SOR-RL - Children's Residential Licensing Training Video for Service Providers
Transcript

Module 1: Welcome

Welcome

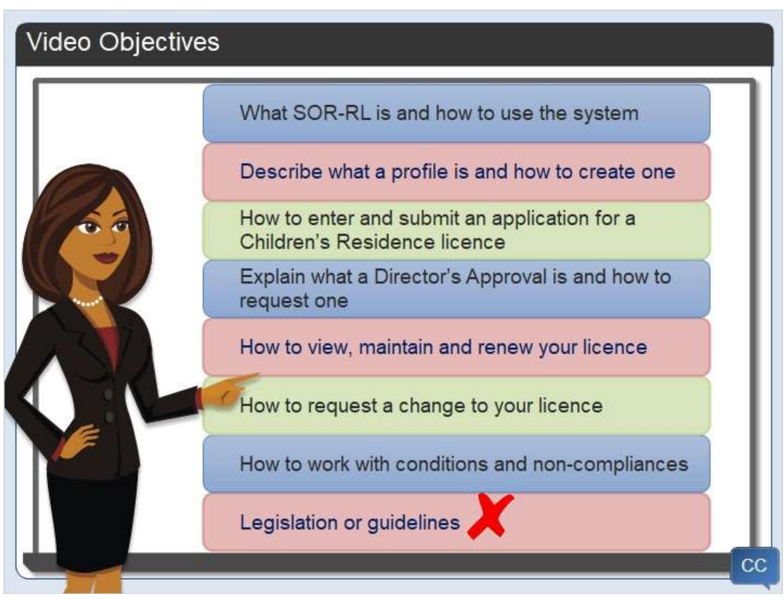
Hello and welcome to the Children's Residential Licensing training video for service providers.

My name is Lisa. I'm here today to help you understand SOR-RL and how to use it to submit and manage children's residential applications and licences.

Navigation

Take a minute to become familiar with the video controls. Just click the red boxes to learn more. Click the next button when you are ready to begin.

Video Objectives



At the end of the video you will know:

What SOR-RL is and how to use the system.

What a profile is and how to create one.

You’ll know how to enter and submit an application for a children’s residence licence.

And what a director’s approval is and how to request one.

You’ll see how to view maintain and renew your licence and how to request a change to your licence.

It’s important to know how to work with conditions and non-compliances. We’ll cover that later in the video.

I want to emphasize that I will not be covering any legislation or guidelines in this video. The video is designed to acquaint you with how to use the system only. To learn more about the legislation please see the list of guides and videos in the resources link.

Watching the Video

The menu on the left outlines how we will progress through the content. Even though you can jump from topic to topic, I suggest that you review the content in the order presented.

We've tried to keep the content light and give you a chance to participate. If you can't finish the video in one sitting that's okay. You can rejoin where you left off.

We realize that you will not remember everything from the video, but we hope you get a good overview of SOR-RL for residential licensing

Bill: Excuse me Lisa? My name is Bill. Should I take notes?

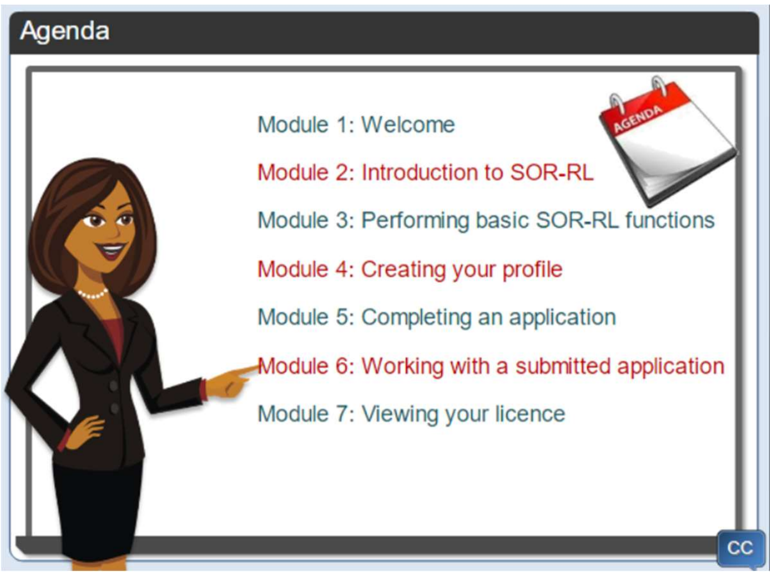
Lisa: It can’t hurt to take notes. However, all the information you are learning today is available in the SOR-RL Residential Licensing User Guide for Applicants and licensees found on the portal and via the Resources link. In addition, you can watch this video at any time and review the material.

Bill: What should I do if I have questions?

Lisa: Jot down your questions or comments as you go through the video. I'll let you know where to send your questions in the last module.

Bill: Ok, thanks Lisa!

Agenda



The presentation is made up of modules. Here is a brief overview of what we will be covering in each module.

We're currently in module 1. Module 2 is the introduction where I'll explain what SOR-RL is.

In module 3, I will demonstrate SOR-RL basic functions such as logging in and understanding the look and feel of the software.

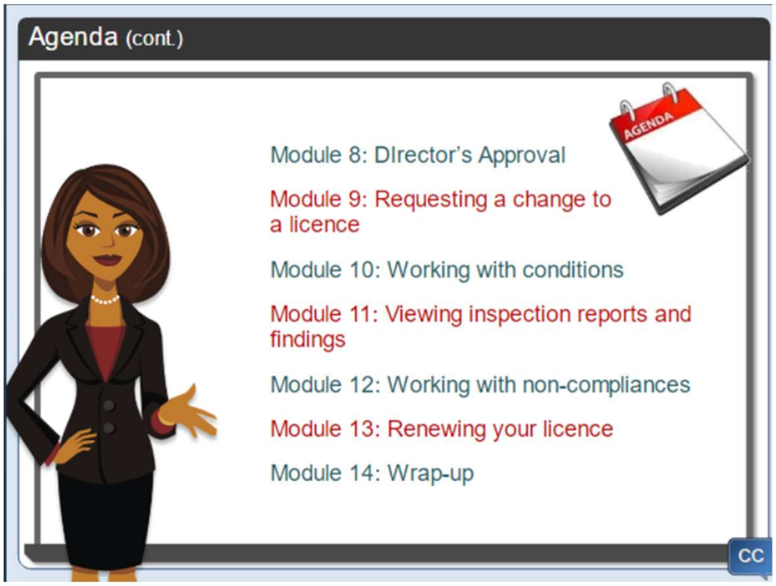
Then in module 4 I'll show you how to create your profile.

Module 5 is where you'll see how to create and submit an application for a children's residential licence.

Then in module 6 I'll show you how to work with a submitted application.

Module 7 is where you see various things that you will be able to do once you have a licence.

Agenda (cont.)



It's very important that you know what a director's approval is and when to request it. We'll cover that in module 8.

You'll learn how to request a change to your licence and how to satisfy any conditions and non-compliances.

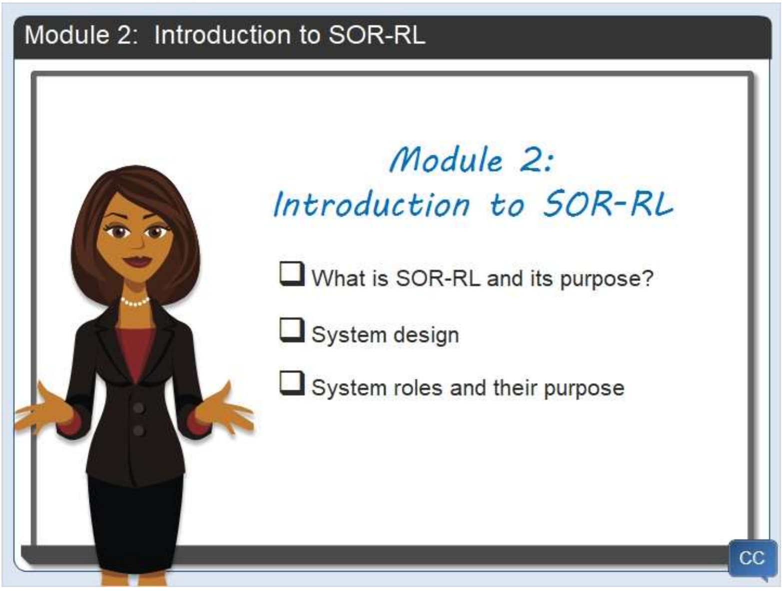
You'll have to renew your licence and we'll do that in module 13.

In the final module, called Wrap-up, I'll talk about next steps.

We have a lot to explore …so let's get started!

Module 2: Introduction to SOR-RL

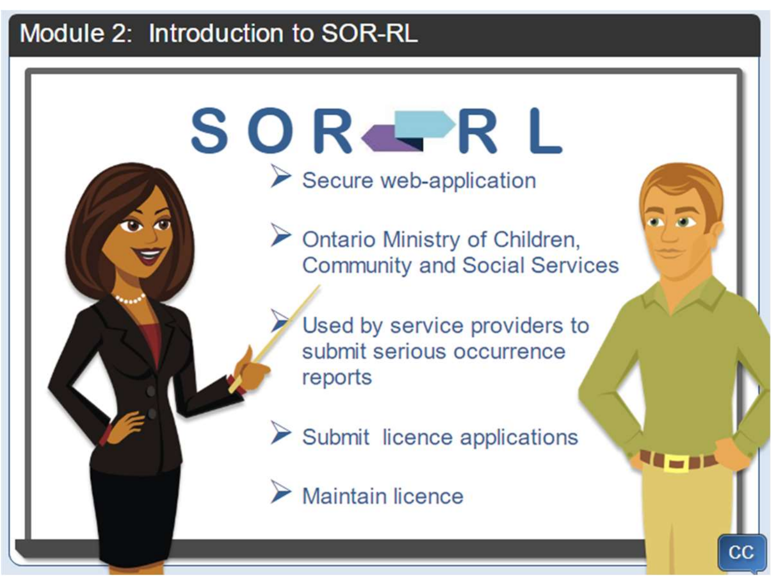
Introduction



In this module I'm going to outline what SOR-RL is and its purpose.

I'll give you a brief overview of how SOR-RL is designed, who will use SOR-RL and when. I'll also take a bit of time to explain the purpose of roles and how they are used in the system.

What is SOR-RL?



Let me start by explaining the acronym.

SOR-RL stands for the Serious Occurrence Reporting and Residential Licensing System.

It is a secure web application designed by the Ontario Ministry of Children, Community and Social services for service providers to submit serious occurrence reports and licensing documentation online directly to the ministry.

Bill: Does that mean I don't have to manually send my application and licensing documents to the ministry?

Lisa: That's correct Bill! Everything, including uploading supporting documents, like zoning approval, will be done electronically once you have been granted access to the system.

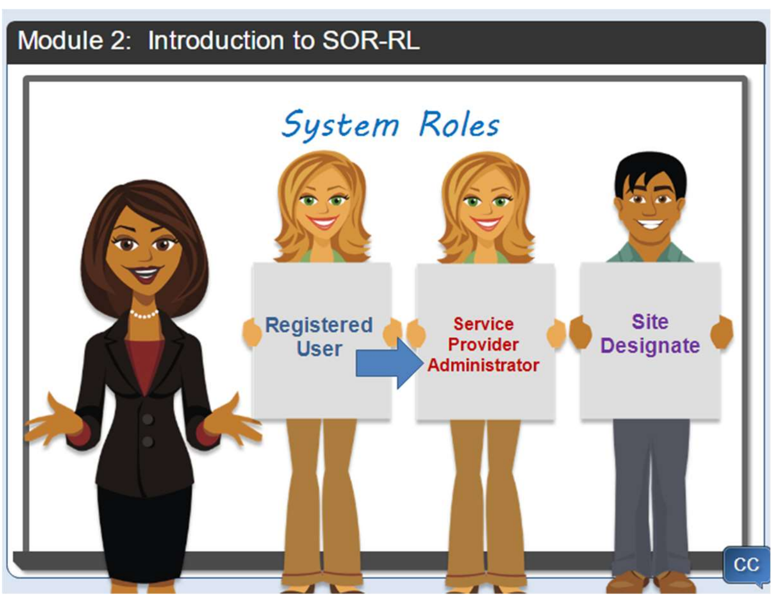
Bill: That sounds terrific! That means that everything is centralized in one location so I can submit and monitor an application then renew my licence in real time. I will be able to see exactly what I sent to the ministry and when.

Bill: Will I be able to request changes to my licence online too?

Lisa: Yes. I'll show you how to request changes to your licence in this video.

Bill: I can hardly wait to see how the system works.

System Roles



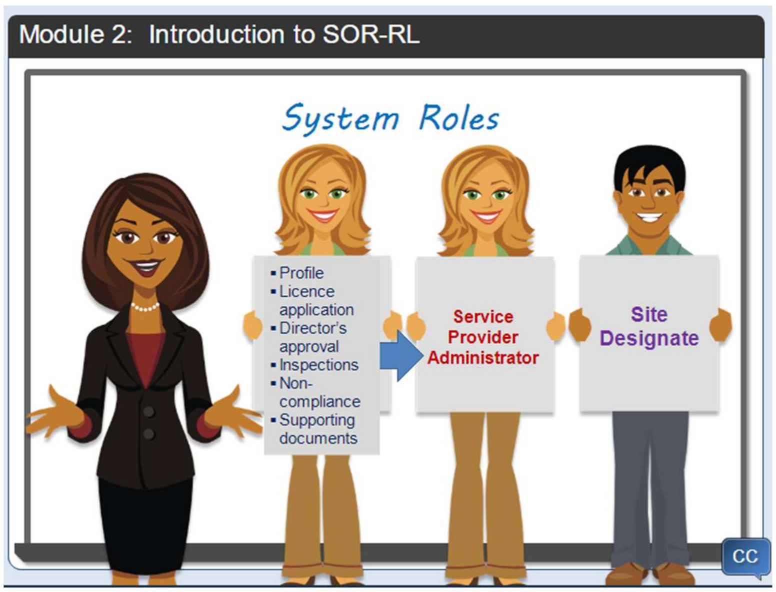
Before I show you how to work in SOR-RL, I want to explain a bit about who will use the system.

As I mentioned, SOR-RL has various functions but not everyone can perform all of the functions. In order to control who has access to which feature, we have created different types of users known as functional roles. In addition, roles are linked to locations; you will only be able to work with licences for your location.

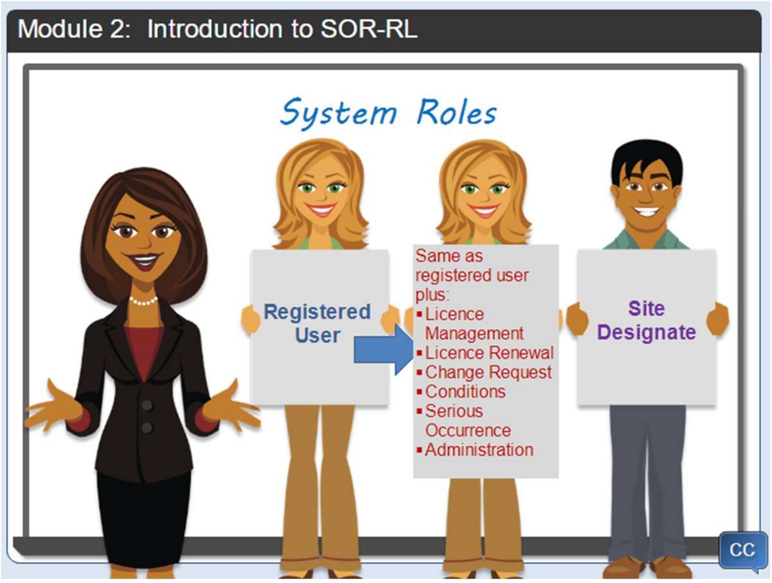
When you are an applicant, your role is “Registered user”. Once you receive a licence, your role changes automatically to “service provider administrator”. A third role that can be granted is that of a Site designate. This person is designated by the licensee to update information in SOR-RL on behalf of the licensee, on residents, staff, and anything else related to the licence. They may respond to ministry requests, including follow up to any inspection, and submission of director’s approval requests.

Click each role to learn what modules each role can access. Click Next when you are ready to continue.

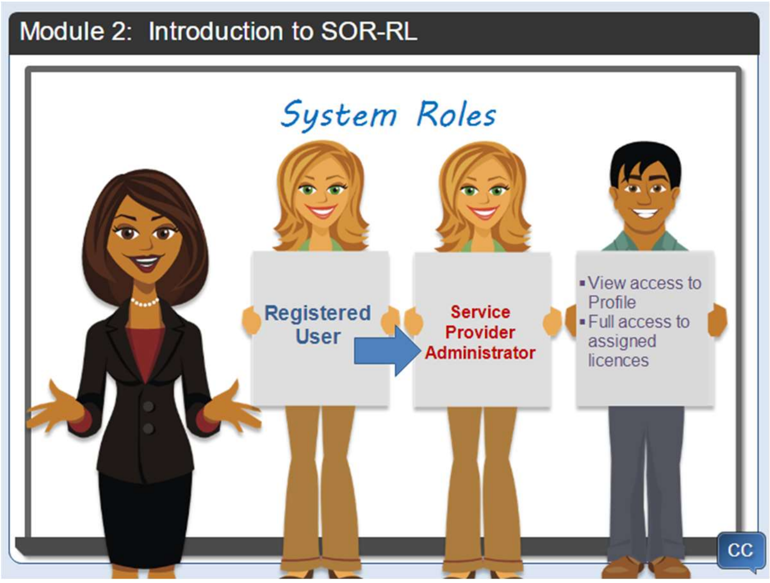
Registered User



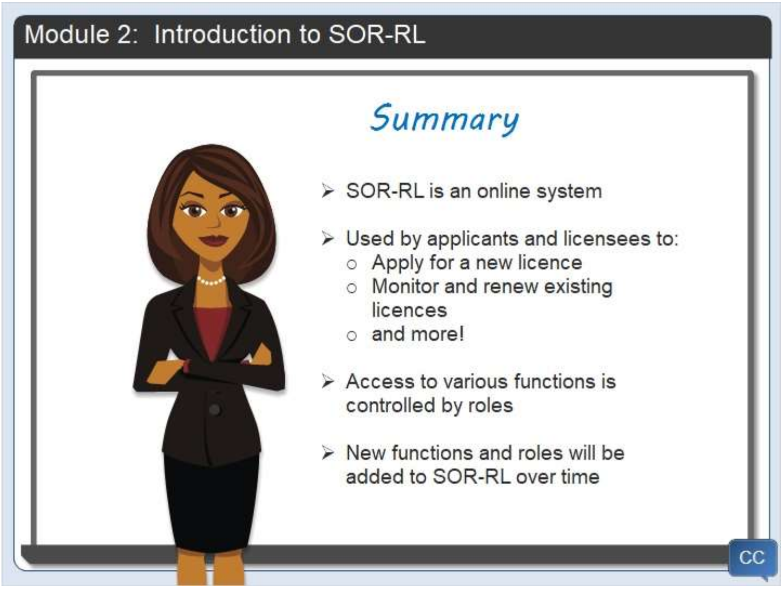
Service Provider Administrator



Site Designate



Summary



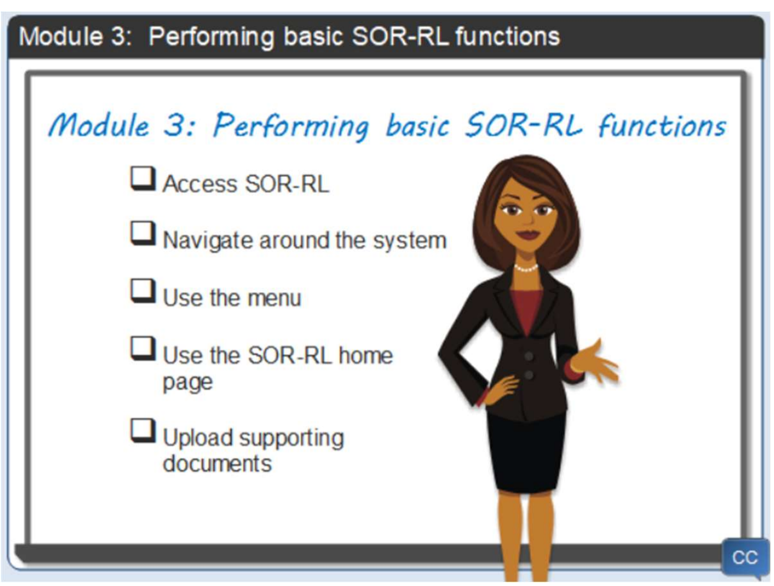
So, in summary, SOR-RL is an online system used by service providers to submit applications and manage children's residential licenses.

Access to various functions in SOR-RL is controlled by roles.

New functions and roles will be added to SOR-RL over time.

Module 3: Performing Basic SOR-RL functions

Introduction



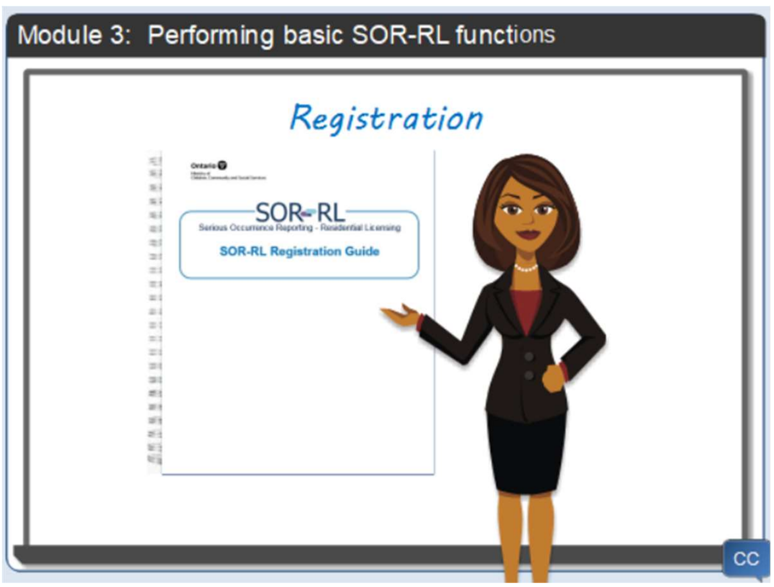
In this short but very important module, I'll walk you through the basic SOR-RL functions:

I'll start by showing you how to log into SOR-RL .

Then I'll show you how to navigate around the system, use the menu, and use the SOR-RL home page.

You can upload supporting documents at several points in SOR-RL, so I'll cover it in detail in this module.

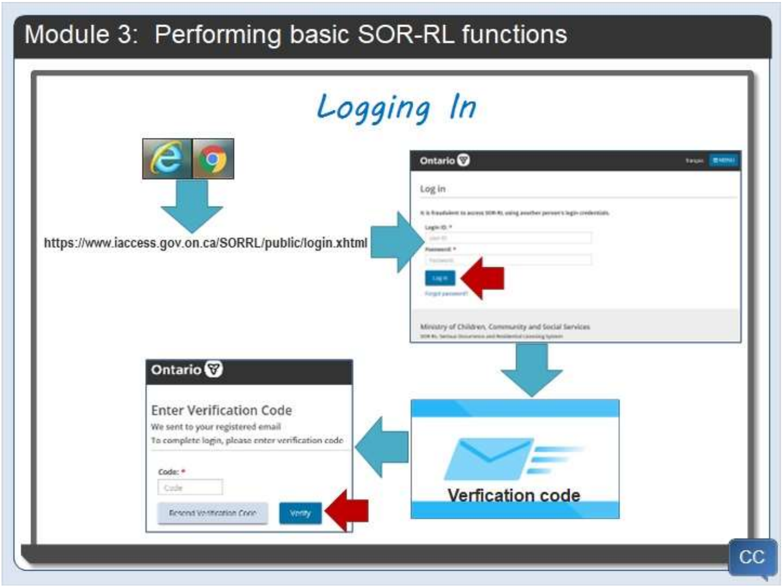
Registration



The first thing you must do is register to become a user in SOR-RL and get your password. I'm not going to cover the registration process in this video. There is a short guide that walks you through the process step by step.

Let's continue to logging in.

Logging in



Once you are a registered user, you can log in to SOR-RL.

As I mentioned earlier, SOR-RL is a web application, so the first step is to open a browser like Internet Explorer or Chrome.

Then enter the website address.

The login page appears where you enter your login ID and password.

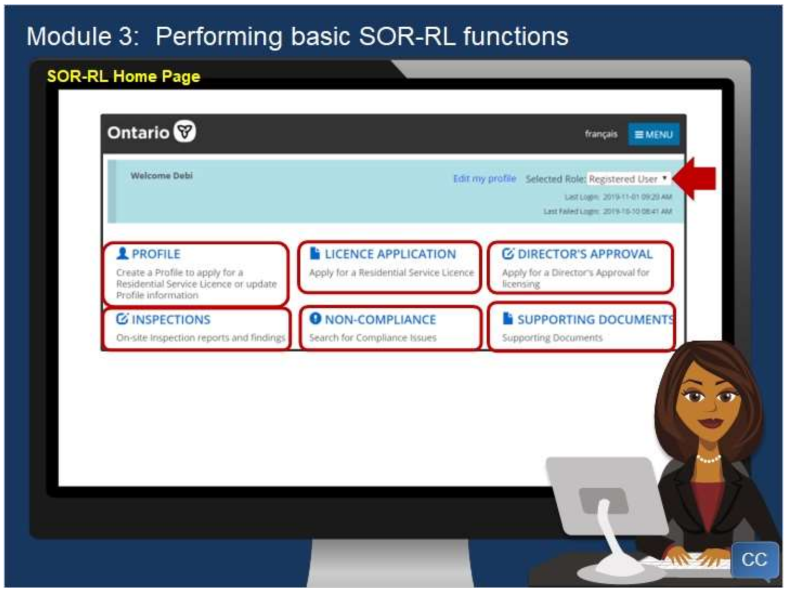
Then click Log in.

You will be emailed a verification code.

Copy and paste the verification code from the email to the code field, then click verify.

The first page to appear is the SOR-RL home page. We'll look at that next.

SOR-RL Home Page

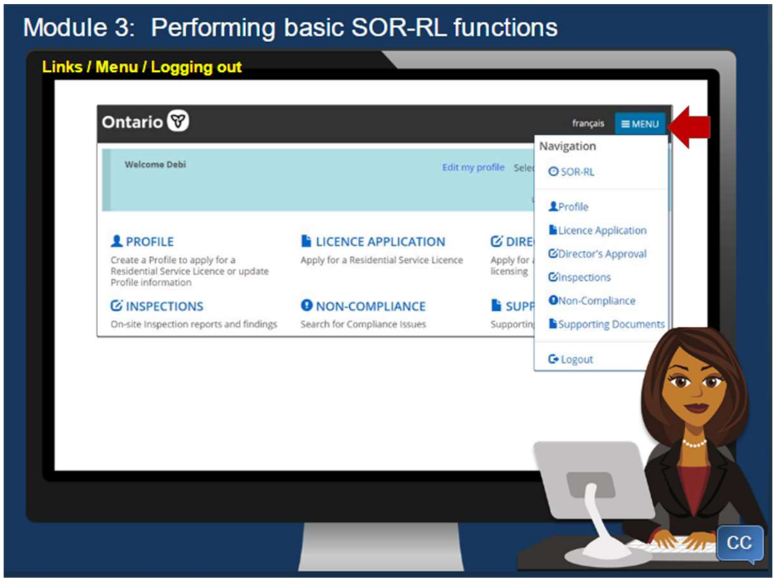


The SOR-RL home page is the jumping off point to various SOR-RL functions. As you learned in the previous module, the items that appear will vary depending on your system access rights or your functional role.

If you have been assigned more than one role, you can change the role by selecting it from the Selected Role dropdown list. In this module, I'll be a registered user.

You can see that as a registered user I have access to the profile, licence application, director's approval, inspections, non-compliance and supporting documents sections. I'll describe what they are when I cover that topic in the video.

Links / Menu / Logging out



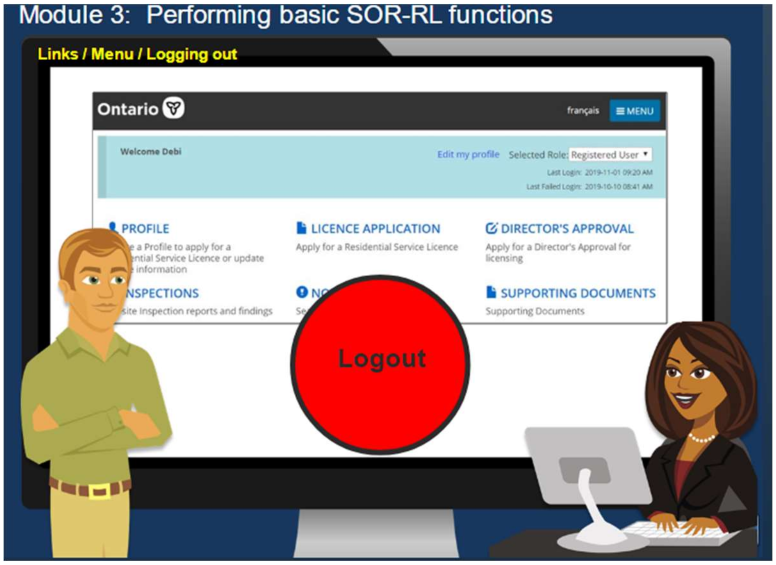
Let's talk about links next.

