Ontario

SOR-RL

SOR-RL Serious Occurrence Reporting User Guide for SOR Initiators and Probation Officers

Version 4 – December 2025

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Summary of Changes

Version 4 – December 2025

- Added "Registration" to the document title to reflect that the guide also includes information about registration, alongside information on Serious Occurrence reporting.
- In the "Overview of the SOR Initiator and Probation Officer roles" section, separated the "Purpose" and "Responsibilities" sections and clarified responsibilities relating to their account in SOR-RL.
- In the "Account setup and access to SOR-RL" section, added steps for new users that were previously missing such as accepting terms and conditions and completing a self-registration request.
- In the "Site, date and time" subsection under "Reporting a Serious Occurrence", added instructions for indicating the time zone when inputting the time of the Serious Occurrence, to reflect new functionality in SOR-RL that captures time differences for users in Central Standard Time.
- In the "Site, date and time" subsection under "Reporting a Serious Occurrence", added a step for answering a new question regarding Healthy Babies Healthy Children services to reflect new functionality for those providers.
- In the "Individuals involved" subsection under "Reporting a Serious Occurrence", added a note for Healthy Babies Healthy Children service providers that the section will be hidden if they are Health Information Custodians under the Personal Health Information and Protection of Privacy Act (PHIPA) as per new functionality that aims to prevent the unauthorized disclosure of PI in SORs.
- In the "Individuals involved" subsection under "Reporting a Serious Occurrence", specified that the "Program at time of occurrence" selection should reflect the ministry-funded or directly operated program that the reporting service provider was providing to the individual at the time of the occurrence.
- In the "Individuals involved" subsection under "Reporting a Serious Occurrence", updated the screenshot of the program list to capture the newly added program, "Ontario's Action Plan to End Gender-Based Violence Projects."
- In the "Individuals involved" subsection under "Reporting a Serious Occurrence", clarified that the question "Does the individual have a Probation Officer" is only answered by Youth Justice service providers.
- In the "Individuals involved" subsection under "Reporting a Serious Occurrence", updated the screenshot of the Legal Guardian Status list in SOR-RL to capture the newly added status, "Voluntary Youth Service Agreement."

- In the "Categories" subsection under "Reporting a Serious Occurrence", added a note for Healthy Babies Healthy Children service providers that, since the "Individuals involved" section of an SOR is disabled and no individuals can be added, categories added to the SOR must be related to "Individual (Service recipient)."
- In the "Notifications" subsection under "Reporting a Serious Occurrence", added that a placing agency notification will automatically be required for individuals with a placing agency, with the exception of when the placing agency is a Society and the Society is reporting the Serious Occurrence on SOR-RL.
- In the "Notifications" subsection under "Reporting a Serious Occurrence", clarified that a Probation Officer notification can only be added by Youth Justice service providers.
- In the "Notifications" subsection under "Reporting a Serious Occurrence", added a note for Healthy Babies Healthy Children service providers that, since the "Individuals involved" section of an SOR is disabled and no individuals can be added, notifications added to the SOR must be related to "Individual (Service recipient)."
- In the "Notifications" subsection under "Reporting a Serious Occurrence", noted that the system prevents the closure of an SOR that only has an "attempted" Parent/Legal guardian notification, since an attempt is not considered a completed notification.
- In the "Description and next steps" subsection under "Reporting a Serious Occurrence", added steps for licensees and Societies to answer two new questions relating to the reporting of prohibited practices or immediate threats to the health, safety, or welfare of children to the ministry director, as per s. 80.5 of O. Reg. 156/18 and s. 250 of the Child, Youth and Family Services Act.
- In the "Description and next steps" subsection under "Reporting a Serious Occurrence", updated the screenshot of the "Is this expected to be the last submission" question to reflect new wording in SOR-RL.
- In the "Description and next steps" subsection under "Reporting a Serious Occurrence".
- In the "individual's views" subsection under "Reporting a Serious Occurrence", noted that the section will be disabled if a Death category has been added to the SOR, or if the reporter is a Health Information Custodian delivering Healthy Babies Healthy Children services under PHIPA, as per new functionality in SOR-RL.
- In the "Supporting documents" subsection under "Reporting a Serious Occurrence", noted that Youth Justice service providers should not upload any documents to an SOR unless requested by the ministry.
- In the "Updating a Serious Occurrence Report" section, added instructions for non-Youth Justice service providers to update category details in updates to reflect functionality introduced in SOR-RL Release 6.1 allowing users to

update temporal fields (fields with values that may change over time) in updates rather than having to revise the fields.

- In the "Updating a Serious Occurrence Report" section, clarified that while only the first question appears initially, there are two media-related questions that must be answered in updates.
- In the "Revising a Serious Occurrence Report" section, clarified that revisions are edits to the initial submission of an SOR only.
- In the "Revising a Serious Occurrence Report" section, noted that comments are only for communication with the ministry and should not be used to record information about the Serious Occurrence or to record updates.
- In the "Revising a Serious Occurrence Report" section, noted that for non-Youth Justice service providers, the initial submission and any revisions to the initial submission must reflect the status of the occurrence at the time of the initial submission and should not reflect updates or changes to information over time.
- In the "Working with comments" section, noted that comments are only for communication with the ministry and should not be used to record information about the Serious Occurrence or to record updates.
- In the "Generating reports" section, updated the information to reflect new functionality for DO SOR Initiators and Probation Officers to generate canned reports.

Table of contents

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, to revise and update SORs as required, to maintain a records of SORs, to keep track of action required, and to pull SOR data for analytic or Serious Occurrence (SO) management purposes.

Using this guide

This guide provides step-by-step instructions for service providers to use and navigate SOR-RL to support their management of SORs and to communicate with the ministry about SOs. It relates exclusively to functions performed by SO reporting staff, those being users with the SOR Initiator, DO SOR Initiator, and Probation Officer roles. It should be used in conjunction with the MCCSS Serious Occurrence Reporting Guidelines.

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

Please note that this user guide does not provide information about business functions performed outside of the system. It provides information relating exclusively to functions performed by SO reporting staff within ministry-funded, licensed or directly operated service providers, those being users with the SOR Initiator, DO SOR Initiator, and Probation Officer roles. Other roles cannot manage Serious Occurrence Reports. This guide does not provide information about functions relating to 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.

Getting assistance

If you have questions or encounter issues regarding the processes described in this document, contact your designated SOR-RL Tier 1 User Support Representative, listed here.

Overview of the SOR Initiator and Probation Officer roles

Purpose

The SOR Initiator, DO SOR Initiator and Probation Officer roles in the SOR-RL system are responsible for submitting and managing Serious Occurrence Reports. They are also responsible for generating canned SOR reports of SOR data for the purpose of data analysis. The SOR Initiator/Probation Officer roles are not involved in out-of-home care licensing or user management functions in SOR-RL.

The SOR Initiator role is held by SO reporting staff within transfer payment recipient service providers or licensed service providers. The DO SOR Initiator role is held by SO reporting staff within directly operated (ministry operated) service providers. The Probation Officer role is held by SO reporting staff within youth probation offices.

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
- Submitting, updating, and revising Serious Occurrence Reports
- Generating canned reports containing SOR data for analytics or other purposes

Application and registration

Each service provider must have at least one active SOR Initiator/DO SOR Initiator/Probation Officer per SO reporting site. The registration processes for SOR Initiators, DO SOR Initiators and Probation Officers differ from each other. See the different processes outlined below.

SOR Initiator Registration Process

SOR Initiators 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.

DO SOR Initiator and Probation Officer Registration Process

DO SOR Initiators and Probation Officers, as ministry staff, must be registered by their ministry Administrator.

Step 1: Complete and submit the *SOR-RL User Access Request and Modification Form for Ministry Staff*

- The applicant completes Sections 1 to 3 of the SOR-RL User Access Request and Modification Form for Ministry Staff, and their manager completes section 4. The Form is available for download from the internal SOR-RL Training Portal.
- The applicant submits the application form to the appropriate ministry Administrator, based on their regional/corporate office and requested roles.

Step 2: Complete the SOR-RL self-service registration

- By following steps outlined in the MCCSS Internal SOR-RL Log-in Guide, available on the internal SOR-RL Training Portal, the user completes the self-service registration which sends their details to the Administrator by email.
- The Administrator will use the details provided in the email to create a SOR-RL account for the user.

Site assignment

During the creation of their user profiles and the assignment of roles, all SOR Initiators, DO SOR Initiators and Probation Officers are assigned to sites for the

purpose of SO reporting. Sites assigned to users will determine their access to SORs. SOR Initiators, DO SOR Initiators and Probation Officers will only be able to view, submit, revise or update Serious Occurrences for the sites to which they are assigned.

Account setup and access to SOR-RL

SOR Initiators

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 SOR Initiator to complete 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 to the External system 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: *

[user ID]

Password: *

[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.

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: *

[Code]

[**Verify**]   [**Resend Verification Code**]

5. Access your email and look for the email with the verification code.

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SORL: Serious Occurrence and Residential Licensing System

Use this code for SORRL verification

187418

Thanks.

6. Enter the code and click [Verify]. The Terms and Conditions page appears.
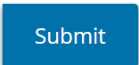
You Must Accept the Following Terms and Conditions to Proceed.

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

7. Read the conditions, check the "I accept the terms and conditions" checkbox, and 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. Retype 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

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

13. Proceed to the SOR-RL home page.
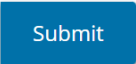
DO SOR Initiators and Probation Officers

1. Enter the SOR-RL URL into your browser (please note SOR-RL should not be accessed through Internet Explorer): https://intra.sorrl.css.gov.on.ca/SORRLAdmin/protected/user/home.xhtml

2. Save the link as a favourite in your browser so it is easily accessible.

3. An Entrust Security window pop-up will appear, asking you to login to Entrust Digital ID. Enter your PKI password.
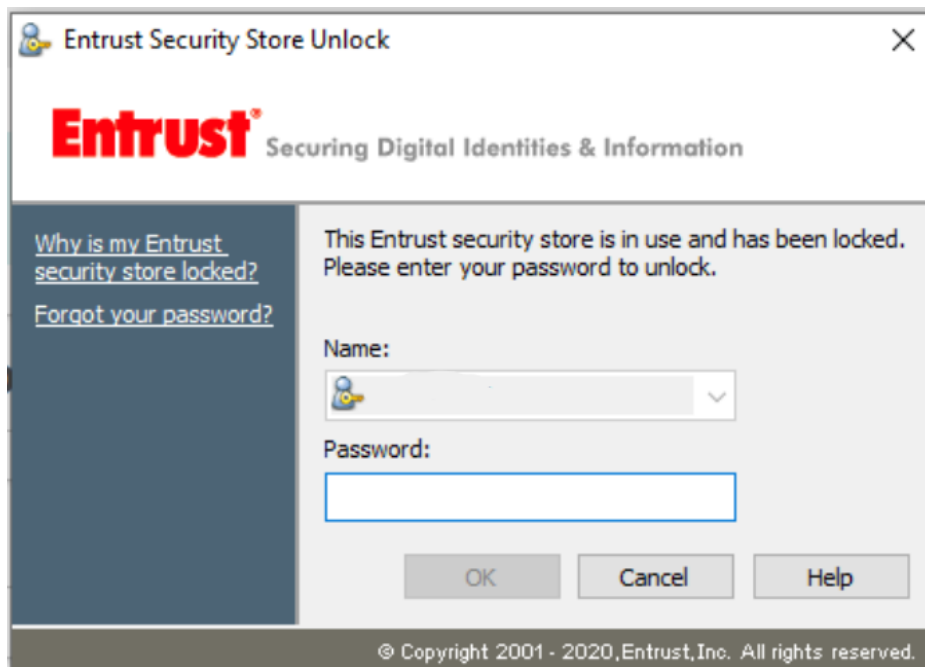
4. The 'Select a certificate for authentication' window may pop-up. Select your credentials by clicking on your name and click 'OK'.

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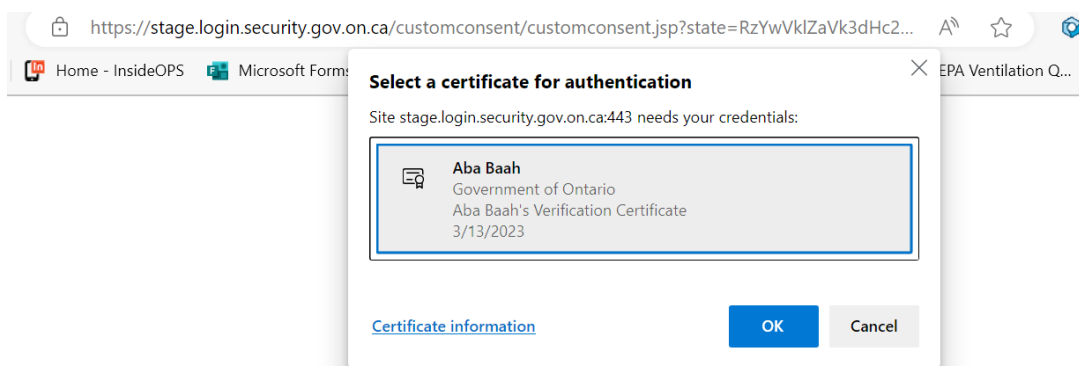
5. SOR-RL will detect that you do not have an existing user account and will display the Self-service registration page. Enter your Administrator's email and press **Submit** .

6. Your Administrator will receive an email containing your information, which they will use for your user registration in SOR-RL.

7. Once your profile has been created by your administrator, repeat steps 1 to 4. You have successfully logged in once the SOR-RL Internal home page appears.
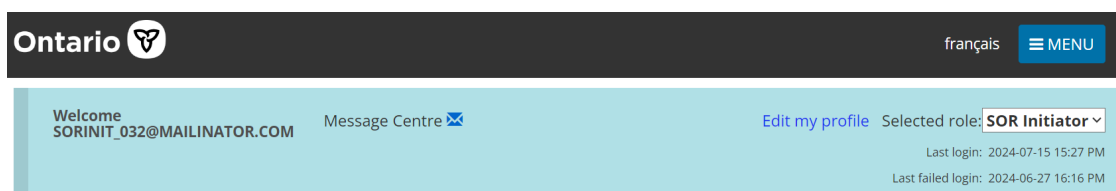
8. If you encounter any issues, consult the MCCSS Internal SOR-RL Log-in Guide, available on the internal SOR-RL Training Portal.

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Performing SOR-RL basics

Logging in to SOR-RL

Note: *The instructions below apply only to SOR Initiators (at transfer payment recipient service providers or licensed service providers). DO SOR Initiators and Probation Officers (ministry staff) should reference the Internal SOR-RL log-in guide, available from the* internal SOR-RL Training Portal.

