



SOR-RL

SOR-RL Serious Occurrence User Guide for Case Managers

Version 3 - December 2025

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Summary of Changes

Version 3 – December 2025

- Updated style per Ontario's Visual Identity system
- Made changes to improve document accessibility
- Removed the use of thumbs up and pin symbols throughout as they were found to take too much space and were not accessible; replaced with "Note" or "Tip" text boxes
- Updated "Introduction to SOR-RL" to add that SOR-RL is also used by Children's Aid Societies, including indigenous Children's Aid Societies, to view Serious Occurrence Reports submitted by service providers which involve children or youth placed by the Society
- Updated the "Using this guide" section to specify that the guide is to be used by Case Managers within CASs
- Updated the "Using this guide" section to remove inaccurate information stating that the guide is used to support the management of the SOR process and for communication with the ministry, given that the guide does not describe these processes
- Updated the "Using this guide" section to specify that the guide does not provide information about Serious Occurrence reporting, licensing processes or user management
- Updated the "Using this guide" section to add a link to the SOR-RL Training Portal webpage and to the SOR-RL User Role Matrix for a full list of SOR-RL functional roles and their purposes
- In the "Getting assistance" section, provided the link to the Tier 1 User Support contact information to clarify how to obtain support with SOR-RL
- Added a new section entitled "Overview of the Case Manager role" including subsections providing information on the purpose and responsibilities of the role (including limitations), on how to apply and register for the role, and on how to set-up an account and obtain access to SOR-RL
- Updated screenshots throughout to reflect changes in SOR-RL to align with Ontario Design System standards
- Added a new "System time-out" subsection to ensure users understand the automatic system time out feature
- Added a new "Viewing Message Centre memos" subsection which provides an overview of the Message Centre module and its use by the ministry to disseminate information directly to system users
- Added a new "Using breadcrumbs" subsection that provides information on system navigation using breadcrumbs
- Moved the "Updating your user profile" section to be under the "Performing SOR-RL basics" section, and updated the information to clarify that users cannot change their email address

- In the “Working with Serious Occurrence Reports” section, provided additional information about what information is accessible to case Managers and how an SOR is determined to involve a child or youth placed by the Society
- In the “Working with Serious Occurrence Reports” section, clarified that a Case Manager cannot submit, update or edit SORs
- In the “Consulting the list of Serious Occurrence Reports” section, added additional information on the differences between SOR statuses, and provided new information on the SOR table columns and what they display
- In the “Viewing a Serious Occurrence Report” section, added information about how to navigate an SOR, what the different sections of an SOR are, which individuals are included in an SOR, and how to view SOR updates
- Added a “Generating Reports” section to explain how to generate excel reports containing SOR data for analytics or other purposes
- Removed Appendix A: Glossary
- Removed Appendix B: System/Functional roles as the information was out of date and duplicative
- Removed Appendix C: Symbols and Icons Quick Reference

Introduction

Introduction to SOR-RL

The Serious Occurrence Reporting and Residential Licensing (SOR-RL) system is a secure web application available to service providers to submit Serious Occurrence Reports (SORs) with accuracy, and according to ministry requirements. It also provides Children's Aid Societies ("CASs" or "Societies") including indigenous Societies with access to SORs which have been submitted by service providers and involve a child or youth placed by the Society, for placement oversight and monitoring purposes.

Using this guide

This guide provides step-by-step instructions for Children's Aid Societies to use and navigate SOR-RL to support their placement and oversight activities as they relate to Serious Occurrences (SOs). It provides information relating exclusively to functions performed by CAS users with the Case Manager role in SOR-RL. This guide does not provide information about functions relating to Serious Occurrence reporting, licensing activities or user management. Those who wish to obtain more information about these functions are invited to explore the user guides available from the [SOR-RL Training Portal](#).

This guide will be updated as functionality is added to SOR-RL.

System users are assigned roles that determine what functions can be performed. A list and description of functional roles can be found in the [SOR-RL User Role Matrix](#).

Information not included

This document is a reference for using the software only; no business functions outside the system are included. This guide does not provide information about functions relating to Serious Occurrence reporting, licensing activities or user management.

For information about SO reporting requirements and business processes, see the [MCCSS Serious Occurrence Reporting Guidelines](#).

Getting assistance

In SOR-RL, select  **HELP** to get online help about the page you are on.

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

Overview of the Case Manager role

Purpose

The Case Manager role in the SOR-RL system was designed to assist Children's Aid Societies with their out of home care placement and oversight activities as they relate to Serious Occurrences. Children's Aid Society users with the Case Manager role can view Serious Occurrence Reports submitted in SOR-RL which involve a child or youth whom the Society has placed in an out of home care setting (including Outside Paid Resources). They can also generate canned SOR reports containing data from these SORs for the purpose of data analysis.

The case manager role is not involved in Serious Occurrence reporting, out-of-home care licensing or user management functions in SOR-RL.