Generally speaking, in SOR-RL, blue text represents a link. So click the blue link to jump to the SOR-RL function.

Another way you can jump to a function is by clicking the menu button. There is one thing I'd like to point out on the menu, that is not on your home page. That is the Logout function. When you are ready to end your session, just click the menu then select Logout. We're not ready to call it a day just yet so I won't demo that option.

Before we leave this page, I want to point out that this is where you can toggle the page language from English to French.

Bill: Excuse me Lisa. I've worked on some systems where, if I don't work on the system for a while, it will time out and I'll have to log in again. Does SOR-RL do this too?

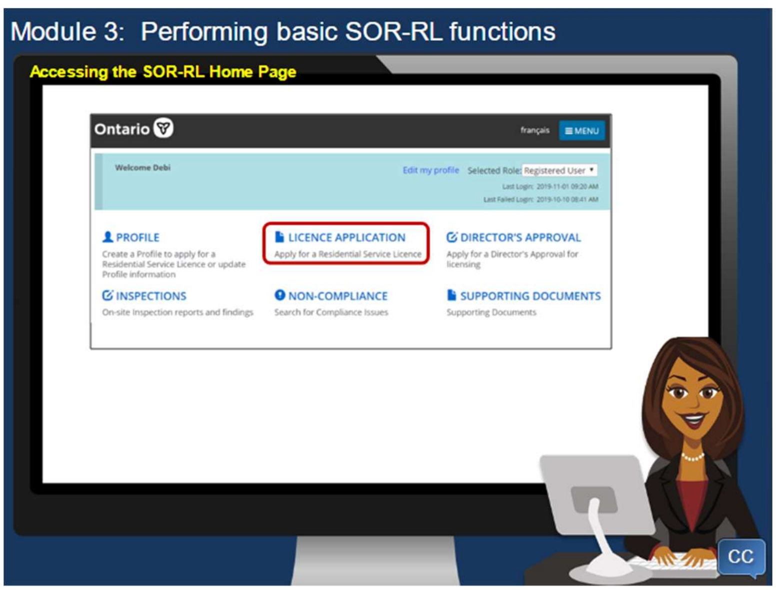


Lisa: Yes, the system will timeout after several minutes of inactivity. You will need to log in again to continue.

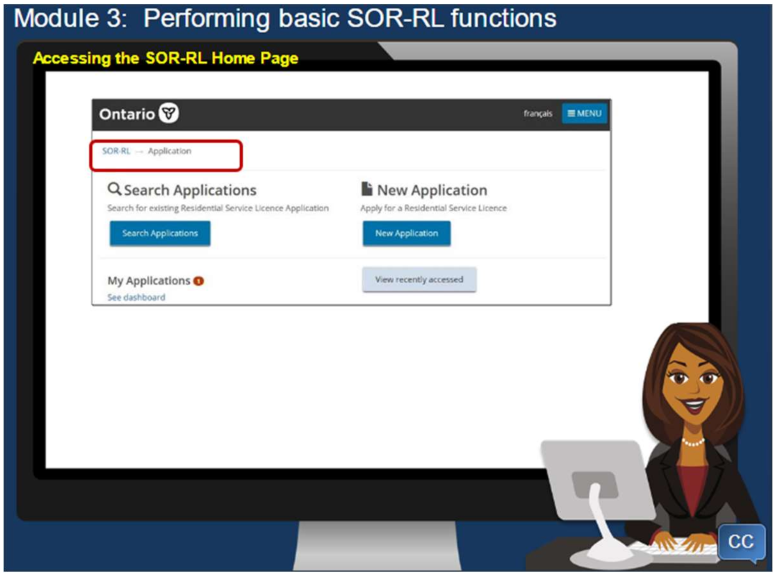
Do you have any more questions Bill?

Bill: No, I'm good for now. Thanks Lisa!

Accessing the SOR-RL Home Page



So, if I click a link, like licence application, it will take me to the application page.



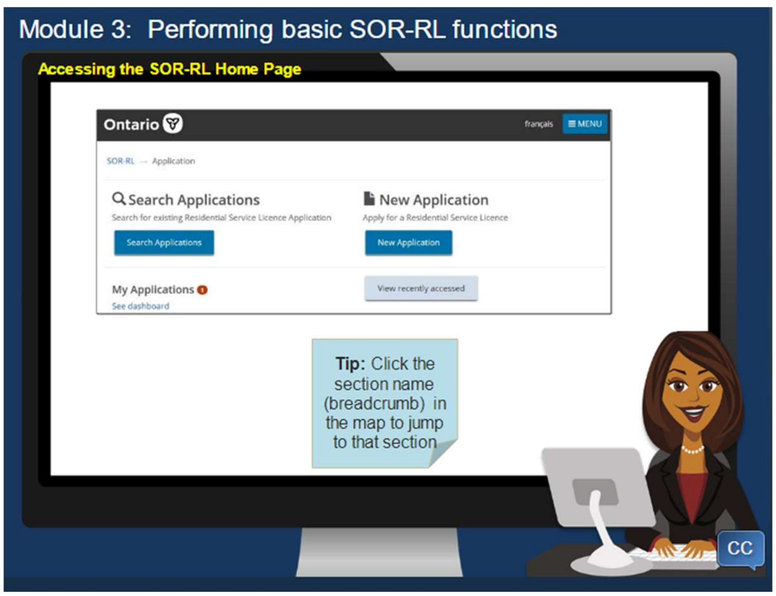
Now I'd like to go back to the SOR-RL home page. Can you figure out how to do it?

Well, one way is to select the SOR-RL option from the menu, but I'd like to show you a shortcut.

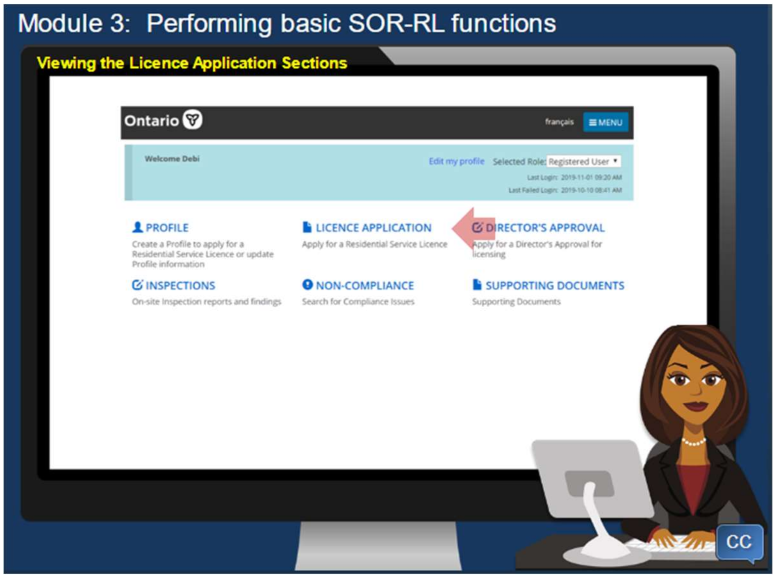
Notice at the top of the page there is a string of blue text. It is like a map showing you where you are in the system.

If you want to go to another area on the map, just click it. This functionality is also known as breadcrumbs.

I'll click SOR-RL and I'm back on the SOR-RL home page.



Viewing the Licence Application Sections



To be honest, you aren’t going to spend a lot of time working in the SOR-RL home page, so let’s move on and take a quick look at the application sections.

Click licence application and the licence application page appears.

Depending on your role you can.

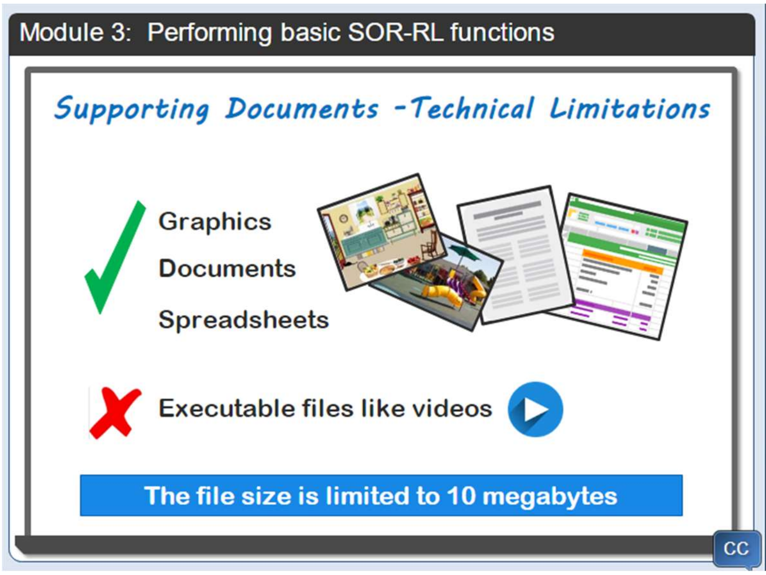
Enter a new application.

Search for applications associated with the site or sites that you have been assigned by the administrator.

And see your dashboard.

I'll go into more detail about each function during the video.

Supporting documents - technical limitations



Uploading supporting documents is something you can do for your profile, application, complaints, licence renewals, etc. so this is a good time to explain how to upload documents.

Before I show you how to upload a document, I want to outline the technical limitations.

The first limitation is the type of file. You can only upload graphics.

Documents.
And spreadsheets.

Bill: Lisa, does that mean I cannot upload a video?

Lisa: Sorry Bill, executable files like videos are not allowed.

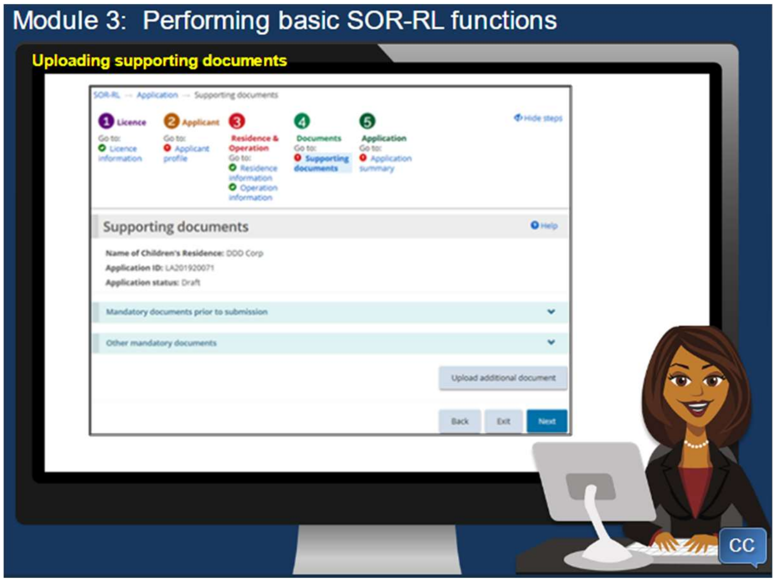
Bill: Are there other limitations?

Lisa: Yes, the file size is limited to 10 megabytes.

Bill: That's a lot. My documents will probably never be that big. How do I upload a document?

Lisa: Let me show you!

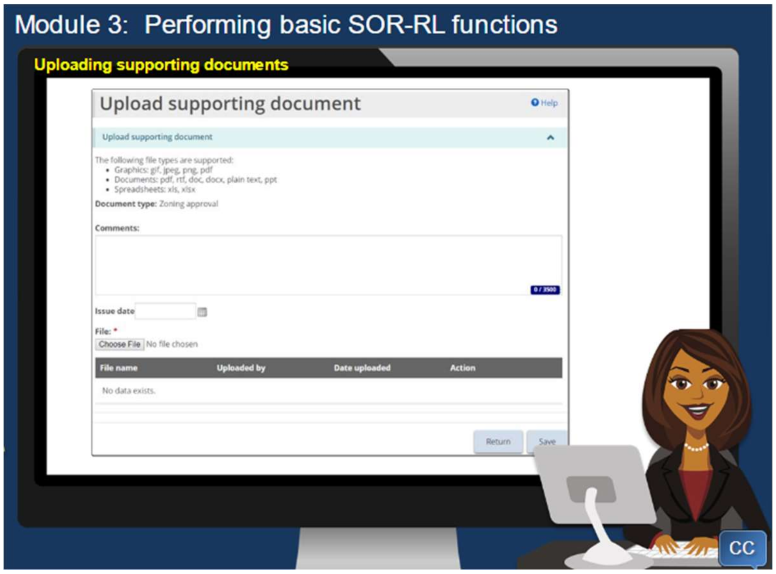
Uploading supporting documents



From the supporting documents page, locate the document type that you are uploading. When you are working on an application, there are two groups of documents that you can upload: mandatory documents prior to submission of the application and other mandatory documents. Other mandatory documents are additional documents that will be required for the licence to be issued, and can be done after the application has been submitted.
I'll click the arrow to open the mandatory documents section.

In my scenario, I need to upload the zoning approval document before I can submit my application.

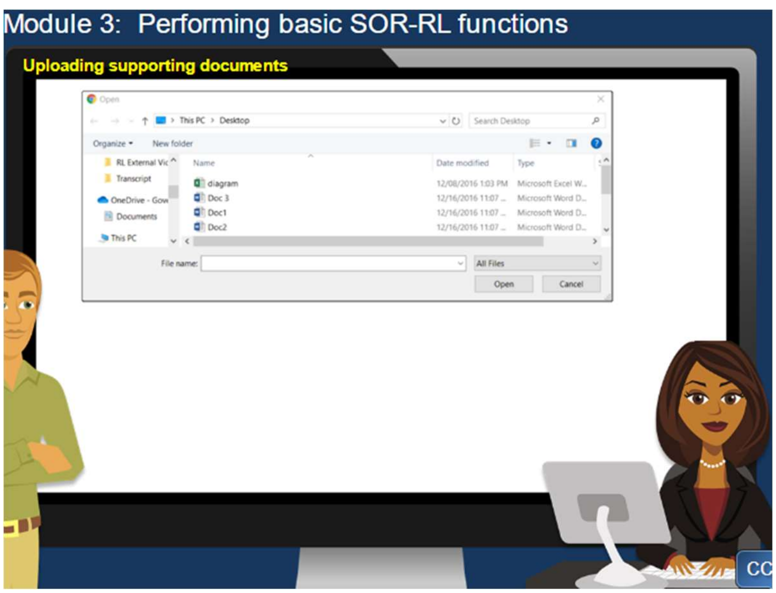
So I'll click the upload button.



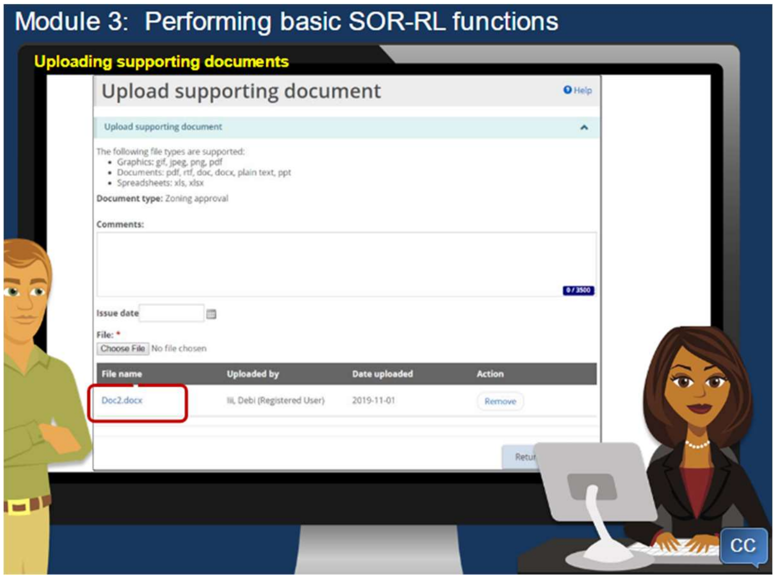
Then I’ll add a brief description in the comments section.

The next step is to locate the document on the computer you are using to complete the application. If the file has not been saved on this computer, you will need to do this first. Click Choose file.

The list of files appears.



Find and select the document from the list.
Click Open.



We’re done. Click Save and now the document appears in the uploaded list.

Bill: Lisa, why is the filename in blue text?

Lisa: That means that the file name is a link. If I click the link, the document will open. This is a helpful way to verify that you have uploaded the correct document.

Bill: Lisa, I have another question.

Lisa: Sure Bill.

Bill: What if I make a mistake and upload the wrong document?

Lisa: Notice there is a “remove” button. Just click remove and the document will disappear from the list. You can now upload the correct document.

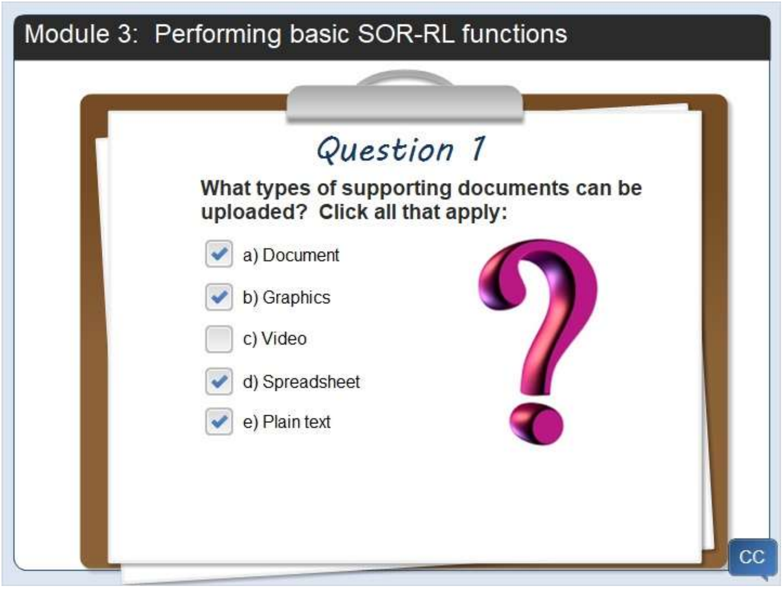
Bill: Thanks Lisa.

Lisa: If you have another document to add, simply click the upload additional document button from the supporting documents page then repeat the steps I just demonstrated.

Don’t forget, all this information is documented in the user Guide.

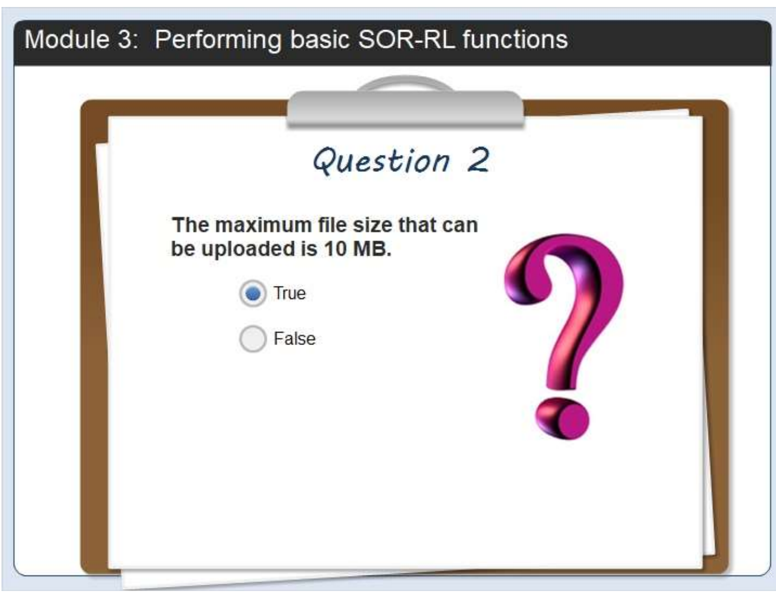
Question 1

This is the first of several questions in the video. Just answer the question then click the submit button to see the correct answer.



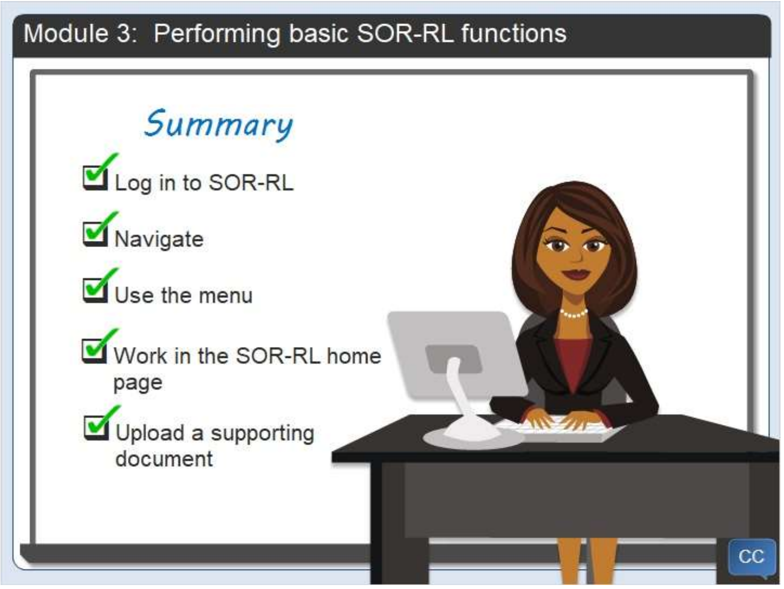
Executable files such as videos cannot be uploaded.

Question 2



10 MB is the maximum size

Summary



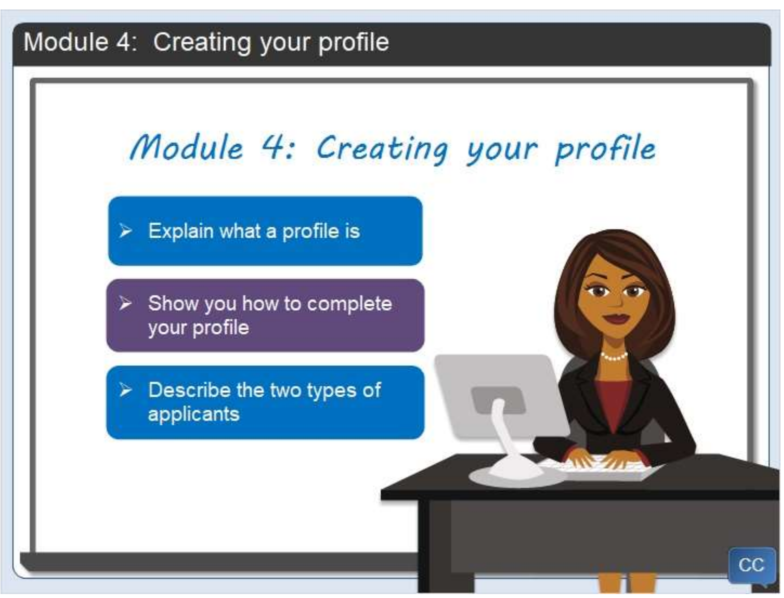
That is all of the basic information that we are going to cover in this module.

In this module you learned how to log in and navigate around SOR-RL, use the menu, work in the SOR-RL home page and upload a supporting document.

I'll show you more functionality and tips when we look at completing an application.

Module 4: Creating your Profile

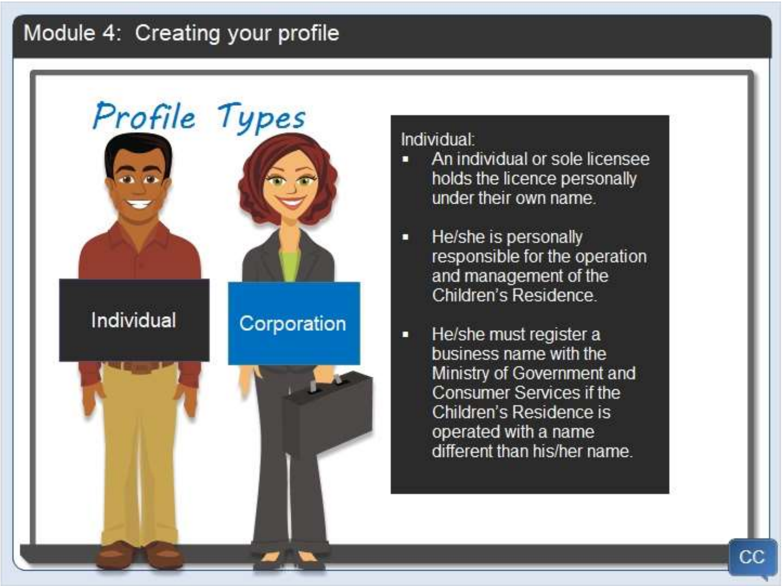
Introduction

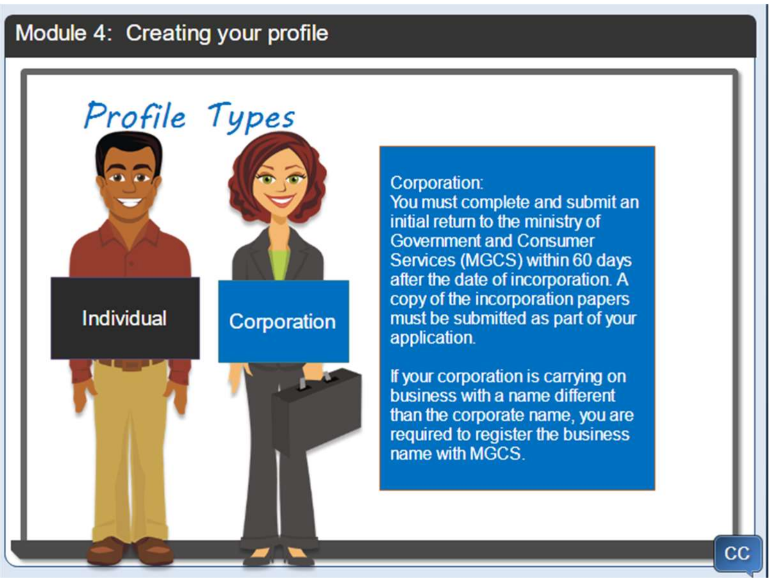


A profile is required before you can complete an application.

In this module I'll explain what a profile is and how to complete it in SOR-RL. I'll also describe the two types of applicants.

Application statuses





When you register to become a user in SOR-RL you enter profile information. This is not the same as the profile you are going to create for your application.

Your application profile can be for an individual or a corporation. That is the profile I'm referring to in this module.

I want to point out that once you submit your application as one type, you cannot change to another type. The application for each type is quite different. As such, you will have to withdraw your application then start a new profile and application.

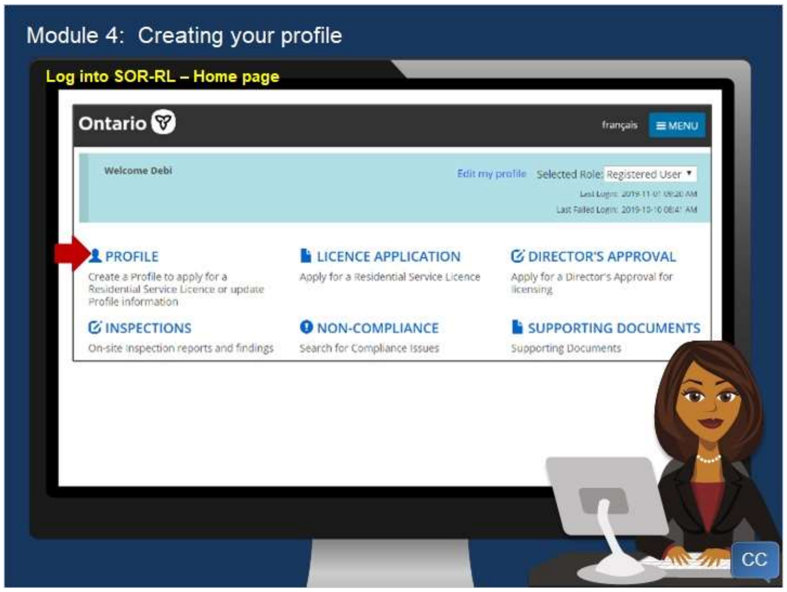
Click on each character to read more about the profile types.

User Guide

As I mentioned, you won't be able to start an application until you create your applicant profile. To help you create your profile and work in SOR-RL, we've developed a detailed step-by-step user guide for you to use so you don't have to worry about taking notes today. A link to the user Guide is available on the training portal. Just sit back and watch the process and get a feel for how to create your profile.

Before I start, I want to mention that corporate types are the most common, so I'll be demo that type today. Instructions for creating an individual profile can be found in the user guide.

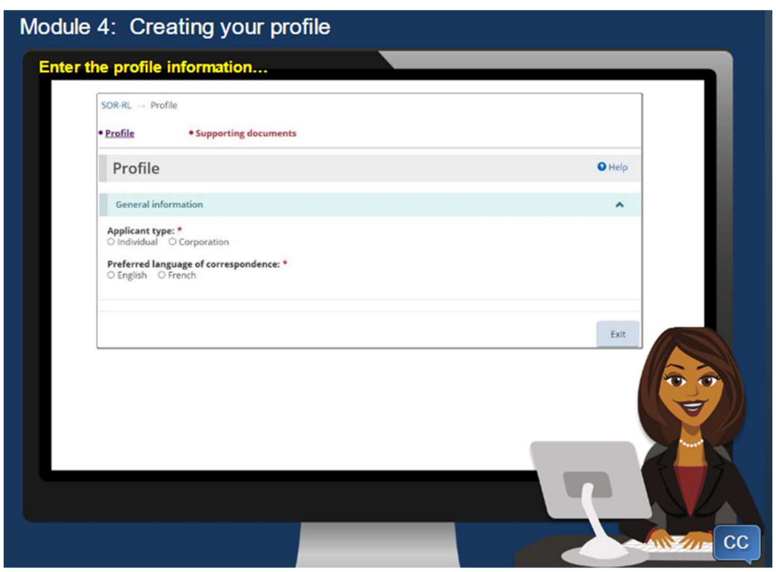
Log into SOR-RL



After you log into SOR-RL the first page to appear is the SOR-RL home page.

