Regular	Active	

 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.

[Add Foster Home](#)

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.

Foster Homes

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

[Show inactive](#)

Foster Home name	Foster parent names	Address	# of beds currently occupied by foster children under 18 placed by my foster agency	# of beds currently occupied by foster children under 18 placed by other foster agencies	Over capacity Director's Approval	Bed type	Status	Action
------------------	---------------------	---------	---	--	-----------------------------------	----------	--------	--------

No data exists.

[Add Foster Home](#)

2. Select . The Foster Home information page appears.

▲
Foster Home information

Foster home name: *

Foster Parent details

Title:

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

Foster Home location address

Address Search:

Address line 1: *

Suite/Unit No.:

Address line 2:

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

Verify address

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

Child details

Help

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

Child information

First name: *	<input type="text"/>
Last name: *	<input type="text"/>
Date of birth: *	<input type="text"/> 
Date of admission: *	<input type="text"/> 
Legal status: *	<input type="text" value="Please select..."/>
Name of child's worker:	<input type="text"/>
Status:	Active
Last date interviewed:	

Return **Save**

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.

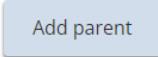
Foster Home location address

Address Search:	<input type="text"/> 
Address line 1: *	<input type="text"/>
Suite/Unit No.:	<input type="text"/>
Address line 2:	<input type="text"/>
City/Town: *	<input type="text"/>
Province:	Ontario
Postal code: *	<input type="text"/>
<input type="button" value="Verify address"/>	

Return **Save**

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 .
9. An additional foster parent can now be added. To add a foster parent, select . The Foster parent details page appears.
10. Enter the foster parent information. Select  then select . The foster parent appears in the list.

Foster Parent details

Title:	<input type="button" value="Please select... ▾"/>
First name: *	<input type="text"/>
Last name: *	<input type="text"/>
Date activated: *	<input type="text"/> 
Status:	Active

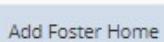
11. Once done, select  then select . The foster care home appears in the list.

Foster Homes

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

[Show inactive](#)

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



Editing a foster home or foster children

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

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

[Show inactive](#)

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

[Add Foster Home](#)

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

Foster Home

[Help](#)

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

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

Foster Home information

Foster Home name: *

[Show inactive](#)

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

[Add parent](#)

Email:

Phone number:

Mobile phone #:

Children information:

[Show discharged](#)

Name 	Date of birth	Last date interviewed	Status	Action
--	---------------	-----------------------	--------	--------

No data exists.

[Add child](#)

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

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

Name of other foster agencies :

Over capacity Director's Approval: 0

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

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

Bed type: *

- Other
- Therapeutic
- Respite
- Specialized
- Customary care
- Kinship
- Regular

Ownership: *

- Family dwelling
- Licensee owned/Rented

Date activated: * **Foster Home approval date:** * **Status:** Active[Deactivate](#)**Date deactivated:** * **Closure:** *

- Voluntarily
- Non-voluntarily

Deactivation reasons:

0 / 3500

Foster Home location address

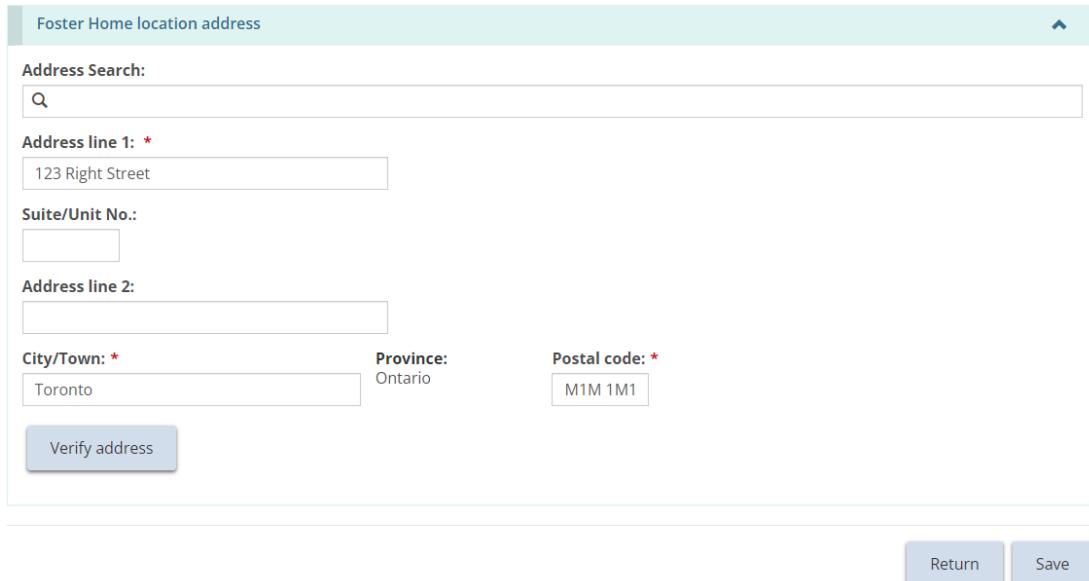
Address Search:

Address line 1: *

Suite/Unit No.:

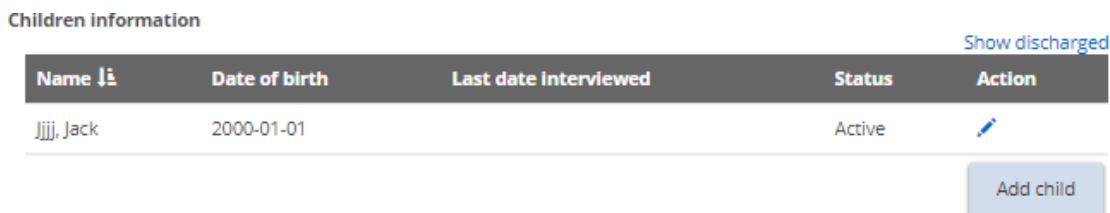
Address line 2:

City/Town: * Province: Postal code: *



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

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



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

Child details

Name of Foster Care Agency: Wxy Inc.
Licensor: Starr, Debra
Licence status: Issued

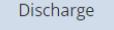
Licence type: Foster Care Agency
Date of issue: 2019-12-11

Licence number: L100001
Licence expiry date: 2019-12-31

Licence issued: Licence

Child information

First name: *	<input type="text" value="Jack"/>
Last name: *	<input type="text" value="Jiji"/>
Date of birth: *	<input type="text" value="2000-01-01"/> 
Date of admission: *	<input type="text" value="2019-12-10"/> 
Legal status: *	<input type="text" value="Temporary care agreement"/> 
Name of child's worker:	<input type="text"/>
Status:	Active
Last date interviewed:	<input type="text"/>
<input style="background-color: #ccc; border: 1px solid #ccc; padding: 2px 10px; border-radius: 5px; margin-right: 10px;" type="button" value="Discharge"/> <input style="background-color: #ccc; border: 1px solid #ccc; padding: 2px 10px; border-radius: 5px;" type="button" value="Save"/> <input style="background-color: #ccc; border: 1px solid #ccc; padding: 2px 10px; border-radius: 5px;" type="button" value="Return"/>	

6. Make required changes or select . Enter the discharge date.
7. Select  then select .
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.

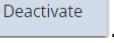
1. From the Licence Summary page, expand the Operation information banner and scroll down to the Foster homes section.

Foster Homes						
Current number of active Foster Care homes: 1 Current number of foster children: 0						
Foster Home name	Foster parent names	Address	# of beds currently occupied by foster children under 18 placed by my foster agency	# of beds currently occupied by foster children under 18 placed by other foster agencies	Over capacity Director's Approval	Bed type
DEF home	Bob Bbbbb	2 DEF Street, Markham	0	0	0	Regular

[Show inactive](#)

[Add Foster Home](#)

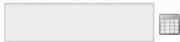
2. Select the edit icon . The Foster Home page appears.

3. Select .
4. Enter the date deactivated and indicate whether the closure was voluntary or non-voluntary.

Status: Active



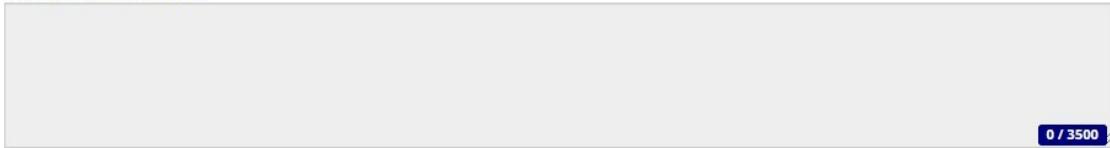
Date deactivated: *

Closure: *

Voluntarily Non-voluntarily

Deactivation reasons:

 0 / 3500

5. Enter the Deactivation reasons.

6. Select  then select .

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.

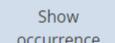
Director's Approvals					
Director's Approval ID	Type of Director's Approval	Status	Effective date	Expiry date	Action
DA201900421	Sleeping accommodation - Basement bedroom	Approved	2019-10-18	2019-10-25	
DA201900427	Sleeping accommodation - Sharing a bedroom 7 or older opposite sex	Approved	2019-10-22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

- Choose  to see the details. The Director's Approval summary page appears.
- To withdraw a Director's Approval, select .

Conditions

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

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

Condition							
Condition ID	Condition	Status	Frequency	Reporting period start date	Reporting period end date	Origin	Action
CN202300400	Adding a condition	Active	One time	2023-10-25	2023-10-31	Change Request	 

- Choose . 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

Show occurrence

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

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

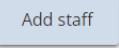
Tip: For more information about conditions, see the [Working with conditions](#) section.

Staff summary

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

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

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

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

Staff information

First name: *

Last name: *

Current position title: *

Qualifications: * Certificate
 Diploma
 Degree
 Have Relevant Experience and Skills
 First Nations, Inuk or Métis (FNIM), Elder, Knowledge Keeper, Healer, Medicine Person, Traditional Person or Cultural Person
 Student

Is the staff person a member of a regulatory college body or professional association? Yes No

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

Employment start date: * 

Position start date: * 

Employment time: * Full-Time Part-Time Relief

Date of first shift in this residence * 

Last date interviewed:

On leave:

Status: Active

- a. Enter the staff information.
- b. For Staff Model Homes, staff can be added to 1 or more Staff Model Homes site.