Note: Children's Aid Society users involved in Serious Occurrence reporting or who wish to submit SORs or view internally submitted SORs must have the SOR Initiator role. Those who wish to obtain more information about these functions are invited to consult the [SOR-RL Serious Occurrence Reporting User Guide for SOR Initiators and Probation Officers](#), available from the [SOR-RL Training Portal](#).

Responsibilities

- Completing a registration form and following the appropriate registration process as outlined below
- Taking all reasonable measures to safeguard your account
- Notifying your administrator immediately if you require a change to your profile, if you no longer require SOR-RL access, or if you suspect or have become aware that your account has been compromised
- Reviewing Serious Occurrence Reports which involve children or youth whom the Society has placed
- Identifying Serious Occurrence Reports where the incorrect placing agency has been indicated

Application and registration

Each Children's Aid Society must have at least one active Case Manager.

Case managers must be registered by a Service Provider Administrator with Local Registration Authority (LRA) permissions within their organization.

Step 1: Complete and submit the *SOR-RL User Access Application Form for Service Provider Staff*

- The applicant completes Section 1 of the SOR-RL User Access Application Form for Service Provider Staff. The Form is available for download from the [SOR-RL Training Portal](#).
- The applicant submits the application form to a Service Provider Administrator with LRA permissions within their organization.

Step 2: Meet with the Service Provider Administrator with the LRA designation

- The applicant meets with the Service Provider Administrator with an LRA designation to have their identity verified by presenting at least two pieces of original allowable identification documents (the application form outlines the allowable identity documents).
- Upon successful verification of the applicant's identity, the service Provider Administrator with LRA permissions completes Sections 2 to 4 of the application form, creates a SOR-RL account for the user, and provides them with their login credentials.

Account setup and access to SOR-RL

Once a face-to-face or virtual meeting has taken place and the Service Provider Administrator with LRA permissions has provided the applicant with their login credentials, the following steps are performed by the Case Manager to complete their account registration.

1. Open your browser (SOR-RL supports Microsoft Edge or Google Chrome) and enter the following address in your browser:
<https://www.sorrl.mcss.gov.on.ca/SORRL/public/login.xhtml>
2. Save the link as a favourite in your browser so it is easily accessible.
3. The Log in page appears. Log in using your email and the temporary password provided by the Service Provider Administrator.

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: *

[Forgot password?](#)

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](#).

4. Click "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: *

5. Access your email and look for the email with the verification code. Enter the verification code and click "Verify". The Terms and conditions page appears.

You Must Accept the Following Terms and Conditions to Proceed.

Terms of Use Agreement for Serious Occurrence Reporting and Residential Licensing (SOR-RL)

You are at the last step of the enrolment process for the Ministry of Children, Community and Social Services' SOR-RL hosted on the iACCESS platform. To complete your enrolment, you must read and accept the terms of use outlined below that are applicable to all Users.

By selecting 'I agree' at the bottom of this page, you are acknowledging your acceptance of the terms of use presented when using SOR-RL. Once you have completed this enrolment process, you will be automatically re-directed to your SOR-RL verification code page to enter the dynamically generated six-digit pin transmitted to the email address associated with your SOR-RL User account.

Section One: General Terms of Use

Definitions

- Ministry means Her Majesty the Queen in Right of Ontario as represented by the Minister of Children, Community and Social Services.
- Serious Occurrence Reporting and Residential Licensing ("SOR-RL") means the secure Ministry website that provides role-based access to serious occurrence reporting and children's residential licence information and associated inquiry and update functionality (if applicable). Access to SOR-RL, as well as the functionality available within this application (i.e. view or view and update functionality) can only be granted to me by an LRA from my organization who has been authorized by a Ministry RAA.

I accept the terms and conditions

Submit

6. Read the conditions and check the "I accept the terms and conditions checkbox".
7. Click "Submit". The complete your registration page appears.

Complete Your Registration

Current password: *

New password: *

Confirm new password: *

Security Question1: *

 Please select... ▾

Security Answer1: *

Security Question2: *

 Please select... ▾

Security Answer2: *

Security Question3: *

 Please select... ▾

Security Answer3: *

Submit

8. Enter your temporary password (given by the Service Provider Administrator) in the Current Password field.
9. Create and Enter a New Password.