Click the Profile link.

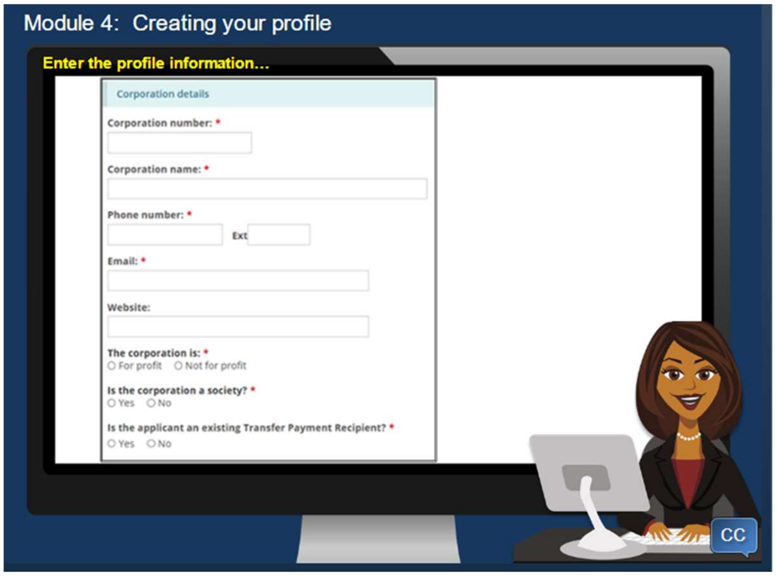
Enter the profile information



After you click “Profile”, a window appears where you input your applicant type, preferred language of correspondence and other information. You will be able to update this information at any time however once you submit an application, you will not be able to change the applicant type.

For my demo I'll select corporation.

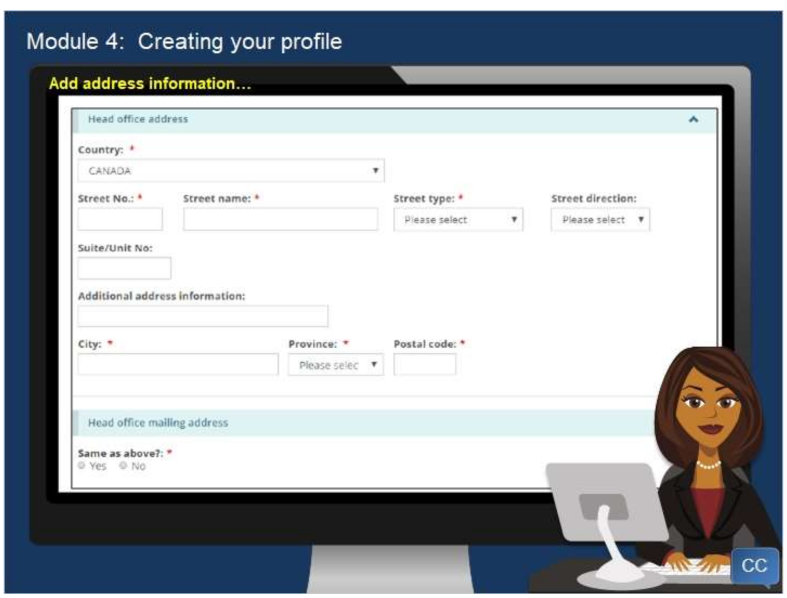
Then I'll select the preferred correspondence language.



The window expands automatically after I make my selection. The questions that appear depends on the type of applicant I selected.

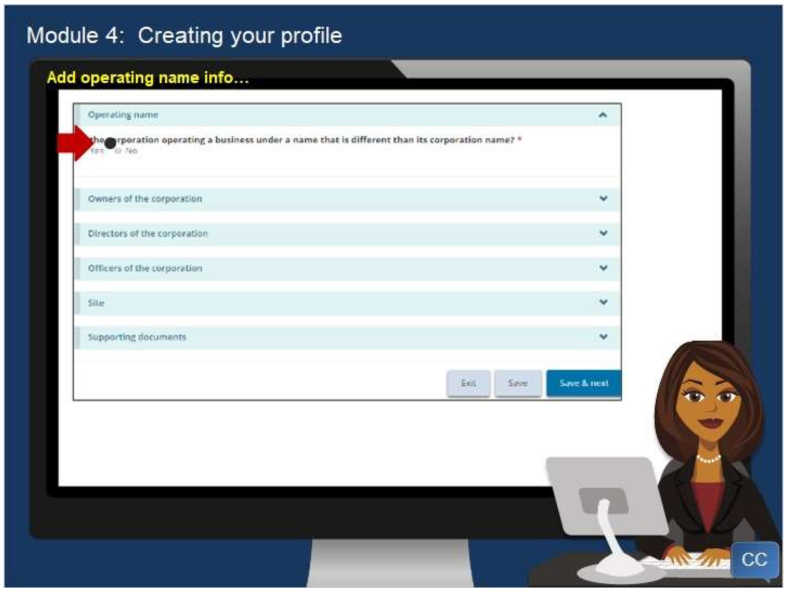
I just continue down the page completing the corporation details.

Add address information



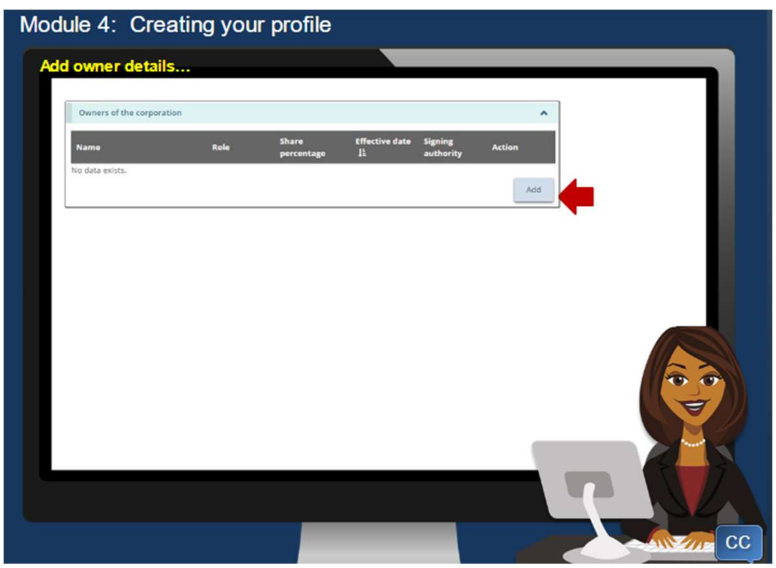
Then I'll scroll down and add the head office address and mailing address.

Add operating name

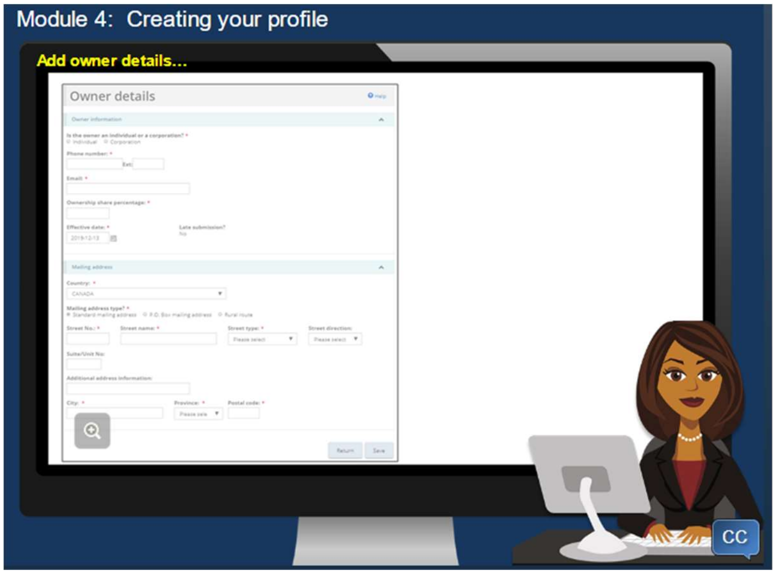


I'll answer the question about the operating name. "Are you operating a business under a name that is different than your name". If you Indicate if the corporation is operating under a different name, the section expands. For the demo I'll answer no.

Add owner details



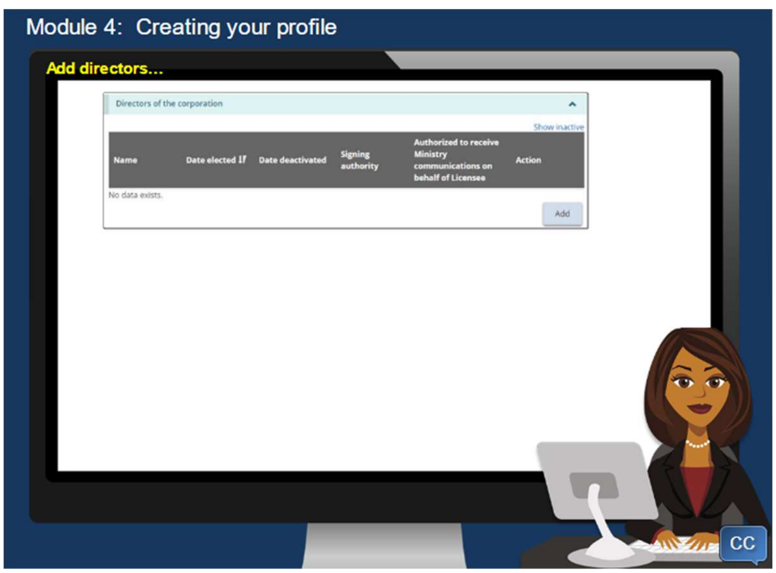
The next section involves the owners of the corporation. When I click the add button the owner details page appears.



After I enter the owner details I'll click Save then return.

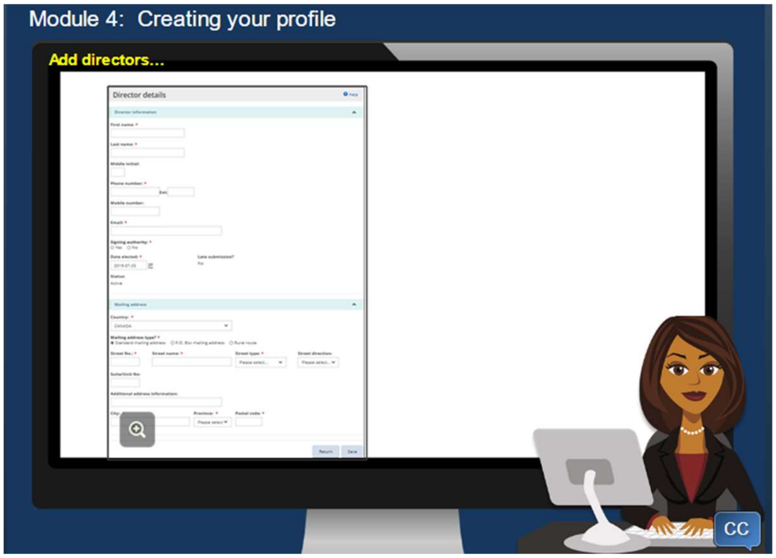
The owner's name appears in the table.

Add directors



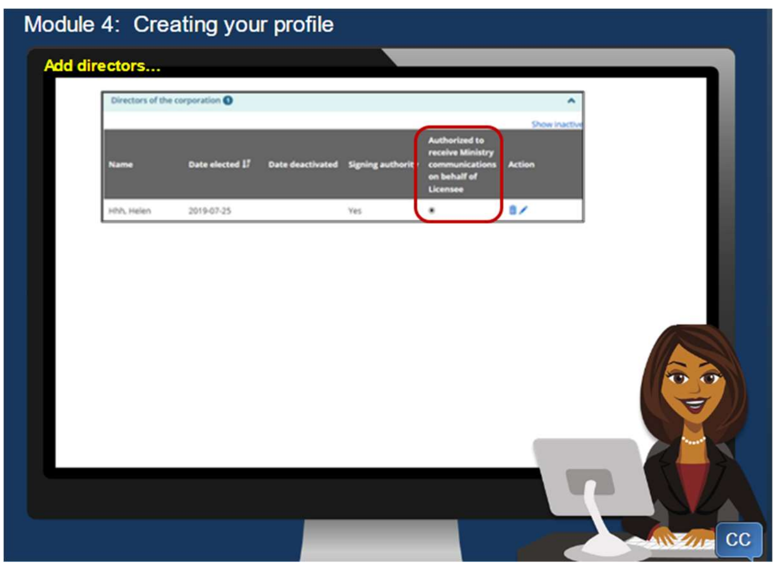
The next section is where the corporate directors are entered.

I'll click the Add button and enter the information for the first director.



Most of the information required is self-explanatory. However, there is a field called “Signing authority“ that I’d like to tell you more about. There must be least two directors or officers with signing authority entered in SOR-RL before you will be able to submit an application.

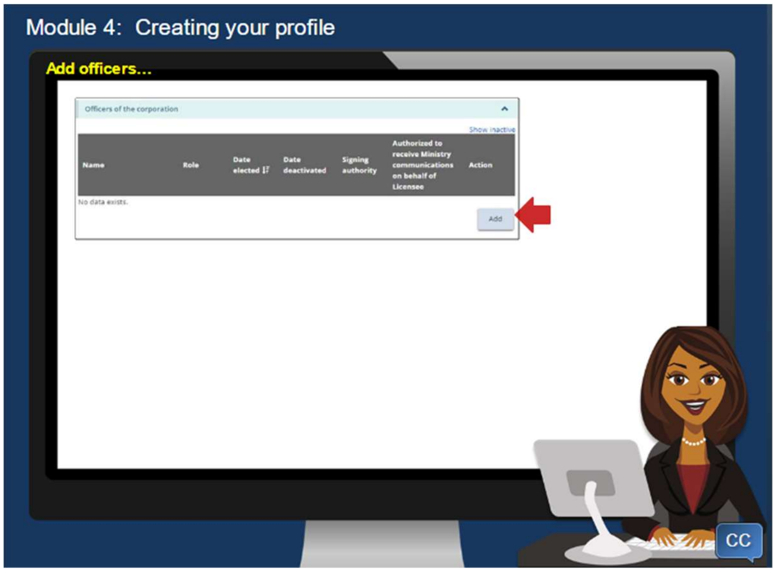
When I’m done entering the director, I’ll click Save and then I’ll click return. You can see the director’s name in the table.



You would continue adding all the directors. Today, I’ll just enter one director.

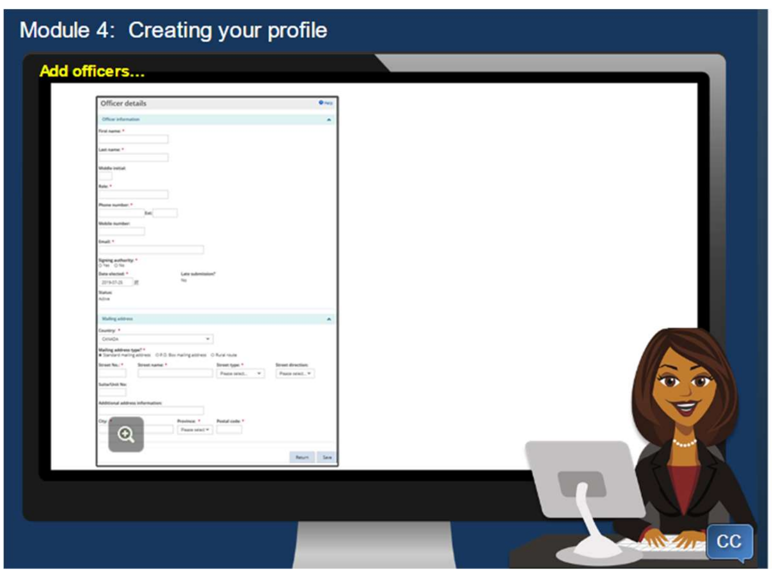
Before I leave this page, I want to point out in the table another field “Authorized to receive ministry communications on behalf of licensee”. You will see this same field when we complete the officer information. You must have at least one director or officer authorized to receive ministry communications.

Add officers

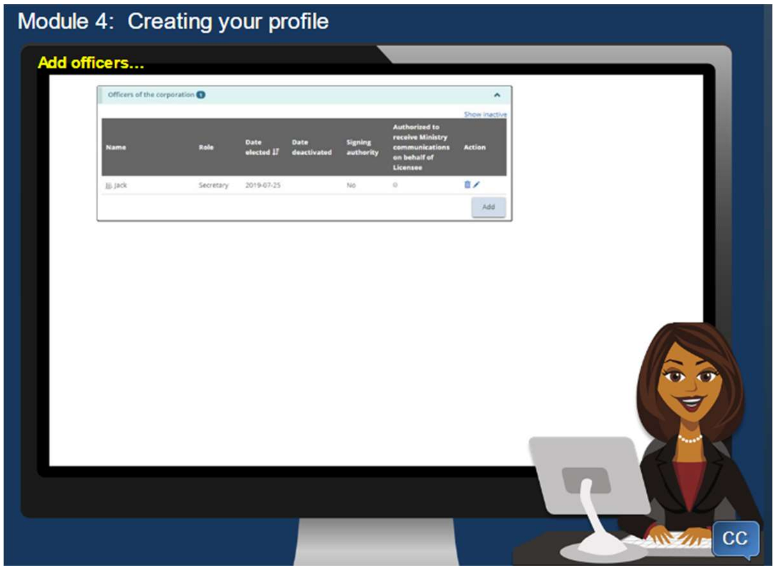


And now we do the same thing for the officers.

I’ll click the Add button then enter the information for the first officer.



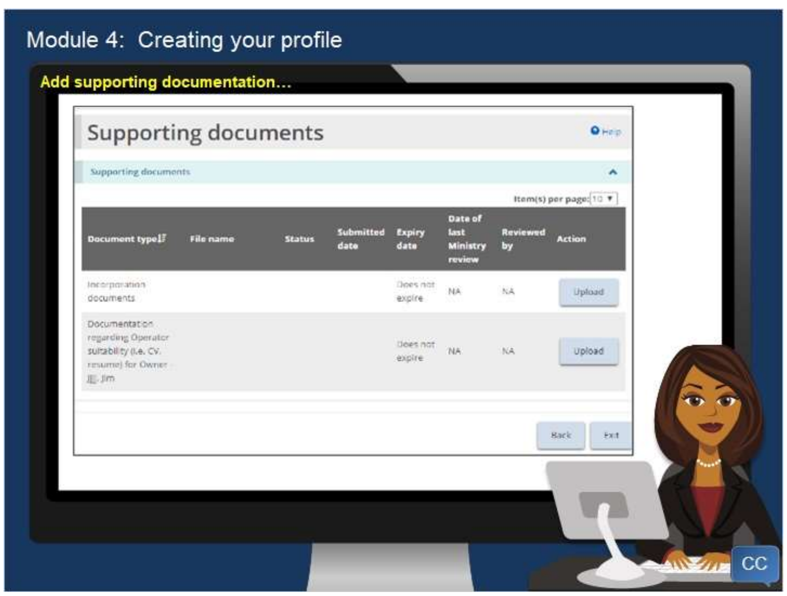
When I’m done, I’ll click Save and then click return. You can see the officer’s name in the table.



I could enter another officer if applicable but for the demo I'll only add one officer.

I've completed this page, so I'll go on to the next section.

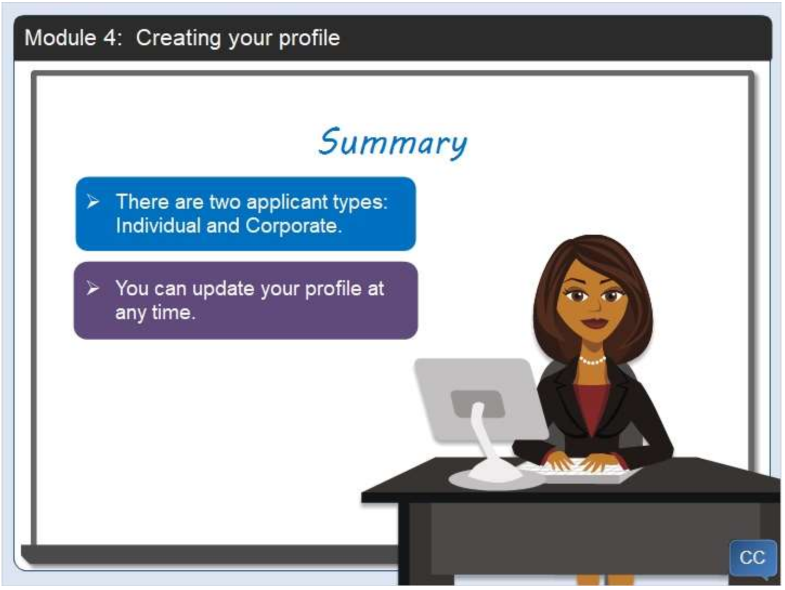
Add supporting documents



This page is where I'll upload the required supporting documents. The documents required depend on the type of applicant you are. As I previously mentioned, there are some mandatory documents that must be uploaded prior to submitting your application, while others must be uploaded before a licence can be issued.

I showed you how to upload a supporting document in module 2 so I'll skip that in my demo.

Summary

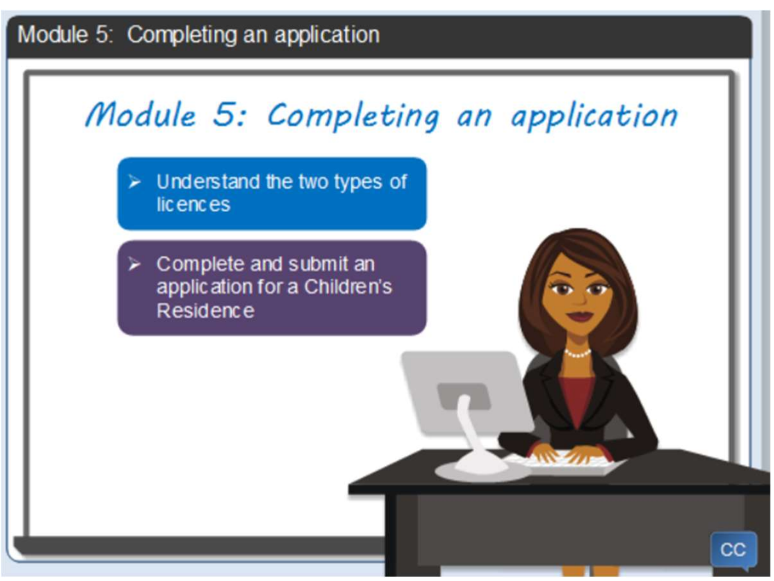


And that is all you do to create your profile.

I want to mention that you can add profile documents and add or change directors and officers at any time.

Module 5: Completing an application

Introduction



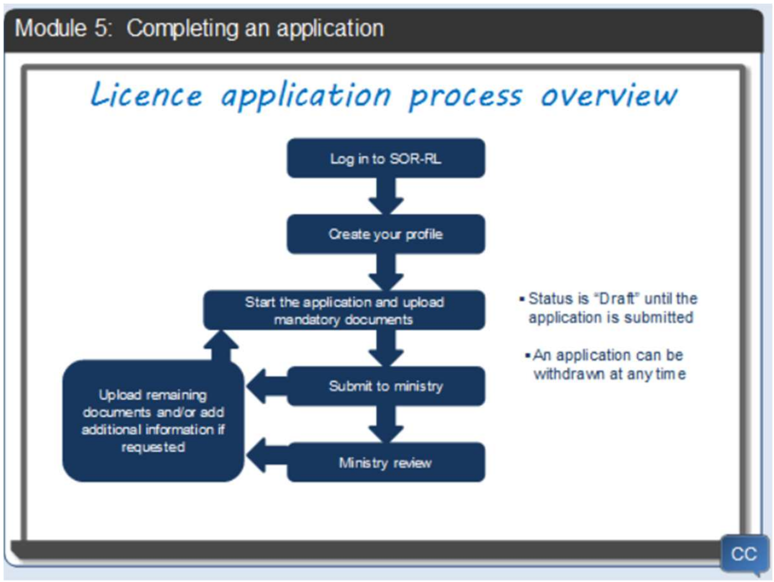
Xxx Deb you have changed the screen contents

Now that you have completed a profile you can start your application.

In this module I'll explain the two types of licences.

And I will walk through the basic application process for a Children's Residence licence.

Licence application process overview



Here is a high-level overview of the application process.

Before you can start an application, you must have a profile as an individual or corporation. This is done in SOR-RL.

Once you have your profile you can start your application. While the application is being entered, the status is draft.

You don't have to complete your application all at once. You can work on it, save it and continue working on it at any time. In addition, you can withdraw a draft application at any time.

Depending on the type of application, you may be asked to upload mandatory documents with your application. Other documents can be uploaded later.

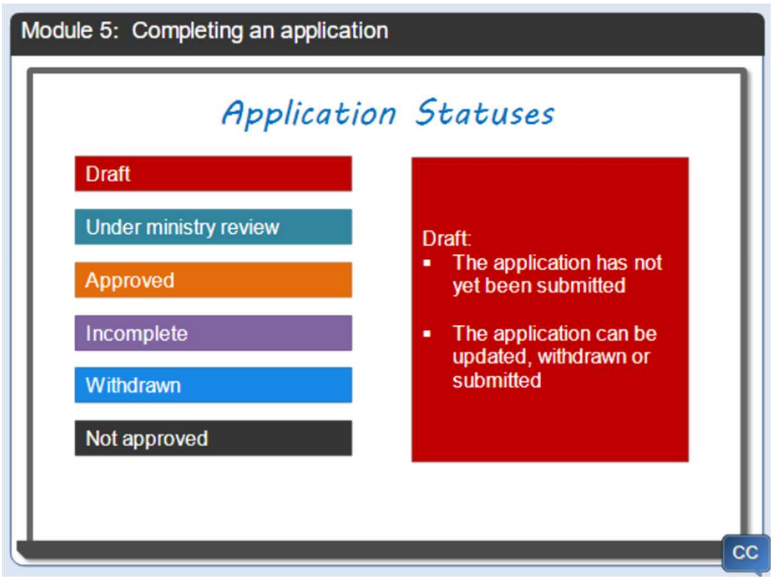
When the information is complete, it is submitted to the ministry for their review.

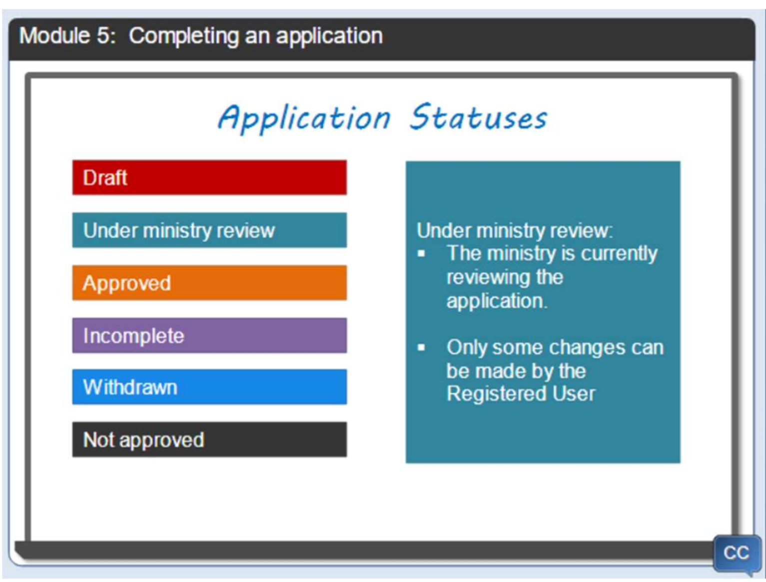
The ministry may request additional information. While the ministry is reviewing your application, you can submit the other documents. You will have to submit all required documents before your licence will be issued.

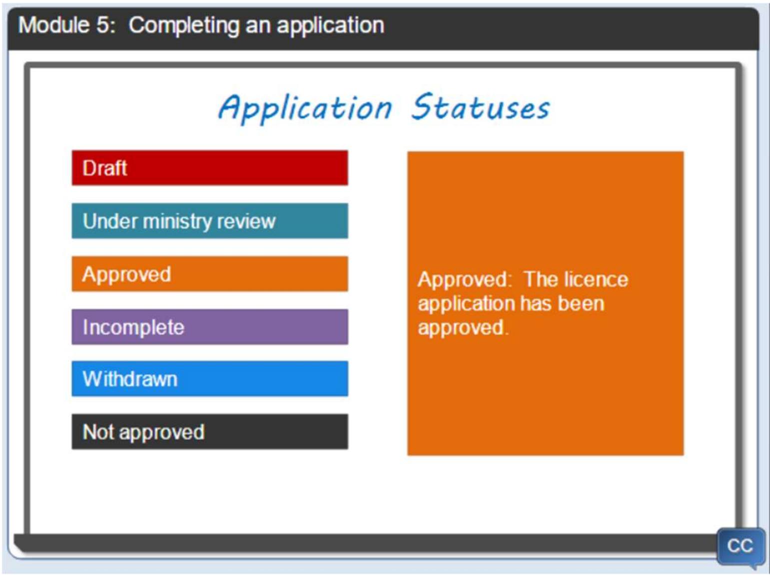
Take some time to review the flowchart. Click next when you would like me to continue.