Staff details

[Help](#)

Operating name: N
 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 information

First name: *

Last name: *

Current position title: *

Assigned sites: *

Cabin 1
 Cabin 2
 Cabin 3
 Degree

Have Relevant Experience and Skills
 First Nations, Inuk or Métis (FNIM), Elder, Knowledge Keeper, Healer, Medicine Person, Traditional Person or Cultural Person
 Student

Yes No

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

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

Employment start date: *

Position start date: *

Employment time: * Full-Time Part-Time Relief

Date of first shift in this residence *

Last date interviewed:

On leave:

Status: Active

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

Staff summary

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

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

page appears.

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

Staff details

[Help](#)

Name of Foster Care Agency: Family Foster Care	Licensor: McAdam, Judith	Licence status: Deemed to continue
Licence type: Foster Care Agency	Date of issue: 2019-01-01	Last Policy & Procedures review date: 2016-11-18
Licence number: 0002567	Program Supervisor: McAdam, Judith	
Licence issued: Licence	Licence expiry date: 2023-07-29	

Staff information

First name: *	<input type="text"/>
Last name: *	<input type="text"/>
Current position title: *	<input type="text"/>
Qualifications: *	<input type="checkbox"/> Certificate <input type="checkbox"/> Diploma <input type="checkbox"/> Degree <input type="checkbox"/> Have Relevant Experience and Skills <input type="checkbox"/> First Nations, Inuk or Métis (FNIM), Elder, Knowledge Keeper, Healer, Medicine Person, Traditional Person or Cultural Person <input type="checkbox"/> Student
Is the staff person a member of a regulatory college body or professional association?	<input type="radio"/> Yes <input type="radio"/> No
Employment type: *	<input type="radio"/> Persons otherwise engaged by the licensee (This includes but may not be limited to third party agency staff) <input type="radio"/> Persons employed by the licensee <input type="radio"/> Foster Worker
Employment start date: *	<input type="text"/> 
Position start date: *	<input type="text"/> 
Employment time: *	<input type="radio"/> Full-Time <input type="radio"/> Part-Time <input type="radio"/> Relief
Last date interviewed:	
On leave:	<input type="checkbox"/>
Status:	Active

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

- 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 . Enter the employment end date.

4. Select  then select .

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](#)

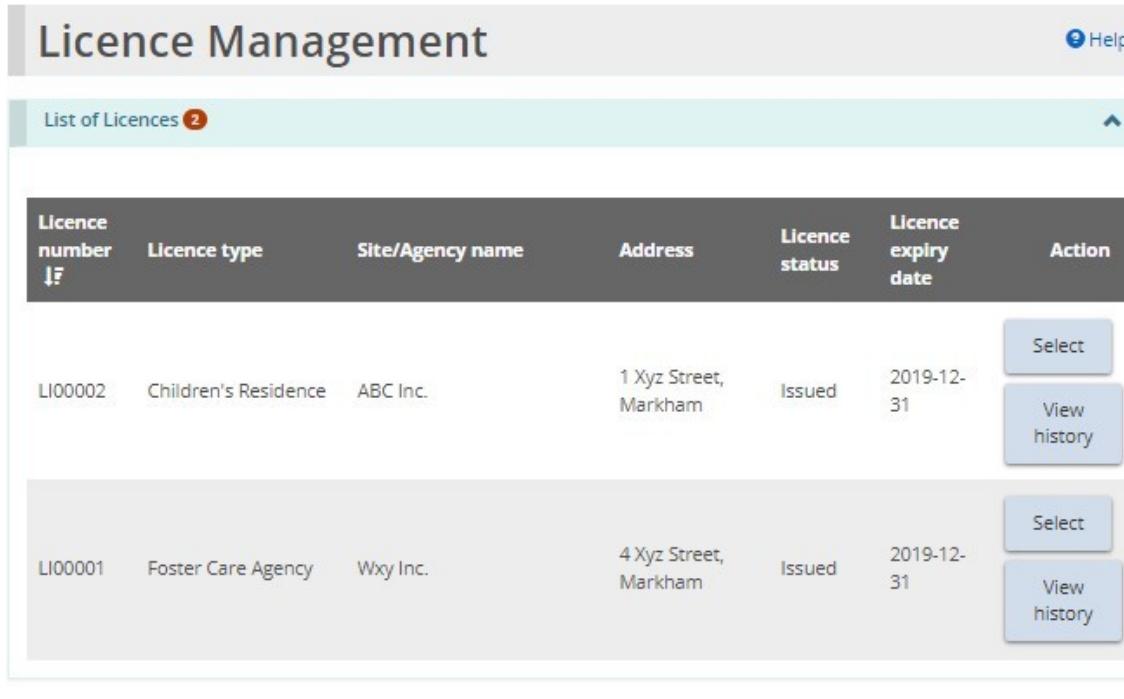
[Exit](#) [Next](#)

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.

SOR-RL → Licence Management



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

My Licence Management workload

[See dashboard](#)

2. Choose  . The Licence summary page appears.

SOR-RL → Licence Management → Licence summary

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

Licence summary

[Help](#)

Name of Children's Residence: ABC Inc.

Licence type: Children's Residence

Licensor: Starr, Debra

Licence status: Issued

Licence number: LI00002

Date of issue: 2019-12-11

Licence issued: Licence

Licence expiry date: 2019-12-31

Licence information

Licensee profile

Children's Residence information

Operation information

Staff summary

Supporting documents

Exit

Next

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.

SOR-RL → Licence Management → Update residence details

• Licence summary • Update residence details • Supporting Documents

Update residence details

 Help

Name of Children's Residence: ABC Inc.

Licence type: Children's Residence

Licensor: Starr, Debra

Licence status: Issued

Licence number: LI00002

Date of issue: 2019-12-11

Licence issued: Licence

Licence expiry date: 2019-12-31

Children's Residence information

Phone number: *

Ext

Email: *

Website:

Ownership: *

 Rental OwnMunicipality: Region:

Preferred language of licence: *

 English French

Safe Drinking Water Act

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

 Yes No

Residence mailing address

Same as residence address? *

 Yes No[Back](#)[Exit](#)[Save](#)[Save & next](#)*Children's Residence example*

SOR-RL → Licence Management → Update Staff Model Homes details

• Licence summary • Update Staff Model Homes details • Supporting Documents

Update Staff Model Homes details

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 Homes information

Phone number: *
 Ext.

Email: *

Website:

Preferred language of licence: *
 English French

Staff Model Homes mailing address

Same as Staff Model Homes Licence address? *
 Yes No

Country: *
 Canada

Address Search:
 Q

Address line 1: *

Suite/Unit No.:

Address line 2:

City/Town: *

Province: *
 Please select

Postal code: *

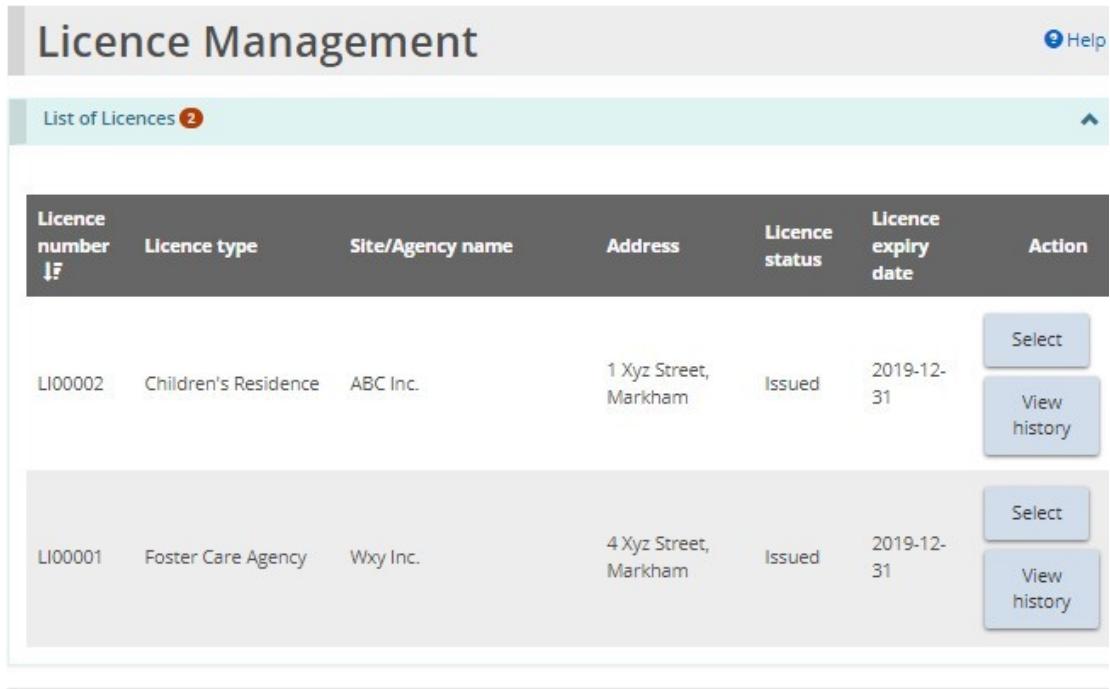
Staff Model Homes example

5. Make the changes required and select .

Viewing/uploading supporting documents from the licence summary

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

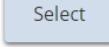
SOR-RL → Licence Management



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

My Licence Management workload

[See dashboard](#)

- Choose  . The Licence summary page appears.

SOR-RL → Licence Management → Licence summary

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

Licence summary

[Help](#)

Name of Children's Residence: ABC Inc.

Licence type: Children's Residence

Licensor: Starr, Debra

Licence status: Issued

Licence number: LI00002

Date of issue: 2019-12-11

Licence issued: Licence

Licence expiry date: 2019-12-31

Licence information

Licensee profile

Children's Residence information

Operation information

Staff summary

Supporting documents

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

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.

Supporting documents

 Help

Name of Children's Residence: ABC Inc.

Licence type: Children's Residence

Licensor: Starr, Debra

Licence status: Issued

Licence number: LI00002

Date of issue: 2019-12-11

Licence issued: Licence

Licence expiry date: 2019-12-31

Supporting documents

Item(s) per page: 10 ▾

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

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

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 . The Upload supporting document page appears.