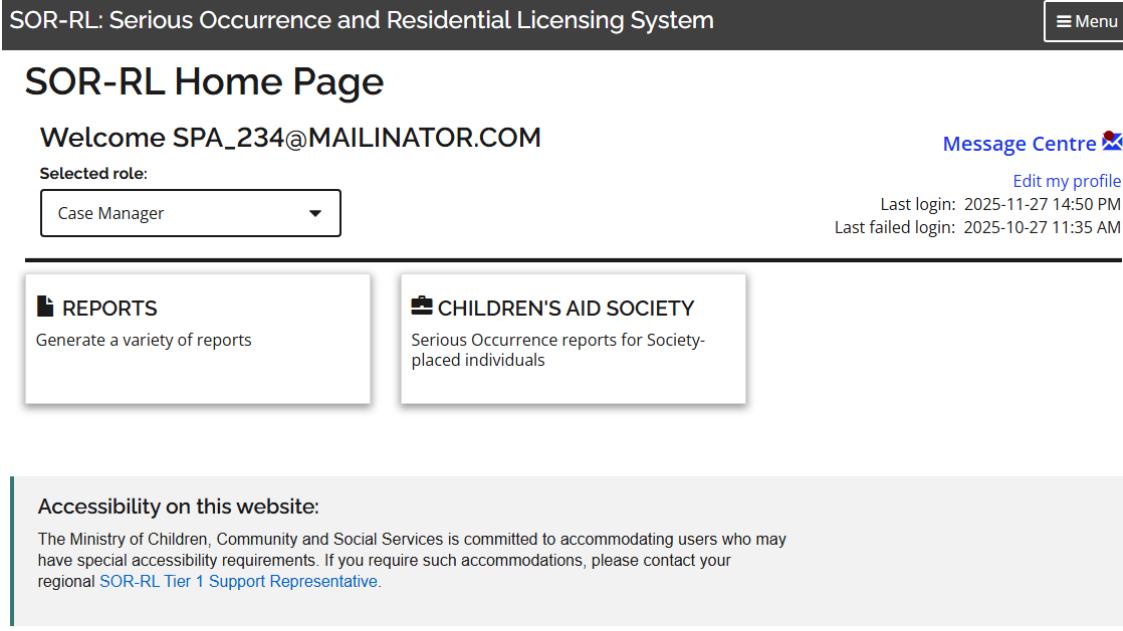
Note: The password must be 8 to 20 characters in length and contain: At least one UPPERCASE letter, AND at least one lowercase letter, AND at least one number, AND at least one special character. () ! _ @ # \$ % ^ & * +.

10. Re-type your new password in the Confirm new password field.
11. Select the security questions and enter the answers.

Tip: If you forget your password, you will be asked for answers to your security questions.

12. Click "Submit". A confirmation message appears.

13. Proceed to the SOR-RL home page.



The screenshot shows the SOR-RL Home Page. At the top, a dark header bar displays "SOR-RL: Serious Occurrence and Residential Licensing System" on the left and a "Menu" button on the right. Below the header, the page title "SOR-RL Home Page" is centered. A welcome message "Welcome SPA_234@MAILINATOR.COM" is displayed. On the left, a "Selected role" dropdown is set to "Case Manager". On the right, there are links for "Message Centre" with an envelope icon, "Edit my profile", and login information: "Last login: 2025-11-27 14:50 PM" and "Last failed login: 2025-10-27 11:35 AM". The main content area features two buttons: "REPORTS" (with a document icon) and "CHILDREN'S AID SOCIETY" (with a briefcase icon). Below these buttons, a "Accessibility on this website:" section is present, stating: "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." The footer of the page includes the Ministry of Children, Community and Social Services logo and the text "SOR-RL: Serious Occurrence Reporting and Residential Licensing System".

Performing SOR-RL basics

Logging in to SOR-RL

1. Open your browser (SOR-RL supports Microsoft Edge or Google Chrome) and enter the following address in your browser:
<https://www.sorrl.mcss.gov.on.ca/SORRL/public/login.xhtml>
2. The Log in page appears. Enter your Login ID (email address) and Password.

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?](#)

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](#).

3. If you have forgotten your password:
 - a. Click "Forgot password?". The Forgot password? page appears.

Forgot password?

Login ID: *

Cancel

Next

- b. Enter your Login ID.
- c. Select the Security Question from the dropdown list.
- d. Enter the Security Answer.
- e. Click "Submit".
4. Click "Log in". The Enter verification code appears.

Enter Verification Code

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

Code: *

Code

Verify

[Resend Verification Code](#)

5. You will be emailed a verification code. Enter the verification code from the email.
6. Click "Verify". The SOR-RL home page appears.

SOR-RL: Serious Occurrence and Residential Licensing System



SOR-RL Home Page

Welcome SPA_234@MAILINATOR.COM

[Message Centre](#) 

Selected role:

Case Manager

[Edit my profile](#)

Last login: 2025-11-27 14:50 PM

Last failed login: 2025-10-27 11:35 AM

REPORTS

Generate a variety of reports

CHILDREN'S AID SOCIETY

Serious Occurrence reports for Society-placed individuals

Accessibility on this website:

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Ministry of Children, Community and Social Services

SOR-RL: Serious Occurrence Reporting and Residential Licensing System

7. If the log in attempt fails, click "Resend Verification Code" and repeat step 5.

Logging out

1. Select  **MENU**.
2. Select  [Logout](#). 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 10-15 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 access the system through more than one tab or window of SOR-RL. In these instances, a warning message will display "only one tab allowed" and prevent an additional session.

Note: SOR-RL can time-out or fail if the user clicks a button more than once. Click a button once. The system may be slow to load but will eventually load. If not, refresh the page rather than clicking the button again.

Changing the page language

To change the page language, select the language button.

[français](#) [English](#)

Understanding the SOR-RL home page

After you log in, the first page to appear is the SOR-RL home page. The modules that appear on the home page will vary depending on your system access rights (based on your role). For more information about roles, see the [User Roles and Registration](#) page of the SOR-RL Training Portal.