1. Enter the following address in your browser (please note SOR-RL should not be accessed through Internet Explorer): 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: *

user ID

Password: *

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:
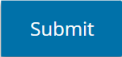   a. Select "Forgot password?". The Forgot password? page appears.

Forgot password?

Login ID: *

[   ]

[Cancel]   [Next]

b. Enter your Login ID and click Next.

c. Select the Security Question from the dropdown list.

d. Enter the Security Answer.

e. Click [Submit].

4. Select [Log in].

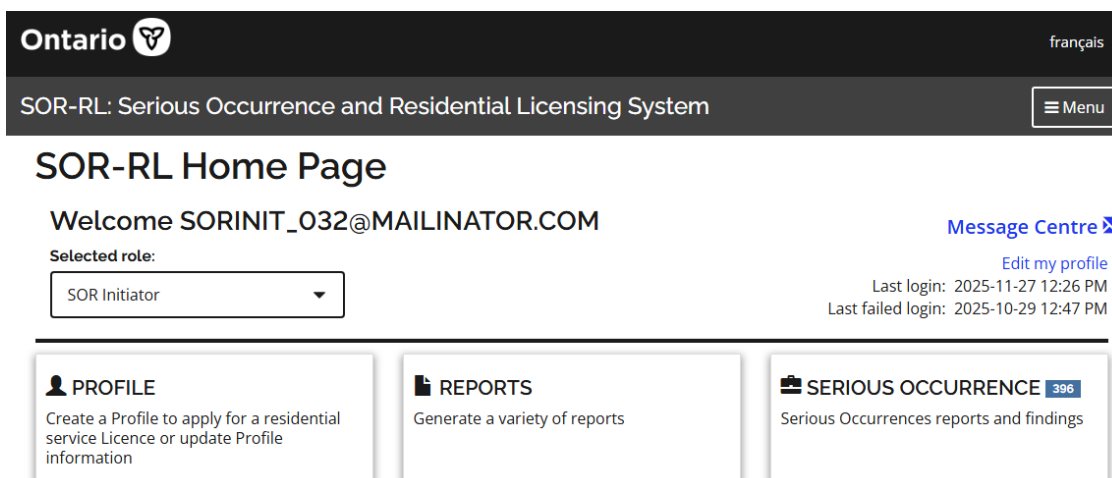5. The Enter Verification Code page appears.

Enter Verification Code

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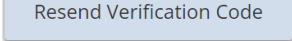To complete login, please enter verification code

Code: *

[Code]

[Verify]   [Resend Verification Code]

6. You will be emailed a verification code. Enter the verification code from the email.

7. Select [Verify]. The SOR-RL home page appears.

SOR-RL home page modules vary depending on the role selected.

8. If your login attempt fails, select [Resend Verification Code] then repeat step 6.

Logging out of SOR-RL

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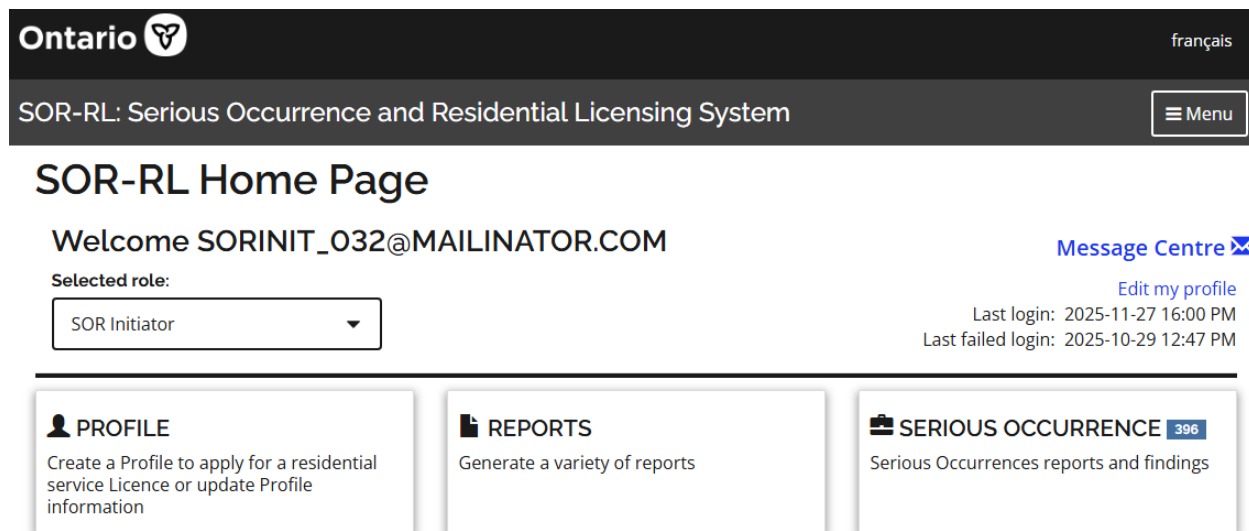
Note: SOR-RL can time-out or fail if the user clicks a button more than once. Click a button once. The system may be slow to load but will eventually load. If not, refresh the page rather than clicking the button again.

Changing the page language

To change the page language, click 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.

Accessing the menu

The menu can be accessed from the top of any page by clicking ☰ Menu .

Accessing the SOR-RL home page

To access the SOR-RL home page from any page, select the ⊘ SOR-RL link from the menu or click the SOR-RL link from the breadcrumbs at the top of the page (breadcrumbs track your progression through the system).

SOR-RL > Serious Occurrence > Recently accessed > Serious Occurrence report summary

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 arrow.

Selected role:

SOR Initiator   ▼

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	Select
BE202400063	2024-09-16	Regression Test (BE4)		No	Select

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.

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 > Recently accessed > Serious Occurrence report summary

Banners

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

Action required ③ ▲

The number in the banner indicates the number of items in the list.

Identifying mandatory information

A red asterisk * indicates that a field is mandatory and must be completed.

Site information: *

Please select ⌄

If mandatory information is not completed, a red "! Required" message appears next to the field when you attempt to save the information.

Was/is the injury life-threatening? *** ❗ Required**
○ Yes   ⦿ No

A yellow warning icon ⚠ indicates that information is missing that is required before the ministry can set the SOR to No Further Action Required (NFAR). This icon appears in SORs and in your SO Dashboard.

Legal guardian status (Check all that apply) ⚠

Updating your user profile

Note: The instructions below apply only to SOR Initiators (at transfer payment recipient service providers or licensed service providers). DO SOR Initiators and Probation Officers (ministry staff) can only modify their phone number and signature through SOR-RL. As SOR-RL user profiles are tied to and reflect PKI profiles, all other profile changes for these ministry users must be done by contacting the OPS HelpDesk/Service Centre to ensure changes are first reflected in ministry PKI profiles. Once done, changes will be reflected in SOR-RL.

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.

3. Click "Save".

Changing your password

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

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

3. The Change password page appears.

Change password

Change password

Current password:

Security Question:
What is your father's middle name?

Security answer:

New password:

Confirm new password:

Exit   Save

4. Enter your Current password.

5. Enter the Security answer that corresponds to the security question displayed.

6. 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 ( ) ! _ @ # $ % ^ &* +.*

7. Type the new password again in the Confirm new password field.

8. 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
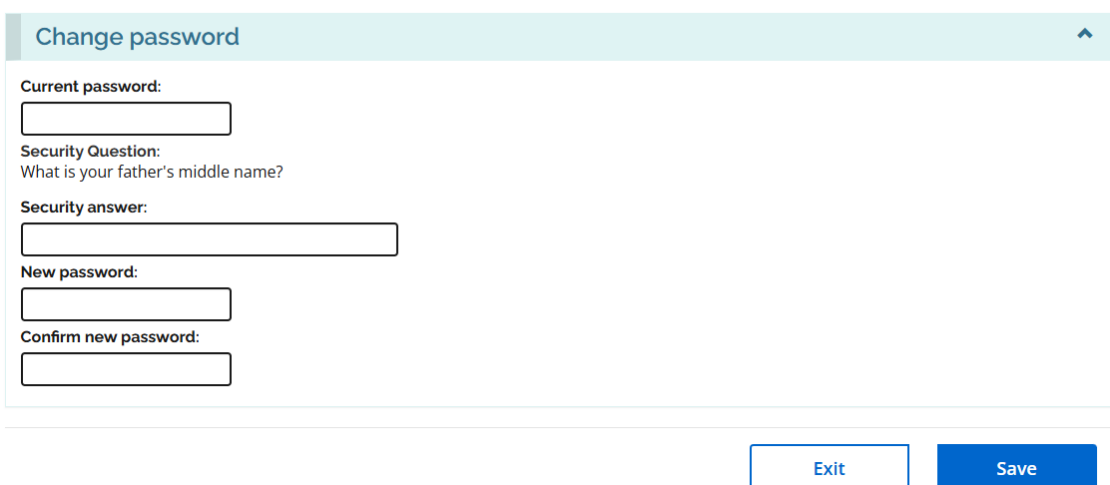
Change security questions
Change password

Exit   Save

3. The Change security questions page appears.

Change security questions

Change security questions

Current password:

Security question: 1
Please select...

Security answer: 1

Security question: 2
Please select...

Security answer: 2

Security question: 3
Please select...

Security answer: 3

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".

What to do if SOR-RL is unavailable

All SORs must be reported within the SOR-RL system, including outside of business hours. However, if SOR-RL is unavailable or inaccessible, a manual SOR may be required. Reference the "Submitting a Manual SOR when SOR-RL is unavailable" section of the SOR-RL Training Portal for detailed instructions on how to report an SO if SOR-RL is unavailable.

Working with Serious Occurrences

Serious Occurrence reporting process

1. Attend to the incident and individuals involved in the incident

2. Determine if the incident meets the definition of an SO

3. Determine the category for reporting

4. Determine the timeline for reporting

5. Notify MCCSS for Level 1 SOs through an email or phone call (Youth Justice services only)

6. Log into SOR-RL and submit an initial SOR to MCCSS

   a. Status is Draft until the SOR is submitted. A Draft SOR can be withdrawn before the SOR is submitted.

7. MCCSS review and initial response to the SOR

8. Provide updates or make revisions

9. Determination of when no further action is required

   a. SORs are never permanently closed and updates can be submitted at any time as new information becomes available. The ministry can re-open the SOR at any time.

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Understanding the Serious Occurrence module

From the SOR-RL home page, click the 💼 SERIOUS OCCURRENCE module.
The Serious Occurrence module appears.

SOR-RL > Serious Occurrence

Serious Occurrence   ❓ Help

🔍 **Search Serious Occurrences**   📄 **New Serious Occurrence**

Search for existing Serious Occurrences   Add for new Serious Occurrence

Search Serious Occurrences   **New Serious Occurrence**

My Serious Occurrences 396   **View recently accessed**

See dashboard

Depending on the role selected, you can:

- Create a new Serious Occurrence
- Work with Serious Occurrences in your dashboard
- Search for a Serious Occurrence
- View recently accessed Serious Occurrences

Ontario 🔺

Reporting a Serious Occurrence

SORs are submitted in the SOR-RL system by SOR Initiators, DO SOR Initiators, and Probation Officers. The following sections provide instructions for using the SOR-RL system to report and manage SOs. Refer to the MCCSS Serious Occurrence Reporting Guidelines document as you complete an SOR.

1. Click the 💼 **SERIOUS OCCURRENCE** module. The Serious Occurrence module page appears.

SOR-RL > Serious Occurrence

Serious Occurrence   ❓ Help

🔍 **Search Serious Occurrences**   📄 **New Serious Occurrence**
Search for existing Serious Occurrences   Add for new Serious Occurrence

[**Search Serious Occurrences**]   [**New Serious Occurrence**]

My Serious Occurrences 396   [View recently accessed]
See dashboard

2. Click [**New Serious Occurrence**]. The Site, date and time page appears.

Tip: *As you work on your Serious Occurrence Report, click* [Save] *to save your entries.*

Note: *The SOR is created as a draft only once the Site, Date and Time section is completed and saved.*

Note: *The SOR sections are displayed in order at the top of the page. All sections are only displayed once the Site/Date/Time section is saved (the SOR draft is created).*

❶ Context	❷ Occurrence information	❸ Description	❹ Further Details	❺ Submit to ministry
Go to:	Go to:	Go to:	Go to:	Go to:
❗ Site, date, and time	TBD	TBD	TBD	TBD
	TBD		TBD	TBD
	TBD			

❗ Section is missing information which is required prior to submission

⚠️ Section is missing information which is required before ministry can set the SOR to "No further action required"

✅ Section has been completed

◀️ Hide steps

1 Context

Go to:
- ✔ Site, date, and time

2 Occurrence information

Go to:
- Individuals involved
- ❗ Categories
- Notifications

3 Description

Go to:
- ❗ Description and next steps

4 Further Details

Go to:
- Individual's views
- Supporting documents

5 Submit to ministry

Go to:
- Sign-off
- ❗ Serious Occurrence report summary

❗ Section is missing information which is required prior to submission

⚠ Section is missing information which is required before ministry can set the SOR to "No further action required"

✔ Section has been completed

⟡ Hide steps

Look at the sections to monitor your progress. Symbols indicate the completion status of each section. A green checkmark ✔ indicates that the section has been completed.

A yellow warning icon ⚠ indicates that the section is missing information which is required before the ministry can set the SOR status to "No Further Action Required". A red exclamation mark ❗ indicates that information is missing which must be completed before you can submit the SOR. To jump forward to a step, click the step link.

To hide the list of steps, click ⟡ Hide steps . To show the list of steps, click 👁 Show steps .