Upload supporting document

[Help](#)

Upload supporting document

Document type:
Zoning approval

Comments:

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

Revision history

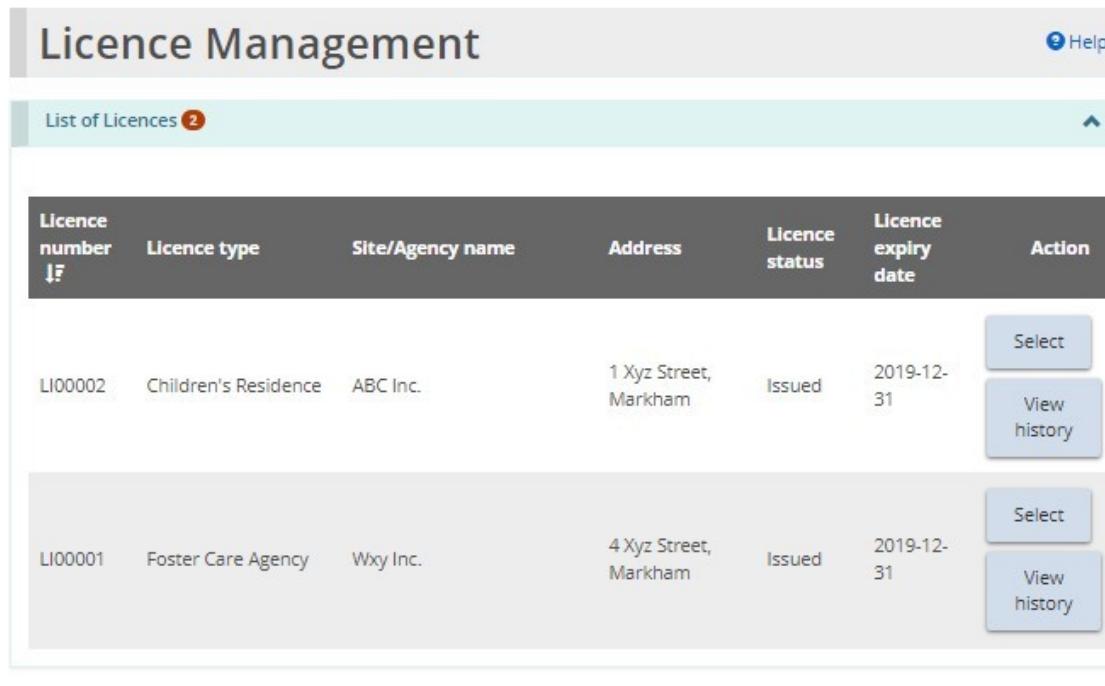
Version	File name	Uploaded by	Date uploaded	Issue date	Expiry date
V3	Doc2.docx	Ddd, Deb (Service Provider Admin)	2019-10-18		2019-12-31
V2	Doc2.docx	Ddd, Deb (Service Provider Admin)	2019-10-17		2019-10-31
V1	Doc2.docx	Ddd, Deb (Registered User)	2019-10-11		2019-11-30

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

Viewing the licence history

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

SOR-RL → Licence Management



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

My Licence Management workload 0

[See dashboard](#)

- Select  . The Licence history page appears.

SOR-RL → Licence Management → License history

• [Licence history](#) • [Licence inspection reports](#)

Licence history

[Help](#)

Name of Children's Residence: ABC Inc.
Licence type: Children's Residence
Licence number: LI00002
Licence issued: Licence

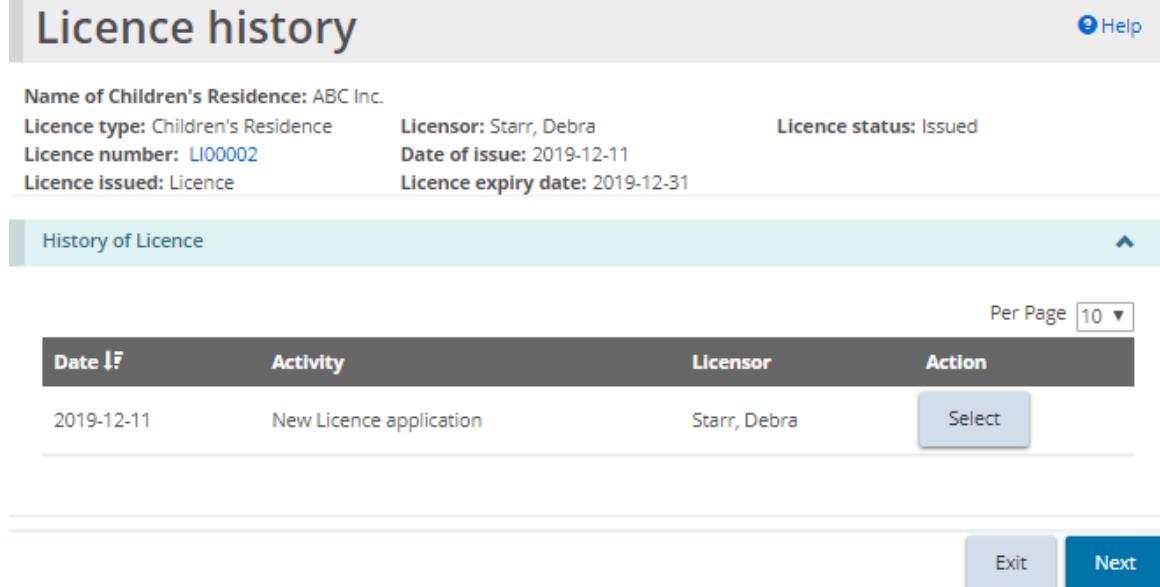
Licensor: Starr, Debra
Date of issue: 2019-12-11
Licence expiry date: 2019-12-31

History of Licence

Per Page 10 ▾

Date	Activity	Licensor	Action
2019-12-11	New Licence application	Starr, Debra	Select

Exit Next



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.

Licence history

 Help**Name of Foster Care Agency:** Stepping Stones Foster Care Inc. Geranimo foster care**Licence type:** Foster Care Agency**Licensor:** Clarke, Laura**Licence number:** 0002074**Date of issue:** 2019-01-31**Licence status:** Deemed to continue**Last Policy & Procedures review date:** 2017-01-31**Licence issued:** Licence with conditions**Licence expiry date:** 2022-07-31**Program Supervisor:** Clarke, Laura

History of Licence

Per Page **10** 

Date 	Activity	Licensor	Action
2023-10-25	Change Request	Clarke, Laura	
2023-10-16	Change Request	Pulfer, chloe	
2023-04-01	Director's Approval	Clarke, Laura	
2020-08-01	Expiry Date is due [No Renewal has been submitted]	Clarke, Laura	
2020-02-01	Expiry Date is due [No Renewal has been submitted]	Clarke, Laura	

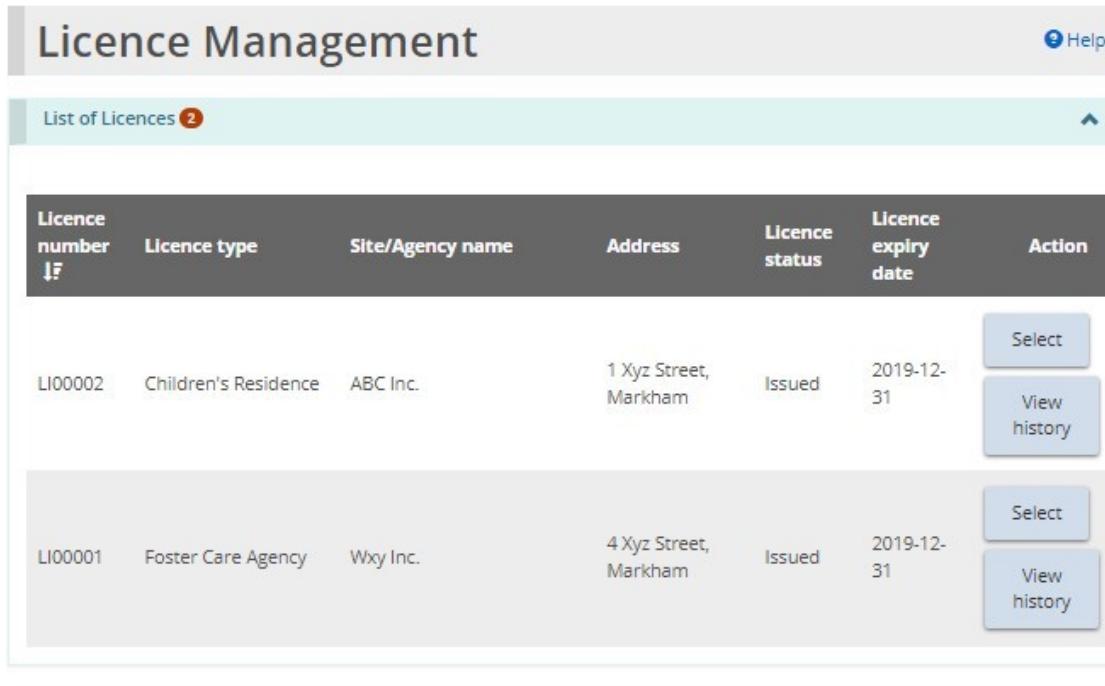
 Exit Next

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

Viewing inspection reports from the license history

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

SOR-RL → Licence Management



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

My Licence Management workload 0

[See dashboard](#)

2. Select  . The Licence history page appears.

SOR-RL → Licence Management → License history

• [Licence history](#) • [Licence inspection reports](#)

Licence history

Help

Name of Children's Residence: ABC Inc.
Licence type: Children's Residence
Licence number: LI00002
Licence issued: Licence

