



SOR-RL Release Notes - Release 6.3

The following outlines the scope of changes to the system functionality for Service Providers.

Release 6.3 Go-Live date: Sunday, June 29, 2025

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Profile Module

Enabling users to add a 10-digit corporation number

Description of functionality prior to Release 6.3

The system permitted a maximum of only nine digits when adding a corporation number while setting up a new profile. However, Corporation numbers can be 10 digits.

Resolution with Release 6.3

Users are now able to add a 10-digit corporation number when creating a new profile.

Children's Residential Licensing

Functionality enabling the submission of Police Record Check documents in SOR-RL

Description of functionality prior to Release 6.3

Effective January 1, 2025, new regulations have been implemented to enhance the safety of children in out of home care settings, including updates to the requirements for police record checks. New applicants and existing licensees who are Individual Owners and Owners, Officers and Directors of Corporation who hold a licence under Part IX of the CYFSA are required to submit police record checks, offence declarations, and notices of charge or conviction to the Director under sections 116 to 131 of Ontario Regulation 155/18. Prior to Release 6.3, submission of these documents had to be completed outside of SOR-RL by a manual process.

Resolution with Release 6.3

System enhancements have been implemented in SOR-RL and a new functionality is now available to allow existing licensees who are either Individual Owners or Owners, Directors, or Officers of a Corporation who hold a licence under Part IX of

the *CYFSA* to submit these highly sensitive documents in a secure and confidential manner in SOR-RL.

Only the ministry Director can review the document and its associated Written Statement of Relevance and Comments. A Licensee's assigned Licensors and assigned Program Supervisor can see that a document has been uploaded, but they cannot open or view the document or view any comments in the Written Statement of Relevance. Licensors and Program Supervisors cannot see if a Notice of Charge or Conviction has been submitted, only the Director.

Creation of PRC User role for the submission of Police Record Checks

Description of functionality prior to Release 6.3

Existing licensees who are either Individual Owners or Owners, Directors, or Officers of a Corporation who hold a licence under Part IX of the *CYFSA* need to have the ability to submit a police record check document in a secure and confidential manner to the Director. Existing roles in SOR-RL did not have the required functions nor access to submit a police record check document in SOR-RL.

Resolution with Release 6.3

A new role has been created in SOR-RL known as the PRC User role. This role follows strict operational system rules to safeguard the information submitted to the Director.

The Service Provider Administrator (SPA) role with Local Registration Authority (LRA) is the only role who can assign the PRC User role to an Individual Owner or Owners, Directors, or Officers of a Corporation in SOR-RL. The SPA LRA can see if a Police Record Check or Offence Declaration document has been uploaded, as well as the date and status of those documents. They cannot open or view these documents, see any comments that were added, or view the Written Statement of Relevance.

Only the PRC User who uploaded a Police Record Check, Offence Declaration, and Notice of Charge or Conviction can open and view their contents, comments, or Written Statement of Relevance. No other users in their agency have access to another user's Police Record Check documents.

Resolution of issue in Interim and Stage 1 Reports

Description of functionality prior to Release 6.3

On Foster Care Checklists, French accents were not displaying properly on Interim and Stage 1 Reports.

Resolution with Release 6.3

All Fieldworker reports now properly display French accents on Interim and Stage 1 reports.

Serious Occurrence Reporting

Resolution of SOR closure issues

Description of functionality prior to Release 6.3

Some SORs with all required information could not be closed by the ministry after having been updated. Other SORs could not be closed by the ministry if they had one of the following categories: Serious individual action – Contraband/safety risk, Serious individual action – Unauthorized, unusual or suspicious individual absence, or Abuse or mistreatment.

Resolution with Release 6.3

Closure issues have been resolved.

Separate warning messages for Serious Complaint pending debriefs and incomplete investigations

Description of functionality prior to Release 6.3

For a Serious Complaint category, if any of the questions below were not in end-state (investigations and/or debriefs had not been completed), the same warning message was displayed on the SO Summary/SO Update page: [Categories (Debrief is set as "Pending" for the "Serious Complaint" category)].

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

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

This message was confusing if only the investigation was incomplete but the debriefs had been completed, because the warning referenced only incomplete debriefs. This confusion caused delays in SOR closures and increased administrative burdens between the ministry and the provider.

Resolution with Release 6.3

If the field "Investigation/review completed?" is set to "No" (not in end-state), a new unique warning message is now displayed on the SO Summary/SO Update page internally and externally: [Categories (The question "Has the investigation/review been completed?" is answered "No" for the "Serious Complaint" category, but must be "Yes" for the SOR to be closed)].

Change to "Add" label in category update to prevent incorrect selection

Description of functionality prior to Release 6.3

After the release of 6.1 (functionality to provide field updates in updates) some service providers, confused by the "Add" button at the bottom of the Categories section, were adding duplicate categories to SORs when trying to update category details, being under the impression that they should click 'Add' to record or save the information added.

Resolution with Release 6.3

On the update page, at the bottom of the category section, the "Add" button has been changed to "Add new category" to make clear that the button should only be used to add new categories rather than to save their work.

Resolution of issues updating SORs with disabled categories

Description of functionality prior to Release 6.3

An error was displayed when new categories were added in updates to historical SORs that contained inactive categories.

Resolution with Release 6.3

The error has been resolved.

Removal of dual punctuation from the “Do Quality Standards Framework Requirements Apply?” question

Description of functionality prior to Release 6.3

The question about whether the Quality Standards Framework requirements apply for the Serious Complaint and Restrictive Intervention categories within the SO category details of the SO Summary page had two punctuation marks (both a question mark [?] and a colon [:]).

Resolution with Release 6.3

On the SO Summary page, in the Category section, the QSF question now displays only a colon.

Displaying correct value for blank program bullet in SO summary for individual

Description of functionality prior to Release 6.3

On the SO summary, in the Individuals Involved section, a blank bullet appeared if the question “Was the individual also in receipt of MCCSS-funded services provided by your agency at the time of the occurrence?” was answered “No”.

Resolution with Release 6.3

If the question “Was the individual also in receipt of MCCSS-funded services provided by your agency at the time of the occurrence?” is answered “No”, the question is now displayed with the response “No” on the SO Summary page, rather than a blank.

Spelling correction of “accommodation” in Adults’ Developmental Services programs

Description of functionality prior to Release 6.3

Within the Program at Time of Occurrence list, the word "Accommodation" in 5 Adults' Developmental Services programs was misspelled.

Resolution with Release 6.3

The spelling of the word "Accommodation" has been corrected in the 5 following Adults' Developmental Services programs:

1. Adults' Developmental Services - Community Accommodation - Host Family settings
2. Adults' Developmental Services - Community Accommodation - Intensive Support settings
3. Adults' Developmental Services - Community Accommodation - Specialized Accommodation
4. Adults' Developmental Services - Community Accommodation - Supported Group Living settings
5. Adults' Developmental Services - Community Accommodation - Supported Independent Living.

(For Youth Justice only) Removal of ability to update category details in an update

Description of functionality prior to Release 6.3

Certain category fields, such as the "Absence Status" for the Serious individual action - Unusual, unauthorized or suspicious individual absence category, or the "Abuse investigation status" for the Abuse or mistreatment category, could be updated in an update. The Youth Justice division opted out of the ability to update temporal fields in updates.

Resolution with Release 6.3

The functionality to update these fields in updates has been disabled, and as such the fields can now only be edited in a revision ("Additional information/revision required" status) for YJ users.