



SOR-RL Release Notes - Release 7.1

The following document provides an overview of the changes made to the SOR-RL system as part of Release 7.1.

Release 7.1 Go-Live date: Sunday, December 14, 2025

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System-wide changes

Changes to user interface to align with the Ontario Design System

Description of functionality prior to Release 7.1

The user interface in SOR-RL including fonts, icons, buttons, and colours, did not align with the Ontario Design System standards.

Resolution with Release 7.1

Alerts, icons, buttons, fonts, and colours (the “look and feel” of the system) now align with the Ontario Design System to enhance user experience, accessibility and consistency with other Ontario government systems.

Updates to the list of Children's Aid Societies

Description of functionality prior to Release 7.1

The list of Children's Aid Societies in SOR-RL, used to inform the selection of “Placing agency” for Serious Occurrence Reporting and to inform the selection of referral sources in new Residential licensing applications, was out of date. Some Societies have changed their names or amalgamated with other Societies, and in some cases, the incorrect version of the Society's name was displayed.

Resolution with Release 7.1

The list of Children's Aid Societies is up to date. Changes are reflected in the Serious Occurrence module and in the Licence Application module.

Addition of “Voluntary Youth Service Agreement” as a Legal Guardian Status

Description of functionality prior to Release 7.1

The list of “legal statuses” (for Residential Licensing) and the list of “legal guardian statuses” (for Serious Occurrence reporting) did not include “Voluntary Youth Service Agreement” (VYSA) as an option. Youth aged 16 or 17 who have entered into

a voluntary agreement with a Society to receive services and supports may be placed in a licensed out of home care setting, or may be involved in a Serious Occurrence, and therefore the status must be reflected in SOR-RL.

Resolution with Release 7.1

The status "Voluntary Youth Service Agreement" (VYSA) is available for selection when adding an individual involved in an SOR, or when adding a child in Licence Management.

Serious Occurrence Reporting (SOR)

Addition of “Individual is absent and not expected to return” status for absences and improper releases

Description of functionality prior to Release 7.1

For the “Serious individual action” category – “Unusual, suspicious or unauthorized individual absence” subcategory, and for the “Error or omission” category – “Improper release” subcategory, if the individual remained absent but was not expected to return (e.g., has been discharged from the placement, has been incarcerated, has died, etc.), users had to select the absence status “Other” to enable the SOR to be closed, which was not reflective of the situation.

Resolution with Release 7.1

For the “Unusual, suspicious or unauthorized individual absence” subcategory, and the “Improper release” subcategory, a new absence status option is now displayed, labelled “Individual is not expected to return”. If selected, users are asked to provide an explanation.

Change to absence status “Remains at large” to be more inclusive

Description of functionality prior to Release 7.1

For the “Serious individual action” category – “Unusual, suspicious or unauthorized individual absence” subcategory, and for the “Error or omission” category – “Improper release” subcategory, service providers noted that the absence status “Remains at large” had criminal connotations, which were not appropriate outside of Youth Justice services.

Resolution with Release 7.1

The absence status “Remains at large” is now displayed as “Individual remains absent/at large”.

Addition of new risk indicator question for the “Breach or

potential breach of privacy and/or confidentiality" subcategory

Description of functionality prior to Release 7.1

Since 2019, the MCCSS SOR Guidelines have indicated that a breach or potential breach of privacy and/or confidentiality, under the "Error or omission" category, would be triggered as a Level 1 SO if the breach contravened the Youth Criminal Justice Act (YCJA). However, the functionality enabling users to flag this and for it to trigger a Level 1 was never implemented in SOR-RL.

Resolution with Release 7.1

A new Yes/No risk indicator question is now displayed for the "Error or omission" category – "Breach or potential breach of privacy and/or confidentiality" sub-category; "Did the breach of privacy and/or confidentiality contravene the Youth Criminal Justice Act (YCJA)?" which, if answered "Yes", triggers the SOR to be a Level 1.

Addition of new risk indicator question for the "Inappropriate/unauthorized use of information technology" subcategory

Description of functionality prior to Release 7.1

Since 2019, the MCCSS SOR Guidelines have indicated that inappropriate/unauthorized use of information technology, under the "Serious individual action" category, would be triggered as a Level 1 SO if the use of IT was tied to engagement in human trafficking. However, the functionality enabling users to flag this and for it to trigger a Level 1 was never implemented in SOR-RL.