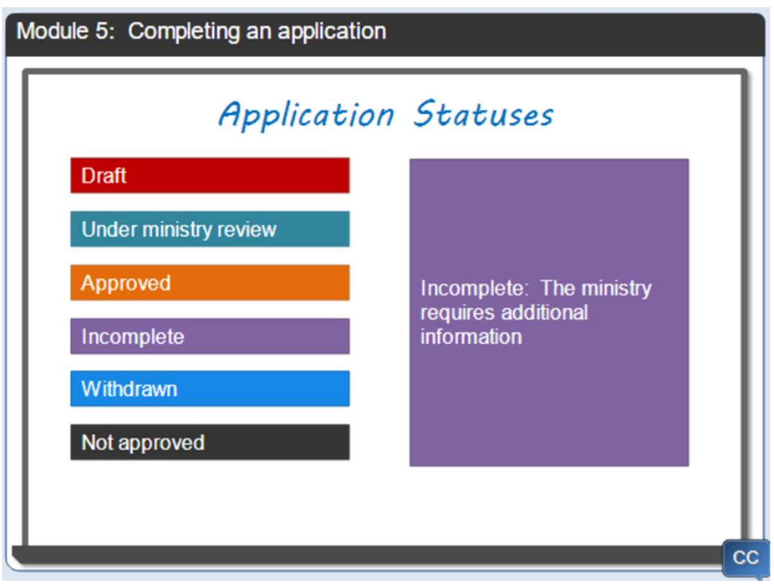
Application statuses

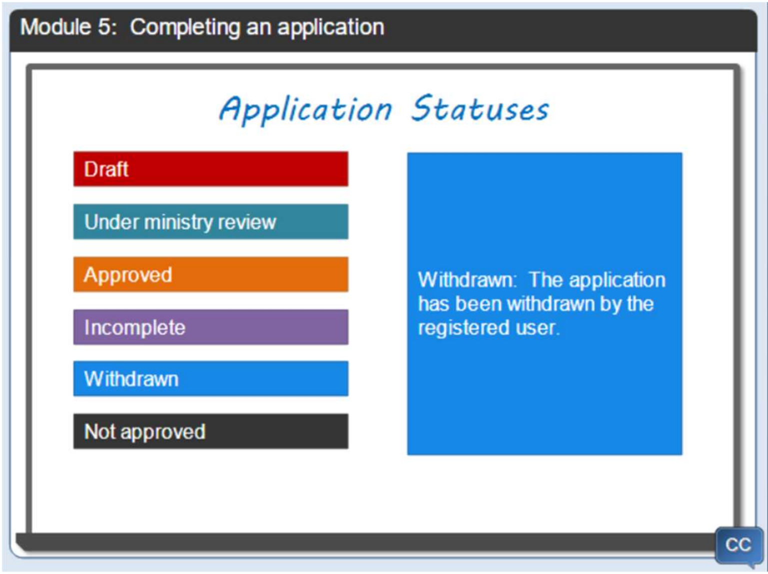
In the previous slide I mentioned application statuses. As you work on your application, the application status will change. Click on each status to learn more.

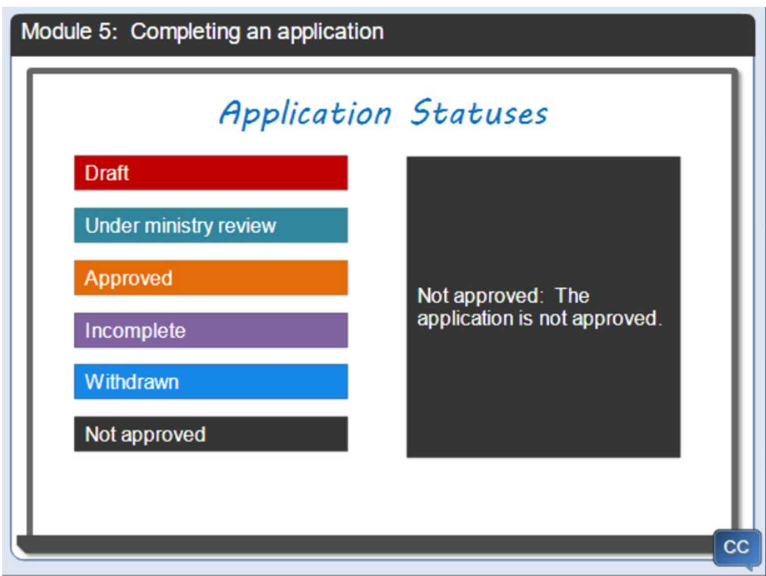




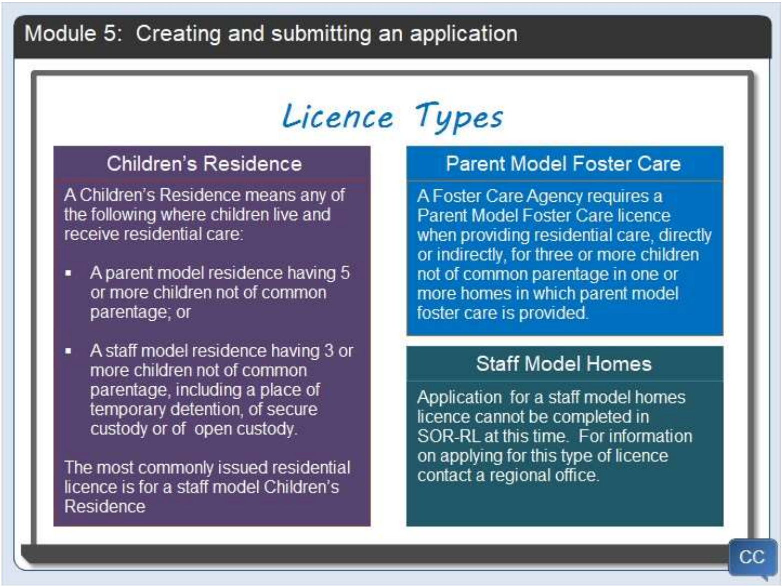

Module 5: Completing an application
Application Statuses
Draft
Under ministry review
Approved
Incomplete
Withdrawn
Not approved
Approved: The licence application has been approved.
CC


Module 5: Completing an application
Application Statuses
Draft
Under ministry review
Approved
Incomplete
Withdrawn
Not approved
Incomplete: The ministry requires additional information
CC


Module 5: Completing an application
Application Statuses
Draft
Under ministry review
Approved
Incomplete
Withdrawn
Not approved
Withdrawn: The application has been withdrawn by the registered user.
CC


Module 5: Completing an application
Application Statuses
Draft
Under ministry review
Approved
Incomplete
Withdrawn
Not approved
Not approved: The application is not approved.
CC

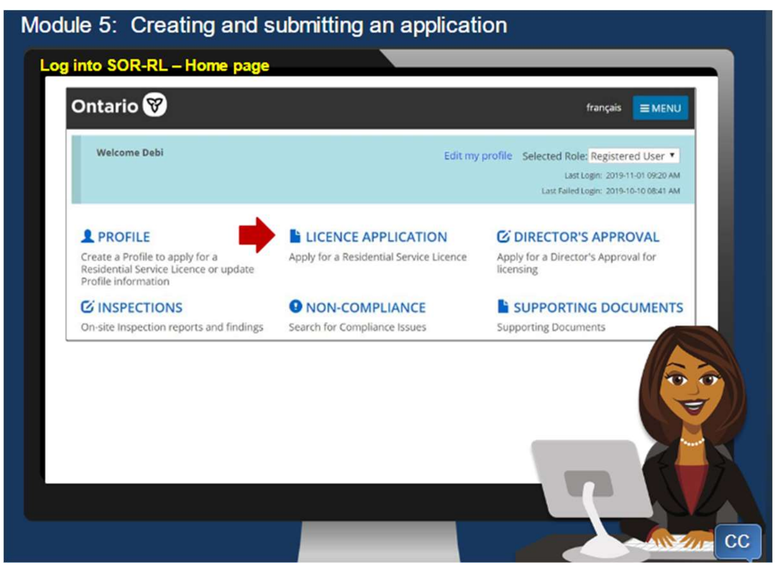
Licence types



The first decision you must make is the type of licence you want to apply for. There are three types of licences. Children's residence. Foster care agency. And Staff Model Homes.

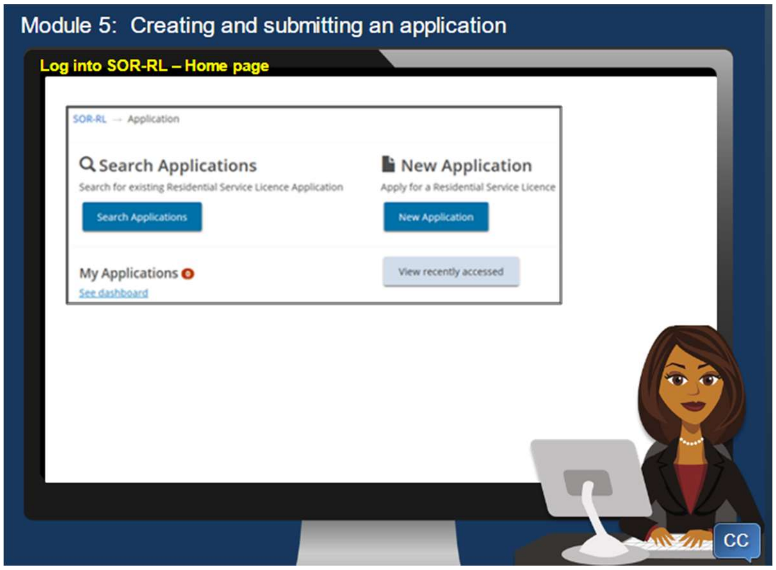
Click on each type to learn more.

Start the application



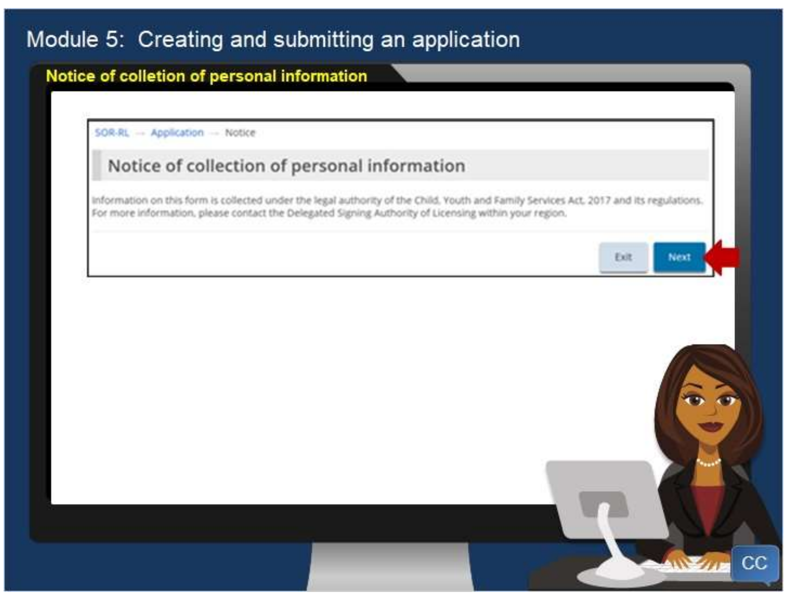
I'm going to start the application now.

From the home page, I'll click the licence application link. The application menu appears.



Then I'll click new application.

Notice of collection of personal information

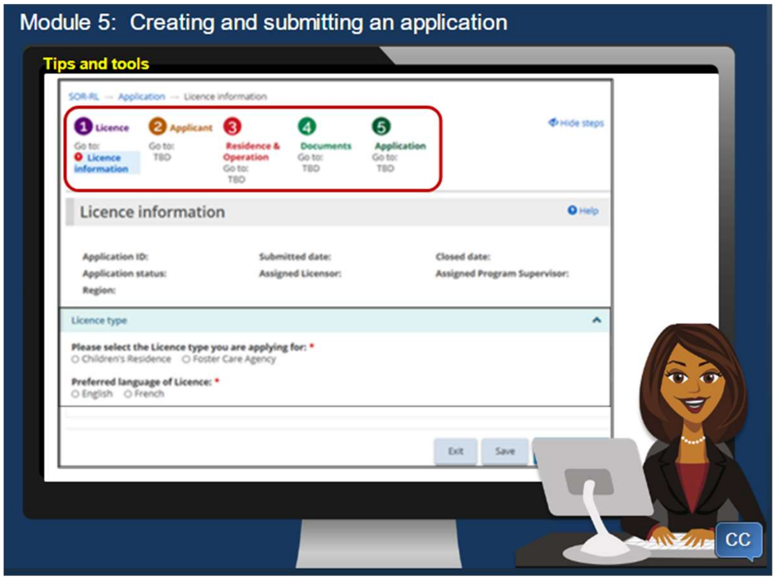


The notice of collection of personal information appears.

Read the notice, then click next.

Tips when working on your application

The licence information page appears.



Before I continue entering the information, I want to show you some helpful tips and tools.

Do you see that some fields have a red asterisk? The asterisk indicates that the field is mandatory. I will have to enter information in the field before I will be able to go to the next page.

Bill: What if I don't have all the information yet?

Lisa: All of the fields marked with a red asterisk are the minimum entries required before you can submit the application to the ministry. Enter the mandatory information now and then you will be able to add the other information as it becomes available, or when requested by the ministry.

Bill: That makes sense.

Lisa: Another helpful feature appears along the top of the application pages. The top section outlines the steps that you will take to enter application information. As you complete a section, a green checkmark will appear. Incomplete sections appear with a red exclamation mark.

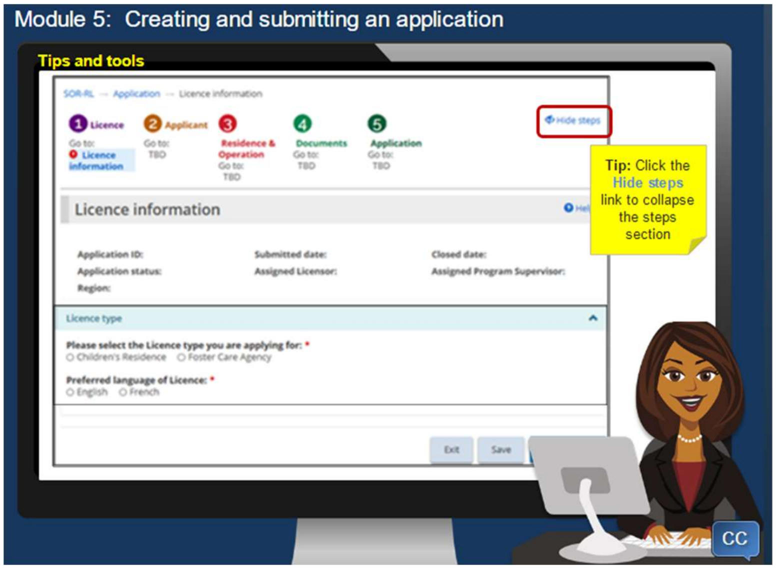
Bill: Lisa, does a green checkmark mean that my information is correct?

Lisa: No Bill. The green checkmark only indicates that the mandatory fields have been completed. The system won't check for the "correctness" of the information until you click the submit button.

Bill: Ok thanks for clarifying that for me.

Lisa: Do you remember in module 2 that I mentioned that links are blue? The steps are links so if you want to jump to another section or step, just click the blue link.

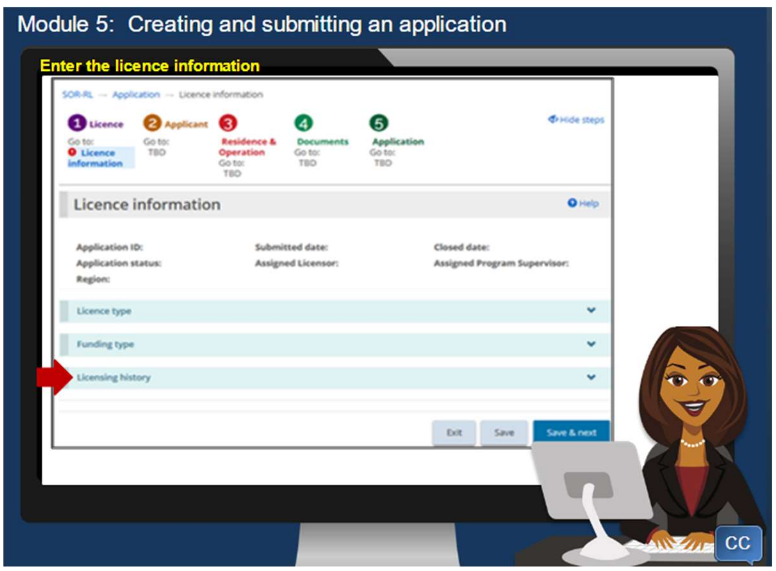
If you want to see more information on your screen, you can hide the steps by clicking the hide steps link.



Another tool is a Help link that appears on most pages. If you click the help link, a screen pops-up with tips on entering information on this page.

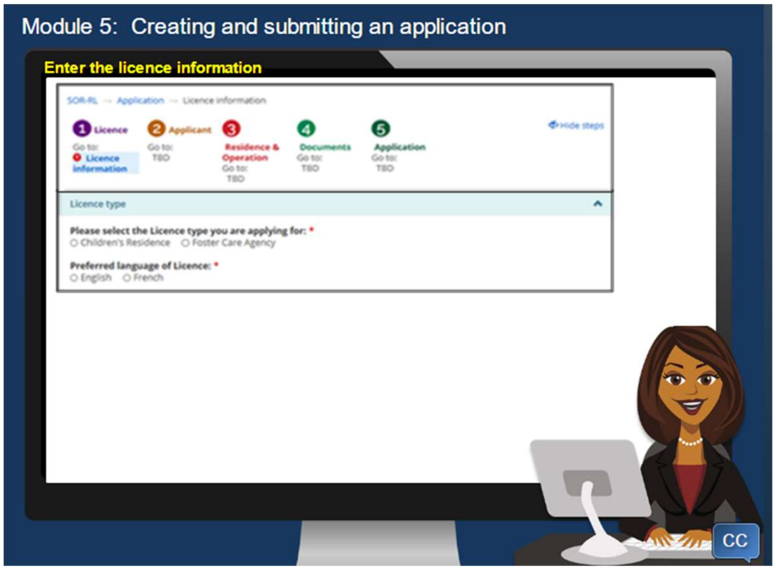
Let's start entering the details.

Enter the licence information



The licence information is where you enter the licence type, funding type and licensing history.

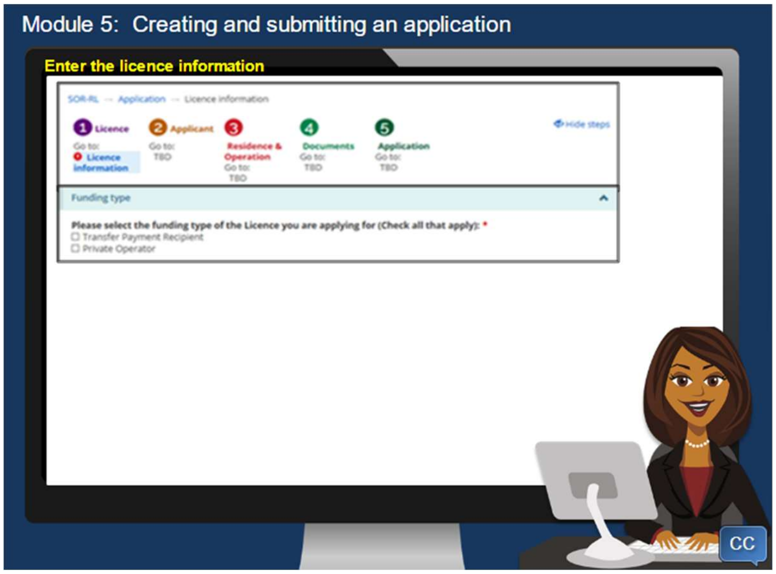
There is a lot of information on this page. To make things simpler, I will expand the section as I explain it.



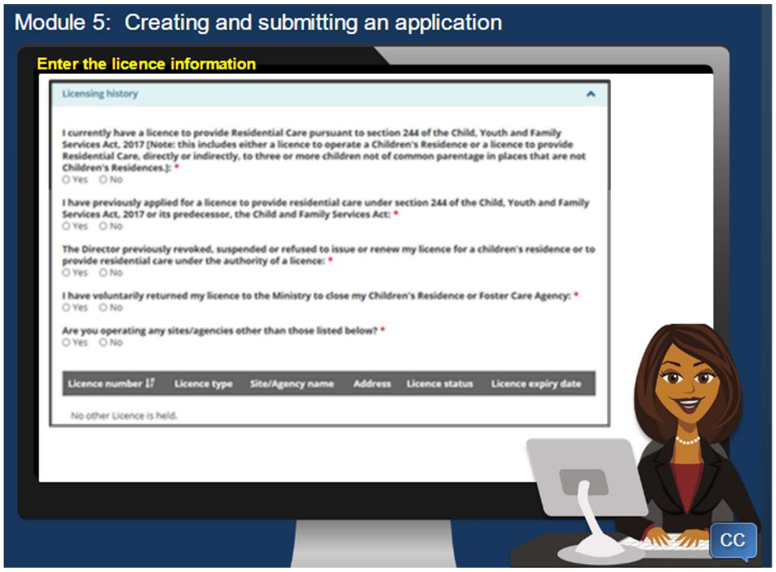
The first section is about the licence type. This is where you indicate the type of licence you want to apply for. It is really important that you make the correct selection now because the two applications are different. I showed you the difference between the two licence types a bit earlier.

A children's residence licence is the most common so I'll use that in my demo.

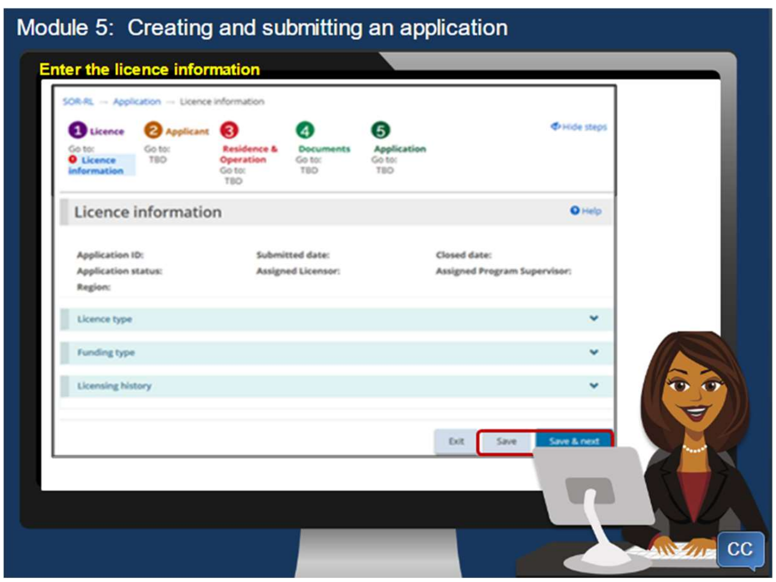
In the next field, enter the preferred language of the licence.



The second section is about the funding type. You can select more than one funding type.



The last section concerns your licensing history. Today I'll answer No to all of the questions. More questions may appear based on your answers.



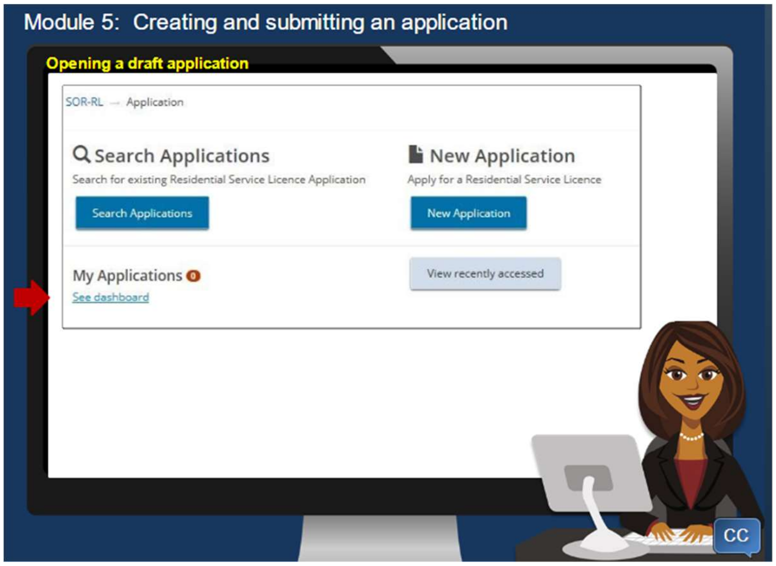
The first page is complete. On most pages you will see both a save, and a "save and next" button. Click the save button if you want to save the information and remain on the current page. Click the "save and next" button to save and go to the next page.

I want to remind you that as you save your application, it is saved as a draft that you can return to at any time.

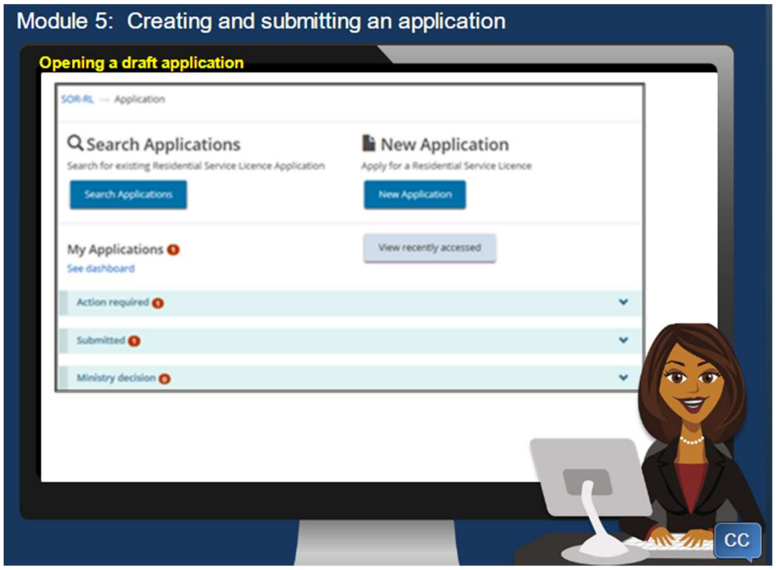
I think this is a good time to show you how to open a draft application.

I'll click the save button so I don't lose what I have entered.

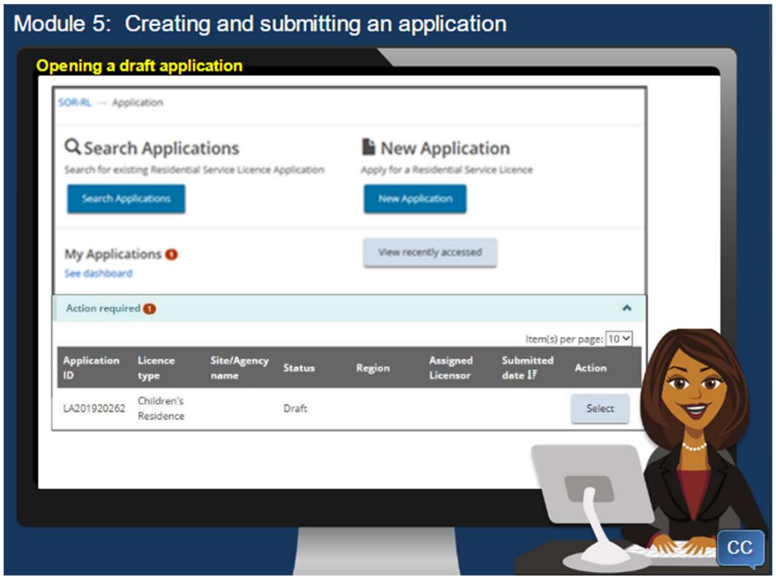
Opening a draft application



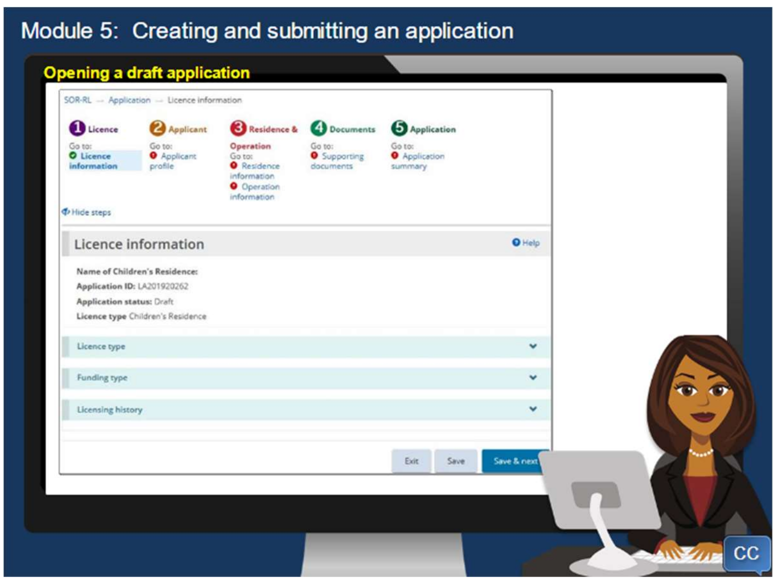
Back on the applications menu page I'll click "See dashboard".