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

SOR-RL Home Page

Welcome SPA_234@MAILINATOR.COM Message Centre 

Selected role: Case Manager Edit my profile

Last login: 2025-11-27 14:50 PM
Last failed login: 2025-10-27 11:35 AM

 **REPORTS**
Generate a variety of reports

 **CHILDREN'S AID SOCIETY**
Serious Occurrence reports for Society-placed individuals

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](#).

Ministry of Children, Community and Social Services
SOR-RL: Serious Occurrence Reporting and Residential Licensing System

Changing the role displayed

If you have been assigned more than one role, you can change the role by selecting it from the "Selected role" dropdown list.

Selected role:

Case Manager ▼

Viewing Message Centre memos

The SOR-RL Message Centre is used by the ministry to easily communicate important SOR-RL information directly to users, through memos or emails. Users should regularly consult the Message Centre to review ministry communication. Memos and emails sent from the ministry through the Message Centre will be displayed in users' Message Centre module. Emails will also be sent directly to users' email inboxes outside of SOR-RL.

To access the Message Centre module, click on "Message Centre" from your SOR-RL home page.

Message Centre

[Edit my profile](#)

Last login: 2025-11-27 14:50 PM

Last failed login: 2025-10-27 11:35 AM

When a new memo has been received and has not yet been viewed, a red dot  will appear beside the mail icon.

Here you will see memos and/or emails that have been sent to you. Click the "Select" button of a specific memo or email to open it 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.

[SOR-RL](#) > Message Center

Message Centre

Memos				
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

Emails				
Email ID	Sent date	Subject	Files Attached?	Action
BE202400064	2024-09-16	Regression Test (BE5)	No	<button>Select</button>
BE202400063	2024-09-16	Regression Test (BE4)	No	<button>Select</button>

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.

Accessing the menu

The menu can be accessed from the top of any page by selecting  MENU.

Using breadcrumbs

SOR-RL can time-out or fail if the user clicks the browser's 'back' button. To go back, use the 'breadcrumbs' at the top of the page which track the chronological change in pages –move back one step in the breadcrumbs rather than clicking the back button on your browser.

[SOR-RL](#) → [Serious Occurrence](#) → [Search for a Serious Occurrence](#) → [Serious Occurrence report summary](#)

Banners

Items can be expanded or collapsed under a banner. Click the banner arrow to expand or collapse the section.

Submitted Serious Occurrences	
-------------------------------	---

Updating your user profile

Your user profile includes your email address, phone number, password and security questions. It is very important that you keep your email address up to date because you will receive email notifications from SOR-RL. Only the phone number, security questions and password can be changed by a user. To change your name or email address, contact your [SOR-RL Tier 1 Support representative](#).

Changing your phone number

1. From the SOR-RL home page, click Edit Profile.

[Edit my profile](#)

Last login: 2025-11-27 14:50 PM

Last failed login: 2025-10-27 11:35 AM

2. The Edit my profile page appears. Update your phone number as required.

Edit my profile

Profile details	
Name:	SPA_234@MAILINATOR.COM
Phone number:	(999) 999-9999
Email:	spa_234@yopmail.com
Change security questions	
Change password	

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

3. Click "Save".

Changing your password

1. From the SOR-RL home page, click Edit Profile.

[Edit my profile](#)

Last login: 2025-11-27 14:50 PM

Last failed login: 2025-10-27 11:35 AM

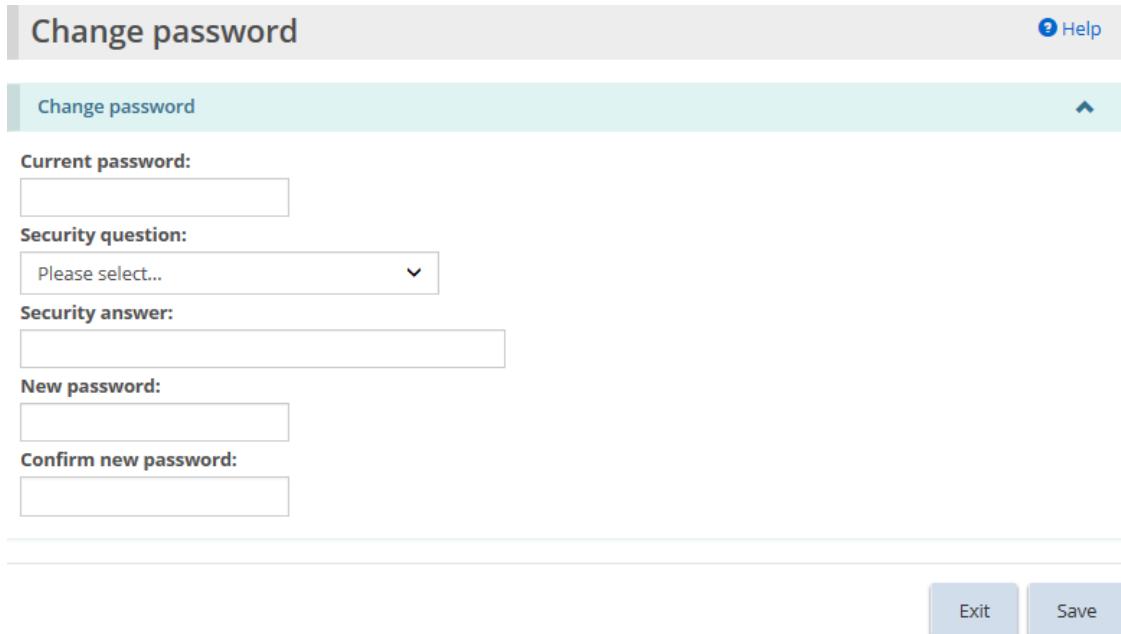
2. The Edit my profile page appears. Click Change password.