Site, Date and Time section

1 Context	**2** Occurrence information	**3** Description	**4** Further Details	**5** Submit to ministry
Go to:	Go to:	Go to:	Go to:	Go to:
🛈 Site, date, and time	TBD	TBD	TBD	TBD
	TBD		TBD	TBD
	TBD			

🛈 Section is missing information which is required prior to submission

⚠ Section is missing information which is required before ministry can set the SOR to "No further action required"

✅ Section has been completed

◀ Hide steps

Site, date, and time   🛈 Help

Select site   ⌃

Site information: *

Please select ⌄

1. Select the Site that the SOR relates to from the dropdown list. The site information and details auto-fill below.

Select site   ⌃

Site information: *

Please select ⌄

Note: *SOs involving individuals placed in settings that are not funded, licensed, or directly operated by the ministry should be reported by the ministry-funded placing/oversight agency. This applies even if the non-licensed setting is operated by a service provider that operates other licensed settings. In this case, the ministry-funded service provider (placing/oversight agency) should select their head office site or another designated site from the drop-down list.*
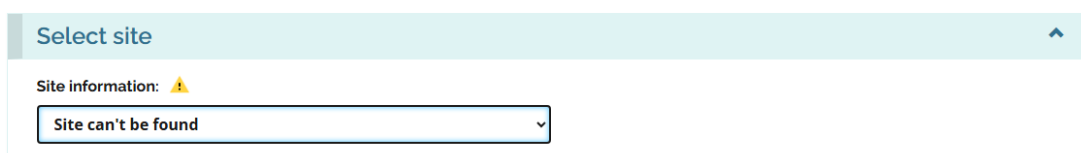
Note: *SOs involving services delivered at locations not owned/leased/operated by the service provider (e.g., at the private home of the service recipient, at a hospital, at a school, etc.) should be reported under the service provider's head office site or administrative site in SOR-RL.*

Note: *If the site is licensed by the Ministry, it is the licensee's responsibility to report SORs on SOR-RL for all clients in the home, including adults.*

2. If you cannot locate the site for which you wish to submit an SOR in the list:

    a. If the site is ministry-funded or licensed, reference the list of sites from the Profile module (see the Viewing the service provider profile information section in this guide for instructions) to ensure that the site is on SOR-RL

and is assigned to you. The site may be in SOR-RL but simply was not assigned to your user profile. If this is the case, the Service Provider Administrator with the LRA designation within your organization can add the site to your profile. For DO SOR Initiators, reach out to your DO Administrator. For Probation Officers, reach out to your Probation Manager.

b. If the site is ministry-funded, licensed, or directly operated AND your Administrator has confirmed that the site is not in SOR-RL but should be, please advise your ministry Tier 1 Support representative listed here. The ministry will investigate and if applicable, add the site to SOR-RL. In the meantime, select "Site Cannot be Found" from the drop-down list of sites and manually enter the site information. Please ensure to select the correct ministry region, otherwise the SOR will have to be re-submitted.

Select site ▲

Site information: ⚠️

Site can't be found ⌄
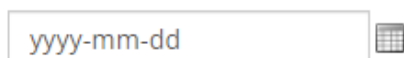
3. Indicate whether the SO relates to a home/individual placed in a home that is not licensed nor funded by MCCSS and is operated by a third party.

Does this serious occurrence relate either to a home, or to an individual whom you have placed in a home, where the home is NOT licensed nor funded by MCCSS and is operated by a third-party agency? (sometimes referred to as third-party QPRs) *
○ Yes   ○ No
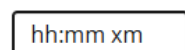
4. Select/enter the Date of the SO. To enter a date manually, type the date in yyyy/mm/dd format. To enter a date using the calendar, click ▦ . A calendar appears. Scroll to the month using the < > arrow buttons. To change the year, click the chevron <<   >> arrow.

Date of Serious Occurrence: *

yyyy-mm-dd   ▦

5. Enter the Time of the SO. Type the date in hh:mm format using a 24-hour clock or indicate am or pm. Indicate whether the time is in Eastern Standard Time or Central Standard Time. The Eastern Standard Time option is selected by default.

Time of Serious Occurrence: *

hh:mm xm

● Eastern Standard Time   ○ Central Standard Time

6. Indicate whether the date and time of becoming aware of the SO is the same as the date and time of the occurrence or is later than the date and time of the occurrence.

Date and time of becoming aware of the Serious Occurrence/deeming the incident to be a Serious Occurrence: *
○ Same date and time as entered above   ○ Later than date and time entered above

*Note: The time of becoming aware of the SO/deeming it to be serious is the time at which **ANY** staff at the reporting agency became aware of the incident and deemed it serious, NOT the time at which management/SO reporting staff became aware/considered it as an SOR. Most often, the date and time of becoming aware of the SO or of deeming it an SO is the same as the date and time of the occurrence. For example:*

Client assaults a peer at 4PM, witnessed by the staff. The front-line staff informs their manager or supervisor of the incident at 6PM. The time of occurrence is 4PM, and the time of becoming aware/deeming it serious is 4PM, NOT 6PM. This time is not dependent on when the upper-level or SO reporting staff learns of the incident and deems it serious enough to warrant an SOR to the Ministry. The front-line staff was present and considered it serious when the incident occurred.

Client is ill upon waking up and progressively their condition worsens throughout the day. Staff decide to take client to hospital at 2PM. After being assessed, client is admitted at 5PM. The time of occurrence would be before or at 2PM, and the time of becoming aware/deeming it serious would be around 2PM, NOT at 5PM. This time is not dependent on the client being admitted. The staff was present and considered it serious when the individual became seriously ill.

There are a few instances wherein the "time of becoming aware/deeming it serious" is different from the "time of occurrence". Below are a few examples:

Client in residential care discloses to a staff that they were allegedly abused by a family member three years ago. The date/time of the occurrence is three years ago, but the date/time of becoming aware/deeming it serious is today.

Adult client lives at a non-licensed non-funded OPR and is restrained at 9AM. Client's worker at the Placing Agency is informed by OPR staff of the incident at 11AM. The Placing Agency reports the occurrence. The time of occurrence is 9AM. The time of becoming aware/deeming serious is 11AM, since the reporting agency was only informed at 11AM.

    a. If you selected "Later than date and time entered above", enter the date and time your agency became aware of the SO.

7. Indicate whether the SOR should be made private and hidden from all other users. If so, confirm you understand the implications. Please note that this functionality should only be used in exceptional circumstances where a staff member who is implicated in the SOR would otherwise have access to the SOR, and this access would not be appropriate.

Classification

Does this Serious Occurrence Report relate to an allegation or complaint against a staff member that is of a sensitive or contentious nature and therefore should be marked confidential/private and hidden from all other SO reporting staff assigned to this site (SOR Initiators, DO SOR Initiators, EDU SOR Initiators, and Probation Officers)? *
◉ Yes ○ No

Do you understand that once an SOR is marked private, this action cannot be reverted, and that the SOR will only be accessible to you from this point on? *
☐ I understand

8. For non-Youth Justice SOR Initiators only, indicate whether the SOR relates to Healthy Babies, Healthy Children services delivered by a Health Information Custodian, and if so, confirm you understand the implications.

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? *
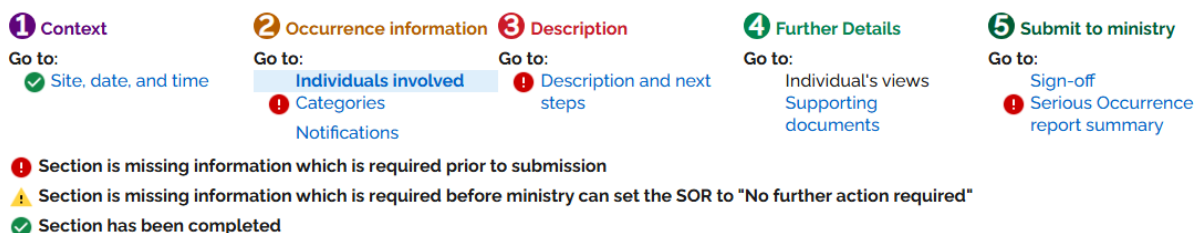◉ Yes ○ No

Do you understand what a Health Information Custodian is and are aware that by selecting Yes, you will be prevented from disclosing personal information for individuals involved in this SOR? *
☐ I understand

9. Click **Save & next**. The Individuals Involved section appears.

Individuals Involved section

❶ Context

Go to:
- ✅ Site, date, and time

❷ Occurrence information

Go to:
- **Individuals involved**
- ❗ Categories
- Notifications

❸ Description

Go to:
- ❗ Description and next steps

❹ Further Details

Go to:
- Individual's views
- Supporting documents

❺ Submit to ministry

Go to:
- Sign-off
- ❗ Serious Occurrence report summary

❗ Section is missing information which is required prior to submission

⚠️ Section is missing information which is required before ministry can set the SOR to "No further action required"

✅ Section has been completed

🔽 Hide steps

SOR ID: SO202500990

Individuals involved   ❓ Help

Individuals   ⌃

> No individuals have been added.

[Add]

[Back] [Exit] [Save] [Save & next]

Note: Only service recipients involved in the SO should be added to the Individuals Involved section. Staff, family members, foster parents, and all other non-clients should NOT be added to this section. When SOs relate only to staff or relate to a site as a whole, this section should be left blank.

Note: More than one individual can be added to an SOR if they were involved in the same occurrence. If more than one client is involved in an incident, all involved clients should be added in the same SOR.

Note: If the site is licensed by the Ministry, it is the licensee's responsibility to report SORs on SOR-RL for all clients in the home involved in the occurrence, including adults.

Note: For providers of Healthy Babies, Healthy Children services that are Health Information Custodians subject to the Personal Health Information and Protection of Privacy Act (PHIPA), the Individuals involved section will be disabled and users will be unable to add individuals involved. Proceed to the Categories section of this guide.

1. Click [Add]. The Add individual page appears.

Add Individual   ❷ Help

Individual   ⌃

Search for Individual (Search by first name, last name, or personal identifier)

[   ]

Note: Only individuals involved in SORs previously submitted for this site will appear. For new individuals, complete the fields below. Duplicate results (i.e., two or more results for the same individual) indicate that the individual's information was entered differently in previously submitted SORs. Where this is the case, select the individual and review all fields below to ensure they contain correct information, and collaborate with your ministry SOR Lead to correct any previous records.

First name: *   Last Name: *

[   ]   [   ]

Date of birth: *

[   ] ▦

Age at time of incident: *

Gender: *
○ Male   ○ Female   ○ X

Is the individual residing in an MCCSS-licensed out of home care setting for children? ⚠

○ Yes   ○ No

DSCIS #:   CPIN # (Person reference number):

[   ]   [   ]

Does this Individual have a Placing Agency? *

○ Yes   ○ No   ○ Unknown at this
                                        time

Legal guardian status (Check all that apply) ⚠

Please note that the selection should reflect the individual's _legal_ status (in the eyes of the law). A legal guardian has the authority and the responsibility to make some or all decisions about the individual's personal care or property. An adult may have more than one legal guardian status.

---

2. If the individual has previously been involved in an SO reported in SOR-RL, you can search for them by using the "Search for Individual" field.

Search for Individual (Search by first name, last name, or personal identifier)

[   ]

Note: _Duplicate results in the search results (i.e., two or more results for the same individual) indicate that the individual's information was entered differently in previously submitted SORs. Where this is the case, select the individual and review all fields below to ensure they contain correct information, and collaborate with your ministry SOR Lead to correct previous records. Only one result should be displayed per individual._

3. If the individual has not previously been involved in an SO reported in SOR-RL, enter in full the first and last name of the individual involved in the SO. Youth Justice service providers should enter the client's full first name and last initial. Violence Against Women, Anti-Human Trafficking, Indigenous Healing and Wellness, and Victim Services service providers should enter the client's first and last initials.

Note: Be sure to enter the individual's legal name.

First name: *   Last Name: *

4. Enter the individual's Date of birth.

5. Select the Gender. If not stated, unknown, or if the individual identifies as neither female nor male, select X.

6. For Youth Justice service providers, select the Young Person's Identifying Factors.

YP Identifying Factors: ⚠
- ☐ Open Custody
- ☐ Open Detention
- ☐ Secure Custody
- ☐ Secure Detention
- ☐ Probation
- ☐ Probation Detention
- ☐ Extrajudicial Sanctions
- ☐ Extrajudicial Measures
- ☐ Community Program

7. For service providers that operate a <u>shared site</u> (licensed or funded to provide both Youth Justice services *and* non-Youth Justice services), indicate whether the SO relates to a youth justice service recipient or not.

Program (at time of occurrence) *

| Please select... |
| Youth Justice YP Identifying Factors |
| Non Youth Justice |

8. For non-Youth Justice service providers, indicate whether the individual resides in an MCCSS-licensed out of home care (residential) setting, and if so, select the licensed setting type.

Is the individual residing in an MCCSS-licensed out of home care setting for children? ⚠
◉ Yes   ○ No

Please select ⚠
- ○ Licensed Children's Residence
- ○ Licensed Staff Model Home
- ○ Licensed Foster Care

9. If the individual is in receipt of MCCSS-funded services from your agency, select the Program (at the time of the occurrence).

Program (at time of occurrence) ⚠️

For more information on the programs listed below and their definition, or for more information on which programs are required to report SORs, please consult the MCCSS SOR Guidelines or reach out to your designated SOR-RL Tier 1 Support Representative.

- ◯ Child Protection Services
- ◯ Youth Prevention Initiatives
- Children's Developmental Services (Hide)
  - ◯ Children's Developmental Services - Community Accommodation
  - ◯ Children's Developmental Services - Community Support Services
- ◯ Autism (Child)
- ◯ Services for Children and Youth with Complex Needs
- ◯ Complex Special Needs (Child)
- ◯ Children's Special Needs - Coordinated Service Planning
- ◯ Children's Special Needs - Respite Services
- Children's Early Intervention Programs (Hide)
  - ◯ Children's Early Intervention - Blind-Low Vision
  - ◯ Children's Early Intervention - Infant and Child Development Program
  - ◯ Children's Early Intervention - Preschool Speech and Language
- ◯ Healthy Babies Healthy Children Program
- ◯ Student Nutrition Program
- ◯ Children's Rehabilitation Services
- ◯ Young Parent Services
- Adults' Developmental Services (Hide)
  - ◯ Adults' Developmental Services - Community Accommodation - Host Family settings
  - ◯ Adults' Developmental Services - Community Accommodation - Intensive Support settings
  - ◯ Adults' Developmental Services - Community Accommodation - Specialized Accommodation
  - ◯ Adults' Developmental Services - Community Accommodation - Supported Group Living settings
  - ◯ Adults' Developmental Services - Community Accommodation - Supported Independent Living
  - ◯ Adults' Developmental Services - Community Support Services
  - ◯ Adults' Developmental Services - Passport program
  - ◯ Adults' Developmental Services - Employment Supports
  - ◯ Adults' Developmental Services - Vocational Alternative Supports
- ◯ Violence Against Women
- Victim Services (Hide)
  - ◯ Victim Services
  - ◯ Supervised Access Program
- Indigenous Healing and Wellness Strategy (Hide)
  - ◯ Indigenous Healing and Wellness Strategy - Bed-based
  - ◯ Indigenous Healing and Wellness Strategy - Non-Bed-based
- Anti-Human Trafficking Community Supports (Hide)
  - ◯ Anti-Human Trafficking - Community Supports Fund
  - ◯ Anti-Human Trafficking - Indigenous Led Initiatives Fund
  - ◯ Anti-Human Trafficking - Licensed Children's Out of Home Care for Trafficked Youth
- ◯ Adults' Homelessness Initiatives
- ◯ Interpreter Services
- ◯ Intervenor Services
- Women's Social and Economic Opportunities (Hide)
  - ◯ Women's Social and Economic Opportunities - Economic Empowerment Program
  - ◯ Women's Social and Economic Opportunities - Investing in Women's Futures Program
  - ◯ Women's Social and Economic Opportunities - Violence Prevention
- ◯ Ontario's Action Plan to End Gender Based Violence Projects
- ◯ Provincial and Demonstration School - Student Lodging Program

Tip: To expand the options in the list, click (Show all).