The draft application appears in the action required section. I'll expand the action required section and you can see it in the table. Notice the application has an ID starting with the letters L A, meaning licence application.



Now I'll click the select button and the application summary page appears.

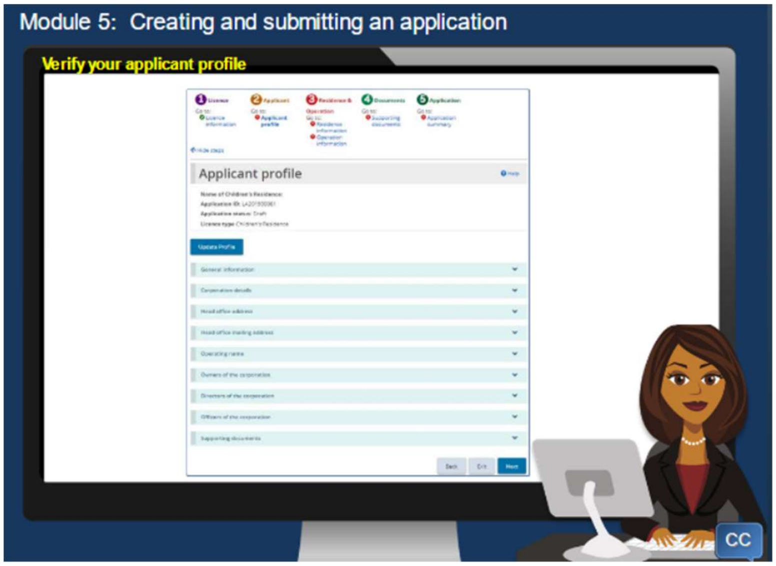


Look at the steps section. You can see that there is a green checkmark next to the licence information link. All the other sections of the report have a red exclamation mark because they are not complete.

You can enter the information in any order. Just click the link of the section that you want to work on. Today, I'll just continue in the order presented.

I'll click the applicant profile link next.

Verify your applicant profile



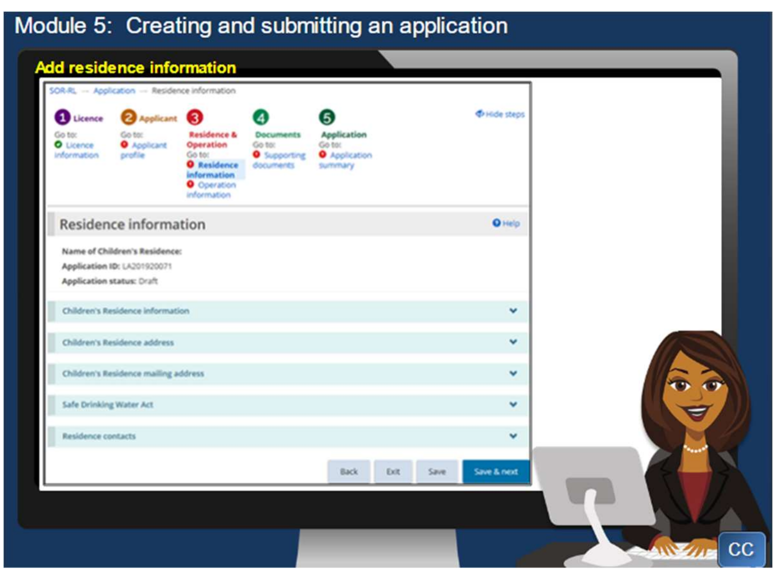
The applicant profile page appears.

The information on this page is what you entered before you started the application. All you do now is verify the information in each section. If everything is correct, you'll click next to continue to the next step.

If there is missing or incorrect information, click the update profile button and make the changes.

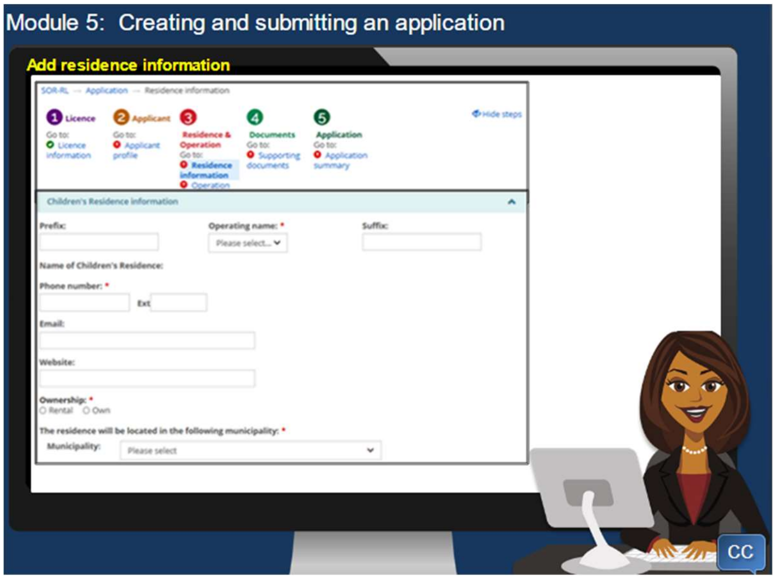
I'll click next.

Add residence information

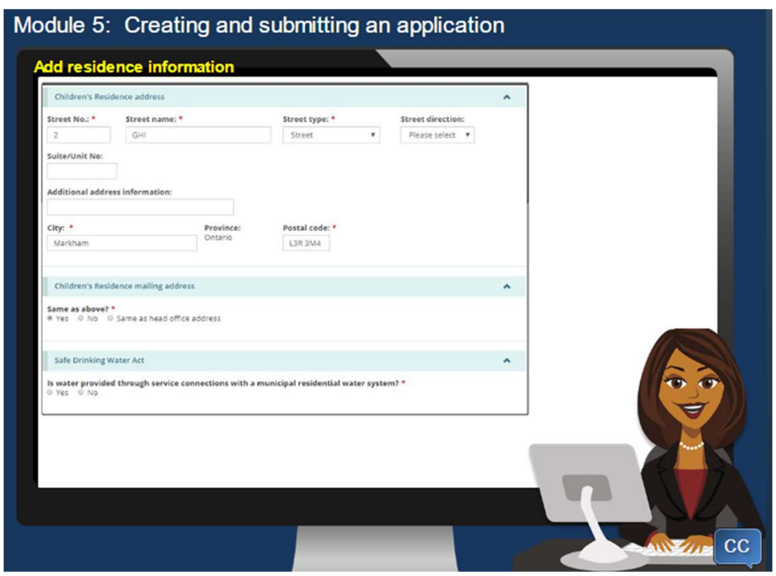


Now we are on the page where the residence information is entered.

Again, I’ll just expand the section as I describe it.

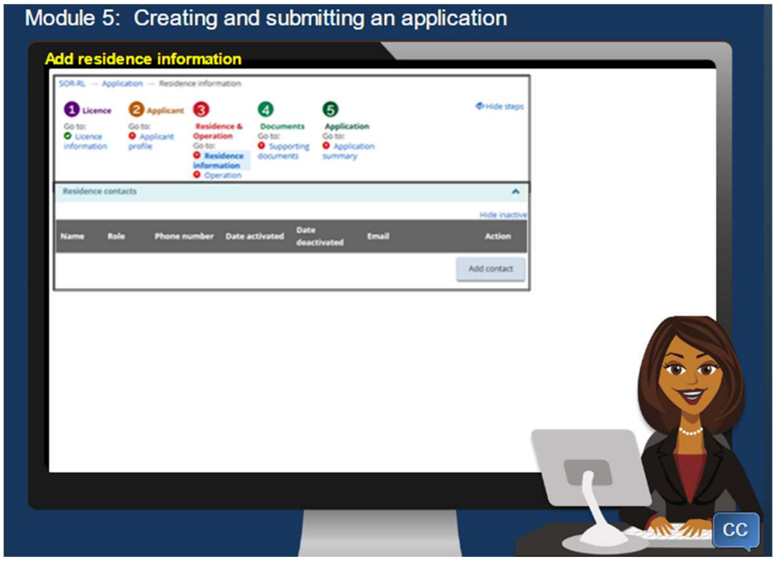


I’ll enter the children’s residence information.



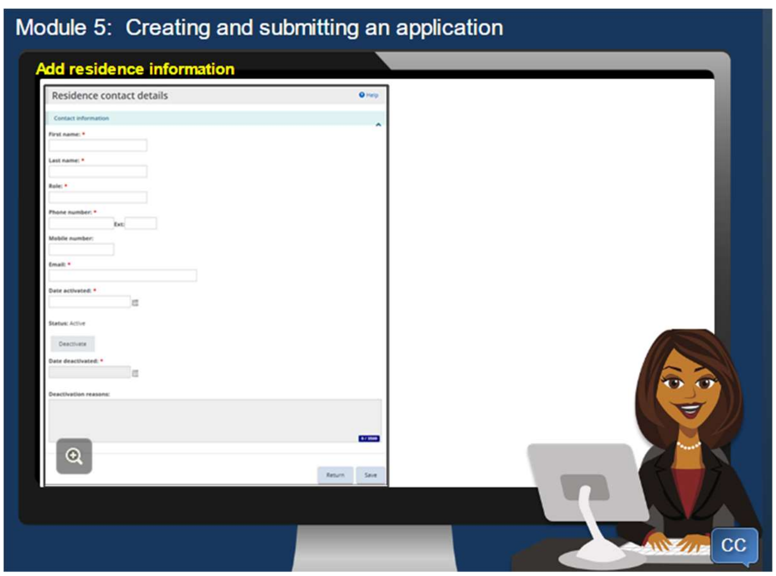
Then the children’s residence address and mailing address.

And then I’ll answer the question about the drinking water.



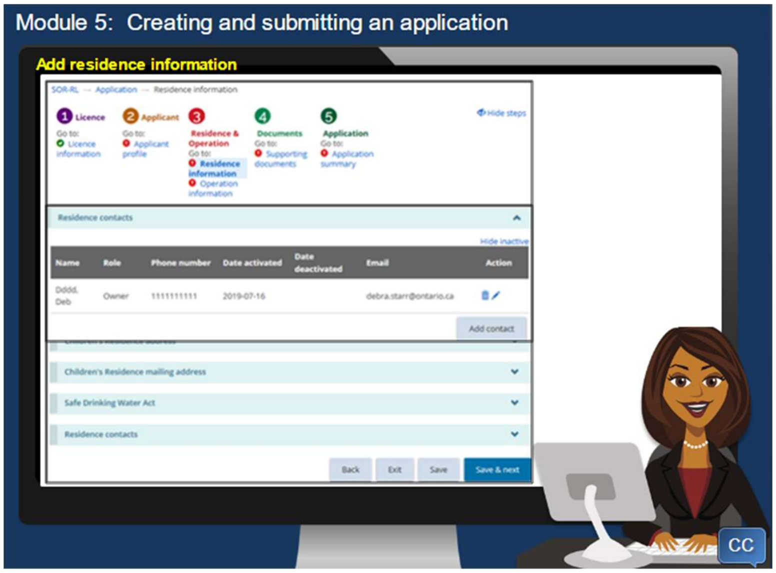
In the last section I have to provide a list of all the residence contacts.

The process is similar to adding a director or an officer. I'll click the add contact button and the contact information page appears.



I'll complete all the information on the page. Remember that any field with a red asterisk is mandatory.

I'll click save and return. You can see the contact name is in the table.



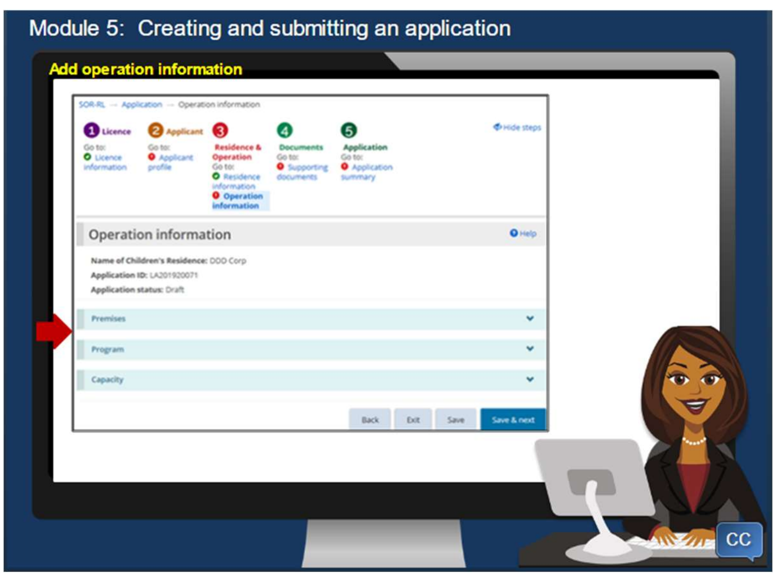
Bill: Lisa, I assume that the garbage can icon is to delete the entry. And the pencil icon is what I can click to edit my entry.

Lisa: Yes you are correct Bill. You will see these two icons in tables throughout SOR-RL.

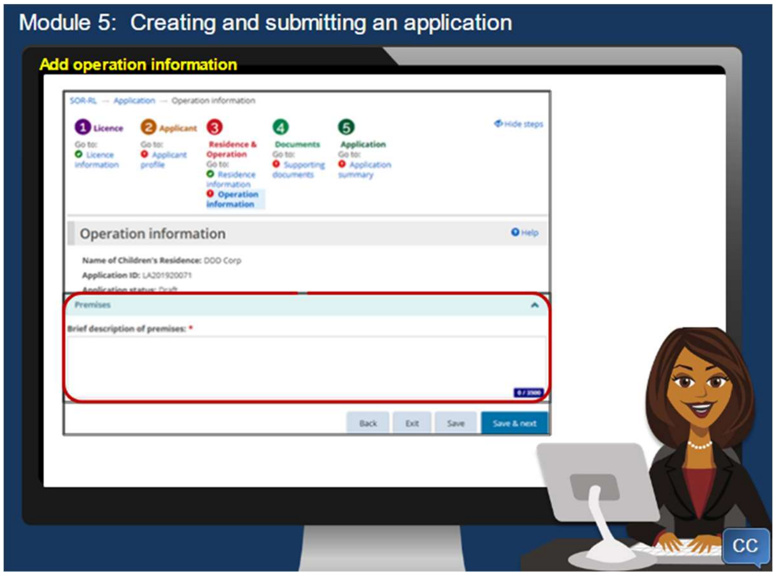
Bill: It makes sense. Thanks Lisa.

When I click save and next the operation information page appears.

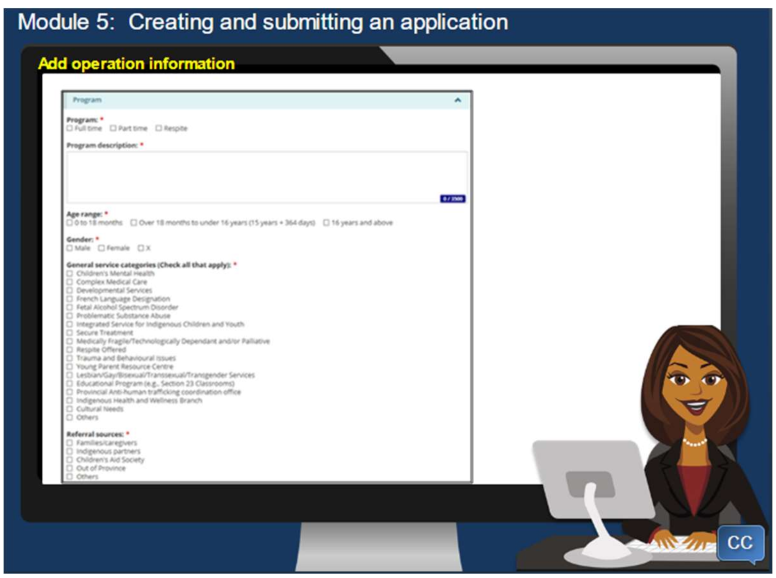
Enter operation information



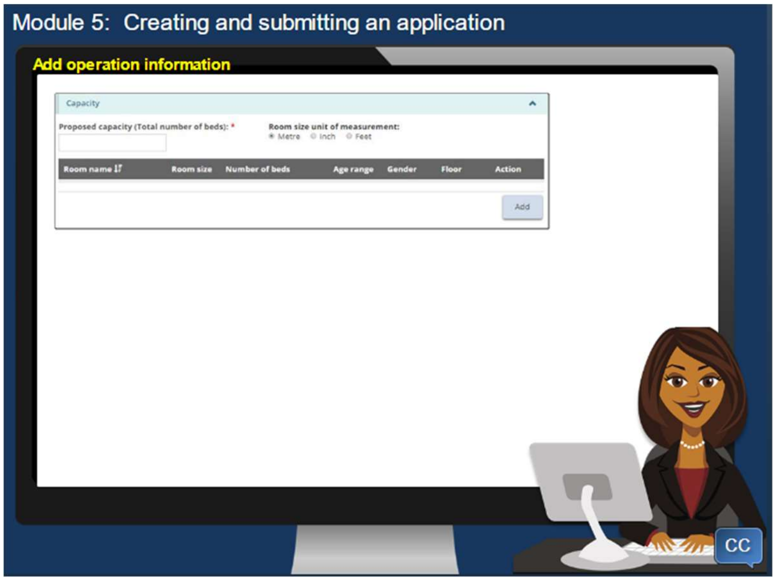
The next page in step 3 is where you enter the operation information including the premises, program and capacity.



Enter a brief description of the premises.

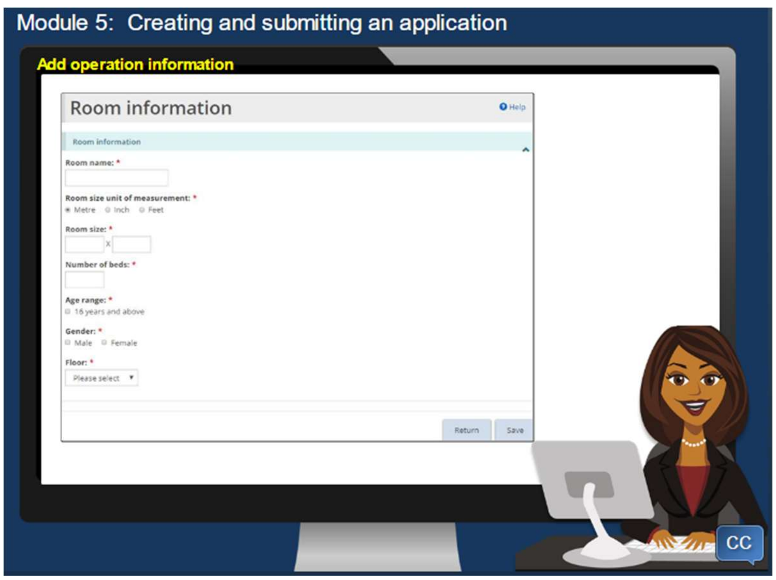


Next enter the program information.



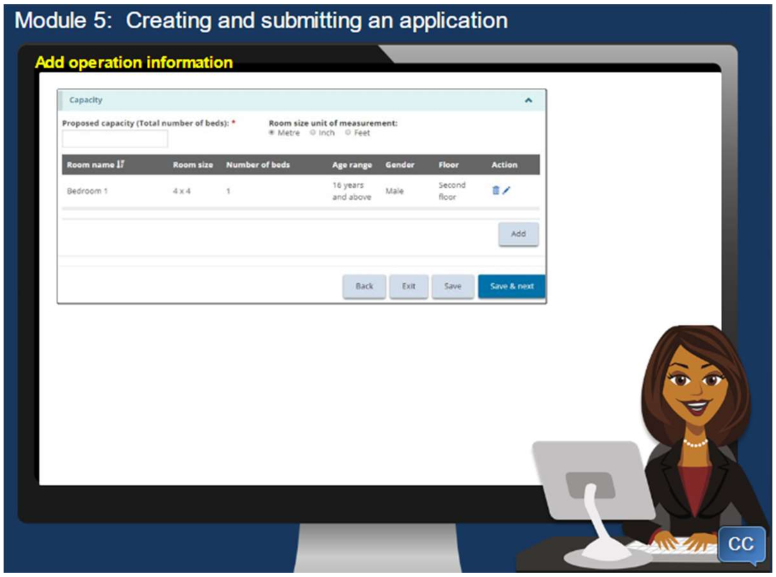
And lastly enter the capacity. You will do this by adding a description of each bedroom to be used.

Click add.



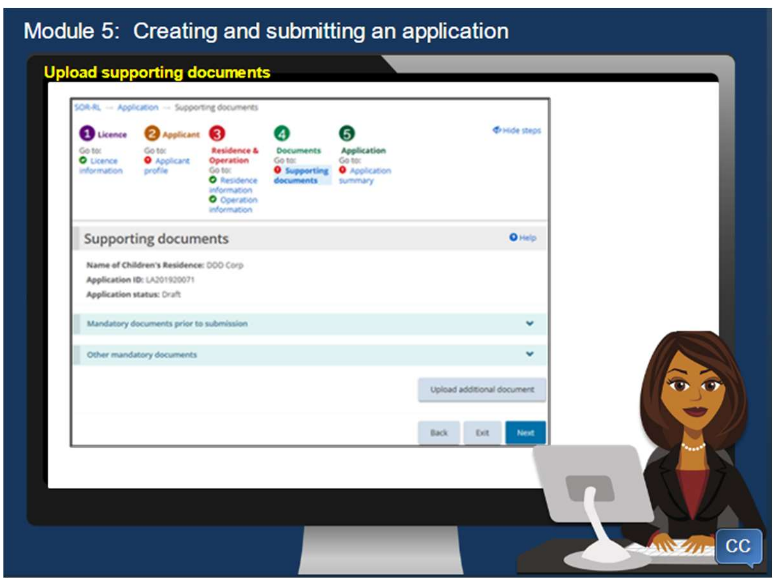
Now enter the information.

When you are done, click save and return and the room appears in the table. Repeat this for all bedrooms.



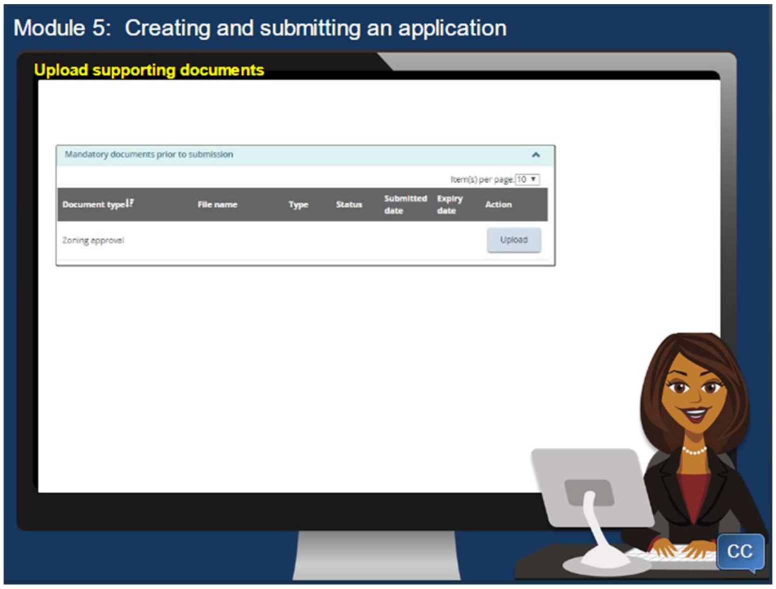
In the demo I have 1 bedroom, so I'll go on to the next step.

Upload supporting documents

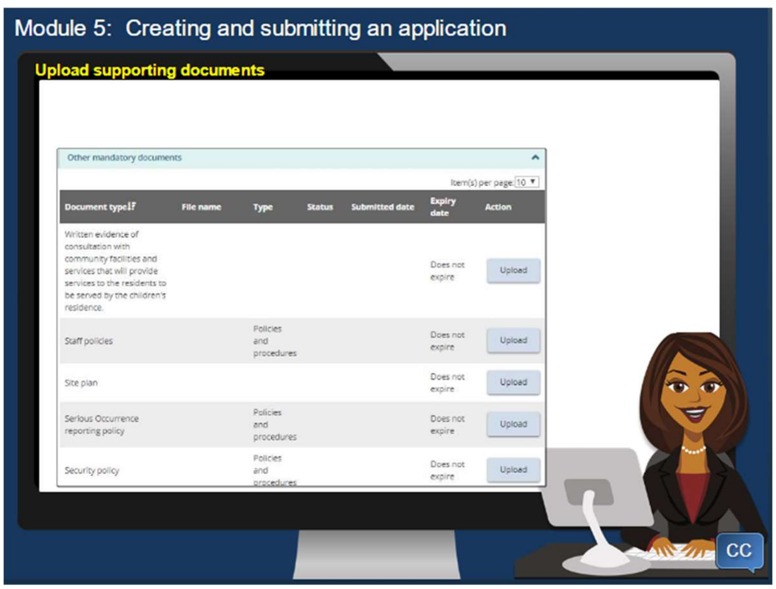


In step 4 you upload the documents to support your application. I showed you how to do this in Module 3, but I'd like to point out a few things.

There are two groups of documents: mandatory documents and other mandatory documents.

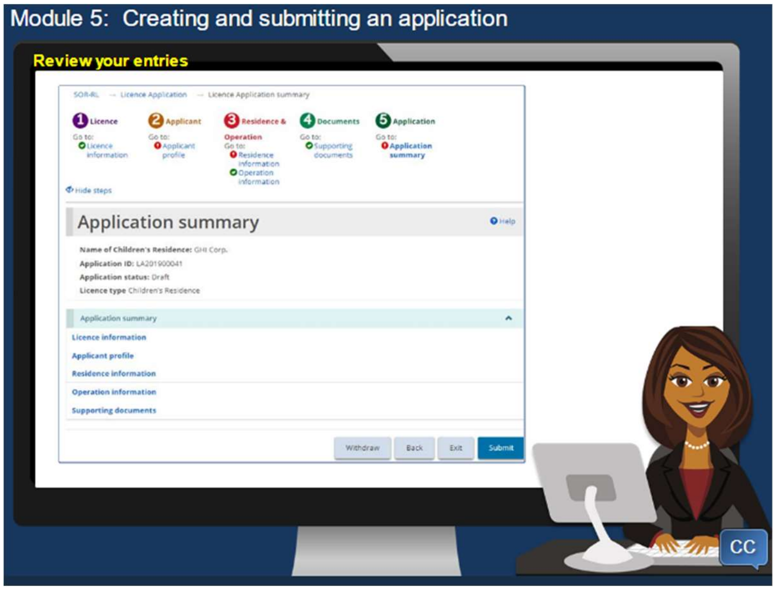


Mandatory documents must be submitted with the application. You will see a list of mandatory documents on the page. Here is an example of the mandatory documents for my application.



The other group of documents are also required and must be submitted before you will receive your licence. Your ministry contact will indicate which documents are required. This is an example of what the partial list looks like at this point of the application process.

Review your entries



Now we're on the last page of the application called the application summary. Before you submit your application to the ministry, it is very important that you review the information and ensure that it is complete and correct.

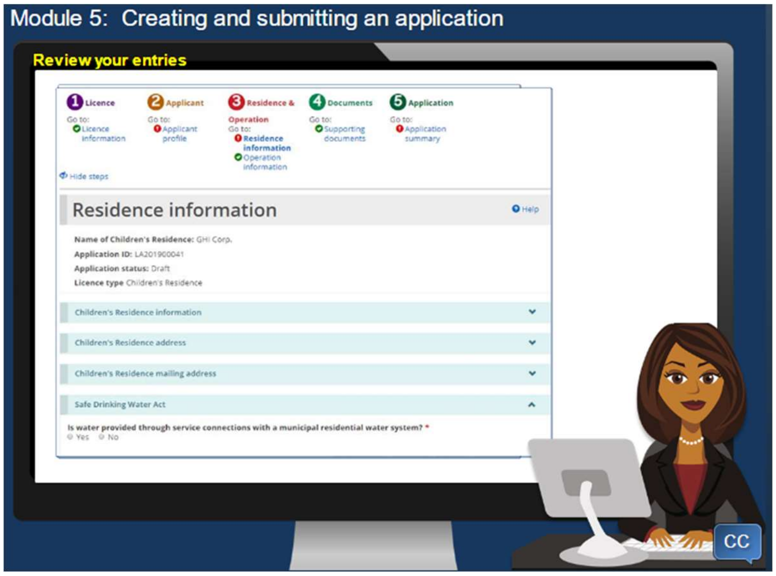
In addition, be sure to verify that all the mandatory information has been entered.

Bill: Lisa, what is the easiest way to do that?

Lisa: What I do Bill is look at the steps section. If there is a red exclamation mark, I know there is missing information in that section.

In my case it looks like I missed a mandatory entry on the residence information page.

So I'll click the Residence information link from the steps section.



And look for a missing field with a red asterisk.