Edit my profile

Profile details	
Name:	SPA_234@MAILINATOR.COM
Phone number:	(999) 999-9999
Email:	spa_234@yopmail.com
Change security questions	
Change password	

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

3. The Change password page appears.



Change password

Current password:

Security question:

Security answer:

New password:

Confirm new password:

Exit Save

4. Enter your Current password.
5. Select a Security question from the dropdown list.
6. Enter the Security answer.
7. Enter the New password.

Note: The password must be 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 ()! _ @ # \$ % ^ & * +.

8. Type the new password again in the Confirm new password field.
9. Click "Save".

Changing your security questions

1. From the SOR-RL home page, click Edit Profile.

[Edit my profile](#)

Last login: 2025-11-27 14:50 PM

Last failed login: 2025-10-27 11:35 AM

2. The Edit my profile page appears. Click Change security questions.

Edit my profile

Profile details

Name:	SPA_234@MAILINATOR.COM
Phone number:	(999) 999-9999
Email:	spa_234@yopmail.com

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

Exit **Save**

3. The Change security questions page appears.

Change security questions

Change security questions

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

Exit **Save**

4. Enter your Current password.
5. Select the Security question.
6. Enter the Security answer.
7. Repeat steps 2 and 3 for all three questions.
8. Click "Save".

Working with Serious Occurrence Reports

Note: For information about business processes, refer to the MCCSS Serious Occurrence Reporting Guidelines.

Introduction

Case Managers within Children's Aid Societies can view Serious Occurrence Reports submitted in SOR-RL which involve a child or youth whom the Society has placed. When submitting an SOR, the service provider user is asked whether the individual involved in the Serious Occurrence has a Placing Agency, and if so, whether the Placing Agency is a Children's Aid Society. If they answer "Yes", they must select the Society from a drop-down list. Only those SORs where the Case Manager's Society has been identified as the child or youth's placing agency will be accessible to the Case Manager.

Case Managers have read-only access to SORs. Case Managers cannot submit, update, or edit SORs.

This feature does not replace the requirement for the service provider to notify the placing agency, as described in the MCCSS SOR Guidelines.

Consulting the list of Serious Occurrence Reports

1. From the home page, click the  CHILDREN'S AID SOCIETY module. The Children's Aid Society module appears.

Children's Aid Society

Search by						
Submitted Serious Occurrences						
Total item(s): 10					Item(s) per page: 10	
SOR ID	Site name/Address	Incident date	Individual involved	Categories	Status	Action
SO202500879	Cottage 1 - 2910 BIDDULPH ST LONDON	2025-10-10	Jane Doe	<ul style="list-style-type: none"> Serious individual action Unusual, suspicious or unauthorized individual absence 	Under Ministry review	View Incorrect CAS
SO202500878	Navan Residence (Mary's) - 3312 Tenth Rd Line North Navan	2025-10-10	Fake Name	<ul style="list-style-type: none"> Error and omission Medication error 	Under Ministry review	View Incorrect CAS

- Once in the Children's Aid Society module, a list of Serious Occurrence Reports which involve a child or youth whom your Society has placed will be displayed, in table format.

Note: SORs which involve more than one individual placed by your Society will be listed more than once in the table. A row will be displayed for each individual.

SOR ID	Site name/Address	Incident date	Individual involved	Categories	Status	Action
SO202501066	89 Royal Oak Court - 89 Royal Oak Court Ottawa	2025-12-19	John Doe	<ul style="list-style-type: none"> Serious injury Unknown cause 	Under Ministry review	View Incorrect CAS
SO202501066	89 Royal Oak Court - 89 Royal Oak Court Ottawa	2025-12-19	Jane Doe	<ul style="list-style-type: none"> Serious injury Unknown cause 	Under Ministry review	View Incorrect CAS

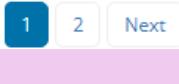
Tip: 10 items appear in the table by default. You can change the number of items per page to 10, 20, 30 or 40 by pressing the **Item(s) per page: 10** drop-down in the upper right-hand corner of the table. If there is more than one page of SORs in a section, a page indicator appears at the bottom of the section . Click the page number you want to go to or click **Next** to scroll by page.