Resolution with Release 7.1

Two new Yes/No risk indicator questions are now displayed for the "Serious individual action" category – "Inappropriate/unauthorized use of information technology" sub-category; "Did the individual's use of information technology/social media indicate that they were or are being targeted for sexual exploitation, including human trafficking?" and "Did/does the individual's use of information technology/social media put them at immediate or imminent risk of sexual

exploitation, including human trafficking?" which, if answered "Yes", trigger the SOR to be a Level 1.

Prevention of Personal Health Information disclosure in Healthy Babies, Healthy Children SORs

Description of functionality prior to Release 7.1

Access to SOR-RL was revoked for users from Public Health Units delivering Healthy Babies Healthy Children services to prevent the disclosure of Personal Health Information in SORs, due provisions under the *Personal Health Information Protection Act* (2004) that limits the disclosure of personal health information. A manual SO reporting process was implemented in the interim.

Resolution with Release 7.1

Access to SOR-RL has been reinstated for users from Public Health Units delivering Healthy Babies Healthy Children services. When reporting an SOR, users are now prompted to answer a new question: "Is this SOR for an individual who is in receipt of Healthy Babies Healthy Children services delivered by a Health Information Custodian under the authority of the *Personal Health Information and Protection of Privacy Act*?" which, if answered "Yes", hides the "Individuals involved" section and the name fields in the "Notifications" section of the SOR. As such, personal information is not entered into an SOR. When indicating to whom categories and notifications are related to, users select the new option "Individual (service recipient)". The interim manual SO reporting process is discontinued, and manual forms are only to be used when SOR-RL is unavailable or inaccessible.

Addition of Gender-Based Violence Projects to the "Program at time of occurrence" list

Description of functionality prior to Release 7.1

Programs and services funded as part of Ontario's action plan to end gender-based violence have been identified as being in scope for Serious Occurrence reporting. Gender-based violence projects were not available for selection in the "Program at time of occurrence" list, when adding an individual to an SOR.

Resolution with Release 7.1

The option "Ontario's Action Plan to End Gender Based Violence Projects" is now displayed in the "Program at time of occurrence" list when adding individuals involved in an SOR.

Provision of Reports module for DO SOR Initiators and Probation Officers

Description of functionality prior to Release 7.1

DO SOR Initiators and Probation Officers did not have a "Reports" module and therefore were not able to generate canned SOR reports for facilities/probation offices they were assigned to. This made SOR data analysis more time consuming and administratively burdensome to prepare manually. This gap also represented an incongruence with SOR Initiators and EDU SOR Initiators.

Resolution with Release 7.1

DO SOR Initiators and Probation Officers now have a "Reports" module providing them with the ability to generate SO Category Reports and SO Status Reports containing SOR data for the sites to which they are assigned.

Adjustment of late submission calculation for SORs submitted in Central Standard Time

Description of functionality prior to Release 7.1

When level 1 SORs were submitted by agencies that operate in Central Standard Time (CST), they were automatically deemed "late" due to the 1-hour time difference between CST and Eastern Standard Time, which SOR-RL defaulted to. The late flag was inaccurate as the SOR was in fact submitted within the one hour reporting timeline.

Resolution with Release 7.1

A new radio button allows users to identify whether they are submitting in Eastern Standard Time (EST) or Central Standard Time (CST), with the selection set by default to EST to reflect the provincial average, with the option to change to CST. If CST is selected and the SOR is submitted, the calculation that determines whether an SOR is late is adjusted by 1 hour.

Addition of new question to SOR capture the reporting of immediate threats to the health, safety or wellbeing of children as per section 250 of the CYFSA

Description of functionality prior to Release 7.1

As per section 250 of the *Child Youth and Family Services Act*, prescribed persons including Children's Aid Societies and residential licensees are required to report any immediate threat to the health, safety or wellbeing of a child in a licensed setting to the ministry director under the CYFSA. In cases where the immediate threat to be reported under section 250 also met the criteria for a Serious Occurrence, prescribed persons were required to submit an SOR in SOR-RL and manually notify the ministry via email of the immediate threat, which was duplicative.

Resolution with Release 7.1

When reporting an SOR, Children's Aid Societies and licensees are now prompted to answer a new question in the "Description" section which asks whether the SOR is acting as a submission to the director under section 250 of the *Child Youth and Family Services Act*. If answered "Yes", the SOR acts as the section 250 report, and a manual notification via email is not required.