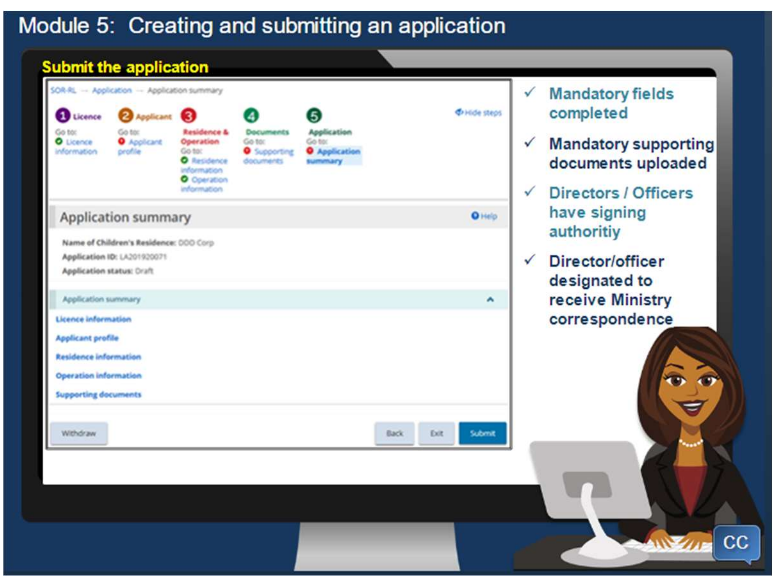
Yes, I missed selecting the Safe drinking water checkbox. I'll do that now.

I save my changes and return to the application summary.

Bill: Lisa, I noticed the withdraw button at the bottom of the page. Is this what I should click if I decide not to submit this application?

Lisa: Yes Bill.

Submit the application

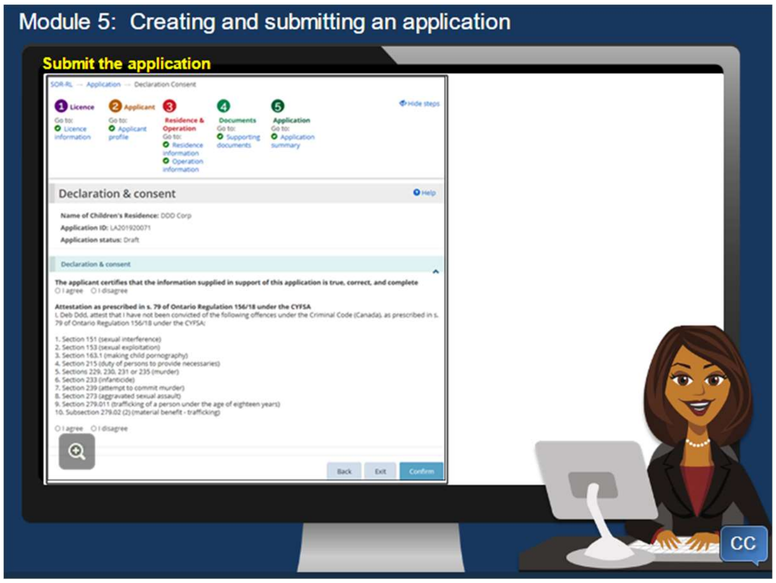


After reviewing everything it appears that the application is complete and correct, so I'll click the submit button.

SOR-RL will verify the entries to ensure that all the mandatory fields are completed. It also checks that the mandatory supporting documents are uploaded. In the case of a corporation application, SOR-RL verifies that directors or officers have signing authority, and that one director or officer has been designated to receive correspondence from the ministry.

If there is a problem with your entries, a message appears at the top of the summary page.

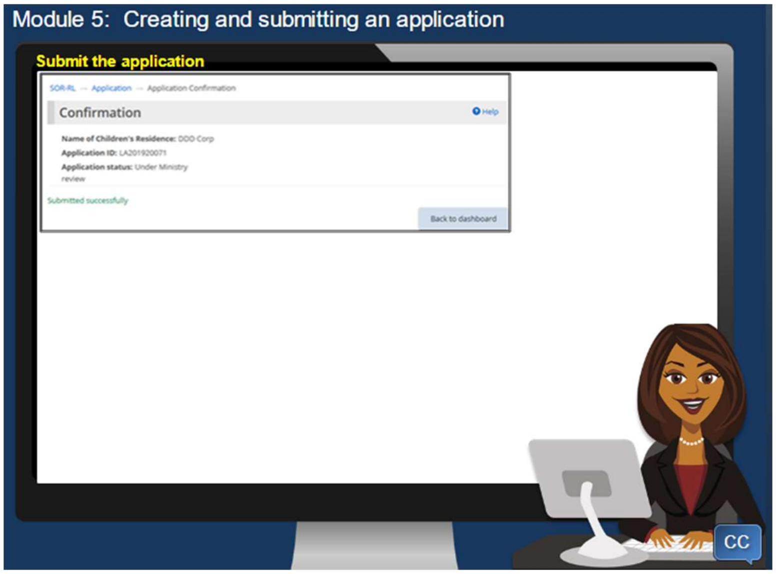
Otherwise the declaration and consent page appears.



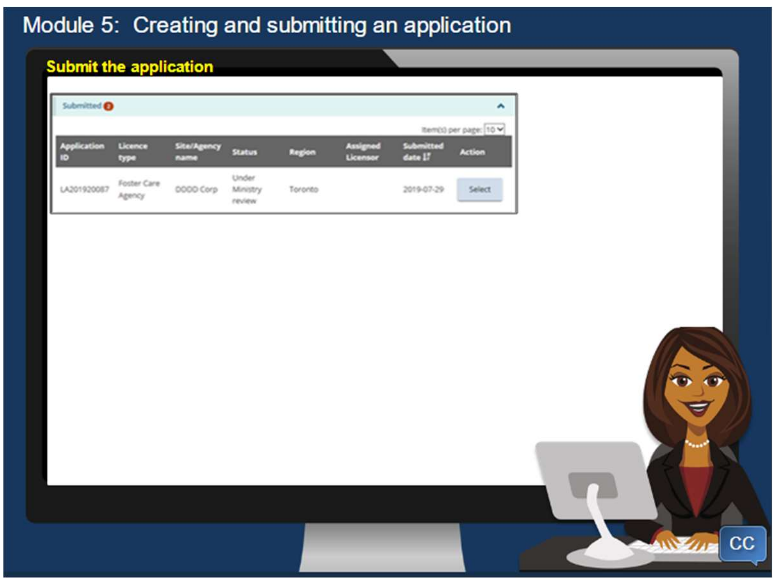
There are two sections that you must agree to after you read the declaration.

I'll click agree to both of them, then I'll click the confirm button.

A confirmation page appears.

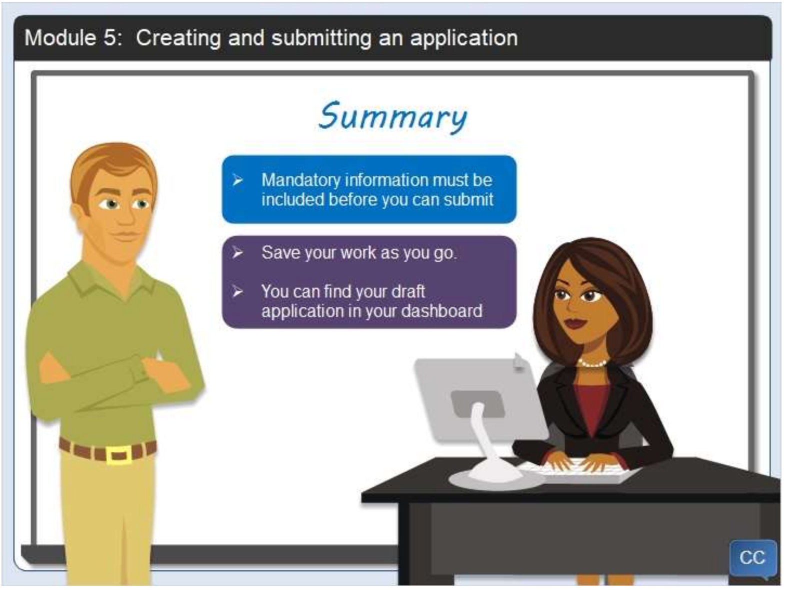


I'll click the back to module dashboard button.



I can see my application is under the submitted heading.

Summary



In this module you saw how to complete and submit an application

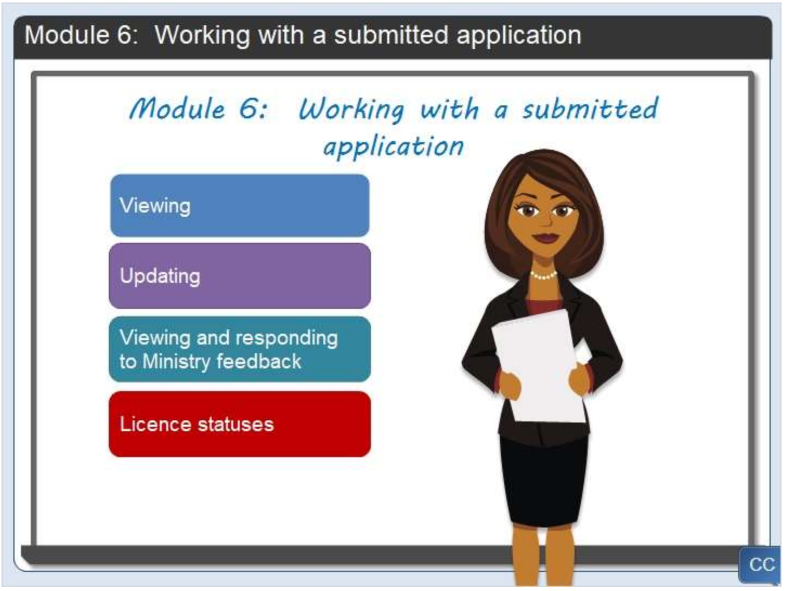
Bill: That was pretty easy. You just start at one page and work through completing the information. If you don't know something right now, you can skip it and add it later. If you are missing mandatory information the system will show a red exclamation mark in the steps section. In fact, the system won't let you submit if you are missing something critical.

Lisa: That's correct Bill. Don't forget that you should save your entries and when you are ready to resume your application, just open it from your dashboard.

In the next module you will see how to work with a submitted application.

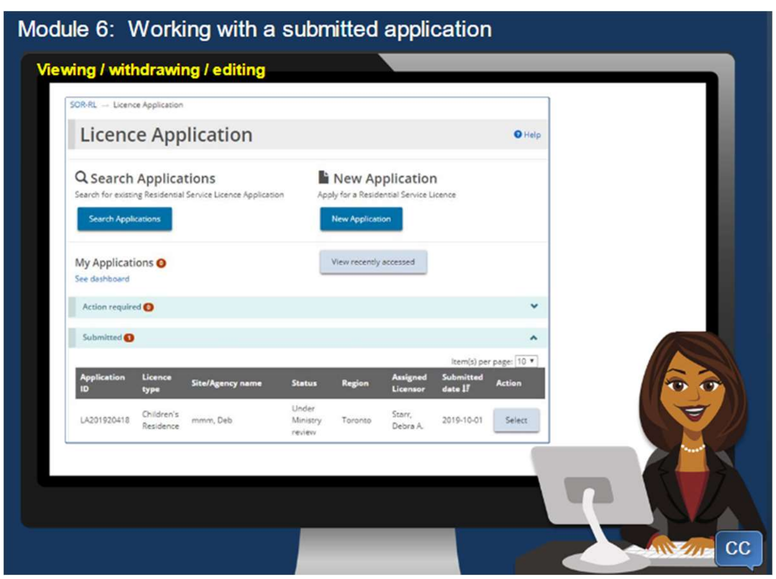
Module 6: Working with a submitted application

Introduction



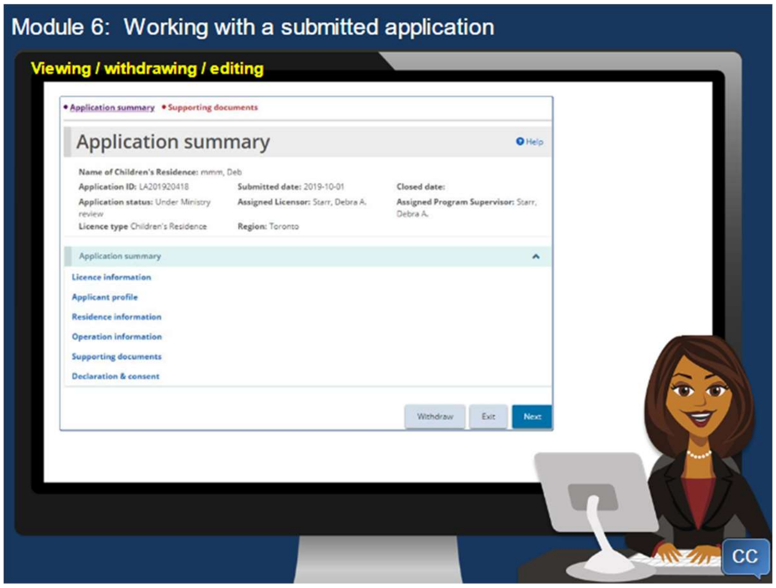
Now that you have submitted the application, let's look at what can happen next. You can view your application, update it, view and respond to ministry feedback. In addition we'll look at various licence statuses.

Viewing / withdrawing / editing



In the previous module you saw that your submitted application appears with in your application dashboard with the status of "Under Ministry Review". This status indicates that your application has been forwarded to a Licensor for review.

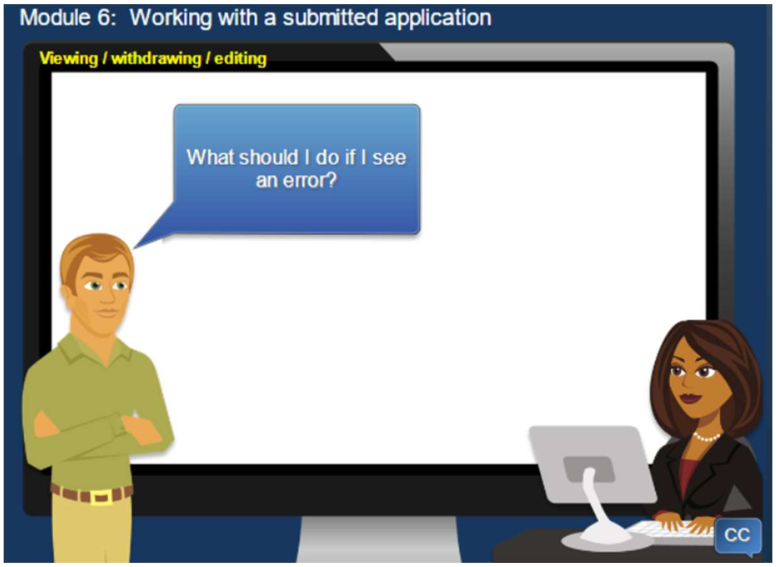
If you want to see your submitted application, simply click the Select button.



When you open your application, you will notice that there is no "steps" section at the top of the page. Generally, you can't make any changes to your application once it is submitted, however, you can add supporting documents as I mentioned in the previous module. You can also update the owner, director and officer information.

If you do not want to continue with the application, you can withdraw it at any time.

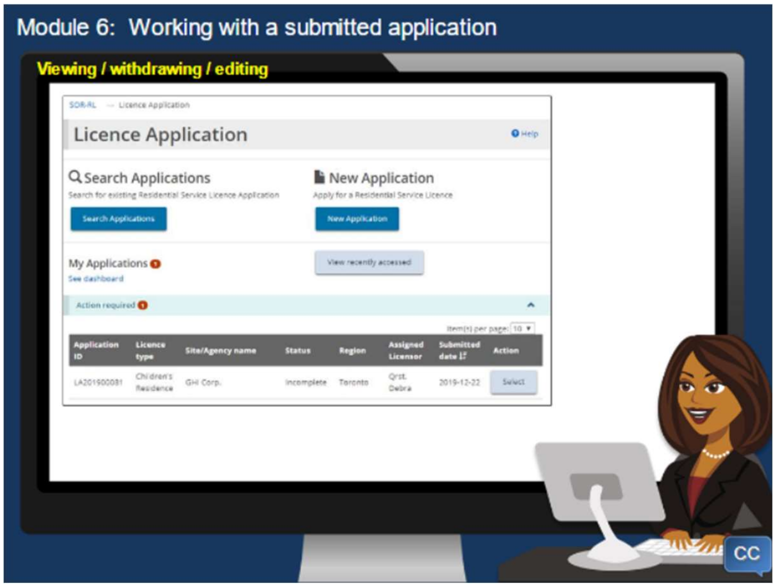
Editing an incomplete application



Bill: Lisa, what should I do if I see an error?

Lisa: You can contact the ministry and let them know. Your licensor can change the status of your submitted application to “incomplete”.

The licensor may also change the status of your application to incomplete during their review.

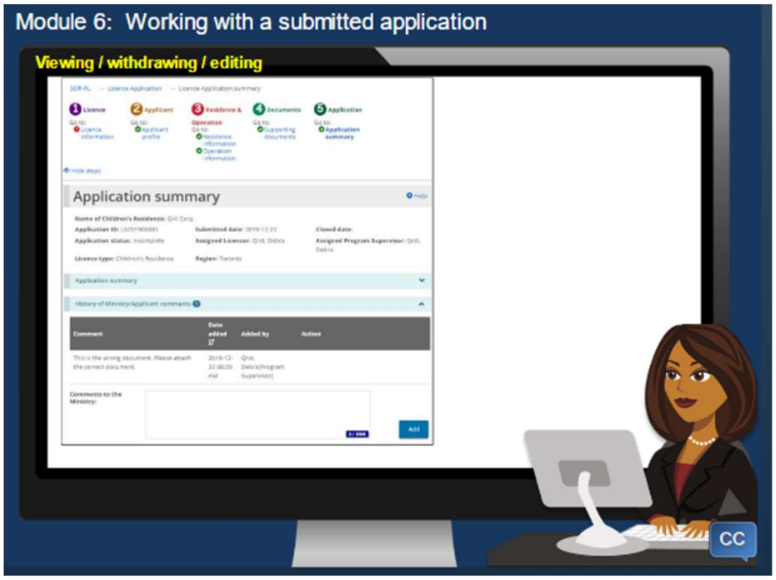


Here is an example of how an incomplete application appears in your dashboard. Notice it is under the Action Required heading. Any time you see something under the action required heading, that means that the ministry is waiting for you to do something like make a correction, add more information or a document.

Bill: How will I know what is required?

Lisa: That’s an important question Bill. It will be easier if I show you.

Click the select button and the Application Summary page appears.



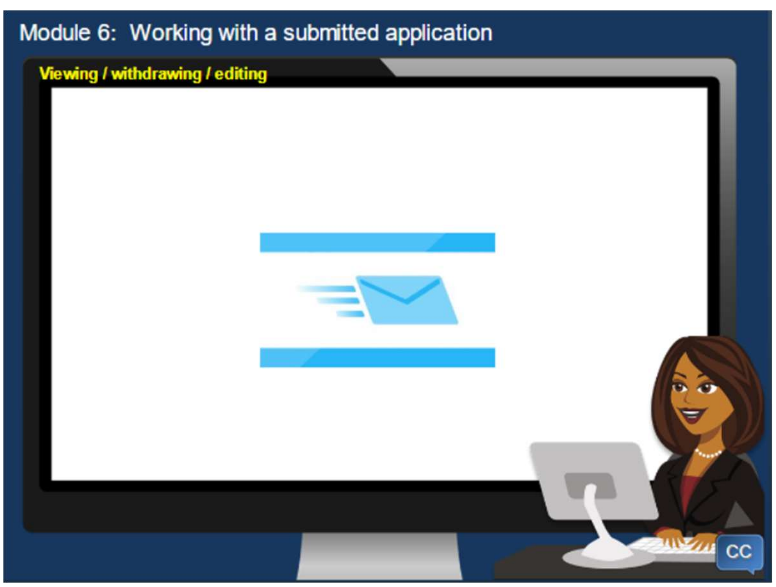
Scroll down to the History of ministry comments section. That is where you can read why the application has been marked “Incomplete”.

Bill: Hey Lisa, I see that the steps section is back again.

Lisa: Yes Bill. When the application is open for you to update, the steps section appears. Just continue working on your application as you did before. When you have dealt with the issue, click Submit.

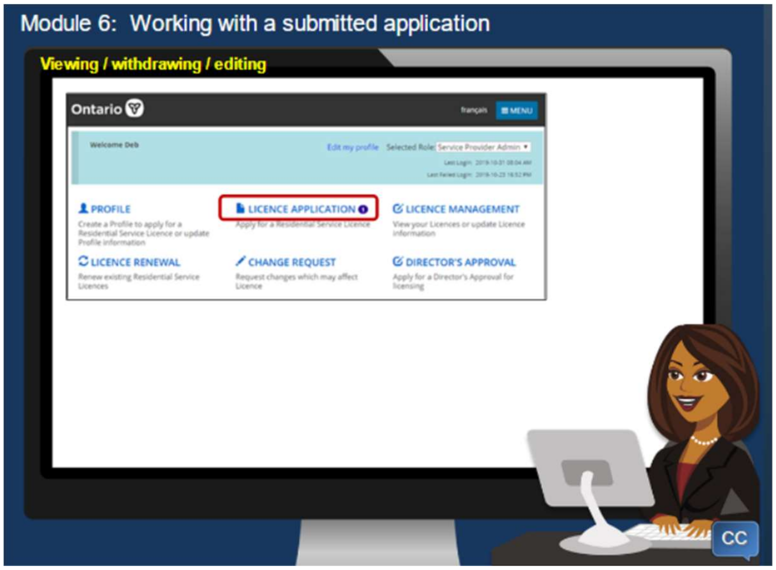
Bill: Lisa, I was wondering how I am going to know that the status of my application has changed?

Lisa: There are a few ways.



Firstly, you will receive an email notification. You can click the link in the email to quickly open

SOR-RL.



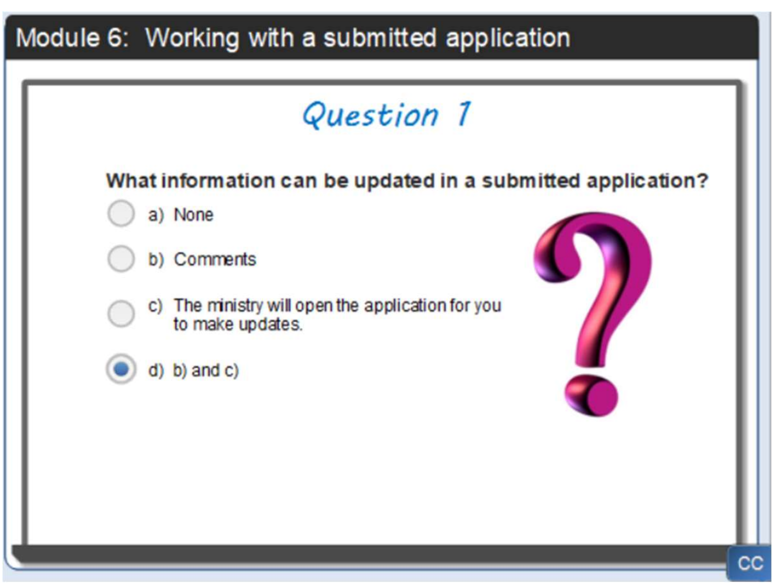
Secondly, if you are in SOR-RL, you will see a number on the home page. The number indicates the number of items requiring action. In this example you can see that there is 1 action item in the Licence Application module.

Bill: So when I submit my changes, the number will disappear?

Lisa: That is correct.

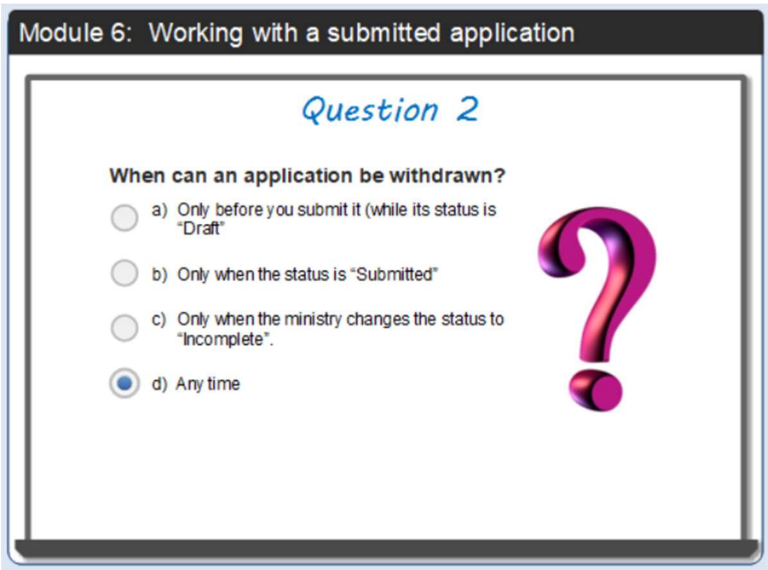
Question 1

I've got two more questions for you to try answering.



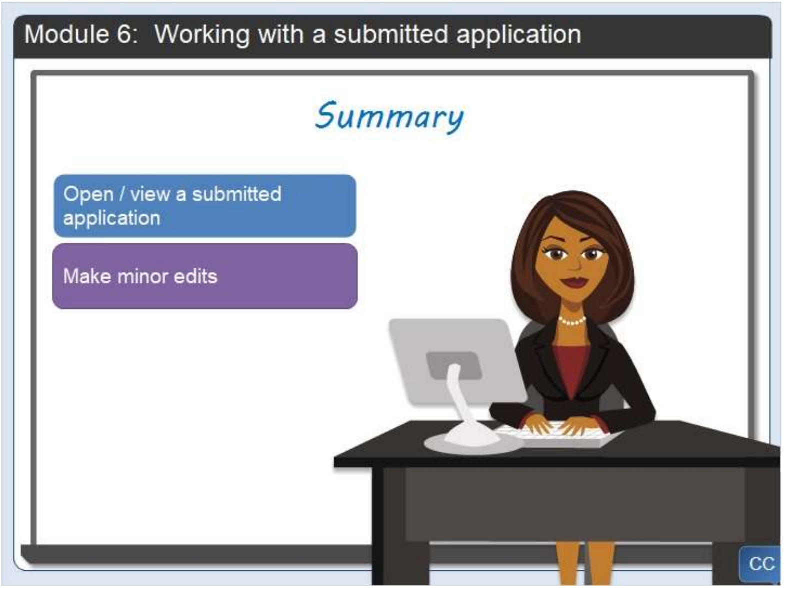
Feedback when correct:
That's right! You can add comments however the ministry must open the report for you to make updates.
Feedback when incorrect:
The correct answer is d). You can add comments however the ministry must open the report for you to make updates.

Question 2



The correct answer is d). You can withdraw your application at any time.

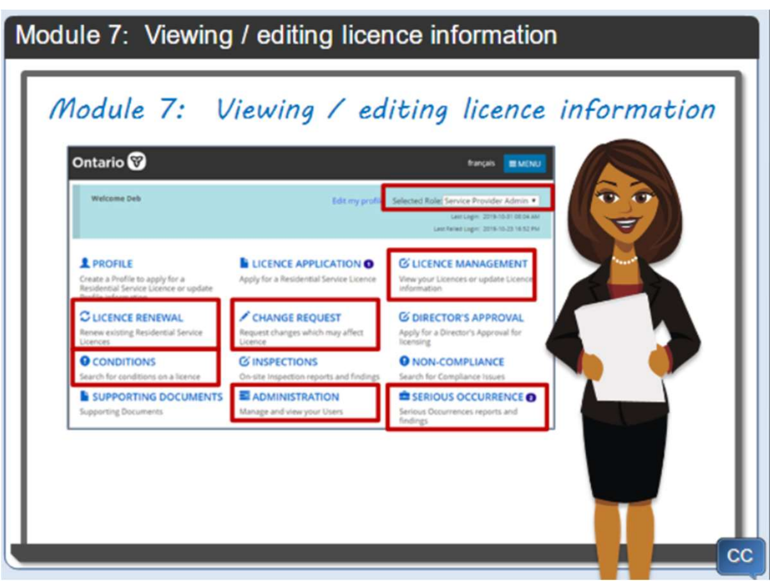
Summary



In this short module I showed you how to open your submitted application and make minor changes. I will show you how to submit a Change request later in the video.

7. Module 7: Viewing / Editing licence information

Introduction



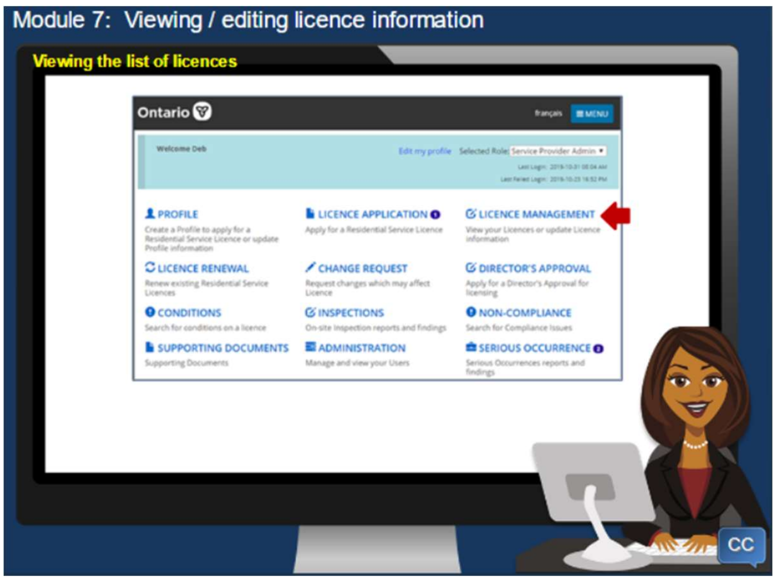
Once you have been issued a licence, when you log into SOR-RL, you will notice that your SOR-RL menu page is different in several ways.