Table columns:

- The **SORID column** displays the unique ID of the Serious Occurrence Report. The ID is consistent for all users of the system including service provider users and ministry users.
- The **Site name/address column** displays the name of the service provider site and the site address.
- The **Incident date column** displays the date of the Serious Occurrence. Please note this date may be different than the date that the service provider became aware of the SO, and may be different than the date of the submission of the Serious Occurrence Report in SOR-RL.
- The **Individual involved column** displays the name of the individual involved in the Serious Occurrence, which your Society has placed in the setting.
- The **Categories column** displays the Serious Occurrence category or categories which have been added to the Serious Occurrence Report. One SOR can contain more than one category, if the incident met the criteria for more than one of the reportable categories in the MCCSS SOR Guidelines.
- The **Status column** displays the status of the Serious Occurrence Report. All SORs will have a status indicating the progression of the SOR and whether any action is required. The status of an SOR will change through its management and it is important to understand the differences between the statuses.

Tip: To sort by a column, click the column heading. To sort in the opposite direction, click the heading again. A symbol appears indicating if the list is sorted in ascending order  or descending order .

SOR Statuses

- **Under Ministry Review:** The SOR has been submitted to the ministry. The ministry will review the SOR. The service provider cannot revise/edit the SOR on their own but can submit an update on their own at any time.
- **Additional Information/Revision Required (AIRR):** The ministry has pushed the SOR back to the service provider, requesting that the service provider revise, correct, and/or add additional information in the initial submission (for example revise incorrect category, birthdate, spelling of name, or remove identifying information from the description). Revisions requested have a due date, set by the ministry. Updates cannot be submitted while the SOR is

under AIRR status. Once revisions are submitted, the status will change back to Under Ministry Review.

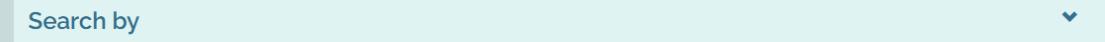
- **Update Required:** The ministry has pushed the SOR back to the service provider, requesting that the service provider submit an update. Updates requested have a due date, set by the ministry. Revisions cannot be submitted while the SOR is under Update Required status. Once the update is submitted, the status will change back to Under Ministry Review.
- **Not a Valid Serious Occurrence:** The ministry has determined that the SOR did not meet the SOR criteria set out in the SOR Guidelines. The SOR is considered closed.
- **Deemed Duplicate:** The ministry has determined that the SOR is a duplicate of another SOR. The SOR is considered closed.
- **No Further Action Required (NFAR):** The ministry has determined that no further action is required. All follow-up activities have been completed. The SOR is considered closed, but the service provider can submit an update at any time. The ministry can re-open the SOR at any time.

Searching for a Serious Occurrence Report

1. Once in the "Children's Aid Society" module, expand the "Search by" banner by clicking on the down arrow .

[SOR-RL](#) > Children's Aid Society

Children's Aid Society

 Search by

2. The "Search by" banner expands, displaying the search fields.

Children's Aid Society

Search by

Service provider name:	<input type="text"/>	<input type="button" value="Search"/>	
Site name:	<input type="text"/>	<input type="button" value="Clear"/>	
SOR ID:	<input type="text"/>		
SOR category:	<input type="checkbox"/> Death <input type="checkbox"/> Serious injury <input type="checkbox"/> Serious illness <input type="checkbox"/> Serious individual action <input type="checkbox"/> Restrictive intervention <input type="checkbox"/> Abuse or mistreatment <input type="checkbox"/> Error and omission <input type="checkbox"/> Serious complaint <input type="checkbox"/> Disturbance, service disruption, emergency situation or disaster		
Media Attention	Serious Occurrence level		
<input type="button" value="Please select..."/>	<input type="button" value="Please select..."/>		
Client:			
First name:	<input type="text"/>	Last name:	<input type="text"/>
Date of birth:	<input type="text"/>		<input type="button" value=""/>
DS CIS #:	<input type="text"/>	CPIN #:	<input type="text"/>
Serious Occurrence date:			
From:	<input type="text"/>	To:	<input type="text"/>

3. Select or enter search criteria. To search for all SORs, leave the search criteria blank.

Tips: Search criteria are not case-sensitive. You can enter criteria in UPPER or lower case. You can enter partial text.

4. To clear the search criteria, click "Clear".
5. Click "Search". The search results appear in a table below the search criteria.

SOR-RL > Children's Aid Society

Children's Aid Society

Search by

Submitted Serious Occurrences

Total item(s): 10

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

SOR ID#	Site name/Address	Incident date	Individual involved	Categories	Status	Action
SO202500879	Cottage 1 - 2910 BIDDULPH ST LONDON	2025-10-10	Jane Doe	• Serious individual action Unusual, suspicious or unauthorized individual absence	Under Ministry review	View Incorrect CAS
SO202500877	Phoenix Residence - 237 Kennedy West Lane West Orleans	2025-10-10	Will Farrell	• Serious injury Accidental	Under Ministry review	View Incorrect CAS

Viewing a Serious Occurrence Report

1. Click on the "View" button to open the SOR. The Serious Occurrence Report summary is displayed.

Serious Occurrence report summary

[+Show all](#)[Print](#)

