



SOR-RL Release Notes - Release 7.2

The following document provides an overview of the changes made to the SOR-RL system as part of Release 7.2 to improve the functionality of various modules, as well as to fix/address identified bugs and other issues.

Release 7.2 Go-Live date: Sunday, March 22, 2026

Table of Contents

Table of Contents.....	1
System-wide changes.....	3
New email address for SOR-RL Message Centre memos.....	3
Children's Residential Licensing (RL).....	4
Enhancements to the existing Police Record Check functionality.....	4
On-screen reminder for new applicants related to submitting Police Record Check documents in SOR-RL.....	4
Update to the Notice of Collection for Police Record Checks.....	5
Updates to the Youth Justice Licensing and Compliance inspection checklists.....	5
Updates to the Children's Residence and Foster Care Agency inspection checklists.....	5
Improvements to the room size validation rule in SOR-RL.....	6
Revisions to the list of mandatory supporting documents for new applications for Children's Residence and Staff Model Homes licence types.....	6
Unintended creation of multiple new Director's Approvals.....	8
Improvements to the validation rule for placements of more than four children in a foster home.....	8
Implementation of a validation rule to prevent placements of more than two children under the age of two in a foster home.....	9
Serious Occurrence Reporting (SOR).....	10
Clarification for identifying out-of-province agency as placing agency.....	10
Collection of details when restraint contravenes ministry policy or legislation.....	10
Removal of non-bed-based IHWS program from program list.....	10

Bugs fixed11

System-wide changes

New email address for SOR-RL Message Centre memos

Description of functionality prior to Release 7.2

Bulk emails sent from the SOR-RL Message Centre were sent from DO-NOT-REPLY@ontario.ca, which was the same email address from which all other SOR-RL notifications were sent. This resulted in Message Centre memos often being missed by users who received a large volume of notifications from SOR-RL or who had inbox rules that automatically moved notification emails from SOR-RL. Service provider users were therefore missing critical updates sent through the Message Centre relating to system releases, training materials, and system outages, among others.

Resolution with Release 7.2

Message centre memos are now sent from a new custom email address; SOR-RL-GRIG-PE_Memo@ontario.ca to differentiate them from other SOR-RL notifications.

Children's Residential Licensing (RL)

Enhancements to the existing Police Record Check functionality

Description of functionality prior to Release 7.2

Before email notifications and on-screen reminders were introduced, PRC Users and Service Provider Admins with the Local Registration Authority (SPA LRA) had very few tools available to prompt them when Police Record Check related documents were due to be submitted to the ministry.

Resolution with Release 7.2

New notification and reminder features have been developed to support PRC Users and SPA LRAs in submitting Police Record Check related documents to the ministry. These enhancements include automated email notifications sent to both PRC Users and SPA LRAs within an organisation, reminding them when a Police Record Check and/or Offence Declaration is required to be submitted. In addition to email notifications, on-screen reminders will appear within key areas of the Profile module. These email notifications and on-screen reminders aim to help PRC Users and SPA LRAs remember to take necessary actions, such as submitting required documents or assigning roles.

Important note: these notifications and reminders will only function as intended if all user roles, particularly the PRC User role, are assigned correctly within the system. Incorrect or missing role assignments may prevent certain users from receiving the appropriate prompts or notifications.

On-screen reminder for new applicants related to submitting Police Record Check documents in SOR-RL

Description of functionality prior to Release 7.2

The functionality to submit a Police Record Check in SOR-RL is not available to new applicants who are submitting a licence application to the ministry for the first time and who are not already existing licensees.

Resolution with Release 7.2

To support new applicants in understanding how to submit a Police Record Check as part of the out-of-home-care licensing process for the first time, a message will appear on the Profile page when an applicant is reviewing and/or updating their

information. This message will clearly inform applicants that they must contact their regional office for further guidance on how to submit their police record check related documents during the application process.

Update to the Notice of Collection for Police Record Checks

Description of functionality prior to Release 7.2

The Notice of Collection related to Police Record Checks previously appeared on screen for PRC Users when they accessed the page to upload their Police Record Check related documents.

Resolution with Release 7.2

The Notice of Collection has been updated and published on the Government of Ontario's website on Ontario.ca. In SOR-RL, it now appears as a link directing users to this webpage.

Updates to the Youth Justice Licensing and Compliance inspection checklists

Description of functionality prior to Release 7.2

The checklists were not fully up to date and did not accurately reflect current requirements.

Resolution with Release 7.2

Updates were made to the Youth Justice Licensing and Compliance checklist as follows:

- Questions were added to capture:
 - New licence application requirements
 - New search regulations
 - Erroneous release notification protocol

Updates to the Children's Residence and Foster Care Agency inspection checklists

Description of functionality prior to Release 7.2

The checklists were not fully up to date and did not accurately reflect current requirements.

Resolution with Release 7.2

Updates were made to the Children's Residence and Foster Care Agency inspection checklists as follows:

Children's Residence checklist questions were updated to include:

- Newly added question pertaining to the Ombudsman Act
- Newly added question pertaining to providing information in accessible formats

New questions were added pertaining to the following areas on the Foster Care Agency checklists:

- Ombudsman Act and the Ombudsman
- Providing information in accessible formats
- Placement follow up
- Record of use for physical restraints
- Safe storage of harmful/hazardous substances and objects in foster homes
- Duty to provide licence
- Annual review of the foster home

Improvements to the room size validation rule in SOR-RL

Description of functionality prior to Release 7.2

For Children's Residence licence types and Staff Model Homes licence types, the regulations set out specific minimum requirements for bedroom sizes and the allowable number of beds per bedroom. An issue was identified where, when users entered bedroom measurements for residents younger than 18 months, the system incorrectly calculated the required minimum bedroom dimensions.