Note: The program/identifying factor selected should reflect the **ministry-funded service provided by your agency** which the individual was in receipt of at the time of the occurrence. Consult your SOR-RL Tier 1 Support Representative if you are unsure.

10. Input the individual's CPIN number if they are involved with a Children's Aid Society ("Society").

11. Input the individual's DSCIS number if they are receiving adult's developmental services.

12. Input the individual's YOTIS number if they are receiving Youth Justice services.

13. Indicate whether the individual has a Placing Agency, and if so, whether it is a

Children's Aid Society. If so, indicate which Society.

Does this Individual have a Placing Agency? *

◉ Yes   ○ No   ○ Unknown at this
                                    time

Was this Individual placed by a Society? *

◉ Yes   ○ No

Please select... *

| Please select... ⌄ |

Note: If a Society is selected as the placing agency, a read-only copy of the SOR will be shared with the Case Manager at the Society through SOR-RL after the SOR is submitted, and the Case Manager will be notified by email of the submission. If more than one individual is involved and added to the SOR, SOR-RL will automatically hide the profile of the individuals whom the Society has not placed.

14. For youth justice service providers, indicate whether the individual has a Youth Justice Probation Officer or if one will be assigned to them.

Does this individual have a Youth Justice Probation Officer or will one be assigned to them? *
○ Yes   ○ No

15. Select the individual's Legal Guardian Status.

Legal guardian status (Check all that apply) ⚠️

Please note that the selection should reflect the individual's _legal_ status (in the eyes of the law). A legal guardian has the authority and the responsibility to make some or all decisions about the individual's personal care or property. An adult may have more than one legal guardian status.

☐ **Child in extended society care**

Child under the age of 18 in the legal care of a Society by court order until the order is terminated or expires (formerly known as Crown Wards). On behalf of the Crown, the Society has the rights and responsibilities of a parent for the purpose of the child's care, custody and control.

☐ **Interim society care**

Child under the age of 18 in the legal care and custody of a Society by court order for a specified period not exceeding 12 months. Society has the rights and responsibilities of a parent for the purpose of the child's care, custody and control.

☐ **Temporary care agreement**

Child under the age of 18 in the legal care and custody of a Society through a voluntary written agreement with a person who is temporarily unable to care adequately for the child, for a term not exceeding 6 months.

☐ **Ready, Set, Go agreement**

Individual between the age of 18 and their 23rd birthday receiving continued care and support (i.e., participating in the Ready, Set, Go program) from a Society through a voluntary agreement.

☐ **Voluntary youth service agreement**

Youth aged 16 or 17 who has entered into a voluntary agreement with a Society to receive services and supports

☐ **Customary care**

First Nations, Inuk or Métis child in the legal care and supervision of a person who is not their parent through a customary care agreement, according to the custom of the child's band or First Nations, Inuit or Métis community.

☐ **Parent(s)/Guardian(s)**

Individual in the legal care and custody of their parent or of another guardian. Does not include adults residing with or receiving support from a parent or another person who do not have a substitute decision maker.

☐ **Legally independent adult**

Individual over the age of 18 who is legally independent and makes some, or all of their own personal care and property decisions. Includes adults who may receive support in making decisions but do not have a substitute decision maker.

☐ **Office of the public guardian and trustee**

Individual found to be mentally/legally incapable in one or more areas of their life and for whom the Office of the Public Guardian and Trustee has received the authority to make decisions about their care or property on their behalf on a temporary or permanent basis.

☐ **Other**

Individual who is not in the legal care and custody of a Society, of a parent/guardian, of the Office of the Public Guardian and Trustee, and is not a legally independent adult.

**Note:** The selection should reflect the individual's legal status (in the eyes of the law). A legal guardian, whether the individual themselves or another individual, has the authority and the responsibility to make some or all decisions about the individual's personal care or property.

**Note:** If an adult with a developmental disability resides with their parent and receives support from their parent in making decisions, but the adult does not have a substitute decision maker, their legal guardian status should be "Legally Independent Adult".

**Note:** An adult may have more than one legal guardian status. For example, if an adult with a developmental disability has a substitute decision maker (SDM) who is responsible for making decisions about the individual's accommodation and safety, but makes their own medical/health care decisions, their legal guardian status would be both "Legally Independent Adult" and "Parent/Guardian" (or "Office of the Public Guardian and Trustee" (OPGT) if the SDM is the OPGT).

**Note:** The "Other" option should rarely be used.

**Note:** As per changes to the Child, Youth and Family Services Act, the term "Crown Ward" was replaced with "Extended Society Care".

**Tip:** If you are unsure of which option to select, contact your SOR-RL Tier 1 User Support representative.

16. Click **Save & return**. The individual's name appears in the table.

Ontario ⟁

Individuals involved

❓ Help

Individuals							⌃
							Add
Individual name ⬍	Placing Agency	DSCIS #	CPIN #	Date of birth (yyyy-mm-dd)	Age	Gender	Action
Doe, Jane				2005-04-18	20	F	🗑 ✏

[Back]   [Exit]   [Save]   **Save & next**

17. To make a correction to the individual's profile, click the pencil icon ✏ . To remove the individual's profile, click the trash bin icon 🗑 .

Note: *For SOs involving more than one individual (service recipient), each individual must be added to the Individuals Involved section.*

18. Once all individuals involved in the SO (service recipients only) have been added, click **Save & next** . The Categories section appears.

Categories section

① Context

Go to:
- ✅ Site, date, and time

② Occurrence information

Go to:
- ✅ Individuals involved
- ❗ Categories
- Notifications

③ Description

Go to:
- ❗ Description and next steps

④ Further Details

Go to:
- Individual's views
- Supporting documents

⑤ Submit to ministry

Go to:
- Sign-off
- ❗ Serious Occurrence report summary

❗ Section is missing information which is required prior to submission

⚠️ Section is missing information which is required before ministry can set the SOR to "No further action required"

✅ Section has been completed

🐟 Hide steps

SOR ID: SO202500990

Categories   ❓ Help

Serious Occurrence Categories	⌃
No categories have been added.	
	Add

[Back] [Exit] [Save] [**Save & next**]

Note: An SOR cannot be submitted to the ministry until at least one category is added. There must be at least one category related to each individual involved in the incident.

Note: Each SOR can include information about multiple individuals and multiple categories. If an SO meets the reporting criteria for more than one SO category, more than one category should be added to the SOR. For example, two individuals are involved in a physical altercation, and both are physically restrained. Two individuals would be added to the Individuals Involved section, and two categories would be added related to each individual (totalling 4 categories).

Note: When multiple incidents occur consecutively, and the incidents are related (for example, an individual is physically restrained and then files a complaint about the physical restraint use), consider these incidents to be one SO and thus reportable as one SOR. If occurrences are not related, occur at different times, or occur at different sites, separate SORs should be submitted. Consult the SOR Guidelines for more information on when to submit one SOR and when to submit multiple SORs.

1. Click [Add]. The Add type of Serious Occurrence page appears.

Add type of Serious Occurrence ❓ Help

Serious Occurrence category ⌃

Related to: *
[Please select... ⌄]

Select the category of Serious Occurrence: *
[Please select... ⌄]

Category details ⌃

Select where Serious Occurrence occurred *

○ At the service provider's site   ○ While in community   ○ While admitted to hospital   ○ While with a parent / guardian

[Cancel]   [Save]   [**Save & return**]

2. Select who the SO category relates to from the "Related to" dropdown list.

Related to: *

[**Please select...** ⌄]

| Please select... |
| Service provider |
| Jane Doe |

Note: If the category relates to a staff, or to the service provider site as a whole, (for example, a community complaint about a staff or a gas leak at the site), "Service Provider" should be selected from the list. If the category relates to an individual, the individual should be selected from the list.

Note: If the SO relates to an individual in receipt of Healthy Children, Healthy Babies services delivered by a Health Information Custodian under the Personal Health Information and Protection of Privacy Act (PHIPA), select "Individual (Service recipient)".

Related to: *

[**Individual (Service recipient)** ⌄]

| Please select... |
| Service provider |
| **Individual (Service recipient)** |

3. Select the category of the SO from the dropdown list.

Select the category of Serious Occurrence: *

Please select...

4. Select the sub-category from the drop-down list.

Select subcategory: *

Please select...

5. If applicable, select the Type from the drop-down list.

6. Answer any additional questions that appear based on your selections.

7. In the Category details portion, answer Yes or No to the risk indicator questions that appear based on the category/sub-category selected.

8. Indicate where the SO took place.

Select where Serious Occurrence occurred *

○ At the service provider's site   ○ While in community   ○ While admitted to hospital   ○ While with a parent / guardian

9. Click **Save & return**. The category appears in the table.

Categories

❓ Help

Serious Occurrence Categories						▲
						Add
Display order	Individual name	Category	Subcategory	Type	Level	Action
	Doe, Jane	Serious illness	Mental health		2	🗑 ✏

Back   Exit   Save   Save & next

10. Repeat steps for each category.

11. To make a correction to a category, click the pencil icon ✏ . To remove a category, click the trash bin 🗑 icon.

12. Categories can be re-ordered by pressing the up/down arrows ⬆⬇.

13. Click **Save & next**. The Notifications section appears.

Notifications section

1 Context

Go to:
- ✅ Site, date, and time

2 Occurrence information

Go to:
- ✅ Individuals involved
- ✅ Categories
- ⚠️ Notifications

3 Description

Go to:
- ❗ Description and next steps

4 Further Details

Go to:
- Individual's views
- Supporting documents

5 Submit to ministry

Go to:
- Sign-off
- ❗ Serious Occurrence report summary

❗ Section is missing information which is required prior to submission

⚠️ Section is missing information which is required before ministry can set the SOR to "No further action required"

✅ Section has been completed

🔷 Hide steps
SOR ID: SO202500990

Notifications   ❓ Help

Who needs to be notified about Serious Occurrence 🔢1 ⚠️   ⌃

For whom? ↕	Type	Categories
Doe, Jane	Parent(s) / Legal guardian(s)	• Serious illness - Mental health

Add

⚠️ Required before ministry can set the SOR to "No Further Action Required"

Who has been notified about Serious Occurrence   ⌃

No notifications have been added.

Back   Exit   Save   **Save & next**

The SOR-RL system automatically determines whether notifications are required based on information you have entered in the SOR.

- A Parent/Legal Guardian notification is automatically required and must be added for all individuals added to an SOR, unless the individual's Legal Guardian Status is "Legally Independent Adult".
- A Coroner notification is automatically required for all SORs with a Death category.
- A Placing agency notification is automatically required for all individuals with a placing agency, with the exception of when the individual's placing agency is a Society and the Society is submitting the SOR.

- A Public Health Unit notification is automatically required for all SORs with the Serious Illness – Communicable Disease subcategory or the Disturbance – Infectious Outbreak subcategory.
- A Youth Justice Probation Officer notification is automatically required for all youth justice service recipients who have an assigned probation officer.
- For Youth Justice service providers, a Police notification is automatically required for all SORs with a Death category.

All required notifications must be added to the SOR before the ministry can change the SO status to "No further Action Required". The system prevents Ministry staff from closing SORs when these are outstanding. Where possible, notifications should be added upon initial submission.

Required notifications appear under the first banner in the Notifications section, labelled "Who needs to be notified". All notifications listed in the "Who needs to be notified" section must be completed, and the section must be blank before the ministry can change the status to "No further action required".

Who needs to be notified about Serious Occurrence **1** ⚠	⌃

Once they are completed, the required notifications will disappear from this banner and move to the banner below, labelled "Who has been notified".

Who has been notified about Serious Occurrence	⌃

Note: There may be instances where a notification does not apply (for example, a Parent/Legal Guardian notification may not apply if the parents are not to be notified as per the individual's plan of care, if the individual is legally independent, etc.). In these cases, the SOR-RL system still requires the notification be added to the SOR, but provides users the ability to bypass the notification by indicating that it does not apply. See instructions further below.

Note: Completing an "Emergency contact person for an adult with a developmental disability" notification for an adult, or completing a "Placing Agency" notification for a child/youth, does not absolve you of the requirement to complete a "Parent/Legal Guardian" notification. The system does not understand that one may serve for the other, and specifically needs the Parent/Legal Guardian notification to be completed.

1. Click [Add]. The Add notification page appears.

Add notification   ❷ Help

Notification details	▲

Related to: *

[Please select... ▾]

⚠ Required before ministry can set the SOR to "No Further Action Required"

[Cancel]   [Save]   [**Save & add another**]   [**Save & return**]

2. Select to whom the notification relates from the "Related to" dropdown list.

Note: Select the individual from the list if the notification relates to the individual. Select "Service provider" if the notification does not relate to any individual but relates to a staff or site-wide incident.

Note: If the SOR relates to an individual in receipt of Healthy Children, Healthy Babies services delivered by a Health Information Custodian under the Personal Health Information and Protection of Privacy Act (PHIPA), select "Individual (Service recipient)".

Related to: *

[**Individual (Service recipient)** ▾]

Please select...
Service provider
Individual (Service recipient)

3. As a reference, the required notifications for that individual/service provider and those that have already been completed appear below.

Who needs to be notified about Serious Occurrence ⚠	
Type	**Categories**
Parent(s) / Legal guardian(s)	• Serious illness - Mental health

Who has been notified about Serious Occurrence		▲
Type	**Categories**	**Date of notification (yyyy-mm-dd)**
Ombudsman	• Serious illness - Mental health	2025-11-28

4. Select the type of notification from the dropdown list.

Select the type of notification: *

Please select...	⌄

Please select...
Duty to Report notification to local CAS/Society
Emergency contact person for an adult with a developmental disability
Local public health unit
Ministry - other notification
Ombudsman
Other
Parent(s) / Legal guardian(s)
Police Services

5. Select the category/ies the notification relates to.

Select the category/ies this notification relates to: *
Note: if the notification is automatically required by the system, the appropriate category checkbox/es must be selected, even if the notification does not apply, otherwise the system will continue to flag the notification as missing for the category/ies.

Note: the information in parentheses indicate in which submission and on what date the category was added to this SOR, to assist you in selecting the appropriate category/ies.

☐ Serious injury - Aggressive behavior (Initial submission/revision, April 02, 2024)
☐ Abuse or mistreatment - Physical abuse (Initial submission/revision, April 02, 2024)
☐ Death - Suicide (Initial submission/revision, February 07, 2024)

Note: *For Parent/Legal Guardian notifications, all categories must be selected. The system will continue to flag that a notification is missing if not related to all categories. For example, if Serious Injury, Abuse, and Restrictive Intervention categories have been added to an SOR for the same individual, the system will continue to flag an outstanding Parent/Legal Guardian notification if it was not related to the Abuse category, and will prevent the ministry from changing the SO status to "No further action required". The system requires that the Parent/Guardian is notified about all categories.*
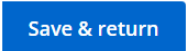
6. Complete the additional fields that appear unless the notification does not apply.