Serious Occurrence information

SOR ID: SO202500779
Date of incident: 2025-08-25**SOR Status:** Under Ministry review
Region: West**Service Provider:** Children's Facilities
Site Name: Child and Parent Resource Institute (CPRI)
Address: 600 Sanatorium Road, London, Ontario, N6H 3W7
Division: NYJ**No. of Individuals involved:** 1**SOR Lead:** Melissa Pews**SOR Level:** Level 2**Media attention:** No**SOR Category(-ies):** Abuse or mistreatment - Neglect (2)

Serious Occurrence report summary (Melissa Pews 2025-08-25 09:55:59 AM EDT)

[Site, date, and time](#)[Individuals involved](#)[Categories](#)[Notifications](#)[Description and next steps](#)[Individual's view](#)[Supporting documents](#)[Back](#)

2. The "Serious Occurrence information" banner contains summary information about the SOR, such as the Date of the incident, the number of individuals involved, the SO Category(ies), the SOR Status, the Service Provider name and the Site name.

Serious Occurrence information

SOR ID: SO202500779
Date of incident: 2025-08-25**SOR Status:** Under Ministry review
Region: West**Service Provider:** Children's Facilities
Site Name: Child and Parent Resource Institute (CPRI)
Address: 600 Sanatorium Road, London, Ontario, N6H 3W7
Division: NYJ**No. of Individuals involved:** 1**SOR Lead:** Melissa Pews**SOR Level:** Level 2**Media attention:** No**SOR Category(-ies):** Abuse or mistreatment - Neglect (2)

3. If the SOR is missing information that is required to be completed by the service provider prior to the SOR being closed, a yellow banner will be displayed below, labelled "Outstanding items before SOR can be set to "No further action required"". The information listed below summarizes what is missing. No action is required by the Case Manager. The banner can be collapsed by pressing the up arrow on the banner.

Outstanding items before SOR can be set to "No further action required"

4. The "Serious Occurrence Report summary" banner displays the name of the staff who submitted the report and the date and time of the submission.

Serious Occurrence report summary (Jane Doe 2025-08-25
09:55:59 AM EDT) 

5. The links below the banner represent the SOR sections. The information in these sections together make up the Serious Occurrence Report.

[Site, date, and time](#)

[Individuals involved](#)

[Categories](#)

[Notifications](#)

[Description and next steps](#)

[Individual's view](#)

[Supporting documents](#)

6. Click on each section to expand it and view the information within it.
7. To expand all sections at once, click "+Show All" at the top right of the page to expand all sections.

[+Show all](#)  [Print](#)

Note: In the "Individuals involved" section, only one individual whom the reporting service provider has indicated has been placed by your Society will be listed. If more than one individual is involved in the Serious Occurrence and has been added to the SOR, SOR-RL will automatically hide the information of any individuals whom your Society has not placed. If more than one individual involved has been placed by your Society, SOR-RL will duplicate the SOR for each individual involved. Return to the list of SORs and locate the multiple rows for the SOR.

Note: Narrative fields such as the SO description will not change and may still include information relating to other individuals.

8. If an update has been submitted by the service provider, the updated information will be displayed below the initial submission.

Serious Occurrence report summary (SPA_234@MAILINATOR.COM null 2025-12-09 10:31:20 AM EST) ^

Site, date, and time
Individuals involved
Categories
Notifications
Description and next steps
Individual's view
Supporting documents

Serious Occurrence update (SPA_234@MAILINATOR.COM 2025-12-09 10:41:23 AM EST) ^

Updated categories
Description and next steps

Printing or saving the Serious Occurrence Report

Note: Personal information in a printed or PDF SOR is masked automatically by SOR-RL.

1. From the Children's Aid Society module, click "View" to open the SOR. The Serious Occurrence Report summary page appears.

Serious Occurrence report summary

[+Show all](#) [Print](#)

Serious Occurrence information ^

SOR ID: SO202500779	SOR Status: Under Ministry review	Service Provider: Children's Facilities
Date of incident: 2025-08-25	Region: West	Site Name: Child and Parent Resource Institute (CPRI)
No. of Individuals involved: 1	SOR Lead: Melissa Pews	Address: 600 Sanatorium Road, London, Ontario, N6H 3W7
SOR Level: Level 2	Media attention: No	Division: NY
SOR Category(-ies): Abuse or mistreatment - Neglect (2)		

Serious Occurrence report summary (Melissa Pews 2025-08-25 09:55:59 AM EDT) ^

Site, date, and time
Individuals involved
Categories
Notifications
Description and next steps
Individual's view
Supporting documents

[Back](#)

2. To print the entire SOR, click "Print" from the top right of the page. A print dialog box appears. Select the print options and print the SOR.

Note: Narrative fields such as the SO description will not change and may still include information relating to other individuals.

