



SOR-RL Release Notes - Release 8.1

The following document provides an overview of the changes made to the SOR-RL system as part of Release 8.1 to improve the functionality of various modules, as well as to fix/address identified bugs and other issues.

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System-wide changes

Integration with Transfer Payment Ontario (TPON) for transfer payment site information

Description of functionality prior to Release 8.1

Site information for transfer payment recipient agencies in SOR-RL was managed by ministry staff rather than being pulled directly from TPON, the authoritative source for transfer payment information. As a result, site information was often outdated or inconsistent with the data in TPON.

Resolution with Release 8.1

SOR-RL now receives transfer payment agency and site information from TPON for sites which deliver services that are required to report Serious Occurrences (SOs) to the ministry.

- As part of this change, where an agency or site match has been found between SOR-RL and TPON, agency and site details in SOR-RL (e.g., name, address, contact information) have been updated (overwritten) with TPON data.
- The site naming convention for SOR-RL sites from TPON has been updated to include the ministry region, the TPON Site ID, and the term “Youth Justice” (where applicable for Youth Justice sites). The site name format is now: *TPON Site name – Ministry Region – TPON Site ID – “Youth Justice”* (if YJ).
- Duplicate or inactive sites identified in SOR-RL have been or are in the process of being deactivated.
- Agencies and sites in TPON that are in scope for SO reporting and were not previously in SOR-RL have been added to SOR-RL.
- A one-address-one-site structure now applies to align with TPON, where only one site exists per unique address. Duplicate sites are being deactivated or merged. Exceptions to this rule include:
 - sites funded by multiple ministry regions will be split;
 - sites delivering both Youth Justice (YJ) and non-YJ services will be split; and
 - sites delivering both Indigenous Healing and Wellness Strategy (IHWS) and non IHWS services will be split. These exceptions ensure Serious

Occurrence Reports (SORs) are routed appropriately within the ministry.

- Agencies and sites that have a “restricted” address in TPON will display as “Confidential” in SOR-RL.
- A “TPR ID” (Transfer Payment Recipient ID) and “TPON Site ID” is now displayed in SOR-RL in various modules including the Profile module and the Serious Occurrence module, as a reference for users. The TPR ID reflects the agency's IFIS supplier number in TPON, and the TPON Site ID reflects the TPON Site ID in TPON. The TPON Site ID also replaces the previous “PL number” which was appended to site names in SOR-RL.
- SOR RL remains the authoritative source of information for Licensed children's out of home care settings. These licensed sites, and any sites not required to use the TPON Site Registration module, are not impacted and will remain unchanged in SOR-RL.

New “Indigenous Healing and Wellness Strategy” region

Description of functionality prior to Release 8.1

The Indigenous Healing and Wellness Strategy (IHWS) office is the only corporate ministry area that manages its SORs independently in SOR-RL and not through the ministry's regional offices. However, all SORs in SOR-RL were routed to one of the 5 regional offices, even though the regions were not responsible for the review and follow-up of IHWS SORs. IHWS service provider sites often had to be assigned to one of the regional offices based on geographical location rather than the accountable office, and users from IHWS office were obligated to be assigned to all 5 regions to have access to IHWS SORs. This led to confusion among service providers and made the management of SORs more complicated for the IHWS office.

Resolution with Release 8.1

“Indigenous Healing and Wellness Strategy” is now an independent region for SOR assignment, administration and management purposes. Transfer payment sites delivering services with “Indigenous Healing and Wellness Strategy” as the accountable component region in TPON are now assigned to the IHWS region in SOR-RL, and SORs submitted by these sites are now automatically routed to the IHWS office. IHWS sites in SOR-RL from TPON now have “Indigenous Healing and Wellness Strategy” in their site name.

Reports Module

New columns added to SO Status Report to capture responses to SOR questions related to Section 250 and Section 80.5

Description of functionality prior to Release 8.1

As part of SOR-RL Release 7.1 in December 2025, new questions were added to SORs for Societies and licensees that asked whether the SOR was describing a prohibited method of discipline or an immediate risk and acting as a submission to the Director under section 80.5 of *O. Reg. 156/18* or section 250 of the *Child, Youth and Family Services Act*, respectively. This information was not available in canned reports for aggregated data analysis.