7. **If the Parent/Legal Guardian notification is required but does not apply or the contact could not be reached:** After having completed the previous fields (steps above), skip the contact information fields and scroll down to locate three tick boxes at the bottom of the page. Select the applicable box and provide reasoning in the text box that appears.

☐ Notification was attempted but unable to reach parent/guardian

☐ Notification was not made due to contraindication

☐ Notification was not made due to no applicable parent or guardian

> ***Tip:*** *If notifying a Parent/Legal Guardian is inappropriate or could put the client at risk, do not notify the parent, and select the option "Notification does not apply due to contraindication" (for example, if a youth makes an allegation of abuse by their parent, notifying that parent would be inappropriate).*
>
> ***Note:*** *The system will prevent the ministry from closing an SOR with a Parent/legal guardian notification that is "attempted" only. An attempt is not considered a completed notification. Another completed notification will have to be added once the notification has been made.*

8. **If the Coroner notification was completed by another entity:** After having completed the previous fields (steps above), select "Other" for the question "Who notified coroner?". Input the name or role of the individual or entity who notified the Coroner, and input the date and time (can be approximate).

9. **If the Coroner notification is required but does not apply:** After having completed the previous fields (steps above), skip the contact fields and select the "Not applicable" checkbox at the bottom of the page. Provide reasoning in the text box that appears.

10. **If the Police notification is required but does not apply:** After having completed the previous fields (steps above), skip the contact fields and select the "Not applicable" checkbox at the bottom of the page. Provide reasoning in the text box that appears.

11. **If the Local Public Health Unit notification is required but does not apply:** After having completed the previous fields (steps above), skip the contact fields and select the "Not applicable" checkbox at the bottom of the page. Provide reasoning in the text box that appears.

12. **If the Ombudsman notification does not apply:** After having completed the previous fields (steps above), skip the contact fields and select the "Notification was not made because the SOR does not meet the Ombudsman's notification requirements" checkbox at the bottom of the page.

13. Press **Save & return**. The notification appears in the "Who has been notified" table.

Notifications

❓ Help

Who needs to be notified about Serious Occurrence 🔲 ▲

For whom? ⇅	Type	Categories

[Add]

Who has been notified about Serious Occurrence ▲

For whom? ⇅	Type	Categories	Date of notification (yyyy-mm-dd)	Action
Doe, Jane	Parent(s) / Legal guardian(s) (Contraindicated)	• Serious illness - Mental health		🗑 ✎

[Back]   [Exit]   [Save]   [Save & next]

14. Repeat steps for each notification.

Note: Separate notifications are required for each individual.

15. To make a correction to a notification, click the pencil icon ✎ . To remove a notification, click the trash bin icon 🗑 .

16. Click [Save & next] . The Description and next steps section appears.

Description and Next Steps section

1 Context
Go to:
✅ Site, date, and time

2 Occurrence information
Go to:
Individuals involved
❗ Categories
Notifications

3 Description
Go to:
❗ **Description and next steps**

4 Further Details
Go to:
Individual's views
Supporting documents

5 Submit to ministry
Go to:
Sign-off
❗ Serious Occurrence report summary

❗ Section is missing information which is required prior to submission

⚠️ Section is missing information which is required before ministry can set the SOR to "No further action required"

✅ Section has been completed

◆ Hide steps
SOR ID: SO202500906

Description and next steps   ❓ Help

Summary of occurrence   ⌃

Serious Occurrence description *
Required information to include:

- Precipitating factors that led to the incident and what efforts were made to de-escalate the situation;
- What happened and where in chronological order;
- Service provider response to the incident/action taken;
- Whether the incident involved a criminal offence;
- If EMS or the police were called/involved in the incident;
- Current status of the incident;
- Current condition (i.e. health and safety) of individuals involved in the incident;
- Services and supports being provided to individuals involved in the incident; and
- Further action/follow-up to be taken (where applicable) by the service provider, such as information on how the service provider plans to mitigate, reduce or prevent incidents from occurring in the future.

Use non-descriptive identifiers (such as Individual #1 and Individual #2; Parent A and Parent B, etc.) when referencing individuals.

[text box]

Has this Incident resulted in any media attention? *

◯ Yes   ◯ No

Further details   ⌃

Further action proposed by service provider:

[blank text box]

Direction, if any, provided by Ministry:

[blank text box]

Based on the information you have entered, this SOR is being submitted outside of the reporting timelines. Please explain why: *

[blank text box]

Is this expected to be the final submission/update for this Serious Occurrence? (if updates are expected, select "No") *

Please note that the answer to this question should only be answered "Yes" if the incident is resolved, further updates or additional information are not anticipated, and no further action is expected to be taken by the service provider.

○ Yes   ○ No

[Back]   [Exit]   [Save]   [Save & next]

1. Enter a description of the SO. Reference the "General reporting requirements" section and the "Category-specific reporting requirements" section of the MCCSS SOR Guidelines for information on what is required to be included in the SO description.

Tip: You can type a description or copy and paste text into the description field.

Note: There is a maximum number of characters allowed (12,000 characters). If an incident summary does not fit in the Description box due to the character limit, it must nonetheless be included, and condensed for brevity. Additional details can be provided in a supporting document if needed, but this should not be commonplace and should not replace or duplicate the description.

*Note: Privacy Legislation such as FIPPA, SIPDDA, CYFSA, PHIPA, etc. govern the way SORs are managed. Privacy Legislation and regulations state that information that goes beyond what is necessary to achieve the intended purpose should not be included in an SOR. Information not directly relevant to the SO and its review/follow-up, including an individual's full name, medical diagnoses, familial narratives, relative's names or doctors' names, etc. should be **excluded from the description**. When referencing individuals, use non-identifying descriptors. As per PHIPA, please ensure the description does not contain the names and dosages of medications or doctor's*

names. Only the type of medication (psychotropic, antibiotic) should be used. For example, avoid saying "client took 5mg Lorazepam as prescribed", and instead, say "client took anxiety medication as prescribed". **YJ service providers** *are permitted to include the first name and last initial of individuals involved in the description box.*

2. For licensees and Children's Aid Societies, indicate whether the SOR is acting as a report to the Director of a prohibited method of discipline administered to a child placed in a licensed out of home care (residential) setting under section 80.5 of O. Reg. 156/18.

Is this Serious Occurrence Report describing a prohibited method of discipline and acting as a submission to the Director under section 80.5 of *Ontario Regulation 156/18*? *

Please note that in order for this Serious Occurrence Report to act as a submission to the Director under section 80.5 of *Ontario Regulation 156/18* (and for the answer to the question to be "Yes"), the individual submitting this SOR must be the individual who had reasonable grounds to suspect that a method of discipline or an intervention prohibited under section 80.4 has been administered to a child or young person in a children's residence or place where residential care is provided under the authority of a licence. Service providers with questions about the process for demonstrating compliance with section 80.5 should reach out to their ministry representative.

○ Yes   ○ No

3. For licensees and Children's Aid Societies, indicate whether the SOR is acting as a report to the Director of an immediate threat to the health, safety or welfare of a child placed in a licensed out of home care (residential) setting under section 250 of the CYFSA.

Is this Serious Occurrence Report acting as a submission to the Director under section 250 of the *Child, Youth and Family Services Act*? *

Please note that in order for this Serious Occurrence Report to act as a submission to the Director under section 250 of the *Child, Youth and Family Services Act* (and for the answer to the question to be "Yes"), the individual submitting this SOR must be the individual who had reasonable grounds to suspect that there is an immediate threat to the health, safety or welfare of any child placed in a children's residence or other place where residential care is provided under the authority of a licence. Service providers with questions about the process for demonstrating compliance with section 250 should reach out to their ministry representative.

○ Yes   ○ No

4. Indicate whether the incident has garnered media attention, or if any is anticipated.

5. Indicate what, if any, next steps exist relating to the SO and what further action is proposed or planned by the service provider.

Further action proposed by service provider:

6. If the system has detected that the SOR is being reported beyond the reporting timelines, provide a rationale.

Based on the information you have entered, this SOR is being submitted outside of the reporting timelines. Please explain why: *

0 / 3500

7. Indicate whether this is expected to be the final submission/update for this SO. Please answer yes or no accordingly. Some situations (abuse allegations, investigations, hospitalizations etc.) require updates if the incident is ongoing. Even when the incident is not ongoing, as per the Guidelines, SORs must include, at a minimum, information about what services/supports are or will be provided to clients involved, and how the agency plans to mitigate, reduce or prevent the incident from occurring in the future. It is important that users identify next steps, including any further action taken by the agency.

Is this expected to be the final submission/update for this Serious Occurrence? (if updates are expected, select "No") *

Please note that the answer to this question should only be answered "Yes" if the incident is resolved, further updates or additional information are not anticipated, and no further action is expected to be taken by the service provider.

◉ Yes   ○ No

8. Click **Save & next**. The Individual's View section appears.

Individual's views section

1 Context
Go to:
✅ Site, date, and time

2 Occurrence information
Go to:
✅ Individuals involved
✅ Categories
✅ Notifications

3 Description
Go to:
✅ Description and next steps

4 Further Details
Go to:
Individual's views
Supporting documents

5 Submit to ministry
Go to:
Sign-off
❗ Serious Occurrence report summary

❗ Section is missing information which is required prior to submission
⚠️ Section is missing information which is required before ministry can set the SOR to "No further action required"
✅ Section has been completed

🔊 Hide steps
SOR ID: SO202500990

Individual's view

❓ Help

Views/perspectives	⌃
No individual's views have been added.	
	Add

| Back | Exit | Save | **Save & next** |

The Individual's view or perspective should be provided where possible, with consent from the individual. This is particularly important if the client expresses an opinion about the incident or if they may have a perspective that contrasts from that of the staff/reporter.

Note: If a Death category was added to the Category section, the Individual's views section will be disabled.

Note: For providers of Healthy Babies, Healthy Children services that are Health Information Custodians subject to the Personal Health Information and Protection of Privacy Act (PHIPA), the Individual's views section will be disabled and users will be unable to add individuals' views.

1. Click [Add]. The Add individual's views/perspectives page appears.

Ontario

Add Individual's views/perspectives

Individual's views/perspectives ⌃

Related client: *

Please select... ⌄

Individual's views/perspectives *

[   ]

Cancel   Save   **Save & return**

2. Select to whom the view/perspective relates from the "Related to" dropdown list.

3. Enter the Individual's views/perspectives.

4. Click **Save & return**. The individual's view/perspective appears in the list.

Individual's view

Views/perspectives ⌃

	Add

Individual name	Views/perspectives	Action
Doe, Jane	The individual expressed that they felt the restraint was performed in an aggressive manner and that their wrists were sore.	🗑 ✏

Back   Exit   Save   **Save & next**

5. To make a correction, click the pencil icon ✏ . To remove an individual's view, click the trash bin icon 🗑 .

6. Click **Save & next**. The Supporting documents section appears.

Supporting documents section

1 Context

Go to:
- ✓ Site, date, and time

2 Occurrence information

Go to:
- ✓ Individuals involved
- ✓ Categories
- ✓ Notifications

3 Description

Go to:
- ✓ Description and next steps

4 Further Details

Go to:
- ✓ Individual's views
- **Supporting documents**

5 Submit to ministry

Go to:
- Sign-off
- ❗ Serious Occurrence report summary

❗ Section is missing information which is required prior to submission

⚠ Section is missing information which is required before ministry can set the SOR to "No further action required"

✓ Section has been completed

◀❯ Hide steps

SOR ID: SO202500990

Supporting documents   ❓ Help

Additional documents   ▲

No supporting documents have been added.

Upload additional document

| Back | Exit | Save | **Save & next** |

You can upload supporting documents that relate to the SO.

Note: *Only upload files that are **directly relevant to the SO** and ensure that **no personal information** (for example, full names, date of birth, medical diagnoses, etc.) is visible in the document file name or the document body. If personal or confidential information is visible in either, the document will have to be removed by the ministry. For **Youth Justice service providers, do not upload** any documents unless requested by the ministry.*

Note: *Supporting documents should not duplicate or replace information in the SOR itself. Documents containing duplicative information or information not directly relevant to the SO should not be uploaded and will be removed.*

Tip*: The following types of files can be uploaded: Graphics: gif, jpeg, png, pdf. Documents: pdf, rtf, doc, docx, plain text, ppt. Spreadsheets: xls, xlsx.*

Note*: If the document is larger than 10MB, it must be split it into smaller files and uploaded separately. Consult with the ministry if you have questions about large files.*

Note: *Do <u>not</u> email attachments to the ministry.*

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1. Click [**Upload additional document**]. The Supporting documents page appears.

Supporting documents

❷ Help

Upload supporting document	^

Please only upload files that are directly relevant to the Serious Occurrence Report or requested by the Ministry.

The following file types are supported:
- Graphics: gif, jpeg, png, pdf
- Documents: pdf, rtf, doc, docx, plain text, ppt
- Spreadsheets: xls, xlsx

Document type: *

[   ]

Comments: *

[   ]

File: *

[Choose File] No file chosen

File name	Uploaded by	Uploaded date (yyyy-mm-dd)	Action

Revision history	⌄

[Cancel] [Save] [**Save & return**]

2. Enter the Document type. For example, "Communication with the outside paid resource".

3. Enter a description of the document in the Comments field.

4. Click "Choose file".

5. Select the document and click "Open".

6. Click [**Save & return**]. The document appears in the Additional documents list.

Supporting documents ❓ Help

Additional documents ▲

Document type↓�=	File name	Submitted date	Action
Email communication with the OPR	MCCSS Serious Occurrence Reporting Guidelines - 09-23-2025.pdf		Select

Upload additional document

| Back | Exit | Save | Save & next |

7. To view the contents of an attached document, click the blue file name link. The document will be downloaded onto your computer.

8. To make a correction:

   a. Click **Select** on the document row. The Upload Supporting Documents page appears.

   b. Make the correction and click **Save & return** .

9. To remove and replace the document file:

   a. Click **Select** on the document row.

   b. Click **Remove** . A confirmation message appears.

   c. Click "OK".

   d. Choose a new file and press **Save & return** .

10. Click **Save & next** . The Sign-Off section appears.

Sign-off section

This section captures information about the users who initiated and who may have approved the draft SOR.

The "Entered into SOR-RL by" fields will automatically be completed by the system with the information of the user who has initiated the draft, by pulling this information from the user's SOR-RL profile.

Note*: The information displayed in the "Entered into SOR-RL by" fields cannot be changed within an SOR as it is pulled directly from the user's profile. If a user identifies*

information that is incorrect or out of date, they must make changes to their own user profile. See the "Updating your user profile" section of this guide for instructions.