Resolution with Release 7.2

This has been corrected so that SOR-RL accurately applies the regulatory requirements when validating bedroom measurements for residents younger than 18 months.

Revisions to the list of mandatory supporting documents for new applications for Children's Residence and Staff Model Homes licence types

Description of functionality prior to Release 7.2

The following two types of supporting documents were part of the list of *mandatory documents prior to submission* for new licence applications for both Children's Residence and Staff Model Homes licence types:

- Documentation of the community facilities and services that are available to the residents to be served by the children's residence or the staff model homes and a description of how they will be accessed by them and how they are appropriate for them.
- Written evidence of consultation with community facilities and services that will provide services to the residents to be served by the children's residence or the staff model homes.

Resolution with Release 7.2

With the introduction of Release 7.1 in December 2025, the collection of program information is now fully integrated into SOR-RL for both new licence applications and licence renewals. As part of that enhancement, applicants for a Children's Residence licence or Staff Model Homes licence are required to enter the program information related to the abovementioned documents directly into designated text fields under *Operation Information* for these licence types. Since this information is now captured within text fields in the application itself, the related document types are no longer part of the list of *mandatory documents prior to submission*. This change eliminates duplication and streamlines the application process for users.

Unintended creation of multiple new Director's Approvals

Description of functionality prior to Release 7.2

An issue was identified where multiple unintended Director's Approvals could be created during the application process for a Director's Approval.

If a user was in the process of requesting a new Director's Approval and navigated to the Supporting Documents page using the header navigation without first saving their information, SOR-RL would unintentionally create a new Director's Approval when the user chose Select for a document under the *Other mandatory documents* list.

If a user then selected Return and chose Select for a document under the *Mandatory documents prior to submission* list, the system would create an additional Director's Approval. This could result in multiple new Director's Approvals applications.

Resolution with Release 7.2

This issue has now been resolved. SOR-RL will no longer create multiple new Director's Approvals unless a user purposely creates several Director's Approval requests.

Improvements to the validation rule for placements of more than four children in a foster home

Description of functionality prior to Release 7.2

SOR-RL is designed to prevent a licensee from adding more than four children to a foster home under their licence unless they have an approved Director's Approval, as required by regulation. An issue was identified where children added to a foster home through a Director's Approval were not being counted toward the foster home's total number of children. As a result, the system did not always correctly apply the capacity limit.

Resolution with Release 7.2

The issue has been resolved, and SOR-RL accurately includes children added through Director's Approvals when determining the total number of children placed in a foster home.

Implementation of a validation rule to prevent placements of more than two children under the age of two in a foster home

Description of functionality prior to Release 7.2

An issue was identified where the system did not prevent users from adding more than two children under the age of two to a foster home in the Licence Management module without an approved Director's Approval, as required by regulation. This meant that the system was not consistently applying the age-based capacity limit.

Resolution with Release 7.2

An age validation rule has been implemented. SOR-RL will prevent users from adding more than two children under the age of two in a foster care home unless a corresponding Director's Approval has been approved.

Serious Occurrence Reporting (SOR)

Clarification for identifying out-of-province agency as placing agency

Description of functionality prior to Release 7.2

If an individual was placed by a child and family services agency from outside Ontario, when identifying the individual's placing agency in an SOR, users had to either select from a list of Ontario societies or indicate that the individual's placing agency was not a Society, which was inaccurate. This created confusion and resulted in additional back-and-forth between agencies and the ministry.

Resolution with Release 7.2

A clarification is now displayed under the question which asks whether the individual was placed by a Society: "If the placing agency is a Child and Family Service agency from outside of Ontario, please select "No" and enter the name of the agency in the "Placing agency/referral source" field, to provide instruction in this scenario.

Collection of details when restraint contravenes ministry policy or legislation

Description of functionality prior to Release 7.2

When reporting a restrictive intervention and answering the risk indicator question "Did the restrictive intervention contravene ministry legislation, regulations and/or policy?", service providers were sometimes answering "Yes" in error. Additionally, when the question was answered "Yes" correctly, there was no further collection of information about the contravention. The ministry had to inquire about the contravention through requests for revisions or updates, which created unnecessary delays in the management of the SOR.

Resolution with Release 7.2

If the question "Did the restrictive intervention contravene ministry legislation, regulations and/or policy?" is answered "Yes", a new required question appears: "Please specify which ministry legislation, regulation and/or policy was contravened, and how it was contravened".

Removal of non-bed-based IHWS program from program list

Description of functionality prior to Release 7.2

The ministry's Indigenous Healing and Wellness Strategy (IHWS) office has removed certain non-bed-based IHWS programs from the Serious Occurrence reporting scope.

Resolution with Release 7.2

The program "Indigenous Healing and Wellness Strategy Non-Bed-Based" no longer appears in the Program at time of occurrence list when submitting an SOR.

Bugs fixed

The following identified bugs/issues in the SOR module have been fixed or addressed:

- Resolved: Some individuals previously involved in Serious Occurrences reported in SOR-RL were not populating in the predictive search results when searching for the individual to add them to a new SOR.
- Resolved: Certain licensees and societies were unable to submit updates or revisions to SORs submitted prior to Release 7.1 (December 2025) due to the system checking for answers to questions introduced in Release 7.1 that did not exist/apply at the time of their submission.