The first thing you'll see is that your role in SOR-RL has changed from registered user to Service Provider Administrator. In your new role, you will see links to additional SOR-RL modules.

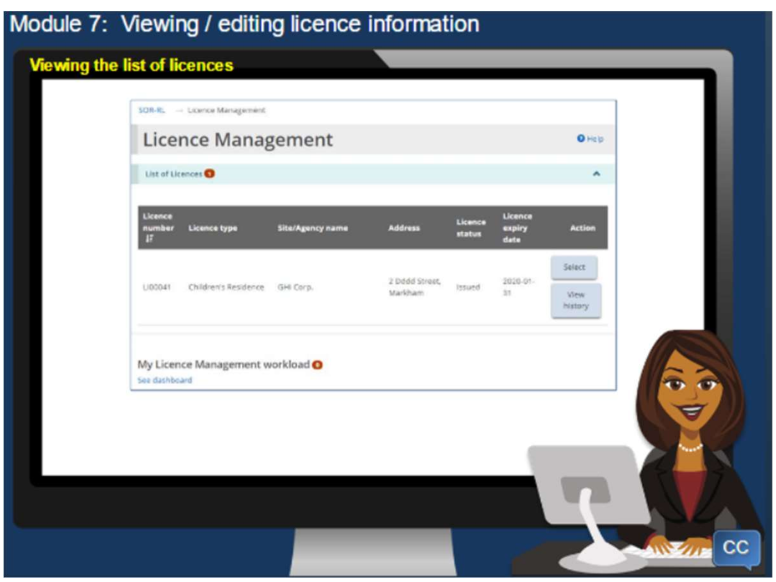
This includes licence management, licence renewal, change request, conditions, administration and serious occurrence.

In this module I will show you how to view your licence and make minor edits to your profile like directors, staff, etc.

Viewing the list of licences



I'll click the licence management link.

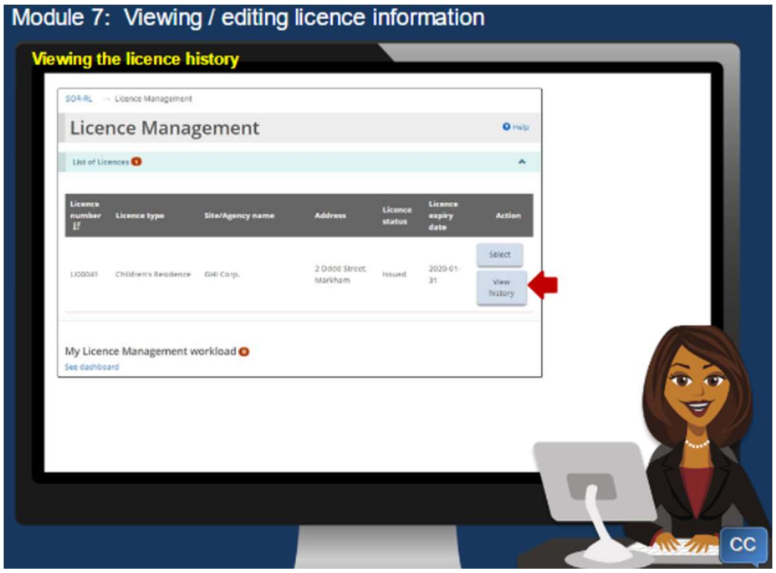


A list of licences appear showing the licence number that begins with the letter L. The licence type, the name of the site or agency, the address, the licence status and the current expiry date.

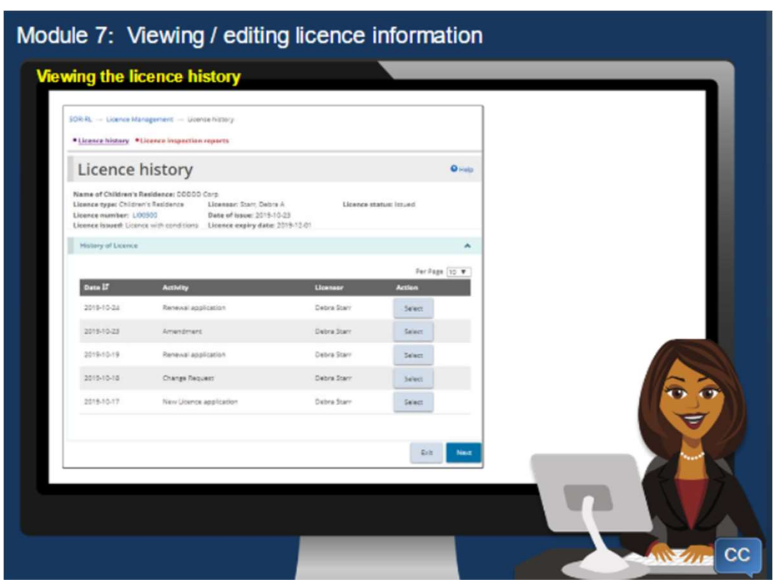
You will also notice that there are two buttons in the table: Select and View history.

Let’s look at view history first.

Viewing the licence history



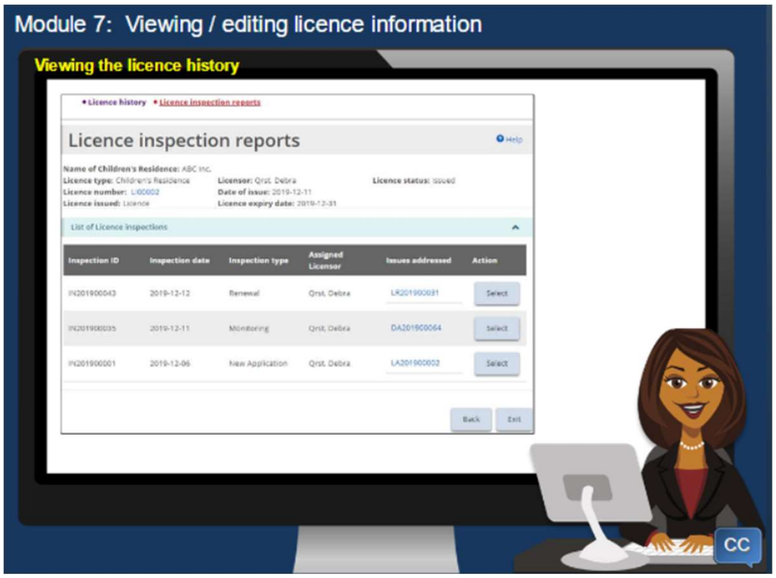
Click the View History button the history of the licence appears.



The list is in descending order by date. In my example, you can see that this application was submitted October 17th, a change was put through on the 18th, the renewal was the 19th, an amendment was made the 23rd and a renewal application was submitted on the 24th. In real life these events would not happen this quickly nor in this order. I just wanted to show you the types of information that appears in the history. In our scenario, the only event in the list would be Licence application.

If you want to see more detail you can click the select button.

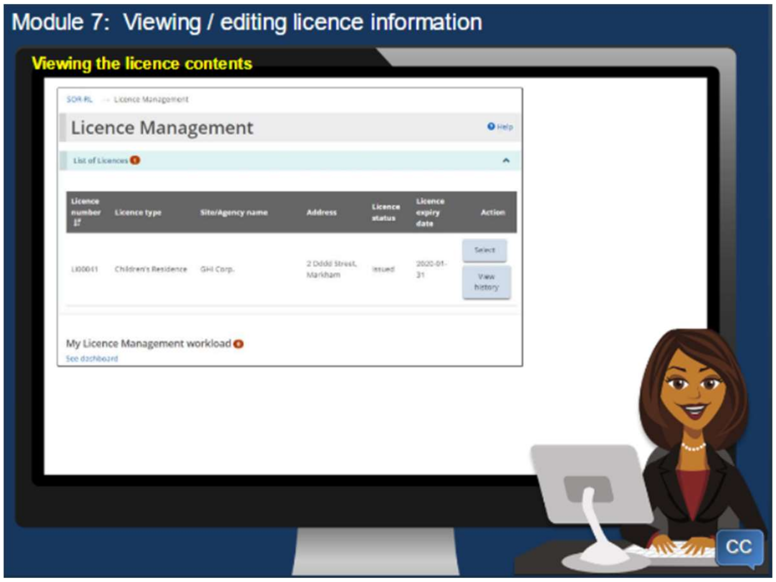
There is another link at the top of the page called licence inspection reports. I'll click the link.



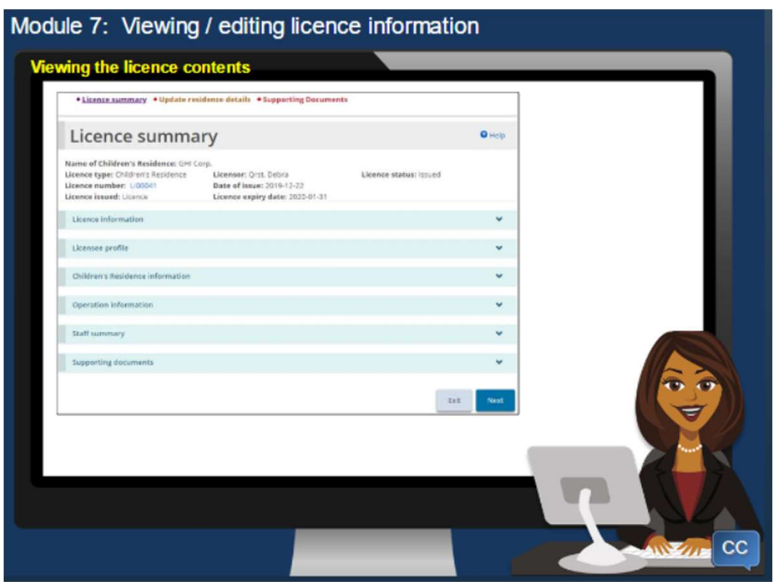
Whenever an inspection is made of your premises, for any reason, you are given an inspection report. This section houses all the reports in one area. Again, if you want to see the content of a report, just click the select button. In our scenario at this point there would only be one inspection for the new application.

Today I'll return to the list of licences.

Viewing the licence contents



Now we're back on the list of licences page. This time, I'll click the Select button and the licence summary page appears.

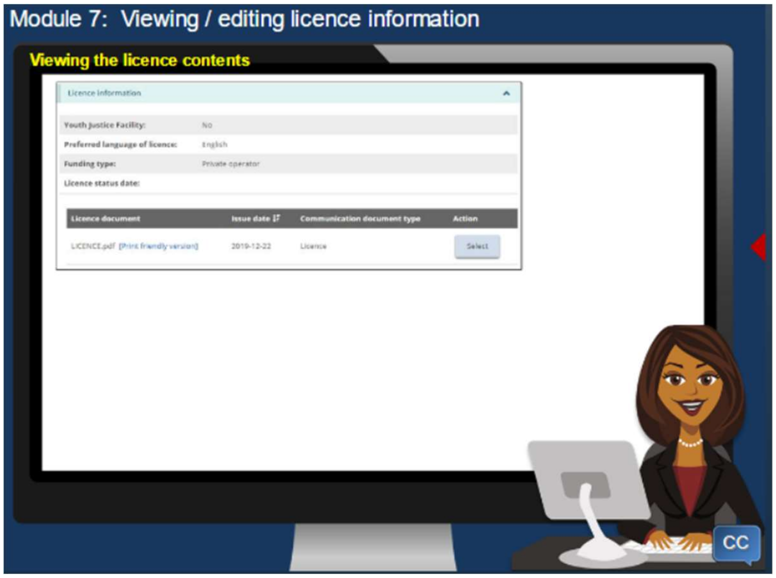


Let's start at the top of the page. The first page to appear is the licence summary. From here you can jump to update residence details and supporting documents. We'll talk about them later.

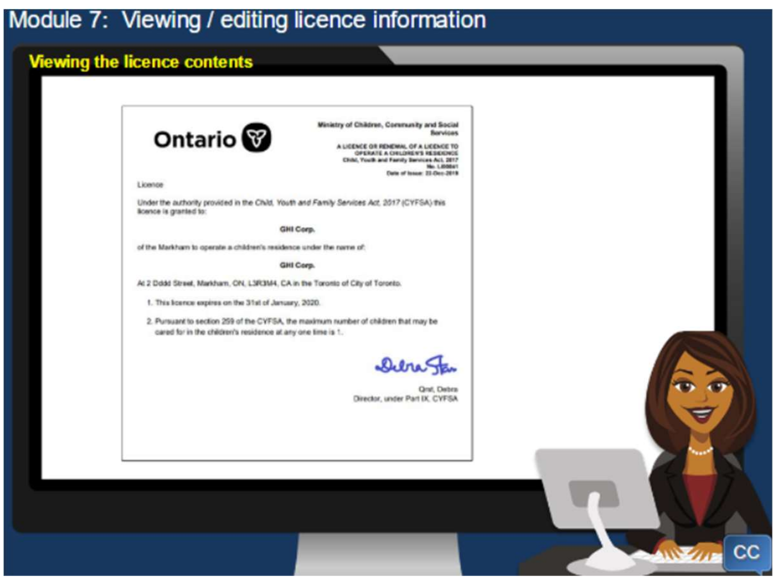
The licence summary page has several sections.

The top section contains important information about your licence including the licence number, issue and expiry date.

I'll expand the licence information section.

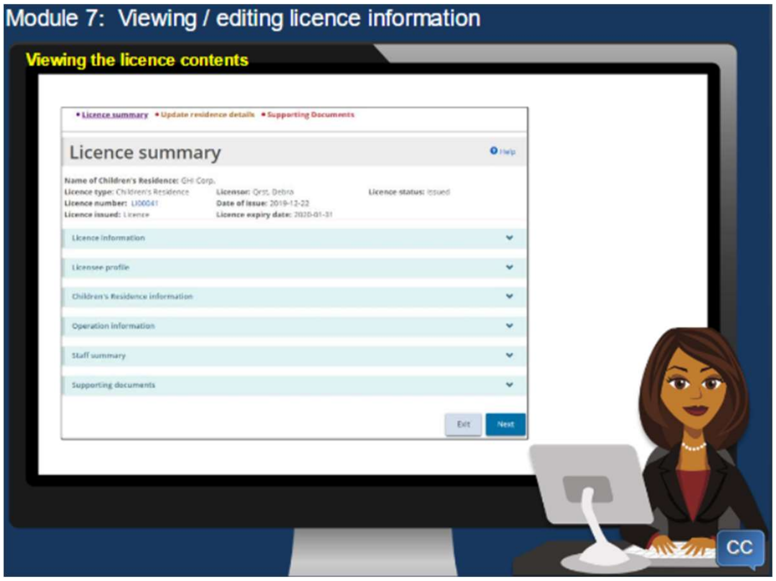


Here you will see your licence and any relevant letters and reports related to the licence. You can view your licence by clicking the select button, but you will also see there are blue links that say “print friendly version”. I’ll click that link.



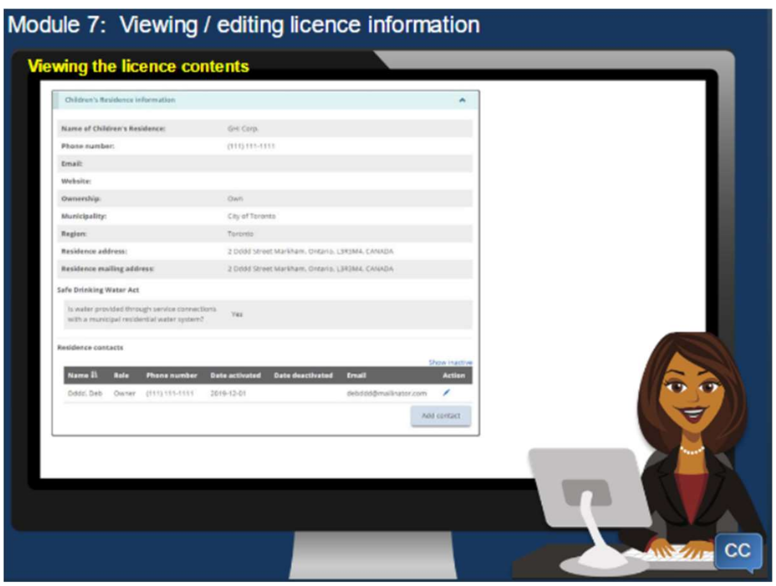
A PDF version of the licence opens. To print it I’ll either use the menu or pressing Ctrl+P will open the print menu.

When done, just close the window.

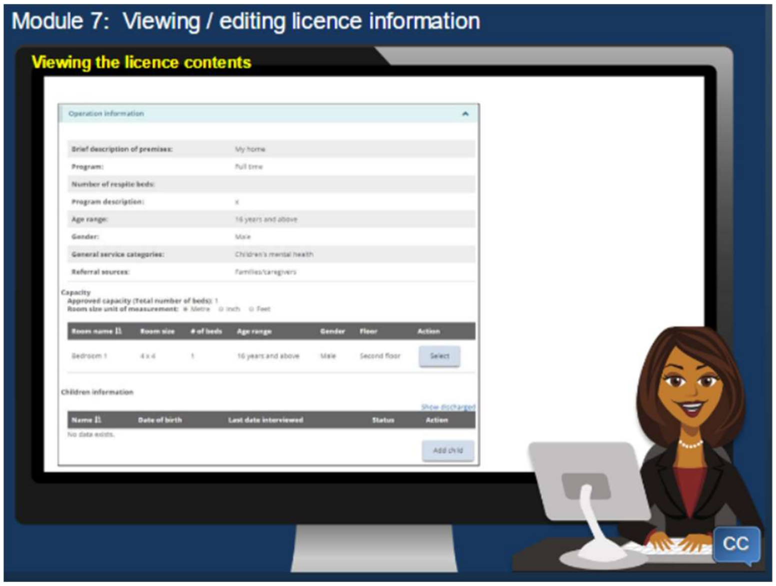


Bill: Lisa, can I make any changes to my licence at this point?

Lisa: No Bill, you cannot make changes to your licence. Any corrections to your licence must be made by the ministry. However, you can make the following edits.



In the Children's residence section, you can edit and add contacts.



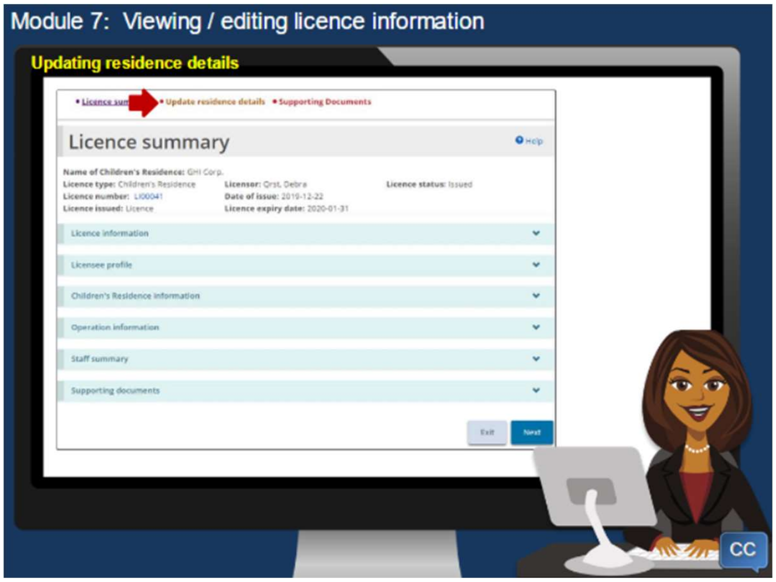
In the operation information section, you can update and add children.

In the Staff summary section, you can update and add staff.

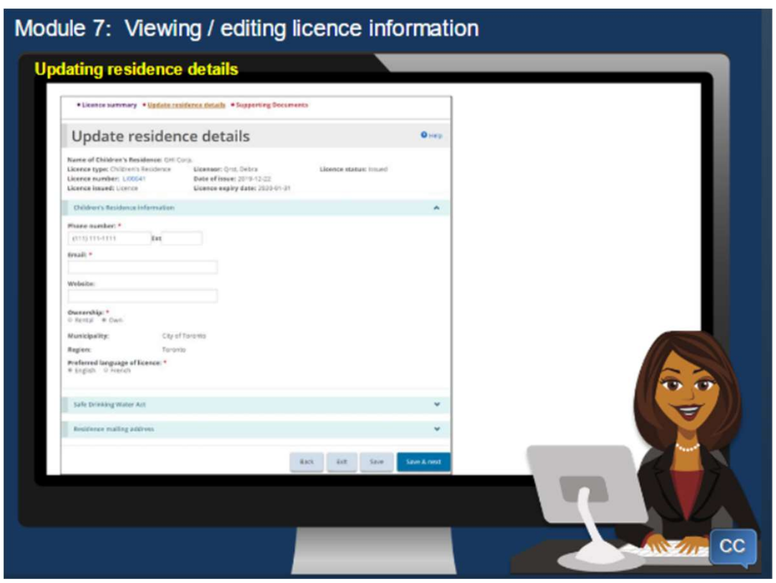
Bill: Lisa, why do I need to keep this information up-to-date?

Lisa: This information will be reviewed by ministry staff in preparation for an inspection. It could be used to determine which staff and children files will be reviewed, and who they may decide to interview. It also will track which files, as well as who has been interviewed, during previous inspections.

Updating residence details

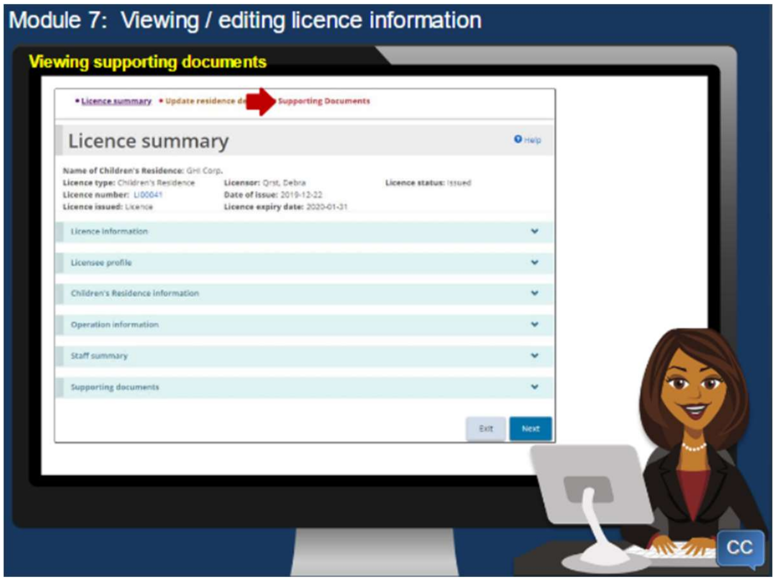


Next, let’s click the update residence details link.



On this page you can update the phone number and other residential information including the mailing address and the safe drinking water act information.

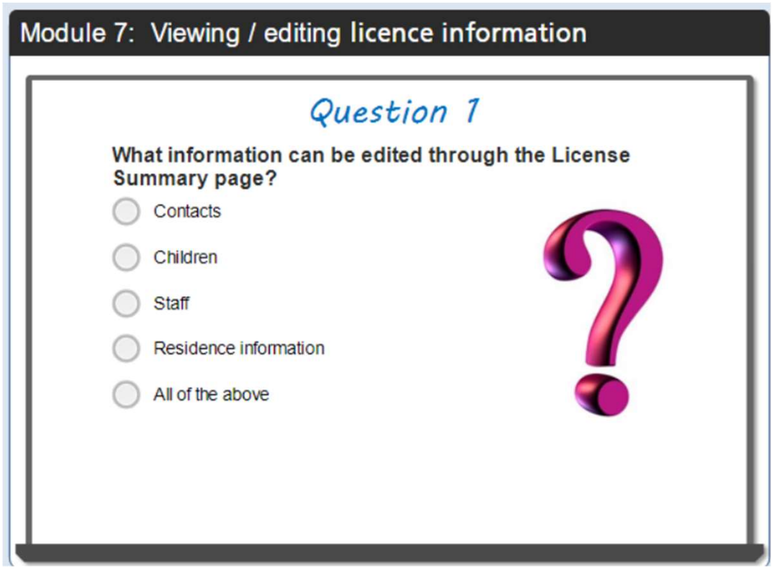
Viewing supporting documents



And the last link at the top is for supporting documents.

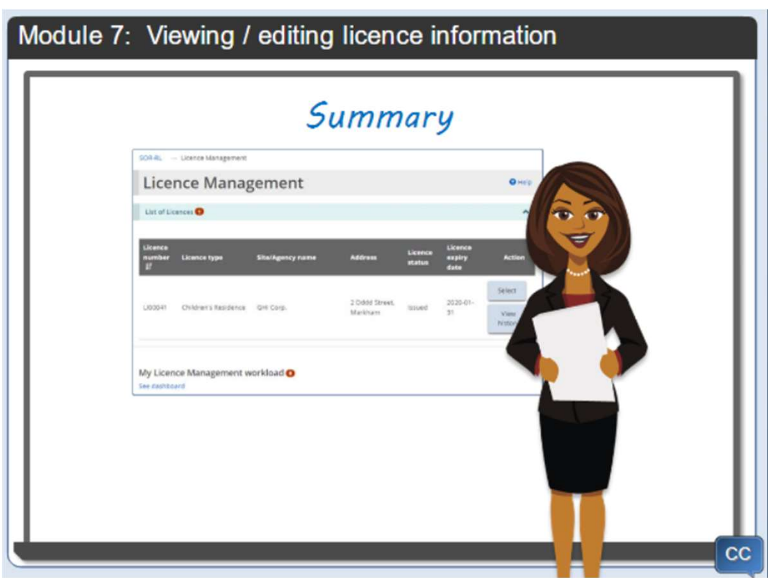
This is where you can view all the versions of all the documents you have submitted. This list displays the documents including the expiry dates.

Question 1



The correct answer is All of the above.

Summary



In this module I showed you all the information that is available for your licence.

You also learned that some information can be updated in the Licensing Summary screen. More complicated changes require the use of a change request. ~~That's what we will look at in the next module~~.

Module 8: Director's Approval

Introduction

A situation may arise when you require Director's approval. In this module I'll explain what director's approval is, types of approvals that can be submitted and how to request approval.

What is Director's approval?

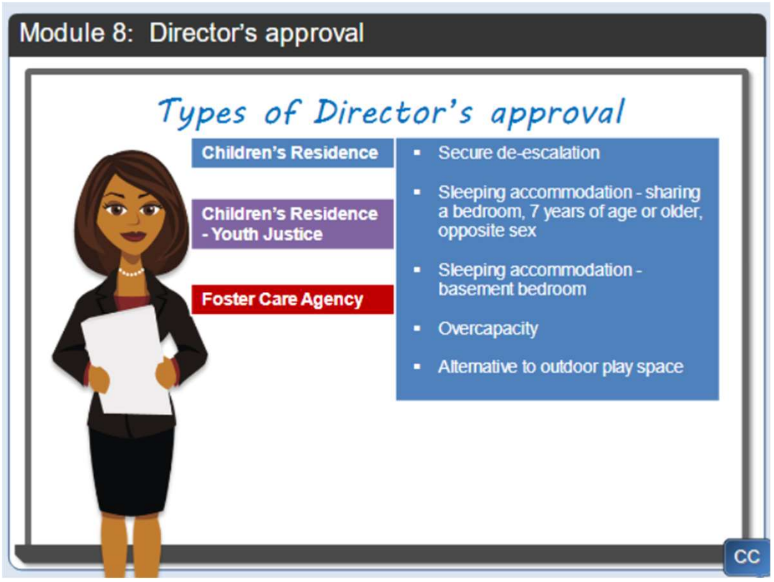
A situation may arise where you may need to request approval to temporarily do things that are not permitted by legislation or regulation. This is referred to as a Director Approval. Examples could be using a bedroom in a basement, having more children at the residence than allowed by your licence, going on a wilderness trip, etc.

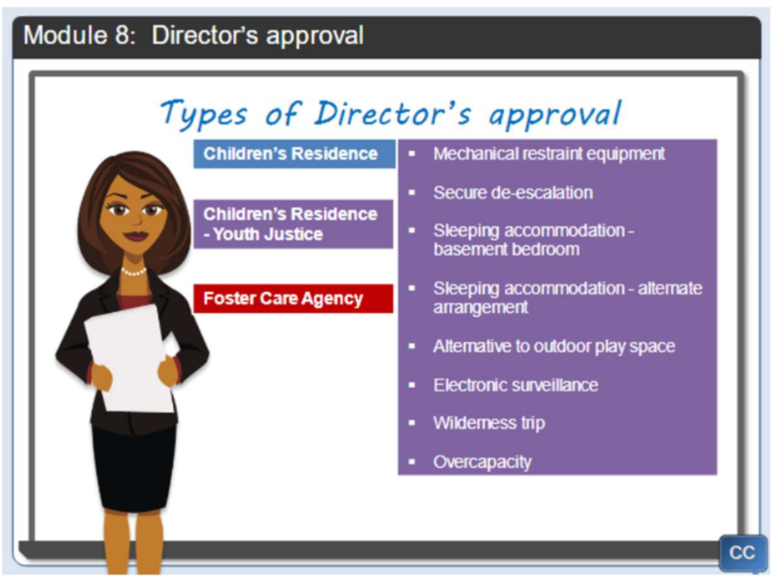
A director's approval can be submitted after you have a licence or during the application process.