Resolution with Release 8.1

Two new columns are now included in the SO Status Report, labelled “Meets section 250 of CYFSA for immediate threat” and “Meets section 80.5 of O. Reg 156/18 for prohibited discipline”, that display the “Yes” or “No” response provided in the SOR.

Identification of Healthy Babies Healthy Children as a program in the program column of the SO Category Report

Description of functionality prior to Release 8.1

Given that Healthy Babies Healthy Children (HBHC) service providers do not add individuals to SORs, no program was recorded in HBHC SORs. As such, in canned reports, it was not possible to identify HBHC SORs from others and to perform analytics for HBHC SORs.

Resolution with Release 8.1

In the SO Category Report, the value "Healthy Babies, Healthy Children" is now displayed in the "Program" column i
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?*" is answered "Yes" in an SOR.

Children's Residential Licensing Modules (RL)

Enhancements to supporting documents required for licensing applications and requests

Description of functionality prior to Release 8.1

The document label "Liability insurance coverage" did not reflect the full range of insurance documentation required for new and renewal licence applications. Additionally, there is no regulatory requirement for applicants and licensees of a foster care agency licence to submit such documentation.

Resolution with Release 8.1

The document label "Liability insurance coverage" has been updated to "Insurance policy" across all residential licence types. This revised label is more inclusive and reflects the full range of insurance documentation that may be required, thereby supporting users in submitting appropriate insurance-related documentation to the ministry.

The document type has been removed from the list of supporting documents for foster care agency licence applications, renewal applications and other licensing related requests. Any document previously submitted under "Liability insurance coverage" will still be viewable under the updated label, however, can no longer be revised or removed.

Enabling the ability to search for a non-compliance by its FW non-compliance ID indicated in inspection reports

Description with Release 8.1

When an applicant or licensee is issued a non-compliance, the PDF Interim and Stage 1 reports only include the FW non-compliance ID, for example: FW_NC 001. To locate the non-compliance in SOR-RL, the applicant or licensee would cross-reference the FW NC ID with the non-compliance ID in the Inspection or Non-compliance module. This additional step was time consuming and challenging for users, as it required manual comparison between the PDF reports and system modules to identify and track the same non-compliance items.

Resolution with Release 8.1

A new search field has been added to the search screen in the Non-compliance module titled "FW Non-compliance ID". Users can search for a non-compliance by using the FW non-compliance ID found in the Interim and Stage 1 Reports.

Important to note: The FW IDs are assigned sequentially within each inspection. They represent the non-compliance number assigned during an inspection and are not a unique identifier. As a result, searching by an FW non-compliance ID may return multiple inspections with non-compliances that share the same FW non-compliance ID. It is also recommended to search using the full, exact FW non-compliance ID rather than a partial number.

Page navigation improvements in Inspection and Non-compliance modules

Description of functionality prior to Release 8.1

When users reviewed non-compliances in the Non-compliance module, they could not navigate directly back to the module's search page. Similarly, when users access non-compliances from the Inspection summary page, they were unable to return to the Inspection summary page without manually scrolling to the top of the page and using the breadcrumbs. This resulted in a less intuitive navigation experience and slowed down users when reviewing and managing non-compliances.

Resolution with Release 8.1

A "Return" button has been added to the bottom of the Non-compliance summary page, enabling users to easily navigate back to their previous location. Depending on how the user accessed the Non-compliance summary page, the "Return" button will return the user to either the Inspection summary page or the search page of the Non-compliance module, improving overall navigation and user experience.

Changes to the Staff Details page

Description of functionality prior to Release 8.1

To deactivate a staff person in SOR-RL, service providers were required to select "End Employment" and enter a date in the "Employment End date" field on the Staff Details page. Service Providers have reported concerns with using this field as labelled for deactivating staff in SOR-RL, as the field label implies that the individual has left the organization entirely. In some cases, staff remain employed but are no longer involved in licensed activities. For example, when a staff changes roles and is no longer subject to licensing activities.

Resolution with Release 8.1

To address service providers' concerns, the field label has been updated from "Employment End date" to "Date Deactivated" and the button "End employment" has been updated to "Deactivate" to better reflect the purposes of this button and field.