Removing a Serious Occurrence Report/Identifying that the incorrect placing agency was selected

The SOR-RL system determines whether an SOR involves a child or youth whom your Society has placed based on the information inputted by the reporting service provider. When adding an individual to an SOR, the service provider user is asked whether the individual has a Placing Agency, and if so, whether the Placing Agency is a Children's Aid Society. If they answer "Yes", they must select the Society from a drop-down list. If the user has selected your Society as the Placing Agency, once the SOR is submitted, it will be listed in your Case Manager Children's Aid Society module.

If the individual listed in an SOR was not placed by your Society or is not in the care of your Society (and therefore the incorrect Society was selected as the individual's placing agency), you must identify the error and remove the SOR from your module.

Removing the SOR from your module will send a notification to the service provider who submitted SOR and to the ministry, indicating that the incorrect placing agency was identified.

1. From the "Children's Aid Society" module, click "Incorrect CAS" for the appropriate SOR.

Submitted Serious Occurrences						
Total item(s): 10				Item(s) per page: 10		
SOR ID#	Site name/Address	Incident date	Individual involved	Categories	Status	Action
SO202500879	Cottage 1 - 2910 BIDDULPH ST LONDON	2025-10-10	Jane Doe	• Serious individual action Unusual, suspicious or unauthorized individual absence	Under Ministry review	View Incorrect CAS
SO202500877	Phoenix Residence - 237 Kennedy West Lane West Orleans	2025-10-10	Will Farrell	• Serious injury Accidental	Under Ministry review	View Incorrect CAS

2. A prompt asking you to confirm appears.

If this Serious Occurrence is not about an individual placed by this Children's Aid Society.

Once removed, you will not be able to see this SOR anymore.

Do you want to remove this Serious Occurrence Report?

OK

Cancel

3. To confirm, click "OK". The SOR will be removed from your module. To cancel and maintain your Society as the placing agency, click "Cancel".

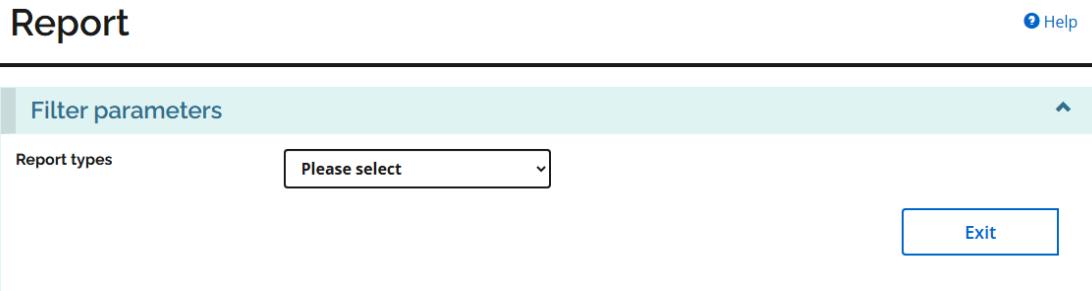
Generating Reports

Case Managers can generate canned SOR reports containing SO data from SOR-RL for the purpose of data analysis. The generated reports can be opened in Microsoft Excel where the Case Manager can format and work with the data.

There are two types of canned reports:

- SO Category report: displays SO data by category/individual (can be multiple rows for each SOR)
- SO Status Report: displays SO data by SOR (only one row per SOR)

1. From the home page, click  **REPORTS**.
2. The Reports module appears.



The screenshot shows a user interface for generating reports. At the top, there is a header with the word 'Report' on the left and a 'Help' link on the right. Below the header is a section titled 'Filter parameters'. Inside this section, there is a label 'Report types' and a dropdown menu with the placeholder text 'Please select'. In the bottom right corner of the 'Filter parameters' section, there is a blue rectangular button labeled 'Exit'.

3. Select the Report type from the dropdown list. The filter parameters appear. Filter parameters can vary according to the chosen report type.

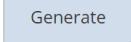
Report

[Help](#)

Filter parameters

Report types	<input type="button" value="SO Category Report"/>
Date of Serious Occurrence (Incident date)	From <input type="text"/>  To <input type="text"/> 
SO Status	<input type="button" value="Please select..."/>
SO Type	<input type="checkbox"/> Death <input type="checkbox"/> Serious injury <input type="checkbox"/> Serious illness <input type="checkbox"/> Serious individual action <input type="checkbox"/> Restrictive intervention <input type="checkbox"/> Abuse or mistreatment <input type="checkbox"/> Error and omission <input type="checkbox"/> Serious complaint <input type="checkbox"/> Disturbance, service disruption, emergency situation or disaster
Service Provider (Agency name)	<input type="text"/>
Site Name	<input type="text"/>
Site ID	<input type="text"/>
Client ID	<input type="text"/>
DSCIS #	<input type="text"/>
CPIN #	<input type="text"/>

4. Leave all filter parameters blank to generate a report of all SO data, or enter/select filter parameters to narrow down the SO data.

5. Click .

Note: SOR-RL will generate reports with up to 40,000 rows. Reports exceeding 40,000 records will not be generated and will require that filters be applied to narrow the results.

6. The report will be downloaded to your downloads folder. Open the report in Excel.

7. Save the document and work with the spreadsheet as you would normally in Excel.