The "Approved by" portion of the page is not required. It is available to service providers who may require that a staff approve a draft prior to the draft being submitted to the ministry.

1. If the service provider has a process or policy in place whereby a user must approve the draft SOR prior to its submission, enter the name and contact information of the approver.

2. Click **Save & next**. The Serious occurrence report summary section appears.

Serious Occurrence Report summary section

The Serious Occurrence Report Summary section displays a read-only summary of the information which has already been entered in each section.

At the top of the SOR Summary page, two banners may be displayed for your attention. A red "Outstanding items before SOR can be submitted to the ministry" banner will be displayed if information is missing that is required before the SOR can be submitted to the ministry.

A yellow "Outstanding items before SOR can be set to "No further action required"" banner will be displayed if information is missing which is required prior to the SOR being closed (set to the SO Status "No further action required").

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

⚠ Before this SOR can be set to "No further action required" by the ministry, the missing information in the following section(s) must be provided:
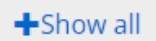
Outstanding Service Provider Notifications

For whom?	Type	Categories
First Last	Parent(s) / Legal guardian(s)	• Serious illness - Mental health

Review and address the outstanding/missing items prior to submission if possible. See step 3 below to do so in the appropriate sections.

1. Review the information in the Serious Occurrent Report by expanding the sections. Expand individual sections by clicking on the section.

Serious Occurrence report summary	⌃
Site, date, and time	
Individuals involved	
Categories	
Notifications	
Description and next steps	
Individual's view	
Supporting documents	
Sign-off	

2. To expand all sections at once, click ✚Show all .

3. To make a change or add additional information prior to submitting the draft SOR to the ministry, access the relevant/appropriate section **from the steps at the top of page, where sections are numbered and are in different colours (see check mark below)**. Accessing the sections from the Serious Occurrence Report Summary will not allow you to make changes (see the X below). For example, to make changes to notifications, you must access the Notification section from the steps at the top of the page, under "2 Occurrence information" in orange.

① Context   **②** Occurrence information   **③** Description   **④** Further Details   **⑤** Submit to ministry

Go to: Go to: Go to: Go to: Go to:

✓ Site, date, and time   ✓ Individuals involved   ✓ Description and next   ✓ Individual's views   ✓ Sign-off
                      ✓ Categories   steps   ✓ Supporting   ❗ Serious Occurrence
                      ✓ Notifications   documents   report summary

❗ Section is missing information which is required prior to submission

⚠ Section is missing information which is required before ministry can set the SOR to "No further action required"

✓ Section has been completed

◆ Hide steps

SOR ID: SO202500990

Serious Occurrence report summary   ✚Show all   🖨 Print   ❓ Help

Serious Occurrence report summary	▲
Site, date, and time	
Individuals involved	
Categories	
Notifications	✗
Description and next steps	
Individual's view	
Supporting documents	
Sign-off	

| Back | Exit | Withdraw | Submit |

4. To withdraw the SOR draft, click **Withdraw**. A confirmation window appears. Click **OK**.

5. To print the or save the draft report if required, click 🖨 Print. A print dialog box appears. Select the print options and click "Print" or save as a PDF.

   a. To print or save the report for a certain individual only, expand the "Individuals Involved" section. Click the "See Individual Summary" link for the individual.

   Individuals involved

Individual name	Placing Agency	DSCIS #	CPIN #	Date of birth (yyyy-mm-dd)	Gender
Doe, Jane (See Individual Summary)				2005-01-01	Female

   b. The page will display an SOR Summary that includes only the individual's information and excludes any other individuals added to the SOR. Please note the description section will remain the same. Print of save as a PDF.

   Press **Back** to return to the SOR Summary for all individuals.

6. Click [**Submit**]. A pop-up window appears. Click OK to confirm the submission. The Serious Occurrence Confirmation page appears.

Serious Occurrence Confirmation

+Show all   Print   Help

Serious Occurrence Confirmation

Your Serious Occurrence report (SO202500990) has been successfully submitted.

You are required to provide updates as new information arises and/or at any time as requested by the Ministry, and no later than seven business days after the initial reporting.

[Exit]

7. Click [**Exit**]. The SOR-RL home page appears.

Submitted Serious Occurrence Reports

Once submitted, the SOR is timestamped and sent to the ministry, and the status of the SOR changes to "Under ministry review". Ministry staff involved in SOR management will be able to view the SOR on SOR-RL and will receive an e-mail notification from the system indicating that an SOR has been submitted. All SOR Initiators/DO SOR Initiators/Probation Officers assigned to the site will also receive an email notification informing them of the submission. If an individual involved in the SOR was indicated as having a placing agency that is a Society, Case Managers at the Society will also be notified by email of the submission and will be able to view a read-only copy of the SOR on SOR-RL.

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. See the "Serious Occurrence Report statuses" section of this guide for an overview of the SOR statuses.

Service providers are required to provide updates to the SOR as new information becomes available about the SO and no later than 7 business days after submitting the initial SOR. Updates are required at a minimum every 7 business days thereafter until MCCSS deems that no further action is required from the service provider. Updates can be submitted at any time. See the "Updating a Serious Occurrence Report" section of this guide for information on when and how to submit an update.

Once an SOR has been submitted, the service provider is unable to edit or revise the information already submitted, unless additional information or revisions are requested by the ministry. See the "Revising a Serious Occurrence Report" section of this guide for information when and how to submit a revision.

Serious Occurrence Report statuses

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. The following are the SOR statuses.

Draft

The SOR has been created but has not yet been submitted to the ministry. While in draft, the service provider can edit, withdraw, or submit the report. The service provider can save the draft, exit, and re-open the draft to continue working on it.

Withdrawn

The SOR draft has been withdrawn by the service provider. An SOR can only be withdrawn if it is in draft status. Once submitted, the SOR cannot be withdrawn.

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. After having reviewed the SOR, the ministry can change the status.

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. The service provider can edit any section of the SOR but changes should ONLY be those requested by the ministry. Updates cannot be submitted while the SOR is under AIRR status. Once revisions are completed, the service provider must submit the SOR back to the ministry. The ministry cannot proceed or change the status until the service provider has submitted the revisions. Once revisions are submitted, the status will change back to Under Ministry Review. Updates can be submitted after the status has changed 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. The service provider can provide updates or add information only in certain

sections. Revisions cannot be submitted while the SOR is under Update Required status, and information submitted as part of the initial submission cannot be changed or edited as part of an update. Once updates are completed, the service provider must submit the SOR back to the ministry. The ministry cannot proceed or change the status until the service provider has submitted the update. 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.

Viewing your Serious Occurrence Report dashboard

Three mechanisms exist for locating an SOR; using your SOR Dashboard, performing an SOR search, or viewing recently accessed SORs. The first is by using the SOR Dashboard. The SOR dashboard is a list of SORs grouped by function, action required or assigned user. All dashboards are unique to the user and reflect their portfolio.

1. Access the Serious Occurrence module from the SOR-RL home page.

SERIOUS OCCURRENCE 396

Serious Occurrences reports and findings

2. The Serious Occurrence module is displayed.

Serious Occurrence   ? Help

Search Serious Occurrences
Search for existing Serious Occurrences

[Search Serious Occurrences]

New Serious Occurrence
Add for new Serious Occurrence

[New Serious Occurrence]

My Serious Occurrences 396
See dashboard
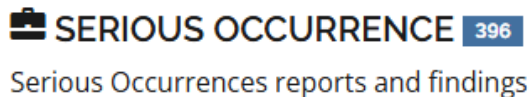
[View recently accessed]
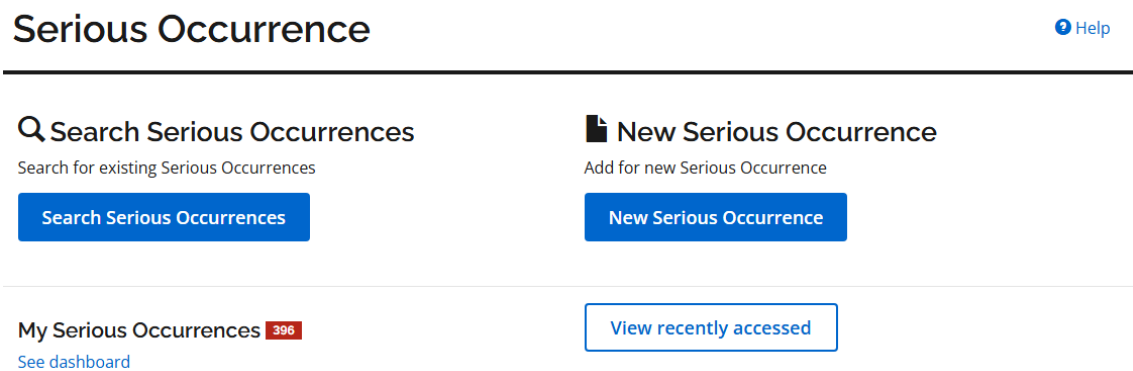
3. To open the dashboard, click See dashboard.

My Serious Occurrences 170
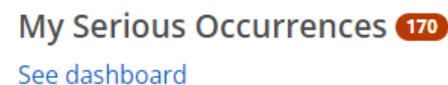
See dashboard

4. The dashboard is displayed.

My Serious Occurrences 170   [View recently accessed]
Hide dashboard

⚠ : SORs missing information which is required before ministry can set the SOR to "No Further Action Required".
❗ : SORs where outstanding action is past due date or 7 day updates are past due date.

| In progress SORs with Outstanding Action Required 4 | ⌄ |

| Other in progress SORs 66 | ⌄ |

| Drafts 99 | ⌄ |

| No further action required 1 | ⌄ |

The dashboard is divided into sections indicated by banners:

- **In progress SORs with outstanding action required**: displays SORs which require action, either under "Additional Information/Revision Required" status or "Update Required" status
- **Other in progress SORs**: displays SORs which are under "Under ministry review" status
- **Drafts**: displays SORs under "Draft" status
- **No further action required**: displays SORs under statuses "No further action required", "Not a valid Serious Occurrence" and "Deemed Duplicate".

Tip: The red number in the banner indicates the number of items in the section.

Note: SORs in the "No further action required" section will only appear on the dashboard for 30 days. To view or action other closed SORs, please utilize the Search function.

Upon opening the dashboard, banners will be expanded by default, showing all details. To collapse banners, click the arrow in the banner. To expand the banner again, click the arrow again.

Some sections may be subdivided into SORs assigned to the current user and SORs assigned to other users.

My Assigned SORs
Total item(s): 4

SORs currently assigned to another SOR Initiator
Total item(s): 2

Icons are displayed to provide additional information which may be useful to users.

- A yellow warning icon ⚠ will be displayed in the SOR ID column of the dashboard for submitted SORs which are missing information which is required before the ministry can change the status of the SOR to "No further action required".
- A red exclamation icon ❗ will be displayed in the Due date column of the dashboard for submitted SORs where the due date for a revision or an update has passed/is overdue. In this case, the font colour of the text will also be changed to red.

SOR ID ⬇	Incident date (yyyy-mm-dd)	Site name/Address	Categories	Assigned To	Status	Due date (yyyy-mm-dd)	Action
SO202000012	2020-01-13	ABC Agency	• Disturbance, service disruption, emergency situation or disaster | Fire	User name, last name	Under Ministry review	❗ 2022-06-29	View / Update
⚠ SO202000083	2020-01-22	Service Provider XYZ	• Serious illness | Mental health • Serious illness | Unknown cause	User name, last name	Under Ministry review	2023-11-03	View / Update

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* 1 2 Next *. Click the page number you want to go to or click* Next *to scroll by page.*

Table columns:
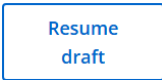
- The **SORID column** displays the unique ID of the Serious Occurrence Report. The ID is consistent for all users of the system including service provider users and ministry users.
- The **Incident date column** displays the date of the Serious Occurrence. Please note this date may be different than the date that the service provider became aware of the SO, and may be different than the date that the SOR was submitted in SOR-RL.
- The **Site name/Address column** displays the name of the site and the site address.
- The **Categories column** displays the Serious Occurrence category, subcategory and type which have been added to the Serious Occurrence Report. One SOR can contain more than one category.
- The **Assigned to column** displays the name of the user (SOR Initiator, DO SOR Initiator, Probation Officer) that is currently assigned to the SOR.
- 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 **Due date column** displays the date that the update or revision is due.

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 [icon] or descending order [icon].

5. To view an SOR, click View .

6. To revise an SOR, click Revise .

7. To update an SOR, click Update .

8. To continue working on a draft, click Resume draft .

Searching for a Serious Occurrence Report

Three mechanisms exist for locating an SOR; using your SOR Dashboard, performing an SOR search, or viewing recently accessed SORs. The second is by performing an SOR search.

1. Access the Serious Occurrence module from the SOR-RL home page.
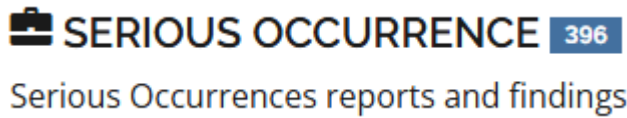
💼 **SERIOUS OCCURRENCE** 396

Serious Occurrences reports and findings

2. The Serious Occurrence module is displayed.

SOR-RL > Serious Occurrence

Serious Occurrence   ❓ Help

🔍 Search Serious Occurrences

Search for existing Serious Occurrences

Search Serious Occurrences

📄 New Serious Occurrence

Add for new Serious Occurrence

New Serious Occurrence

My Serious Occurrences 396

See dashboard

View recently accessed

3. Click **Search Serious Occurrences**. The Search for a Serious Occurrence page appears.

Search for a Serious Occurrence

❷ Help

Search by ▲

Site name:

Please select... ⌄

[Search]   [Clear]

SOR ID:

[   ]

SOR category:

☐ Death
☐ Serious injury
☐ Serious illness
☐ Serious individual action
☐ Restrictive intervention
☐ Abuse or mistreatment
☐ Error and omission
☐ Serious complaint
☐ Disturbance, service disruption, emergency situation or disaster
☐ Other (Deactivated)
☐ Non-client related individuals (Deactivated)

Media Attention   **Serious Occurrence level**

Please select... ⌄   Please select... ⌄

Client:
First name: Last name:

[   ]   [   ]

Date of birth:

[   ] 🔲

YOTIS #:   DSCIS #:

[   ]   [   ]

CPIN #:

[   ]

Youth Justice Service Provider Type:

Please select ▼

Serious Occurrence date:
From: [   ] 🔲   To: [   ] 🔲

Last updated date:
From: [   ] 🔲   To: [   ] 🔲

Status:

☐ Not a valid Serious Occurrence
☐ No further action required
☐ Update required
☐ Under Ministry review
☐ Deemed duplicate
☐ Draft
☐ Additional information/revision required

SOR Lead: (Enter "First name Last name" or partial name)

[   ]

Assigned SOR Initiator: (Enter "First name Last name" or partial name)

[   ]
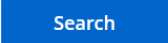
[Search]   [Clear]   [Back]   [Exit]

4. Select/enter the search criteria.

Tips: To find all SORs, leave the search criteria blank. To narrow down the search results, use different fields based on the criteria of your search (for example site, date of SOR, status etc.).