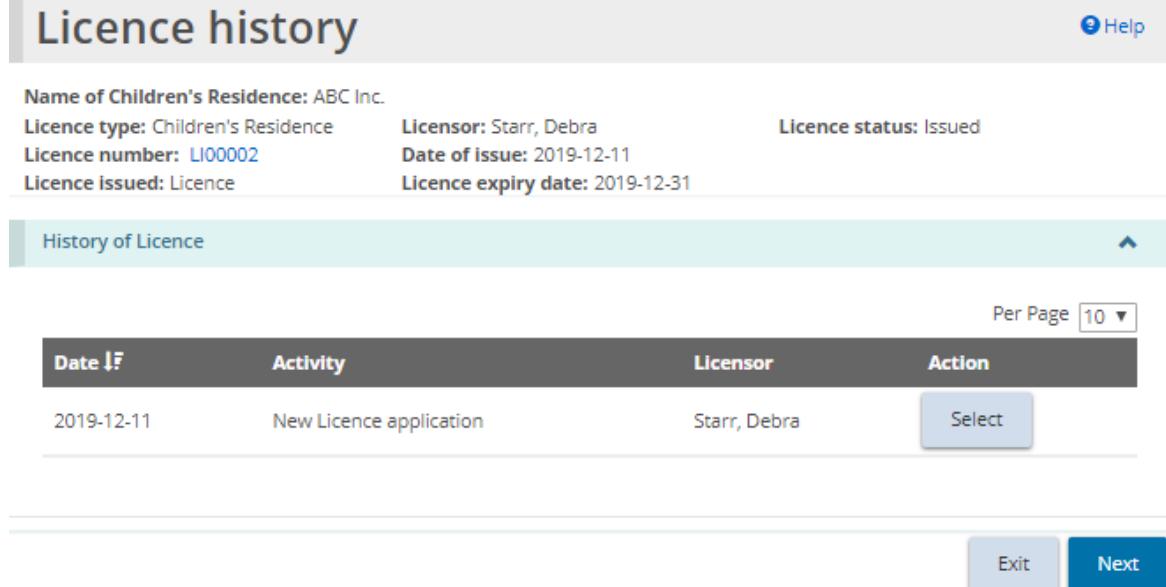
Licensor: Starr, Debra
Date of issue: 2019-12-11
Licence expiry date: 2019-12-31

History of Licence

Per Page 10 ▾

Date	Activity	Licensor	Action
2019-12-11	New Licence application	Starr, Debra	Select

Exit Next



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.

• [Licence history](#) • [Licence inspection reports](#)

Licence Inspection reports

Help

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.

SOR-RL → Licence Management → License Inspection reports

• Licence history • [Licence inspection reports](#)

Licence Inspection reports

[Help](#)

Name of Children's Residence: ABC Inc.

Licence type: Children's Residence

Licensor: Qrst, Debra

Licence status: Issued

Licence number: LI00002

Date of issue: 2019-12-11

Licence issued: Licence

Licence expiry date: 2019-12-31

List of Licence inspections

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

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

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

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

- [Inspection summary](#)

Inspection summary

[Help](#)

Name of Children's Residence: ABC Inc.

Licence number: LI00002

Licence issued: Licence

Licence expiry date: 2019-12-31

Licence type: Children's Residence

Licensor: Qrst, Debra

Inspection ID: IN201900035

Inspection type: Monitoring Inspection

Inspection details



Non-compliances



Comments and recommendations



Inspection documents



Records to inspect


[Exit](#)

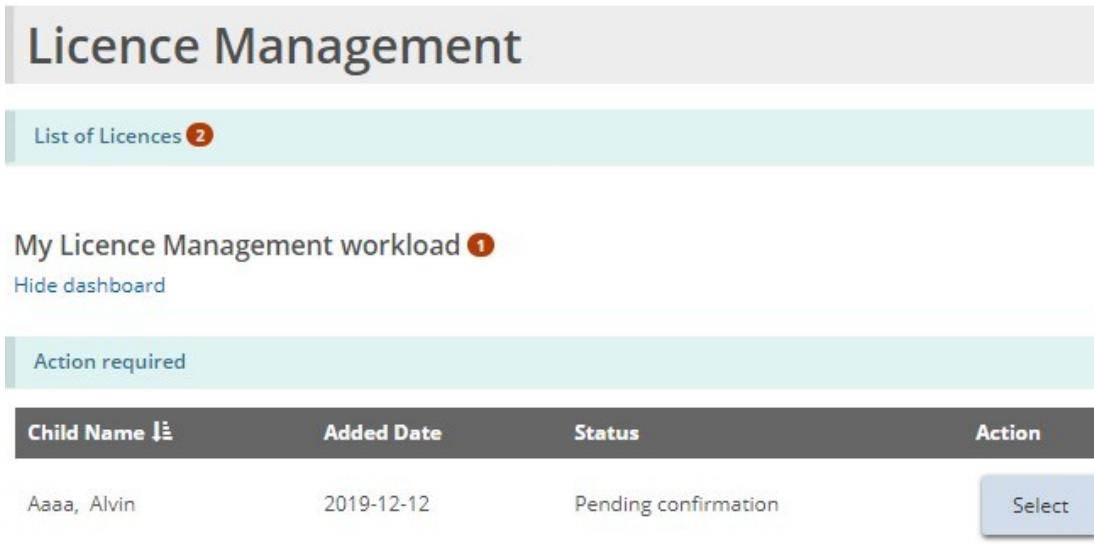
Viewing the Licence Management dashboard

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.

SOR-RL → Licence Management



The screenshot shows the Licence Management dashboard. At the top, a header bar has 'SOR-RL' and 'Licence Management'. Below it, a main title 'Licence Management' is displayed. A navigation bar below the title includes 'List of Licences' (with a red '2' badge) and 'Hide dashboard'. The main content area is titled 'My Licence Management workload' with a red '1' badge. It includes a 'Hide dashboard' link. Below this, a table is titled 'Action required'. The table has columns: 'Child Name', 'Added Date', 'Status', and 'Action'. One row in the table shows 'Aaaa, Alvin' in the 'Child Name' column, '2019-12-12' in 'Added Date', 'Pending confirmation' in 'Status', and a 'Select' button in the 'Action' column. A 'Select' button is also highlighted with a red box in the 'Action' column of the table row.

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

3. Choose  . The page requiring action appears.

Child details

 Help

Name of Children's Residence: ABC Inc.

Licence type: Children's Residence

Licence number: LI00002

Licence issued: Licence

Licensor: Starr, Debra

Date of issue: 2019-12-11

Licence expiry date: 2019-12-31

Licence status: Issued

Child information

First name: *

Alvin

Last name: *

Aaaa

Date of birth: *

2000-12-11



Gender: *

 Male Female X

Date of admission: *

2019-12-11



Legal status: *

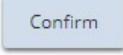
Please select...

Status:

Pending confirmation

Last date interviewed:

2019-12-11

 Confirm Return*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.

Child details

Help

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

Child information

First name: * Alvin

Last name: * Aaaa

Date of birth: * 2000-12-11

Gender: * Male Female X

Date of admission: * 2019-12-11

Legal status: * Temporary care agreement

Status: Active

Last date interviewed: 2019-12-11

Discharge

Date of discharge: *

Save

Return

Save

5. Select  then select . 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.

SOR-RL → Change Request

Search Change Request

Search for existing Change Requests

[Search Change Request](#)

Request new changes

Request new changes

[Request new changes](#)

My Change Requests 0

[See dashboard](#)[View recently accessed](#)

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).

Request new changes

 [H](#)

Request new changes

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

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

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

Example of a Children's Residence

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

Request new changes

 [Help](#)

Request new changes

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

- Change capacity, add, deactivate sites
- Change site/floor plan or renovation for sites
- Change program description
- Change operating name
- Licence closure

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

Example of a Staff Model Home page

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

Request new changes Help

Request new changes ▲

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

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

Exit Next

Example of a Foster Care Agency page

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.

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

OKCancel

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.

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

1 Changes

Go to:
1 Change program description

2 Documents

Go to:
1 Supporting documents

3 Change Request

Go to:
1 Change Request summary

 Hide steps

Change program description

 Help

Name of Children's Residence: Youth!

Change Request ID:

Change Request status:

Licence number: 0440008

Change program description

Current program

Proposed new program

Exit

Save

Save & next

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: Change Request ID: Change Request status: Licence number: [0006806](#)

Change program description

Rationale: *****0 / 3500Proposed date of change: Have you consulted with the local fire authorities? ***** Yes No N/AHave 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

Current program	
Description of Services Offered:	
Consultation with Service Providers:	
Gender:	
Age range served:	
Program type	
Respite program:	
Emergency or Crisis/Receiving program:	
Secure treatment program:	
Program Length:	
Client Program/Service Profile	
Does your program offer specialized services?	
Specialized services:	
Education and language services:	
Maximum number of children/youth served in ECPP:	
Cultural/Identity Services:	
Identifying Characteristics of clients the applicant is able to service within the program:	
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):	
Additional Program Information	
Qualification:	
Training:	
Behaviour Management and Crisis Prevention:	
Ministry-approved physical restraint training program:	
Referral sources:	

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

Proposed new program ▲

Will there be impact on the Description of Services Offered? *	<input type="radio"/> Yes <input type="radio"/> No
Will there be impact on the Consultation with Service Providers? *	<input type="radio"/> Yes <input type="radio"/> No
Will there be impact on the Gender? *	<input type="radio"/> Yes <input type="radio"/> No
Will there be impact on the Age range served? *	<input type="radio"/> Yes <input type="radio"/> No
Will there be impact on the Program type? *	<input type="radio"/> Yes <input type="radio"/> No
Will there be impact on the Program Length? *	<input type="radio"/> Yes <input type="radio"/> No
Will there be impact on the Client Program/Service Profile? *	<input type="radio"/> Yes <input type="radio"/> No
Will there be impact on the Clinical services? *	<input type="radio"/> Yes <input type="radio"/> No
Will there be impact on the Additional Program Information? *	<input type="radio"/> Yes <input type="radio"/> No
Will there be impact on the Referral sources? *	<input type="radio"/> Yes <input type="radio"/> No

Exit Save Save & next

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.

Document type	File name	Type	Status	Submitted date	Expiry date	Action
Zoning approval						Upload
Site plan			Does not expire			Upload
Proof of inspection of fire alarm systems and fire extinguishing equipment						Upload
Floor plan			Does not expire			Upload
Evidence of compliance with the local board of health and/or the local medical officer of health			Does not expire			Upload
Document for staffing/supervision			Does not expire			Upload

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.