Required profile selection when assigning the PRC User role

Description of functionality prior to Release 8.1

When the service provider administrator with local registration authority (SPA LRA) assigned the PRC user role, selecting an owner, director, or officer profile in the dropdown menu was not mandatory. As a result, some PRC user roles were assigned without being linked to an owner, director, and/or officer.

Resolution with Release 8.1

Selecting an owner, director, and/or officer profile in the dropdown menu is now mandatory when assigning the PRC user role. This enhancement helps ensure that every PRC user role is associated with a profile belonging to an owner, director, and/or officer, reducing the risk of incomplete role assignments.

SPA LRAs remain responsible for selecting the correct individual from the dropdown menu and ensuring all applicable roles held by that individual are accurately selected.

Adding a banner in the Profile module to help users upload Police Record Check related documents

Description of functionality prior to Release 8.1

Some users uploaded police record check (PRC) related documents on the Supporting documents page within the Profile module in error. For example, PRC documents were uploaded under the document category "Supporting document regarding operator suitability".

PRC documents are subject to specific privacy and confidentiality requirements that differ from those applicable to supporting documents submitted through the Profile module. To ensure these requirements are met, any PRC document uploaded to the Profile module as a supporting document must be removed. This leads to delays in submitting PRC documents to the Director as PRC users must then re-submit the PRC documents following the correct process.

Resolution with Release 8.1

A banner will now be displayed in two locations on the Supporting documents page within the Profile module. The banner advises users that PRC documents must be submitted by PRC users through the appropriate process on the Police Record Check documents page within the Profile module.

Serious Occurrence Reporting Module

Updates to the SOR program list to reflect changes to the SO reporting requirements for certain service providers

Description of functionality prior to Release 8.1

In line with changes to ministry funding and in preparation for the integration between SOR-RL and TPON, a review of which services are required to report SORs was completed by the ministry. As a result of the review, some services were removed from the SO reporting scope (no longer required to report SOs) and some were added to the SO reporting scope (required to report SOs). As such, the "Program at time of occurrence" list from which service providers select an individual's program when adding them in an SOR required updates.

Resolution with Release 8.1

The "Program at time of occurrence" list in the "Individuals involved" section of an SOR is now up to date and now includes the option "Anti Human Trafficking - Rural and Remote Services and Supports". The "Student Nutrition Program" and "Women's Social and Economic Opportunities - Investing in Women's Futures Program" options have been removed from the list.

Changes to site names in the SOR site selection for licensed sites

Description of functionality prior to Release 8.1

For sites that offer both licensed and funded services at the same address, there are two versions of each site: the licensed site from SOR-RL, and the funded equivalent from TPON. Having both sites in the site selection drop-down when submitting an SOR made it difficult to differentiate sites and increased the risk of selecting the wrong site.

Resolution with Release 8.1

To assist users in better differentiating licensed sites from their funded equivalent in the site selection drop-down list in the "Site, date and time" section of SORs, licensed site names now include the license prefix or suffix (where applicable), the ministry region, the licence type (children's residence, foster care agency, or staff model home), and the term "Youth Justice" (where applicable for Youth Justice sites).

Display of additional site information in the Site, date and time section of an SOR

Description of functionality prior to Release 8.1

Upon selecting a site in the "Site, date and time" section of an SOR, information about the site was automatically displayed below including "Site name", "Address", "TPR" and "Additional identifier". Upon the SOR being saved or submitted, these fields were also displayed on the SOR Summary. The "TPR" field did not provide an acronym definition and often did not display any information, and the "Additional identifier" field never displayed any information. In order to provide more useful and meaningful information and in preparation for the integration between SOR-RL and TPON, changes were required.

Resolution with Release 8.1

The field label "TPR" has been replaced with "TPR ID", which displays the agency's IFIS Supplier Number from TPON if the site delivers ministry-funded services. A new field labelled "TPON Site ID" has been added and displays the site's TPON Org ID from TPON if the site delivers ministry-funded services. A new field labelled "Licence number" has been added and displays the Licence ID that the site is tied to, if the site is ministry-licensed under the CYFSA. Field labels with acronyms now include a tooltip which appears when users hover over the acronyms and displays the full term. After the SOR is saved or submitted, these fields also appear on the SOR Summary for easy reference. The field "Additional identifier" no longer appears.