Note: Search criteria is not case-sensitive. You can enter criteria in UPPER or lower case. You can enter partial search terms.
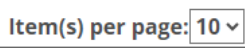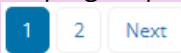
5. To clear the search criteria, click [Clear].

6. Click [Search]. The search results appear in a table below the search criteria.

Search for a Serious Occurrence ● Help

Search by ⌄

Search results ⌃

Total item(s): 17   Item(s) per page: 10 ⌄

SOR ID ↓Ξ	Site name	Address	Incident date (yyyy-mm-dd)	Categories	SOR Lead	Status	Last update date: (yyyy-mm-dd)	Action
SO202101323	Agency ABC - Yellow Site	Oakville	2021-03-01	• Error and omission | Medication error	Doe, John	Under Ministry review	2021-03-08	Select
SO202101322	Agency ABC - Blue Site (Foster Care)	Oakville	2021-03-01	• Serious injury | Aggressive behavior	Doe, Jane	No further action required	2021-03-08	Select
SO202101306	Agency ABC - Green Site (Adults)	Oakville	2021-01-15	• Serious individual action | Suicidal behaviour	Doe, John	Under Ministry review	2021-03-04	Select

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 [1] [2] [Next]. Click the page number you want to go to or click [Next] to scroll by page.

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 ⬛.

7. To view an SOR, click | Select |.

8. To revise an SOR, click | Select |. Please note that revisions can only be submitted when the SOR is under the status "Additional Information/Revision Required".

9. To update an SOR, click | Update |. Please note that an SOR cannot be updated when revisions are required (when the status is "Additional Information/Revision Required").

Viewing recently accessed Serious Occurrence Reports

Three mechanisms exist for locating an SOR; using your SOR Dashboard, performing an SOR search, or viewing recently accessed SORs. The third is by consulting recently accessed SORs. The Recently accessed function can be helpful in locating SORs that you have recently accessed or worked on. The recently accessed page displays the 10 most recently access SORs.

1. Access the Serious Occurrence module from the SOR-RL home page.
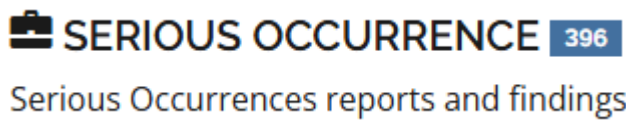
SERIOUS OCCURRENCE 396

Serious Occurrences reports and findings

2. The Serious Occurrence module is displayed.

SOR-RL > Serious Occurrence

Serious Occurrence   ❓ Help

Q **Search Serious Occurrences**   📄 **New Serious Occurrence**

Search for existing Serious Occurrences   Add for new Serious Occurrence

[Search Serious Occurrences]   [New Serious Occurrence]

My Serious Occurrences 396   [View recently accessed]
See dashboard

3. Click [View recently accessed]. The recently accessed page appears.

Recently accessed

❓ Help

SOR ID	Site name/address	Categories	SOR Lead	Status	Last accessed (yyyy-mm-dd) ↓	Action
SO202000430	Agency ABC - Yellow Site	• Error and omission | Medication error	Doe, John	Draft	2024-11-07 04:07 PM	Select
SO202101306	Agency ABC - Red Site (Foster Care)	• Serious individual action | Suicidal behaviour	Doe, John	Under Ministry review	2024-11-07 04:05 PM	Select
SO202101323	Agency ABC - Blue Site (Adults)	• Error and omission | Medication error	Doe, Jane	Under Ministry review	2024-11-07 04:04 PM	Select

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 ↕.

4. To view an SOR, click Select .

5. To revise an SOR, click Select . Please note that revisions can only be submitted when the SOR is under the status "Additional Information/Revision Required".

6. To update an SOR, click Update . Please note that updates cannot be submitted if revisions are required (when the status is "Additional Information/Revision Required").

Ontario ⟁

Updating a Serious Occurrence Report

The requirements, process, and functionality for submitting updates are different than, and separate from, those for submitting revisions. Understanding the differences between updates and revisions is important.

Until MCCSS deems that no further action is required from the service provider with respect to the SO, service providers are required to provide updates as new information becomes available about the SO and no later than 7 business days after submitting the initial SOR. Updates are required at a minimum every 7 business days thereafter until MCCSS deems that no further action is required from the service provider. This timeline can be manually adjusted by the ministry to be shorter or longer as the SO warrants. MCCSS may request updates at any time.

Note: *The assigned SOR Initiator/DO SOR initiator/Probation Officer will receive an automatic email notification from SOR-RL one day following the update due date, and after then at an interval of every 7 days until the update is submitted and the status changes.*

Updates can be submitted at any time, with the exception of when a revision is required and the SOR status is "Additional information/Revision required". Updates can either be submitted while the SOR is under the "Under ministry review" status or the "Update required" status.

When submitting an update, information can only be *added* to the SOR, and only in certain sections. Information already submitted in the initial report cannot be *changed* or *removed* in an update. Additionally, upon being submitted, updates are displayed chronologically *below* the initial report rather than *within* it.

1. Click 💼 **SERIOUS OCCURRENCE**. The Serious Occurrence module appears.

SOR-RL > Serious Occurrence

Serious Occurrence   ❓ Help

🔍 **Search Serious Occurrences**   📄 **New Serious Occurrence**

Search for existing Serious Occurrences   Add for new Serious Occurrence

[**Search Serious Occurrences**]   [**New Serious Occurrence**]

My Serious Occurrences 396   [View recently accessed]

See dashboard

2. Locate the SOR by completing a search, by finding it in your dashboard, or by viewing your recently accessed SORs.

3. Locate the SOR and click [Update]. The Serious Occurrence Update page appears.

Note: *SOR Initiators/Probation Officers must be assigned to the SOR to submit an update. If not currently assigned, they can do so by opening the SOR and pressing "Assign to me" at the bottom of the SOR Summary. If the "Assign to me" button is not displayed, the SOR is already assigned to the user.*

4. At the top of the Serious Occurrence update page, a yellow banner labelled "Outstanding items before SOR can be set to "No further action required"" may be displayed if information is missing which is required prior to the SOR being closed (set to the SO Status "No further action required"). Review and

address the outstanding/missing items in the update if possible. Some information may not be able to be entered or edited in an update and may require a revision.

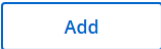| Outstanding items before SOR can be set to "No further action required"	^

⚠ Before this SOR can be set to "No further action required" by the ministry, the missing information in the following section(s) must be provided:

Outstanding Service Provider Notifications

For whom?	Type	Categories
First Last	Parent(s) / Legal guardian(s)	• Serious illness - Mental health

5. Expand the section you wish to update by clicking the section, or expand all sections at once by clicking **➕ Update** .

Note: New items can only be added in the Individuals Involved, Category, Notifications, Individual's Views, and Supporting documents sections.

6. To add a new individual, expand the Individuals involved section and click the ⬚ Add ⬚ button.

7. To add a new category, expand the Categories section and click the ⬚ Add ⬚ button.

8. For non-Youth Justice service providers, to update category fields that change over time or to update category details that were not completed in the initial submission, expand the Categories section and locate the applicable fields. For example:

   a. "Status of contraband" for the "Serious individual action" category – "Contraband/safety risk" subcategory

      Outstanding details

      Contraband status: *
      Previous value: Suspicion of contraband
      ○ Contraband found   ○ Suspicion of contraband

   b. "Absence status" for the "Serious individual action" category – "Unusual, suspicious or unauthorized individual absence" subcategory

Outstanding details

Individual absence status: *

Previous value: Individual remains absent/at large

○ Individual has returned   ○ Individual has been apprehended (yjsd only)   ○ Individual remains absent/at large   ○ Other   ○ Individual is not expected to return

c. "Investigation status" for the "Abuse or mistreatment" category

Outstanding details

Status: *

Previous value: Under investigation

○ Assessing whether investigation is required
○ Assessed and no investigation required at this time
○ Under investigation
○ Investigated and verified
○ Investigated but not verified
○ Investigated but inconclusive
○ Reported to investigating body but not privy to outcome

d. "End date and time of restraint" or debrief information for the "Restrictive intervention" category

Outstanding details

End date of restraint ⚠

Previous value:

[   ] 🔲

End time of restraint ⚠

Previous value:

[   ]

Debrief with individual completed after restrictive intervention? *
Previous value: Pending

○ Yes
◉ Pending ⚠
○ No, cannot be completed

Debrief with service provider staff completed after restrictive intervention? *

Previous value: Pending

○ Yes
⦿ Pending ⚠
○ No, cannot be completed

Debrief with individuals who witnessed the incident completed after restrictive intervention? *

Previous value: Pending

○ Yes
⦿ Pending ⚠
○ No, cannot be completed

e. "Date and time of release" for the "Error and omission" category – "Improper detainment/commitment" subcategory

Outstanding details

When was the client released from the improper detainment?
Date of release ⚠

Previous value:

[   ] ▦

Time of release ⚠

Previous value:

[   ]

f. "Date and time of legal release" or "Improper release status" for the "Error and omission" category – "Improper release" subcategory

Outstanding details

When was the legal release date?

Date of legal release ⚠

Previous value:

[   ] 🗓

Time of legal release ⚠

Previous value:

[   ]

Improper release status: *

Previous value: Individual remains absent/at large

○ Individual has returned   ○ Individual has been apprehended (yjsd only)   ⦿ Individual remains absent/at large   ○ Other   ○ Individual is not expected to return

g. "Investigation/review status" or debrief information for the "Serious complaint" category

Outstanding details

Serious complaint status:
Has the investigation/review been completed? *
Previous value: No

○ Yes   ⦿ No

Debrief completed with individual who made serious complaint (if child/young person or staff)? *
Previous value: Pending

○ Yes
⦿ Pending ⚠
○ No, cannot be completed

Debrief completed with individual to whom the serious complaint relates (if child/young person or staff)? *
Previous value: Pending

○ Yes
⦿ Pending ⚠
○ No, cannot be completed

Note: *For Youth Justice services, these fields cannot be updated and must be revised.*
See the next section in this guide for more information on how to complete a revision.

9. To add a new notification, expand the Notifications section and click the

    Add button.

10. Expand the Description and next steps section. There are a number of
    required fields that must be completed in all updates within the Description
    and next steps section.

Description and next steps
Serious Occurrence description

Initial SOR 2025-10-03	WWW

Update: *	
	0/3500

Initial SOR 2025-10-03	Has this Incident resulted in any No media attention?

Has there been any media attention since your last submission? *

◯ Yes   ◯ No

Is there expected to be any media attention in the future? *

◯ Yes   ◯ No

Further action proposed by Service Provider:

Initial SOR 2025-10-03	

Update:	

Is this expected to be the final submission/update for this Serious Occurrence? (if updates are expected, select "No") *
Please note that the answer to this question should only be answered "Yes" if the incident is resolved, further updates or additional information are not anticipated, and no further action is expected to be taken by the service provider.

◯ Yes   ◯ No

11. Provide a written update in the Update text box.

Update: *	
	0/3500

12. Answer the two media questions that appear.

Has there been any media attention since your last submission? *
○ Yes   ◉ No

Is there expected to be any media attention in the future? *
○ Yes   ◉ No

13. Update the Further action proposed by service provider section.

Further action proposed by Service Provider:

Initial SOR
2025-10-03

Update:

14. Indicate whether this is expected to be the only/last report.

Is this expected to be the final submission/update for this Serious Occurrence? (if updates are expected, select "No") *
Please note that the answer to this question should only be answered "Yes" if the incident is resolved, further updates or additional information are not anticipated, and no further action is expected to be taken by the service provider.
○ Yes   ○ No

15. To add an individual's view, expand the Individual's view section and click the
[Add] button.
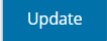
16. To upload a new document, expand the Supporting document section and
click the [Upload additional document] button.

17. Once all updates are completed, the update **must formally be submitted back to the ministry by pressing the Update button** at the bottom of the page. Do not exit the page until having submitted the update. The ministry will not be made aware of updates until the service provider has submitted the update. Click [Update] and click OK to confirm. A confirmation message appears. The Ministry will be notified of the update, and the status will change back to "Under Ministry Review".

18. Click [Exit].

Revising a Serious Occurrence Report

The requirements, processes, and functionality for submitting revisions are different than, and separate from, those for submitting updates. Understanding the differences between updates and revisions is important.

Revisions are required whenever information is missing, is incorrect, or needs to be edited within the initial submission. Unlike updates, revisions cannot be made at any time. Revisions can only be submitted once the ministry has changed the SO status to "Additional Information/Revision Required" (AIRR). While updates only allow users to *add* information to the report, revisions allow users to *change* information in any section of the initial submission, as it reverts the report back to a sort of draft mode. However, changes should ONLY be those corresponding to ministry instructions provided in a comment. While updates are separate from the initial report, revisions occur *within* the initial report.

Note: *The assigned SOR Initiator/DO SOR initiator/Probation Officer will receive an automatic email notification from SOR-RL one day following the revision due date, and after then at an interval of every 7 days until the revision is submitted and the status changes.*

Tip: *If revisions must be made but the report has not been pushed back by the Ministry under the status "Additional Information/Revision Required", we recommend you send an email to your SOR-RL Tier 1 User Support representative or your SOR Lead (if their contact information is known) requesting the status be changed so that revisions can be made.*

1. Click 💼 **SERIOUS OCCURRENCE**. The Serious Occurrence module appears.

    SOR-RL > Serious Occurrence

    ## Serious Occurrence   ❓ Help

    ### 🔍 Search Serious Occurrences
    Search for existing Serious Occurrences

    Search Serious Occurrences

    ### 📄 New Serious Occurrence
    Add for new Serious Occurrence

    New Serious Occurrence

    My Serious Occurrences 396
    See dashboard

    View recently accessed

2. Locate the SOR by completing a search, by finding it in your dashboard, or by viewing your recently accessed SORs.

3. If using your dashboard, locate the SOR and click <kbd>Revise</kbd>. If using the SO Search or the Recently Accessed function, locate the SOR and click <kbd>Select</kbd>.

Note: The status of the SOR must be "Additional information/revision required" in order to revise the SOR.

4. The Serious Occurrence Summary page appears.

Note: SOR Initiators must be assigned to the SOR to submit a revision. To assign themselves, the SOR Initiator can open the SOR and press "Assign to me" at the bottom of the SOR Summary. If the "Assign to me" button is not displayed, the user is already assigned to the SOR.