Addition of a new question to SOR to capture the reporting of prohibited disciplinary practices as per section 80.5 of O. Reg. 156/18

Description of functionality prior to Release 7.1

Under section 80.5 of Ontario Regulation 156/18, prescribed persons including residential licensees are required to report the use of a prohibited disciplinary practice in a licensed setting to the ministry director under the CYFSA. In cases where the use of a prohibited disciplinary practice to be reported under section 80.5 also met the criteria for a Serious Occurrence, prescribed persons were required to submit an SOR in SOR-RL and manually notify the ministry via email of the use of a prohibited disciplinary practice, which was duplicative.

Resolution with Release 7.1

When reporting an SOR, Children's Aid Societies and licensees are now prompted to answer a new question in the "Description" section which asks whether the SOR is acting as a submission to the director under section 80.5 of O. Reg. 156/18. If answered "Yes", the SOR acts as the section 80.5 report, and a manual notification via email is not required.

Data quality enhancements for Client ID

Description of functionality prior to Release 7.1

The "Client ID" column in the SO Category canned report is meant to uniquely identify individuals involved in SOs for SOR analytics purposes, including trend analysis for individuals over time, without the need to disclose personal information such as first or last name. The Client ID was generated based on probabilistic matching once an individual was added to an SOR, where the system checked for an exact match for first name, last name, date of birth, gender, CPIN/DSCIS/YOTIS number (where applicable), and site. If no exact match was found, a new Client ID was generated for the individual. This meant that if the same individual moved from one service provider site to another site, a new Client ID would be generated for the individual. This introduced data integrity and reliability issues by artificially inflating the number of unique individuals involved in SORs, and eliminating the ability to track individuals over time if they moved sites.

Resolution with Release 7.1

The system no longer checks for a match in site when generating the Client ID. If all other details match, an individual will keep the same Client ID even if they move from one site to another. Please note the change is applied on a go-forward basis and therefore, previously generated Client IDs will not be revised.

Addition of new SOR search parameter for Youth Justice service providers by service provider type

Description of functionality prior to Release 7.1

When searching for SORs, Youth Justice (YJ) users were unable to search for SORs based on the type of service provider.

Resolution with Release 7.1

A new search parameter is now displayed on the SOR Search page that allows YJ users to search for SORs by service provider type. Options listed include: Probation; Transfer Payment Community Program; Directly Operated Secure custody/detention facility; Transfer Payment Secure custody/detention facility; Transfer Payment Open custody/detention facility; Transfer Payment non-custody/detention facility residential community program, and; Transfer Payment Probation. A selection narrows the search results to display only those SORs that meet the selected criteria.

Removal of Probation Officer question and Probation Officer notification for non-Youth Justice (NYJ) SORs

Description of functionality prior to Release 7.1

In all Serious Occurrence Reports, the question "Does the individual have a Youth Justice Probation Officer assigned to them?" was displayed in the "Individuals involved" section, and a "Youth Justice Probation Officer" notification could be added in the "Notifications" section. However, these were not applicable for non-Youth Justice services.

Resolution with Release 7.1

For non-Youth Justice SORs, the Probation Officer question is no longer displayed in the "Individuals involved" section, and the Youth Justice Probation Officer notification is no longer displayed as a notification type in the "Notifications" section.

Notification to Society Case Manager when SORs are closed

Description of functionality prior to Release 7.1

Case Manager users within Children's Aid Societies were notified by email when SORs involving their clients were submitted, but were not notified when SORs were closed by the ministry (set to "No Further Action Required", "Not a Valid Serious Occurrence", or "Deemed Duplicate"). They were also not notified when a closed SOR was re-opened. As such, Case Managers would not be aware of closures unless they noticed it was removed from their dashboard or they generated canned reports in SOR-RL. For case management, data entry, and placement oversight purposes, Case Managers must be made aware of SOR closures, and when those closed SORs are re-opened.

Resolution with Release 7.1

A new email notification is now sent to Case Manager users when an SOR is set to "No Further Action Required", "Not a valid Serious Occurrence", or "Deemed Duplicate" by the ministry, and when an SOR is re-opened (status reverted to "Under Ministry Review").

Removal of requirement to notify the placing agency if the reporting Children's Aid Society is the placing agency

Description of functionality prior to Release 7.1

Children's Aid Societies reporting SORs for individuals they have placed (where the Society is identified as the placing agency) were automatically required by the system to add a Placing Agency notification in the "Notification" section of the SOR. This was administratively burdensome given that, by virtue of submitting the SOR, the Society was already aware of the SOR, and yet had to indicate that it had been notified.