1 Changes
Go to: [Change program description](#)

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

3 Change Request
Go to: [Change Request summary](#)

[Hide steps](#)

Change Request summary

Name of Children's Residence: ABC Inc. | Change Request ID: CR201900041 | Change Request status: Draft | Licence number: LI00002

Change Request summary

Change program description [Edit](#)

Supporting documents

Withdraw Exit Back [Submit](#)

16. Review the information. If edits are required, select the applicable section to edit from the top of the screen.

17. Select . The Declaration & consent page appears.

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

19. Select . 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 . The Select Licence page appears.

Select Licence



List of Licences					
Item(s) per page: 10 ▾					
Licence number	Licence type	Site/Agency name	Address	Licence expiry date	Action
LI00002	Children's Residence	ABC Inc.	1 Xyz Street, Markham	2019-12-31	
LI00001	Foster Care Agency	Wxy Inc.	4 Xyz Street, Markham	2019-12-31	

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

Request new changes



Request new changes

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

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

Example of a Children's Residence page

4. Select "Licence closure".

5. Select . The Notice of collection of personal information page appears.

6. Read the notice then select . The Licence closure page appears.

Licence closure

Rationale: *

Proposed date of closure:

Reasons for closure: *

Please select

Are there any children/ young persons remaining in the home at this time? *

Yes No

What is the date of last discharge of Children/ young persons? *

What is your discharge plan? *

What is the method of returning the original Licence and all the records in possession or control that relate to the Children to whom services were being provided in the Residence/Foster Care.
This includes any and all records in hard copy or electronic form, including any audio/visual recordings and any documents stored on a computer.

Date of returning the material

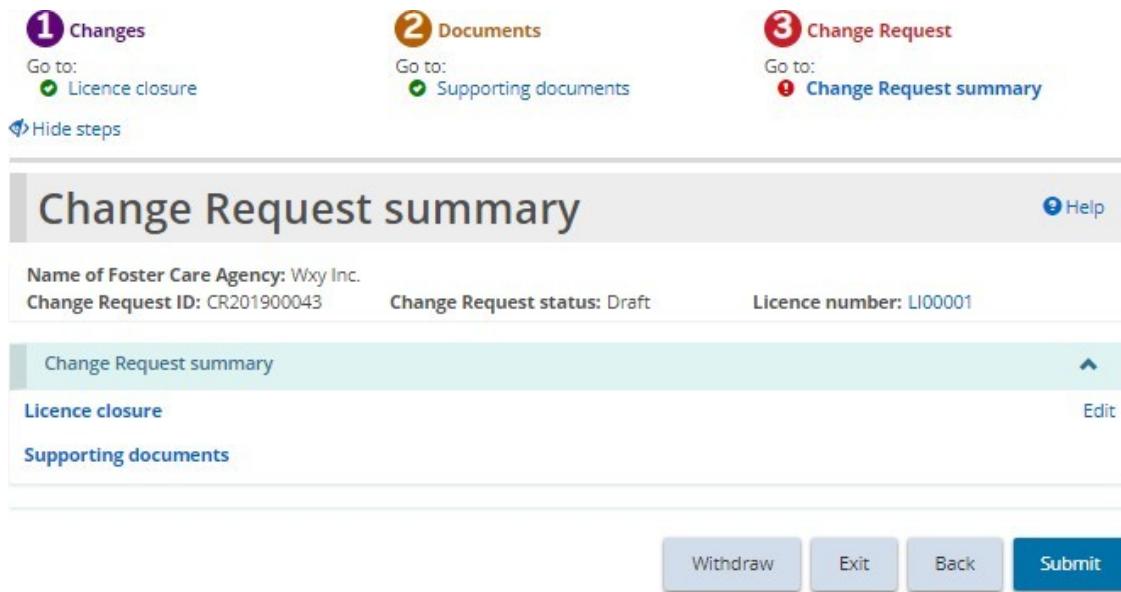
Children's Residence example

7. Enter the information.

8. Select . The Supporting documents page appears.

9. Upload supporting documents if required.

10. Select . The Change Request summary page appears.



1 Changes 2 Documents 3 Change Request

Go to: Licence closure Go to: Supporting documents Go to: Change Request summary

Hide steps

Change Request summary

Name of Foster Care Agency: Wxy Inc.
Change Request ID: CR201900043 Change Request status: Draft Licence number: LI00001

Change Request summary Licence closure Supporting documents

Withdraw Exit Back **Submit**

11. Review the summary. Select . The Declaration & consent page appears.

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

13. Select . 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.

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

Request new changes

Request new changes

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

Change capacity, add, deactivate site(s)

Change site/floor plan or renovation for site(s)

Change program description

Change operating name

Licence closure

Next **Exit** **Next**

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**.

Change capacity, add, deactivate site(s)

Operating name: S
Change Request ID: Change Request status: Licence number:

Staff Model Homes sites

Total approved Staff Model Homes sites 2
Total proposed Staff Model Homes sites 2

Site name	Approved Capacity	Proposed capacity	Site address	Region	Status	Action
	2				Active	
	2				Active	

 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.

Add SMH Site

Exit **Next**

6. The Staff Model Home Site details page appears.

SOR-RL → Change Request → Select Licence → Change capacity, add, deactivate site(s) → Staff Model Home Site details

Staff Model Home Site details

Operating name: S... Change Request ID: Change Request status: Licence number: L

Staff Model Home Site address

Staff Model Home Site information

Safe drinking water act

Staff Model Home Site contacts

Site description

Capacity

Return Save

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

 **Change capacity, add, deactivate site(s)**  **Supporting documents**  **Change Request summary**

 Hide steps

Change capacity, add, deactivate site(s)

Operating name: Change Request ID: CR202400502 Change Request status: Draft Licence number: L

Staff Model Homes sites

Total approved Staff Model Homes sites 2

Total proposed Staff Model Homes sites 3

Site name	Approved Capacity	Proposed capacity	Site address	Region	Status	Action
2					Active	 
2					Active	 
Poplar Site	1		492 Poplar Ave, Ajax, Ontario, L1S 1E8 	East		 

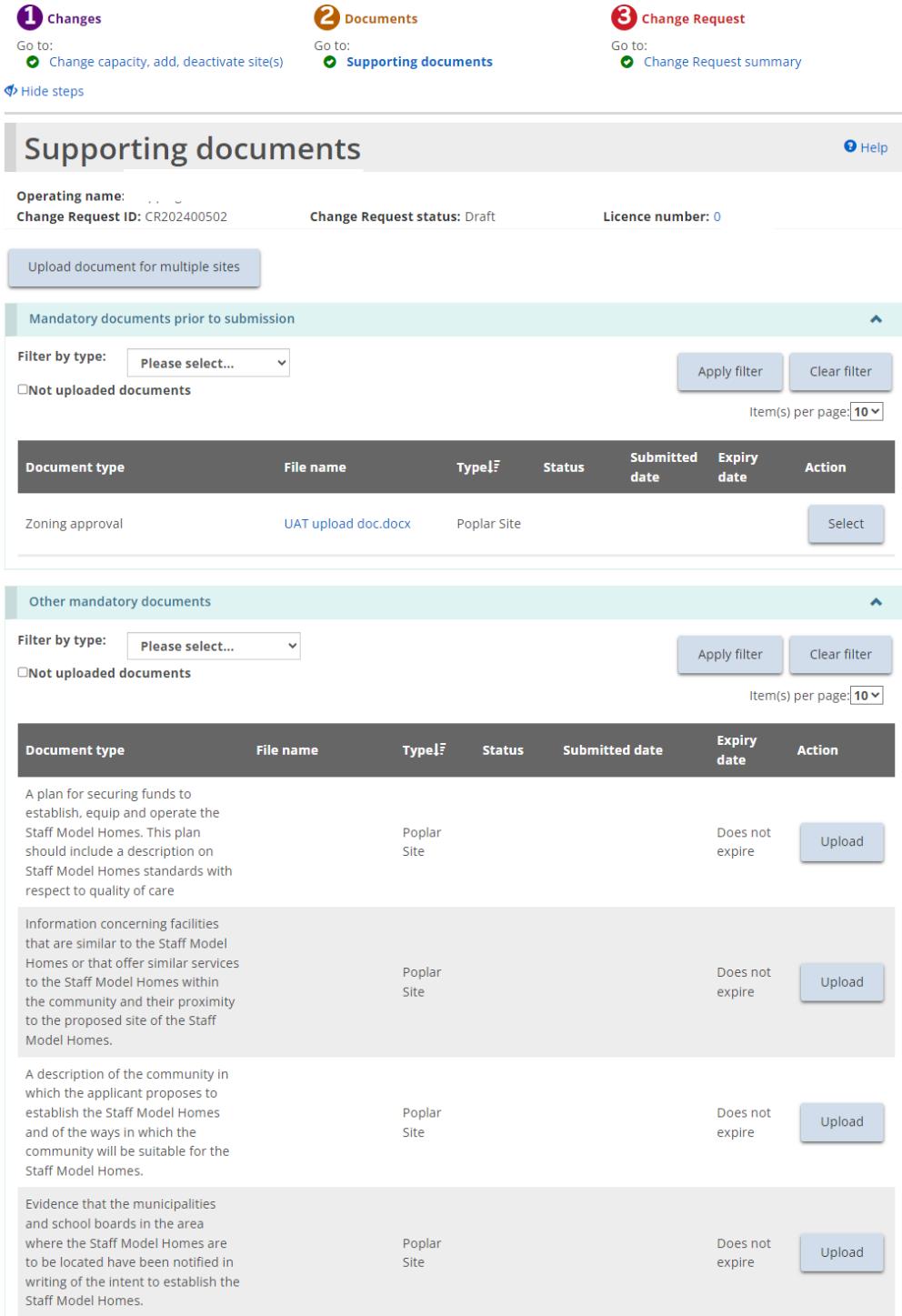
 Address has been verified by Canada Post. Addresses without this icon either have not yet been verified or could not be verified by Canada Post.

Add SMH Site

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 . The Supporting documents page appears.



The screenshot shows the 'Supporting documents' page with three main sections: 'Mandatory documents prior to submission' and 'Other mandatory documents', both with filters and a 'Select' button, and a central 'Upload document for multiple sites' button.