<kbd>Exit</kbd> <kbd>Assign To Me</kbd>

1 Context
Go to:
- Site, date, and time

2 Occurrence information
Go to:
- Individuals involved
- Categories
- ⚠ Notifications

3 Description
Go to:
- Description and next steps

4 Further Details
Go to:
- Individual's views
- Supporting documents

5 Submit to ministry
Go to:
- Sign-off
- ❗ Serious Occurrence report summary

❗ Section is missing information which is required prior to submission
⚠ Section is missing information which is required before ministry can set the SOR to "No further action required"
✓ Section has been completed

◆ Hide steps
SOR ID: SO202000212

Serious Occurrence report summary   ➕Show all 🖶Print ❓Help

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

⚠ Before this SOR can be set to "No further action required" by the ministry, the missing information in the following section(s) must be provided:

Outstanding Service Provider Notifications

For whom?	Type	Categories
John Doe	Parent(s) / Legal guardian(s)	• Serious injury - Aggressive behavior

Serious Occurrence report summary   ⌃

Site, date, and time

Individuals involved

Categories

Notifications

Description and next steps

Individual's view

Supporting documents

Sign-off

Comments ❻   ⌃

Comment	Date added ⬇	Added by	Action
Please complete the missing Parent/Legal Guardian notification	2024-09-26 02:47 PM	Pews, Melissa (SOR Lead)	
Comment added	2021-12-03 03:08 PM	LastName, SORINIT_032@MAILINATOR.COM (SOR Initiator)	
Please submit an update.	2021-05-11 09:55 AM	Pulfer, Chloe (SOR Lead)	

Please add any questions back to the ministry here. All updates or next steps regarding the Serious Occurrence Report should be made on the update page, following submission of changes.

Comments to Ministry *

[   ]

Add

Add comment and submit revision

Exit

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Note: Once opened, the SOR should be displayed similarly to a draft SOR, where sections are numbered at the top of the page. If the numbered sections are not displayed, the user may not be assigned to the SOR. They can assign themselves by pressing the "Assign to me" button from the bottom of the SO Summary page.

5. If a yellow "Outstanding items before SOR can be set to "No further action required"" banner is displayed, information is missing which is required prior to the SOR being closed (set to the SO Status "No further action required"). Review and address the outstanding/missing items in the revision if appropriate. Some information should not be inputted in a revision but should be added in an update since it was obtained after the initial submission (e.g., if a notification was not yet completed when the initial report was submitted but was completed afterward, the completed notification should not be added in a revision but should be added in an update).

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

⚠ Before this SOR can be set to "No further action required" by the ministry, the missing information in the following section(s) must be provided:

Outstanding Service Provider Notifications

For whom?	Type	Categories
First Last	Parent(s) / Legal guardian(s)	• Serious illness - Mental health

6. Scroll down to view the comment(s) left by the ministry which contain instructions for completing the revision(s). If the requested revisions are extensive, make note of all of the revisions required to ensure all are completed.

Supporting documents

Sign-off

Comments ❶ ⌃

Comment	Date added ⬇	Added by	Action
Please make the requested revisions	2024-06-12 12:10 PM	Pulfer, chloe (SOR Lead)	

Please add any questions back to the ministry here. All updates or next steps regarding the Serious Occurrence Report should be made on the update page, following submission of changes.

Comments to Ministry *

[Add]

[Add comment and submit revision]

Note: Do NOT provide updates to the Serious Occurrence or add information about the

Serious Occurrence in the "Comments to ministry" text box. Comments are specifically to be used for communication with the Ministry, and not for updates or information on the client. When the ministry asks for edits or additional information to be provided, the edits must be made within the SOR, not within comments. When the ministry asks for an update on the incident, first complete and submit the revision, then re-open the SOR to update it. See the previous section in this guide for information on submitting an update.

7. Make the requested revisions by accessing the relevant/appropriate sections **from the steps at the top of page, where sections are numbered and are in different colours (see check mark below)**. Accessing the sections from the Serious Occurrence Report Summary will not allow you to make changes (see the X below). For example, to make changes to notifications, you must access the Notification section from the steps at the top of the page, under "2 Occurrence information" in orange.
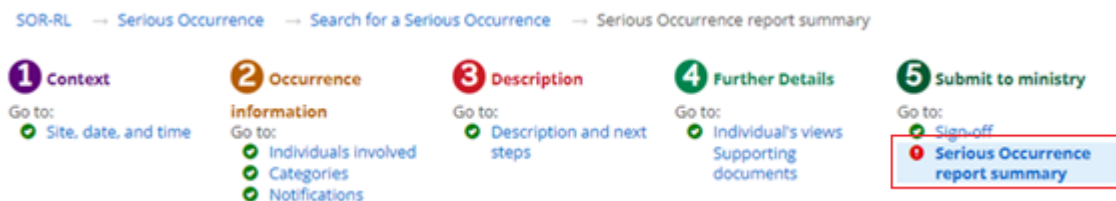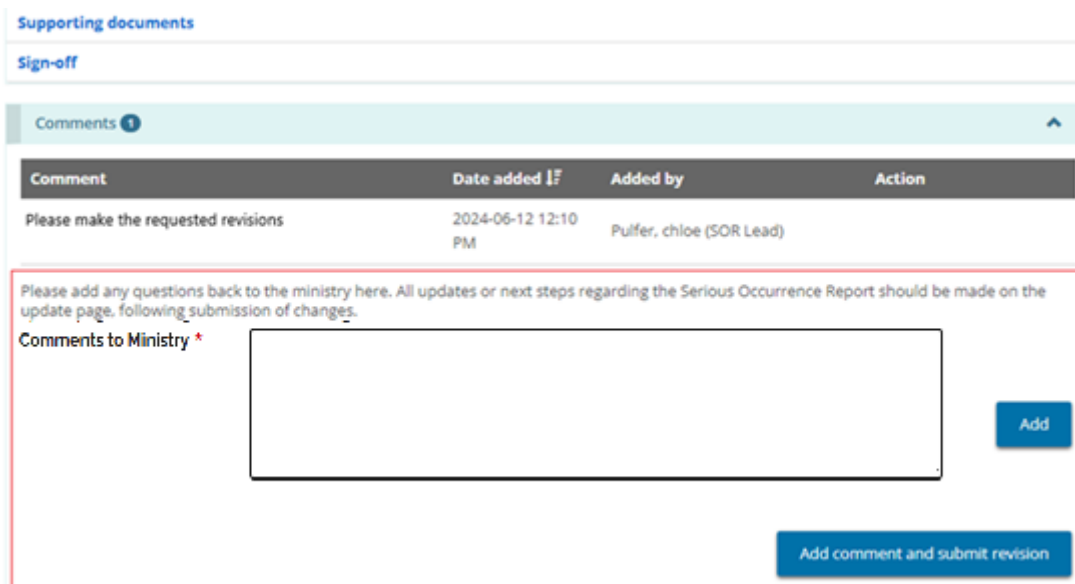

Note: *For non-Youth Justice services, since revisions are edits to the initial submission, the information changed or added in a revision must reflect the status of the Serious Occurrence at the time it was initially submitted. For example, if, at the time of the initial submission, the abuse investigation status was "Under investigation", it should not be revised to "Investigated and verified" once this determination is made. Instead, the status should remain what it was in the initial submission, and an update should be*

submitted where the status is updated to "Investigated and not verified". As such, the chronology of the investigation is maintained, where the SOR record reflects what the status was at the time of submission and what it was later updated to.

8. Once revisions have been made in respective sections, proceed to the SOR Summary section.

SOR-RL → Serious Occurrence → Search for a Serious Occurrence → Serious Occurrence report summary

1 Context
Go to:
○ Site, date, and time

2 Occurrence information
Go to:
○ Individuals involved
○ Categories
○ Notifications

3 Description
Go to:
○ Description and next steps

4 Further Details
Go to:
○ Individual's views
Supporting documents

5 Submit to ministry
Go to:
○ Sign-off
○ Serious Occurrence report summary

9. Scroll to the bottom of the page and enter a comment back to the ministry in the "Comments to Ministry" text box. Describe what revisions were made.

Supporting documents

Sign-off

Comments ❶

Comment	Date added	Added by	Action
Please make the requested revisions	2024-06-12 12:10 PM	Pulfer, chloe (SOR Lead)	

Please add any questions back to the ministry here. All updates or next steps regarding the Serious Occurrence Report should be made on the update page, following submission of changes.
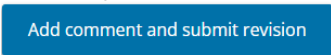
Comments to Ministry *

[Add]

[Add comment and submit revision]

*Note: Comments are to be used for communication with the ministry, and **not** for updates or information relating to the SO. If updates are required, they can be submitted after revisions have been submitted to the Ministry when the status changes back to "Under ministry review". Do not include any personal or confidential information in comments.*

10. If you are not ready to submit the revision but want to send a comment to the ministry, press [Add]. If you are ready to submit the revision, press [Add comment and submit revision].

Note: Once revisions are completed, the service provider must submit the SOR back to the ministry by pressing "Add comment and submit revision". The ministry will not be

notified of the revisions and will not be able to proceed or change the status until the service provider has submitted the revisions.

11. Confirm the submission. A confirmation message appears.

12. The SOR status will change back to "Under Ministry Review".

Assigning an SOR

SORs are 'assigned' to the last individual who edited or submitted the report. When an SOR is assigned to an SOR Initiator/Probation Officer/DO SOR Initiator, updates and revisions cannot be completed by another SOR Initiator/Probation Officer/DO SOR Initiator until the SOR is assigned to them. SOR Initiator/Probation Officer/DO SOR Initiator can assign themselves to an SOR by pressing the "Assign to Me" button at the bottom of the SOR Summary page.

Assign To Me

Working with comments

SOR Initiators/Probation Officers/DO SOR Initiators will receive an email if the ministry enters a comment about an SOR in SOR-RL. Follow the steps below to view a ministry comment. Reference the Updating a Serious Occurrence Report or the Revising a Serious Occurrence Report sections for instructions on how to send a comment to the ministry.

*Note: Comments are to be used for communication with the ministry, and **not** for updates or information relating to the SO. Do not input updates in comments.*

Note: Do not include personal or confidential information in comments.

1. Open the SOR. The Serious Occurrence Report Summary page appears.

2. Scroll down to the Comments section.

Comments 1			
Comment	**Date added**	**Added by**	**Action**
Please verify time of serious occurrence.	2020-05-05 08:48 AM	Qrst, Debra(SOR Lead)	

Please add any questions back to the ministry here. All updates or next steps regarding the Serious Occurrence Report should be made on the update page, following submission of changes.
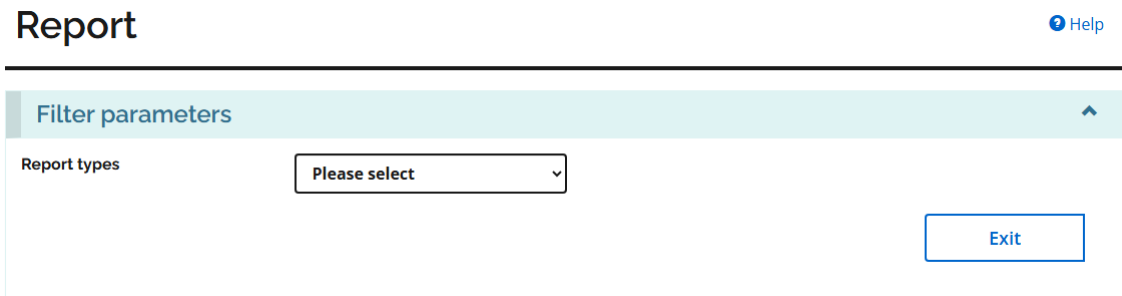
Comments to Ministry:

Add

Ontario 🔱

Generating reports

SOR Initiators/DO SOR Initiators/Probation Officers can generate several SO canned reports containing SO data from the SOR-RL system. The generated reports open in Microsoft Excel where the user can format and work with the data.
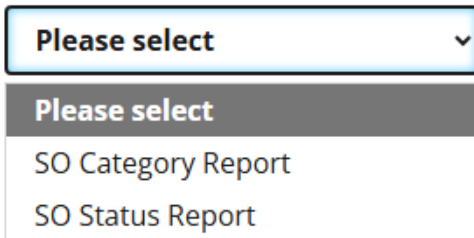
There are two types of canned reports:

- 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**. The Report module appears.

Report   ❓ Help
_____

Filter parameters	⌃
Report types Please select ⌄	
	Exit

2. Select the Report type from the dropdown list.

Please select ⌄
Please select
SO Category Report
SO Status Report

3. The report filter parameters appear. Filter parameters can vary according to the chosen report type.

Ontario ⟨logo⟩

Report

⊘ Help

Filter parameters	⌃

Report types   [SO Category Report ⌄]

Date of Serious Occurrence (Incident date)   From [   ] 🗓   To [   ] 🗓

SO Status   [Please select... ▾]

SO Type

☐ Death
☐ Serious injury
☐ Serious illness
☐ Serious individual action
☐ Restrictive intervention
☐ Abuse or mistreatment
☐ Error and omission
☐ Serious complaint
☐ Disturbance, service disruption, emergency situation or disaster

Site Name   [   ]

Site ID   [   ]

Client ID   [   ]

YOTIS #   [   ]

DSCIS #   [   ]

CPIN #   [   ]

[Exit]   [Generate]

---

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 [**Generate**].

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 and click "Enable editing".

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

Viewing the service provider profile information

The Profile module displays information about the service provider such as the head office address, operating name, licences, sites, etc. The SOR initiator can reference the Profile module for information on sites as it relates to SO reporting, such as:

- Site name
- Region
- Address
- Licence ID or TPON Site ID
- Whether the site is active
- Default SOR Lead assigned to the site
- SOR initiator(s) assigned to the site

Note: *DO SOR Initiators and Probation Officers do not have this functionality. Users can connect with their DO Administrator or Probation Manager for information relating to sites, including site assignment.*

1. From the SOR-RL home page, click   **PROFILE** . The Profile module appears.

Ontario

● **Profile**   ● Supporting documents

Profile

❓ Help

General information	⌄
Corporation details	⌄
Head office address	⌄
Head office mailing address	⌄
Operating name	⌄
Owners of the corporation	⌄
Directors of the corporation	⌄
Officers of the corporation	⌄
Licences	⌄
Sites	⌄
Supporting documents	⌄

[Back] [Exit] [**Next**]

2. Scroll to the Sites banner. View the sites listed.

Sites						⌃
Site name	**Region**	**Address**	**Licence ID/TPON Site ID**⬍	**Active**	**Default SOR Lead**	**SOR Initiator(s)**

Note*: SOR Initiators must be assigned to a site in order to be able to submit an SOR under the site. Assigned SOR Initiators are listed in the last column. A blank value indicates that no SOR Initiators have been assigned to the site. The Service Provider Administrator with the LRA designation within your agency is responsible for assigning SOR Initiators to sites.*