Resolution with Release 7.1

If the system identifies that the reporting Society is the same as the individual's placing agency, the requirement to complete a placing agency notification is now disabled.

Display of values in SOR Summary if nil, blank, or answered "No"

Description of functionality prior to Release 7.1

In the Serious Occurrence Report Summary, which provides an overview of the information inputted in an SOR, the value displayed for some questions that were left blank, answered "No" or "N/A", or that were not applicable, was not reflective of the answer. For example, if a user answered "No" to the question "Does the individual also receive MCCSS-funded services", the SOR Summary displayed a blank, rather than displaying "No". A blank value infers that the question was not answered, which is inaccurate.

Resolution with Release 7.1

Values displayed in the SOR Summary are now reflective of what was entered by the user.

Application of data validation for date and time of absence return or of apprehension

Description of functionality prior to Release 7.1

For the "Serious individual action" category – "Unusual, suspicious or unauthorized individual absence" subcategory, there was no data validation to prevent the date and time of return entered, or the date and time of apprehension entered, from being earlier than the date and time of the absence. Similarly, for the "Error or omission" category – "Improper release" subcategory, there was no data validation to prevent the date and time of return entered, or the date and time of apprehension entered, from being earlier than the date and time of the improper release.

This allowed for inaccurate data entry since it is not possible for an individual to return or be apprehended before they have left/been released.

Resolution with Release 7.1

Data validation now prevents users from saving or proceeding if they have entered a date and time of return or apprehension that precedes the date and time of the absence/improper release.

Addition of "Incident date" column to SOR search results

Description of functionality prior to Release 7.1

When searching for an SOR, the search results table included a column displaying "Last update date". Users indicated that showing the incident date (date of Serious Occurrence) would be more useful.

Resolution with Release 7.1

A column labelled "Incident date (yyyy-mm-dd)" is now displayed in the SOR search results table.

Addition of indicator to distinguish between Youth Justice

SORs and non-Youth Justice SORs

Description of functionality prior to Release 7.1

For service providers which are funded by the ministry to deliver both Youth Justice (YJ) services and non-Youth Justice (NYJ) services, there was no clear indicator for whether an SOR involved individuals receiving YJ services or NYJ services. For internal ministry staff reviewing SORs, it was equally as difficult to be able to quickly distinguish YJ SORs from NYJ SORs without having to skim the SOR Summary to identify YJ-specific details.

Resolution with Release 7.1

Once an SOR is submitted to the ministry, a new "Division" field, below the "Address" field, is now populated in the "Serious Occurrence information" banner at the top of the "Serious Occurrence Report Summary" page with either "YJ" or "NYJ".

Children's Residential Licensing (RL)

Collection of Program Description information

Description of functionality prior to Release 7.1

To capture program description information in SOR-RL, licensees and new applicants were required to follow a manual process by completing and uploading Appendix A and Appendix B to their licence applications and renewal applications.

Resolution with Release 7.1

Program description information has been incorporated into SOR-RL for both licence applications and licence renewals. It is important to note that, to assist with the transition, change requests for existing licensees will be auto generated in the change request module on December 14, 2025, provided there are no other change requests in draft or in progress for a licence. Please connect with your regional office for further information.

Basement Bedroom Director Approvals

Description of functionality prior to Release 7.1

When a licensee attempted to submit a licence renewal application linked with a Director's Approval for a basement bedroom, the Director's Approval was not available for selection during the process.

Resolution with Release 7.1

When submitting licence renewal applications, licensees will now be able to link existing Director's Approvals for a Basement Bedroom.

Requirement to upload Building Department Approval documents

Description of functionality prior to Release 7.1

Building Department Approval Documents were not part of the list of mandatory supporting documents required for submission for children's residence licence

applications, despite this document being required upon submission of a Children's Residence licence application.

Resolution with Release 7.1

Building Department Approval Documents are now part of the list of mandatory supporting documents required prior to submission for Children's Residence licence applications, and at site level for Staff Model Home licence types.

Change to email address listed in the Notice of Collection for PRC Users

Description of functionality prior to Release 7.1

The Notice of Collection visible on the "Uploading a Police Record Check document" page had an error in the email address listed for inquiries PRC users may have about the Notice of Collection.

Resolution with Release 7.1

The correct email address is displayed in the Notice of Collection for PRC users; ohc.licensing.sp@ontario.ca.