1 Changes
Go to: Change capacity, add, deactivate site(s)

2 Documents
Go to: Supporting documents

3 Change Request
Go to: Change Request summary

Supporting documents

Operating name: ...
Change Request ID: CR202400502
Change Request status: Draft
Licence number: 0

Upload document for multiple sites

Mandatory documents prior to submission

Document type	File name	Type	Status	Submitted date	Expiry date	Action
Zoning approval	UAT upload doc.docx	Poplar Site				Select

Filter by type: Please select... Item(s) per page: 10

Not uploaded documents

Other mandatory documents

Document type	File name	Type	Status	Submitted date	Expiry date	Action
A plan for securing funds to establish, equip and operate the Staff Model Homes. This plan should include a description on Staff Model Homes standards with respect to quality of care		Poplar Site			Does not expire	<input type="button" value="Upload"/>
Information concerning facilities that are similar to the Staff Model Homes or that offer similar services to the Staff Model Homes within the community and their proximity to the proposed site of the Staff Model Homes.		Poplar Site			Does not expire	<input type="button" value="Upload"/>
A description of the community in which the applicant proposes to establish the Staff Model Homes and of the ways in which the community will be suitable for the Staff Model Homes.		Poplar Site			Does not expire	<input type="button" value="Upload"/>
Evidence that the municipalities and school boards in the area where the Staff Model Homes are to be located have been notified in writing of the intent to establish the Staff Model Homes.		Poplar Site			Does not expire	<input type="button" value="Upload"/>

Filter by type: Please select... Item(s) per page: 10

Not uploaded documents

10. Upload the supporting documents.

11. Select . The Change Request summary page appears.

1 Changes
2 Documents
3 Change Request

Go to:
Go to:
Go to:

 Change capacity, add, deactivate site(s)
 Supporting documents
 Change Request summary

 Hide steps


Change Request summary

Operating name:
Change Request ID: CR202400502
Change Request status: Draft
Licence number:

Change Request summary

Change capacity, add, deactivate site(s)

Total approved Staff Model Homes sites	2
Total proposed Staff Model Homes sites	3

Site name	Approved Capacity	Proposed capacity	Site address	Region	Status	Action
Poplar Site	1	2	492 Poplar Ave, Ajax, Ontario, L1S 1E8	East		

Supporting documents

Mandatory documents prior to submission

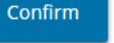
Other mandatory documents






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

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

14. Select . A confirmation message appears.

SOR-RL
→ Change Request
→ Confirmation

Confirmation

Operating name:
Change Request status: Under Ministry review
Licence number:

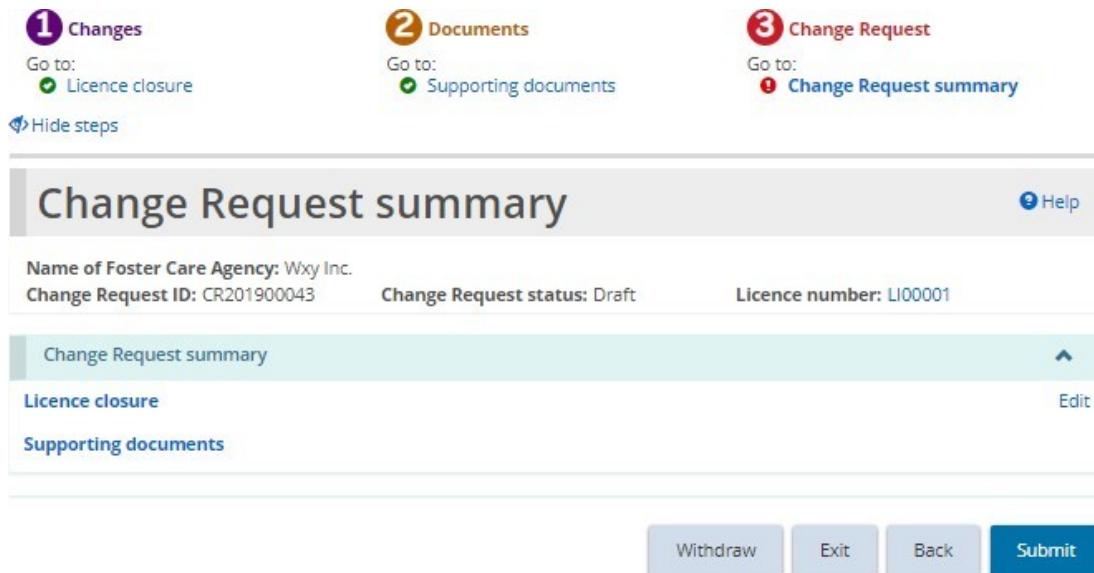
Change Request ID: CR202400502

Submitted successfully



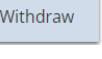
Withdrawing a Change Request

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.



The screenshot shows the 'Change Request summary' page. At the top, there are three numbered steps: 1. Changes (Go to: Licence closure), 2. Documents (Go to: Supporting documents), and 3. Change Request (Go to: Change Request summary). Below this is a 'Change Request summary' header with a 'Help' link. The main content area shows the following details: Name of Foster Care Agency: Wxy Inc., Change Request ID: CR201900043, Change Request status: Draft, and Licence number: LI00001. There are three tabs: 'Change Request summary' (selected), 'Licence closure', and 'Supporting documents'. At the bottom are four buttons: 'Withdraw' (highlighted in a grey box), 'Exit', 'Back', and 'Submit' (highlighted in a blue box).

Children's Residence example

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

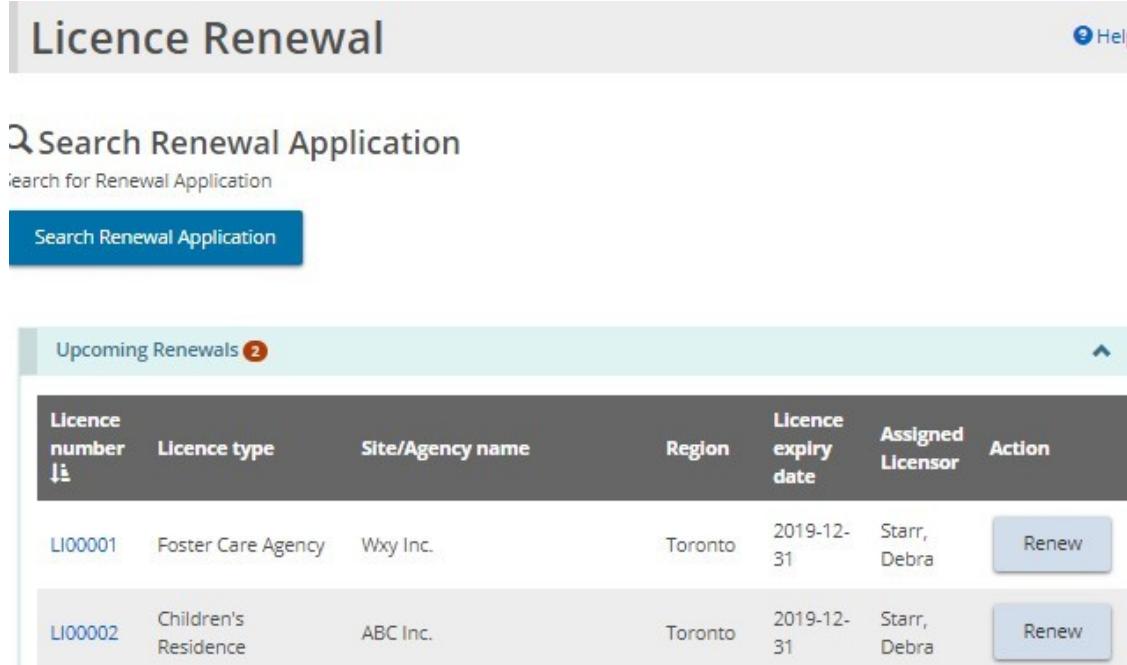
Renewals can be found in the Upcoming Renewals section of the Licence Renewal dashboard if:

- 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.

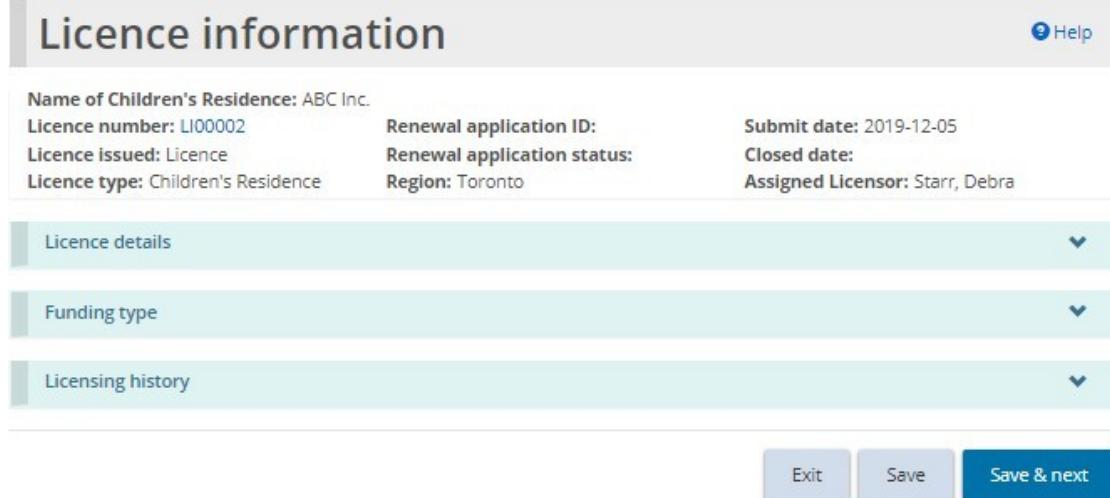


Upcoming Renewals 2						
Licence number	Licence type	Site/Agency name	Region	Licence expiry date	Assigned Licensor	Action
LI00001	Foster Care Agency	Wxy Inc.	Toronto	2019-12-31	Starr, Debra	Renew
LI00002	Children's Residence	ABC Inc.	Toronto	2019-12-31	Starr, Debra	Renew

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 . The Licence information page appears.

Licence information 

Name of Children's Residence: ABC Inc.
Licence number: LI00002 **Renewal application ID:** 123456789
Licence issued: Licence **Renewal application status:** Pending
Licence type: Children's Residence **Region:** Toronto
Submit date: 2019-12-05
Closed date: 2020-01-01
Assigned Licensor: Starr, Debra

Licence details 

Funding type 

Licensing history 

Exit **Save** **Save & next**

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

SOR-RL → Licence Renewal → Licence information

1 LicenceGo to:
Licence information**2** ApplicantGo to:
Applicant profile**3** Residence &Operation
Go to:
Staff Model
Homes
Information
Operation
information**4** DocumentsGo to:
Supporting documents**5** ApplicationGo to:
Director's approvals
Renewal application summary*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.

Licence details

Licence type: Children's Residence
Youth Justice Facility: No
Licence number: LI00002
Licence issued: Licence
Date of issue for current licence: 2019-12-11
Expiry date: 2019-12-31
Preferred language of licence: *
<input checked="" type="radio"/> English <input type="radio"/> French

3. Answer the questions in the Licensing history section.

Licensing history 

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

Yes No

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

Yes No

The Director has previously revoked, suspended or refused to renew my licence for a Children's Residence or Foster Care Agency: *

Yes No

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

Yes No

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

Yes No

Licence number	Licence type	Site/Agency name	Address	Licence status	Licence expiry date
LI00001	Foster Care Agency	Wxy Inc.	4 Xyz Markham ON	Issued	2019-12-31

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

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



Applicant profile

[Help](#)

Name of Children's Residence: ABC Inc.
Licence number: LI00002 **Renewal application ID:** LR201900031
Licence issued: Licence **Renewal application status:** Draft
Licence type: Children's Residence **Region:** Toronto

[Update Profile](#)
[General information](#)
[Corporation details](#)
[Head office address](#)
[Head office mailing address](#)
[Operating name](#)
[Owners of the corporation](#)
[Directors of the corporation](#)
[Officers of the corporation](#)
[Supporting documents](#)
[Back](#)
[Exit](#)
[Next](#)

Your page may look different

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.

• [Profile](#) • [Supporting documents](#)

Profile

Help

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

Back

Exit

Save

Save & next

3. Make the change.

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

4. Select . The Profile Supporting documents page appears.

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

• Profile**• Supporting documents**

Supporting documents

[Help](#)

Supporting documents

Item(s) per page: 10 ▾

Document type	File name	Status	Submitted date	Expiry date	Date of last Ministry review	Reviewed by	Action
Incorporation documents	Doc 3.docx	Satisfactory	2019-07-25	Does not expire	2019-07-30	Starr, Debra A.	Select
Documentation regarding Operator suitability (i.e. CV, resume) for Owner - Dddd, Deb	Doc 2.docx	Satisfactory	2019-07-25	Does not expire	2019-07-30	Starr, Debra A.	Select

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

SOR-RL → Licence Renewal → **Applicant profile** → Profile**• Profile****• Supporting documents**

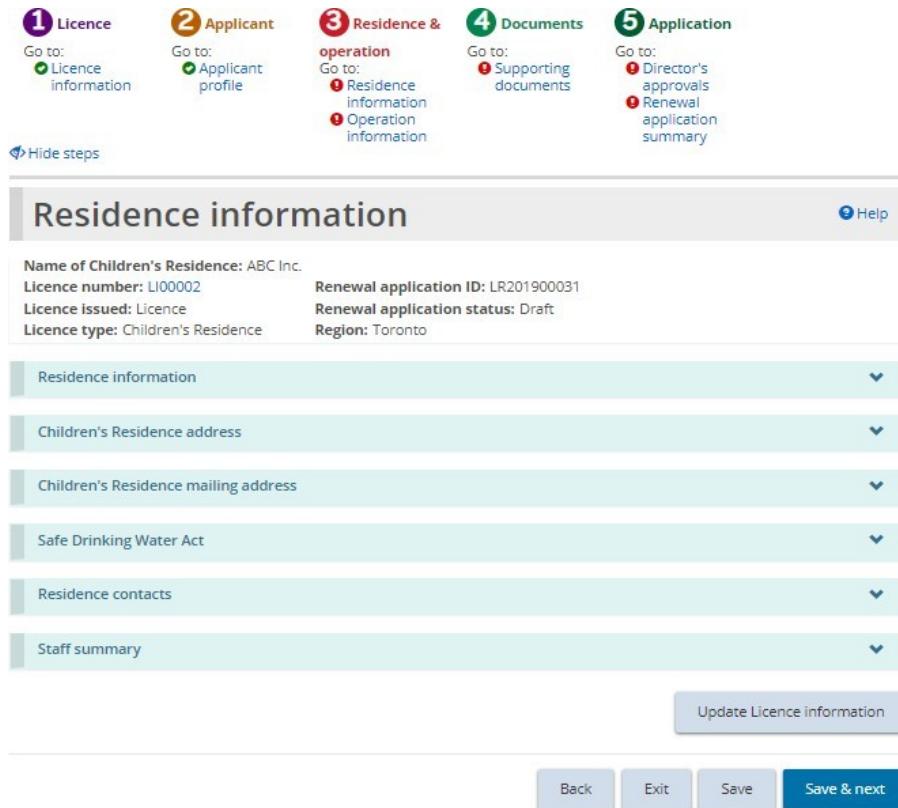
Profile

General information

- The Applicant profile page reappears.
- 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.



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

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

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

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

5 Application
Go to: [Director's approvals](#) [Renewal application summary](#)

[Hide steps](#)

Residence information

Name of Children's Residence: ABC Inc.
Licence number: LI00002
Licence issued: Licence
Licence type: Children's Residence Renewal application ID: LR201900031
Renewal application status: Draft
Region: Toronto

Residence information

Children's Residence address

Children's Residence mailing address

Safe Drinking Water Act

Residence contacts

Staff summary

[Update Licence information](#)

Back Exit Save **Save & next**

Example of a Children's Residence page

SOR-RL → Licence Renewal → Staff Model Homes information

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

Go to: [Licence Information](#) Go to: [Applicant profile](#)

Go to: [Staff Model Homes Information](#) Go to: [Operation information](#)

Go to: [Supporting documents](#)

Go to: [Director's approvals](#)
[Renewal application summary](#)

[Hide steps](#)

Staff Model Homes information

Operating name: EMYS Staff Model Homes
Licence number: 9000610
Licence issued: Licence
Licence type: Staff Model Homes Licence

Renewal application ID: LR202400020
Renewal application status: Draft
Region: Toronto

[Staff Model Homes information](#) [Staff Model Homes address](#) [Staff Model Homes mailing address](#) [Staff Model Homes contacts](#) [Staff summary](#)

[Update Licence information](#)

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

Example of a Staff Model Home information page



Foster Care Agency information

[Help](#)

Name of Foster Care Agency: Wxy Inc.

Licence number: LI00001

Licence issued: Licence

Licence type: Foster Care Agency

Renewal application ID: LR201900032

Renewal application status: Draft

Region: Toronto

Foster Care Agency information

Office address

Foster Care Agency mailing address

Staff summary

[Update Licence information](#)
[Back](#)
[Exit](#)
[Save](#)
[Save & next](#)

Example of a Foster Care Agency page

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.

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

Licence summary

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

[Licence information](#) 

[Licensee profile](#) 

[Children's Residence information](#) 

[Operation information](#) 

[Director's Approvals](#) 

[Staff summary](#) 

[Supporting documents](#) 

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

Example of a Children's residence page

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.

SOR-RL → Licence Renewal → **Residence information** → Licence summary

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

Children's Residence example

SOR-RL → Licence Renewal → **Foster Care Agency information** → Licence Management supporting documents

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

Foster Care Agency example

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.



 Hide steps

Operation information

 Help

Name of Children's Residence: ABC Inc.

Licence number: LI00002

Renewal application ID: LR201900031

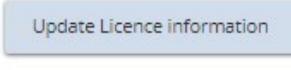
Licence issued: Licence

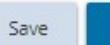
Renewal application status: Draft

Licence type: Children's Residence

Region: Toronto

Premises	
Program	
Capacity	
Children information	

 Update Licence information

 Back  Exit  Save  Save & next

Children's Residence page

Go to: [Licence information](#)

Go to: [Applicant profile](#)

Operation
Go to: [Staff Model Homes Information](#) [Operation information](#)

Go to: [Supporting documents](#)

Go to: [Director's approvals](#) [Renewal application summary](#)

[Hide steps](#)
[Help](#)

Operation information

Operating name: EMYS Staff Model Homes
Renewal application ID: LR202400020

Licence number: [9000610](#)
Renewal application status: Draft

Licence issued: Licence
Region: Toronto

Program


Staff Model Home Sites


Total approved Staff Model Home Sites: 2
[Hide inactive](#)

Site name 	Approved capacity	Site address	Region	Number of children	Status	Action
Cabin B	1	67 CURZON ST, TORONTO, Ontario, M4M 3J3	Toronto	0	Active	Select
Cabin A	2	396 AVENUE RD, TORONTO, Ontario, M4V 2H5	Toronto	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.

[Update Licence information](#)

Staff Model Home operation page



Operation information

[Help](#)

Name of Foster Care Agency: Wxy Inc.

Licence number: LI00001

Licence issued: Licence

Licence type: Foster Care Agency

Renewal application ID: LR201900032

Renewal application status: Draft

Region: Toronto

Program



Foster Homes

[Update Licence information](#)[Back](#)[Exit](#)[Save](#)[Save & next](#)

Foster Care Agency page

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.

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

Licence summary

Help

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

[Licence information](#) 

[Licensee profile](#) 

[Children's Residence information](#) 

[Operation information](#) 

[Director's Approvals](#) 

[Staff summary](#) 

[Supporting documents](#) 

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

Example of a Children's residence page

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.

SOR-RL → Licence Renewal → **Operation information** → Licence summary

5. Select **Save & next**.

Step 5: Upload supporting documents

1. The Supporting Documents page appears.

Supporting documents						
Document type!	File name	Type	Status	Submitted date	Expiry date	Action
Zoning approval	Doc2.docx		Satisfactory	2019-12-05		<button>Select</button>
Staff schedule					Does not expire	<button>Upload</button>
Proof of inspection of fire alarm systems and fire extinguishing equipment	Doc 3.docx		Satisfactory	2019-12-06	2020-12-02	<button>Select</button>
Liability insurance coverage	Doc1.docx		Satisfactory	2019-12-06	2020-12-02	<button>Select</button>
Fire department approval	Doc 3.docx		Satisfactory	2019-12-06	2020-12-02	<button>Select</button>
Evidence of compliance with the local board of health and/or the local medical officer of health					Does not expire	<button>Upload</button>
Building department approval					Does not expire	<button>Upload</button>
						<button>Upload additional document</button>
			<button>Back</button>	<button>Exit</button>	<button>Next</button>	

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.



Director's Approvals

[Help](#)

Name of Children's Residence: ABC Inc.

Licence number: LI00002

Renewal application ID: LR201900031

Licence issued: Licence

Renewal application status: Draft

Licence type: Children's Residence

Region: Toronto

Director's Approvals

Director's Approval ID	Type of Director's Approval	Status	Effective date	Expiry date	To be renewed	Action
DA201900064	Alternative to outdoor play space	Approved	2019-12-12	2019-12-31	<input type="checkbox"/>	Select

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

- Review any Director's Approvals.
- 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.
- Select [Save & next](#). The Renewal application summary page appears.

SOR-RL → Licence Renewal → Renewal application summary



Renewal application summary

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

Name of Children's Residence: ABC Inc.

Licence number: LI00002

Renewal application ID: LR201900031

Licence issued: Licence

Renewal application status: Draft

Licence type: Children's Residence

Region: Toronto

Application summary

Licence information

Applicant profile

Residence information

Operation information

Supporting documents

Declaration & consent

Director's Approvals

[Back](#)[Exit](#)[Submit](#)*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.



Declaration & consent

[Help](#)

Name of Children's Residence: ABC Inc.

Licence number: LI00002

Renewal application ID: LR201900031

Licence issued: Licence

Renewal application status: Draft

Licence type: Children's Residence

Region: Toronto

Declaration & consent

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

 I agree I disagree

Attestation

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

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

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

 I agree I disagree

[Back](#)
[Exit](#)
[Confirm](#)

Children's Residence example.

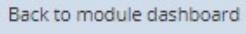
3. Read the declaration and consent and answer the questions.

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.

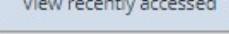
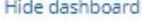
4. Select  . A Confirmation page appears.

Confirmation 

Name of Children's Residence: ABC Inc.	Renewal application ID: LR201900031	Submit date: 2019-12-12
Licence number: LI00002	Renewal application status: Under	Closed date:
Licence issued: Licence	Ministry review	
Licence type: Children's Residence	Region: Toronto	Assigned Licenser: Qrst, Debra

Submitted successfully 

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

My Renewal workload   

Action required  

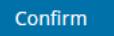
Submitted Renewals  

Item(s) per page: 

Renewal application ID	Licence type	Site/Agency name	Status	Region	Assigned Licenser	Submitted date	Action
LR201900031	Children's Residence	ABC Inc.	Under Ministry review	Toronto	Qrst, Debra	2019-12-12	

If you renewed a director's approval

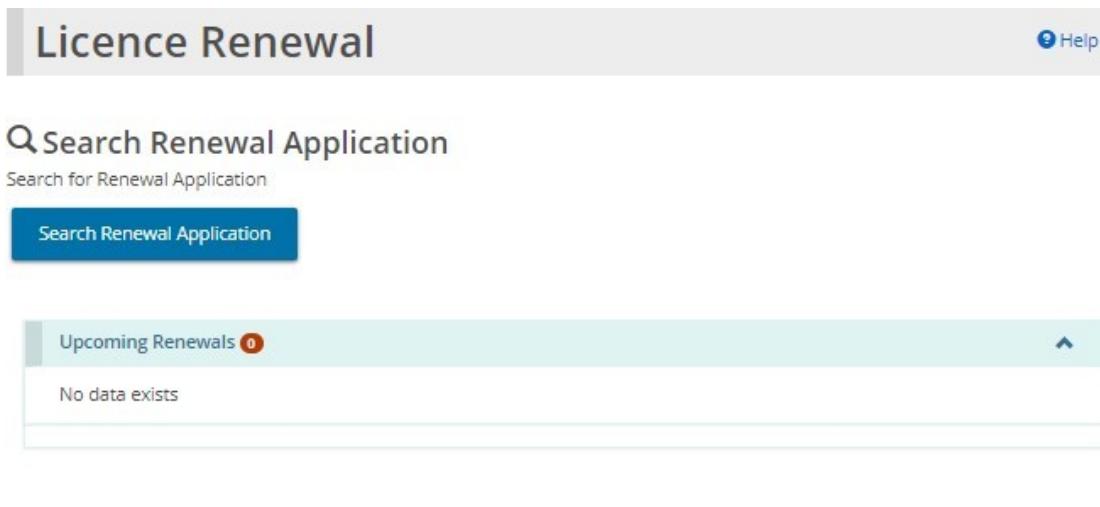
1. Return to the SOR-RL home page.
2. Select .
3. Select See dashboard. The Action required section displays the draft Director's Approval.
4. Choose  . The Director's Approval Summary page appears.
5. Select   . The Director's Approval details page appears.
6. Review/edit the details if required.

7. Select . The Supporting documents page appears.
8. Upload the supporting documents.
9. Select . The Director's Approval summary page appears.
10. Select . The Declaration and consent page appears.
11. Answer the questions and select . The Confirmation page appears.
12. Select . 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 . The Licence Renewal module appears.



The screenshot shows the Licence Renewal dashboard. At the top, there is a search bar labeled "Search Renewal Application" with a placeholder "Search for Renewal Application" and a "Search Renewal Application" button. Below the search bar, there is a section titled "Upcoming Renewals" with a red notification badge showing "0". A message "No data exists" is displayed in this section. At the bottom of the dashboard, there is a section titled "My Renewal workload" with a red notification badge showing "2", and a "See dashboard" link. To the right of this, there is a "View recently accessed" button.

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

Action required 2							
Item(s) per page: 10							
Renewal application ID	Licence type	Site/Agency name	Status	Region	Assigned Licensor	Submitted date	Action
LR201900031	Children's Residence	ABC Inc.	Draft	Toronto	Starr, Debra	Select	
LR201900032	Foster Care Agency	Wxy Inc.	Draft	Toronto	Starr, Debra	Select	

3. To open the renewal, choose Select.

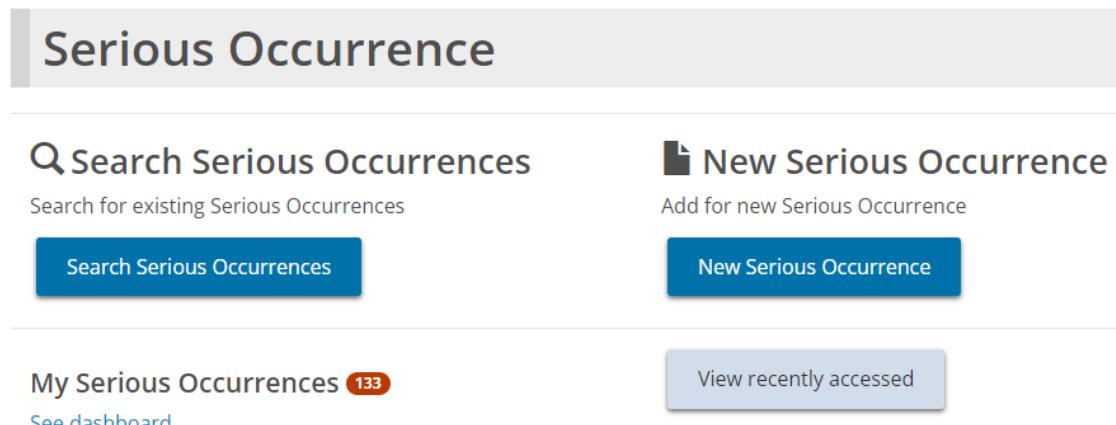
Withdrawing a licence renewal

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.



Serious Occurrence

Search Serious Occurrences
Search for existing Serious Occurrences
Search Serious Occurrences

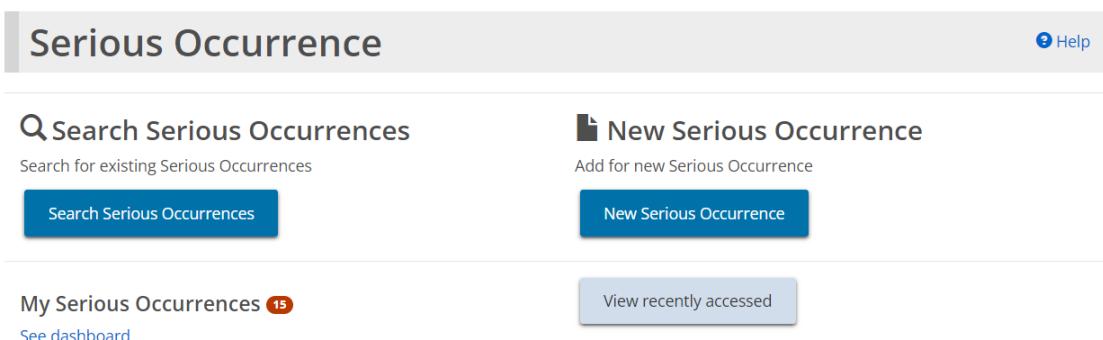
New Serious Occurrence
Add for new Serious Occurrence
New Serious Occurrence

My Serious Occurrences 133
[See dashboard](#)

View recently accessed

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.



Serious Occurrence [Help](#)

Search Serious Occurrences
Search for existing Serious Occurrences
Search Serious Occurrences

New Serious Occurrence
Add for new Serious Occurrence
New Serious Occurrence

My Serious Occurrences 15
[See dashboard](#)

View recently accessed

SOR Initiator view

Monthly Reporting Users can search for Serious Occurrence Reports.

SOR-RL → Serious Occurrence

Serious Occurrence

 Help

Q Search Serious Occurrences

Search for existing Serious Occurrences

Search Serious Occurrences

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
Per Page 	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