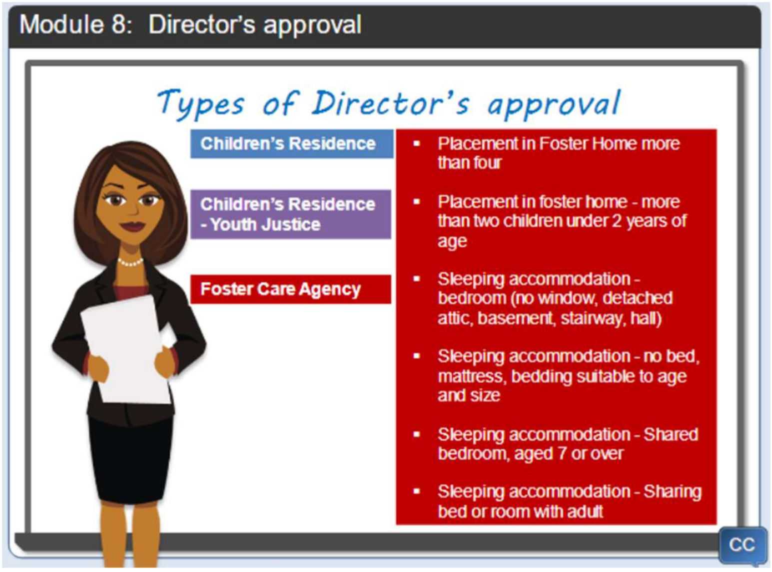
Bill: Lisa, what if I'd like to request more than one type of approval?

Lisa: You can request more than one type of approval from the Ministry Director, however you will have to submit a separate request for each one.

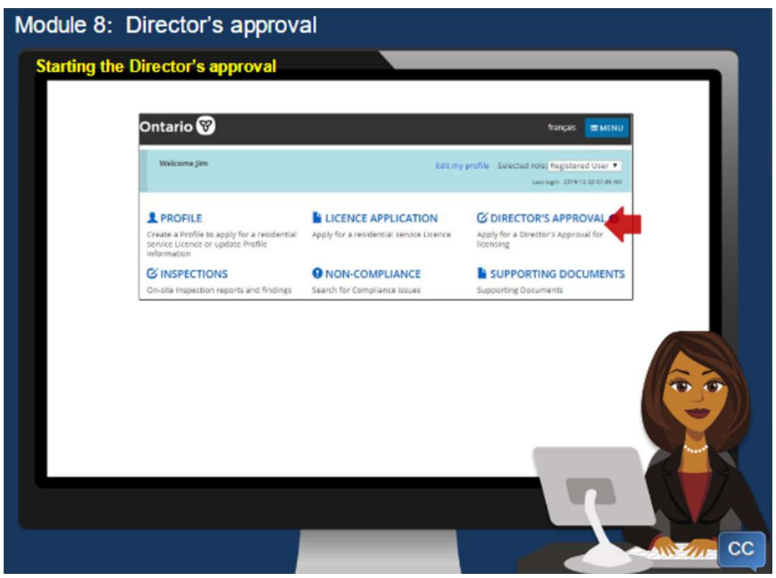
Click on each type of licence to see what type's of director's approvals can be requested.


Module 8: Director's approval
Types of Director's approval
Children's Residence
Children's Residence - Youth Justice
Foster Care Agency
Secure de-escalation
Sleeping accommodation - sharing a bedroom, 7 years of age or older, opposite sex
Sleeping accommodation - basement bedroom
Overcapacity
Alternative to outdoor play space
CC

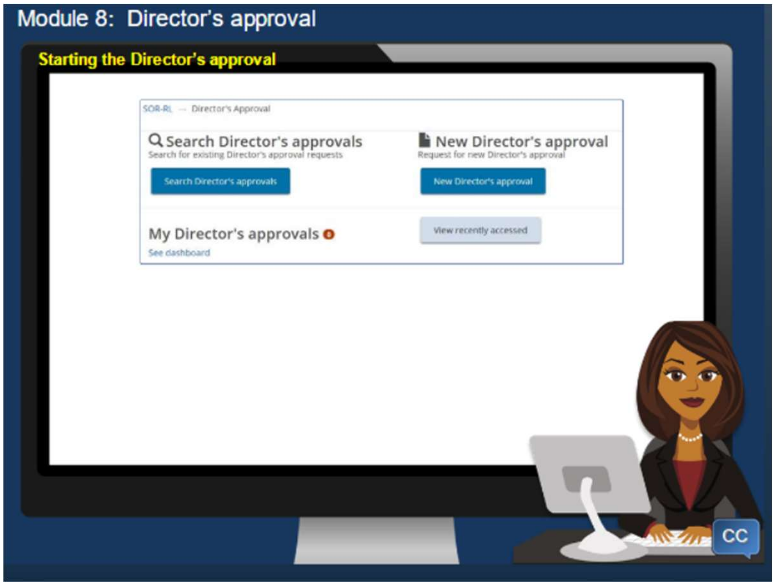

Module 8: Director's approval
Types of Director's approval
Children's Residence
Children's Residence - Youth Justice
Foster Care Agency
Mechanical restraint equipment
Secure de-escalation
Sleeping accommodation - basement bedroom
Sleeping accommodation - alternate arrangement
Alternative to outdoor play space
Electronic surveillance
Wilderness trip
Overcapacity
CC



Starting the Director's approval



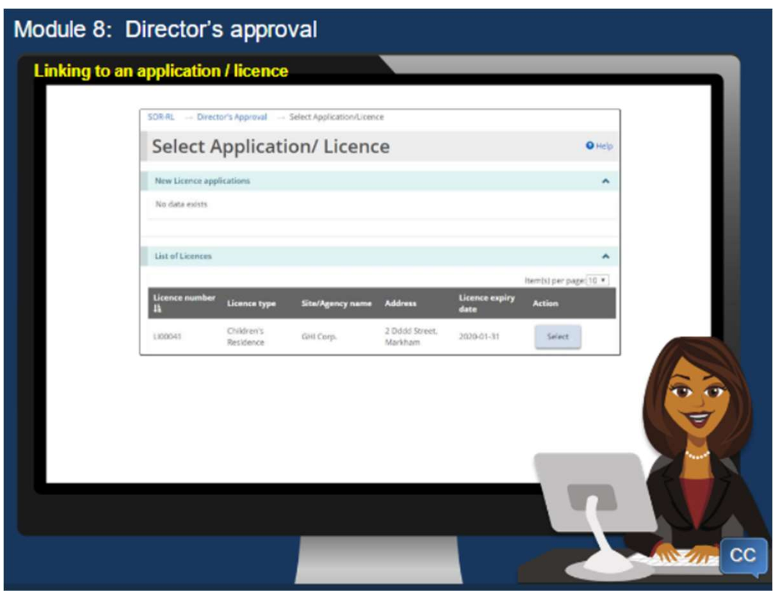
From the SOR-RL home page, click the Director's approval link. The director's approval page appears.



This is the menu where you can create, search for and view directors approvals.

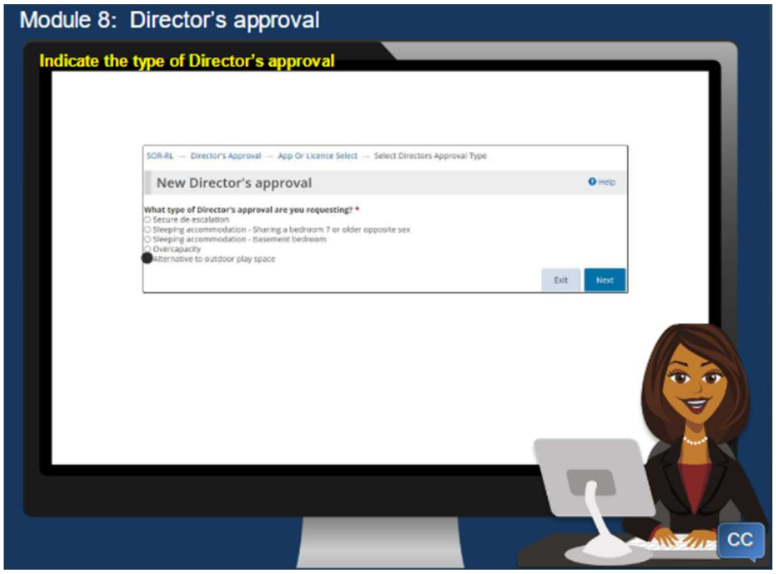
Since I'm creating a new director's approval request, I'll click the new Director's approval button.

Linking to an application / licence



A director's approval can be linked to an existing application or a licence. I'll select my licence.

Indicate the type of Director’s approval



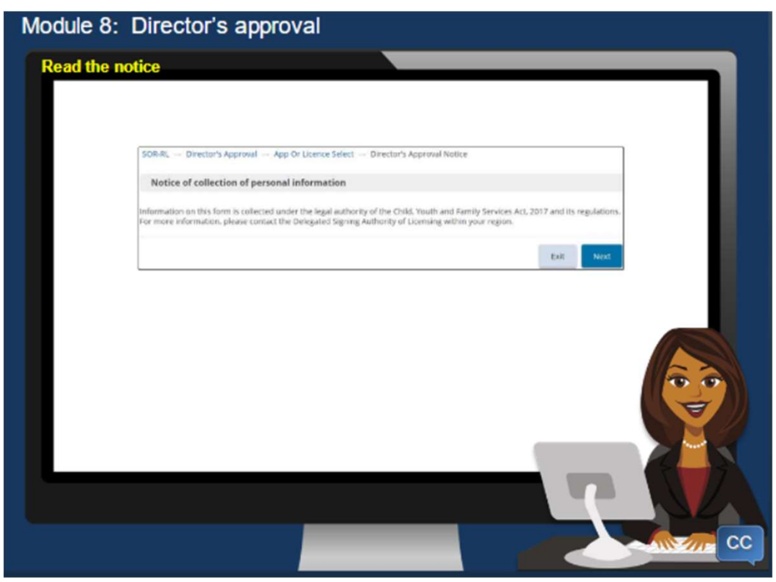
The first page asks you to select the type of director’s approval.

Only one request can be selected. If you want approval of more than one type, you must submit a separate request for each one.

Today I’ll select the request to have an alternative to outdoor play space.

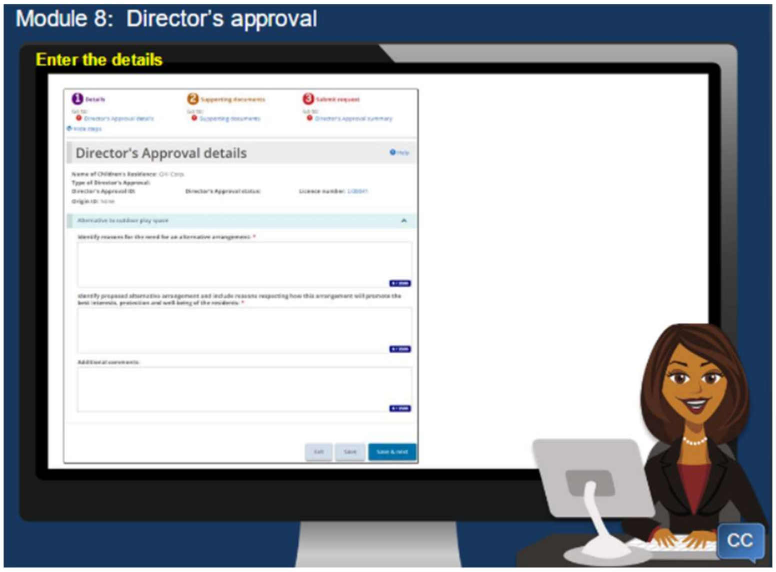
Then I’ll click Next.

Read the notice



Read the notice of collection of personal information then click next.

Enter the details



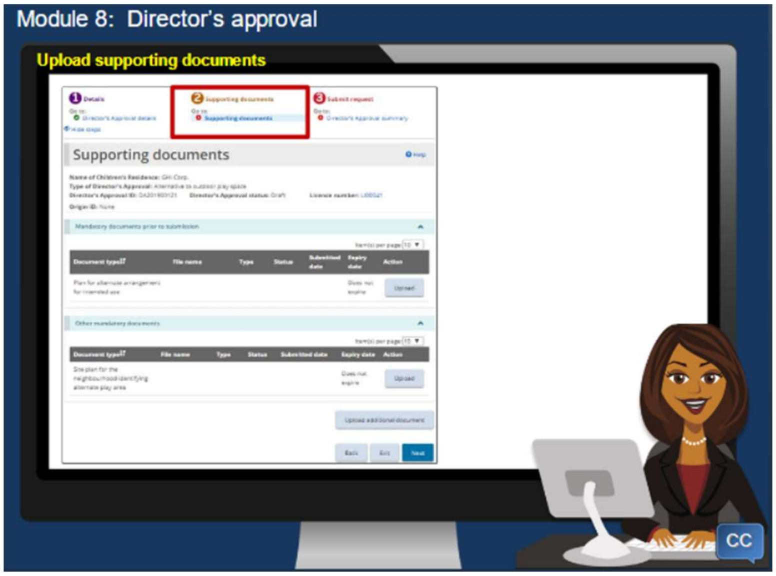
The next step is to enter the director's approval details. I want to mention that the page that appears depends on the type of director's approval you are requesting.

In my scenario, I'm requesting an alternate to the outdoor play space.

Look at the top of the page. There is a step section just like the one you saw when we completed the application. Again, as you complete the mandatory information in a section, a green checkmark will appear.

I'll just complete the information starting at the top. Then I'll click the Save and next button to go on to step 2.

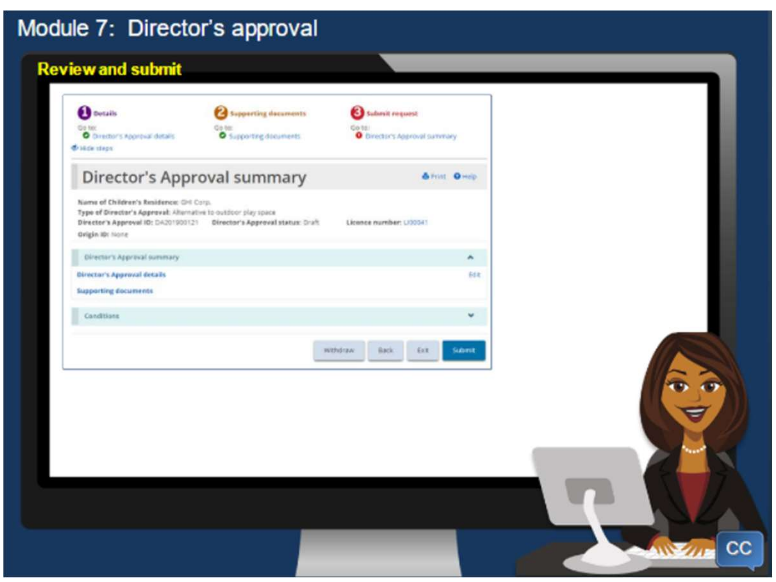
Upload supporting documents



Step 2 is where you upload supporting documents. In my scenario, I need to upload 2 documents.

You learned how to do that in module 3, so I'll quickly upload the documents then go on to the next step.

Review and submit

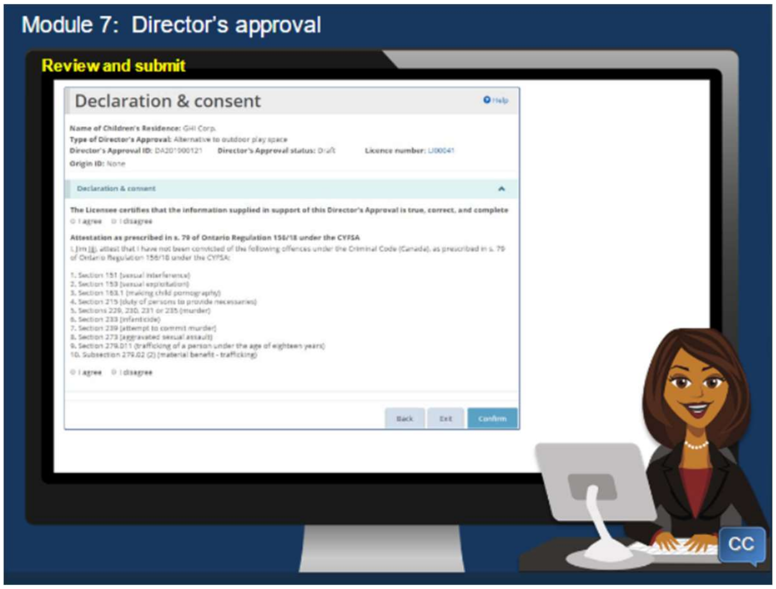


The last step is where you review the information and make edits if required.

Notice that you can also withdraw the request at this point.

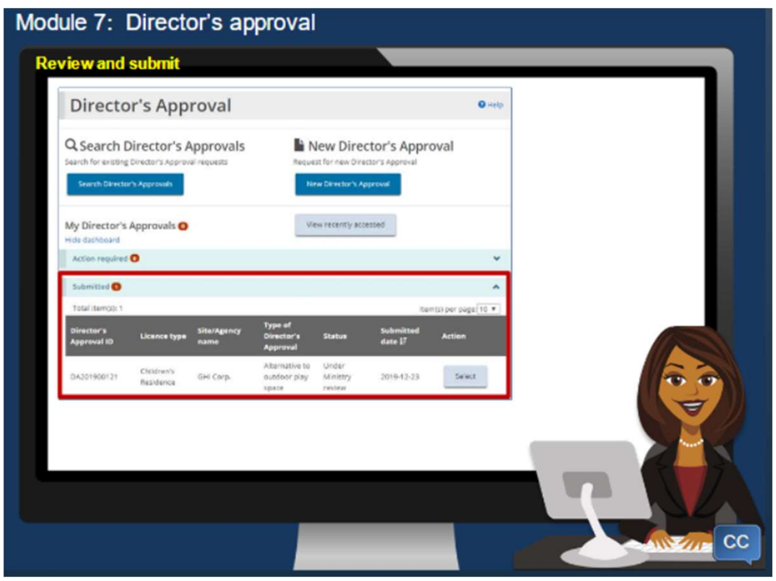
Before you click Submit, make sure all the steps have a green checkmark.

When everything is complete and accurate, I'll click the submit button.



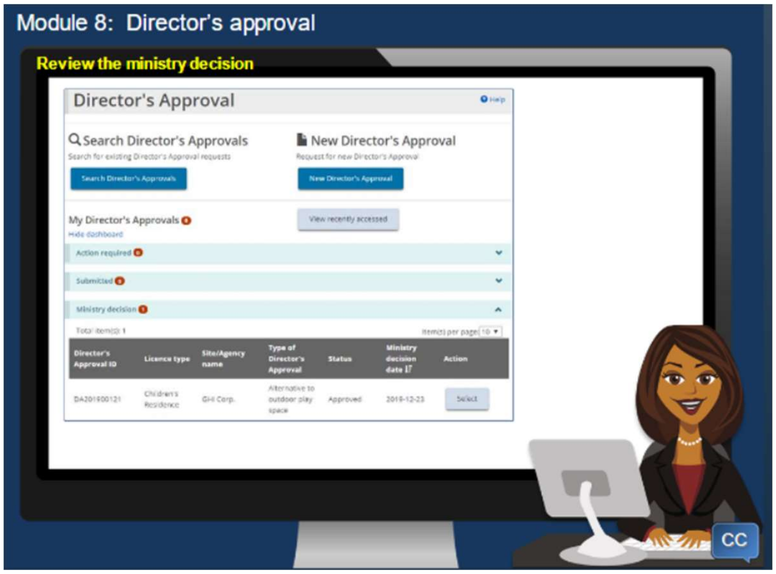
SOR-RL will check the entries and if everything is correct, the declaration and consent window appears.

I'll complete the declaration and consent then click confirm.



the director's approval appears in the submitted section of your dashboard with the status "under ministry review".

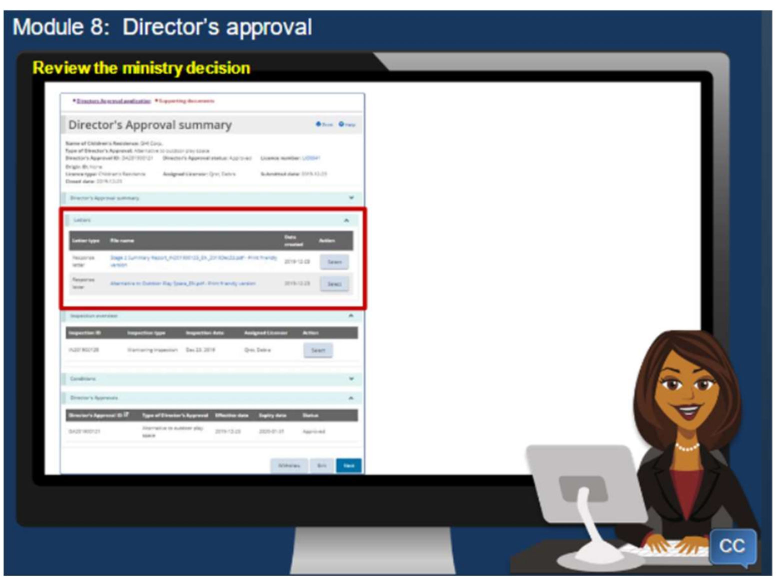
Reviewing the ministry decision



You will be notified by email when a decision has been reached.

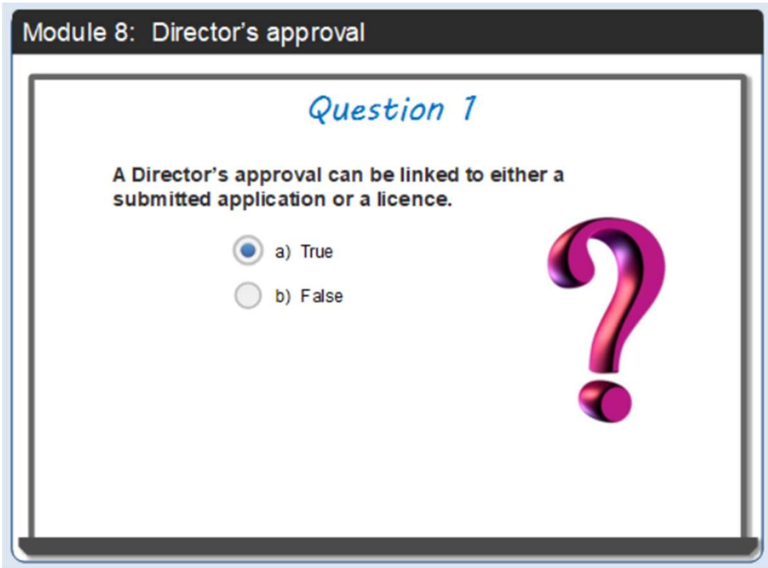
Bill: Lisa, will you send me a new licence?

Lisa: No Bill. A director's approval results in a letter. Let's open the ministry decision and I'll show you.



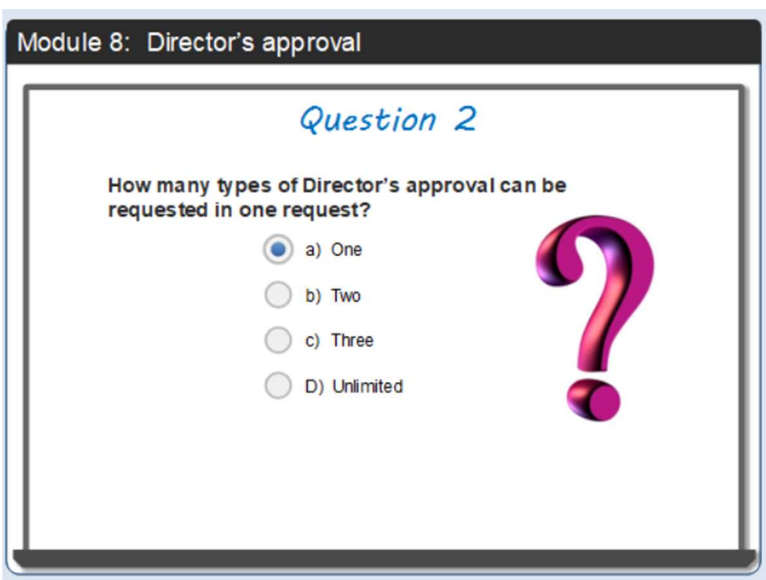
The director's approval summary page has a letters section. You can click the blue link to open the letter and print it.

Question 1



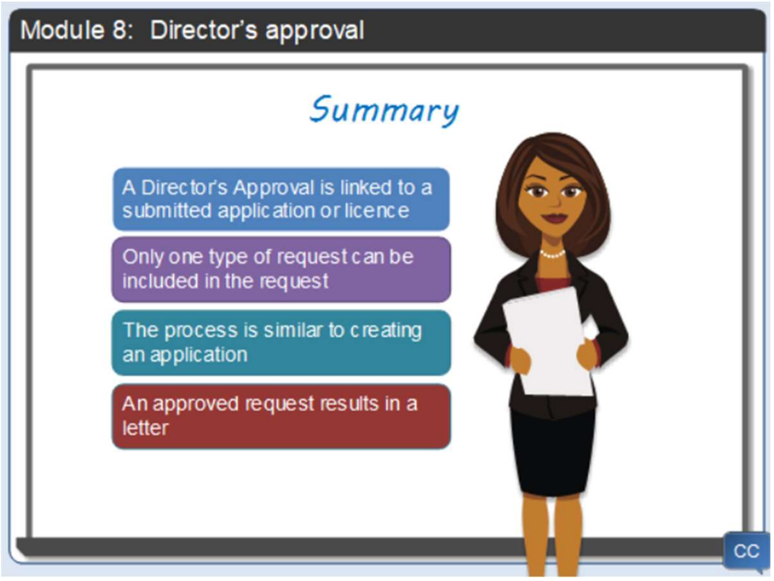
The correct answer is "True". A Director's approval can be linked to either a submitted application or a licence.

Question 2



Feedback when correct:
That's right! Only one type of Director's approval can be in one request.
Feedback when incorrect:
The correct answer is a). Only one type of Director's approval can be in one request.

Summary



In this module you learned that a director's approval can be linked to either a submitted application or an existing licence.

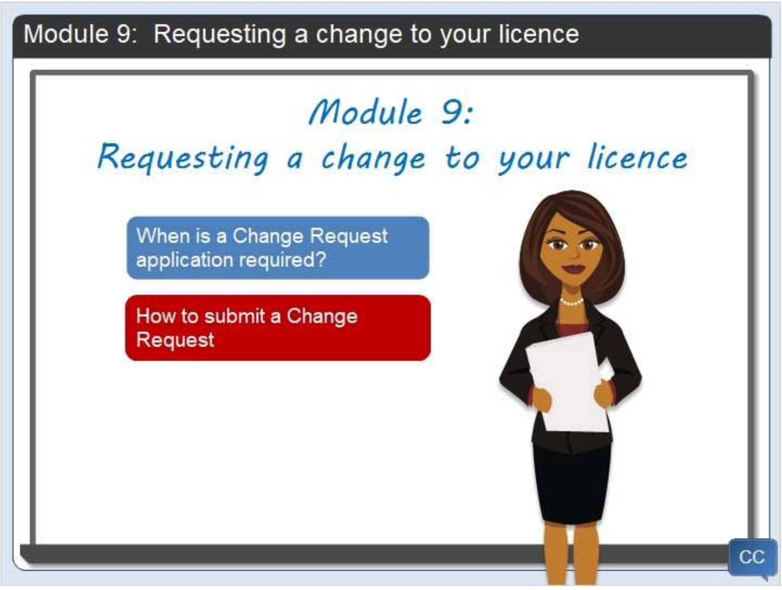
You also learned that you can only include one type of director's approval per request, and the details that you enter vary depending on the type of request.

You saw that the process of requesting a director's approval is similar to creating an application.

And you learned that an approved director's request does not result in a new licence but a letter outlining the approval.

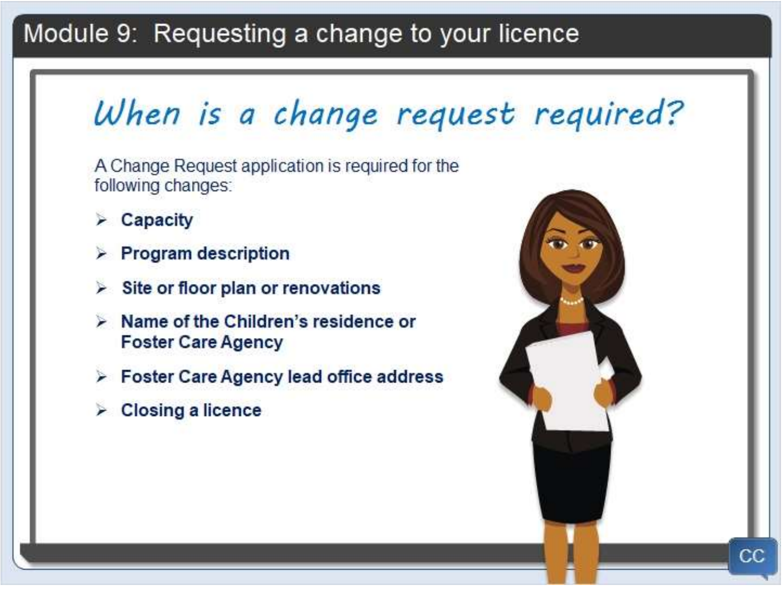
Module 9: Requesting a change to your licence

Introduction



In previous modules you saw that some information can be changed without a change request. In this module I'll review when a change request application is required and how to submit one.

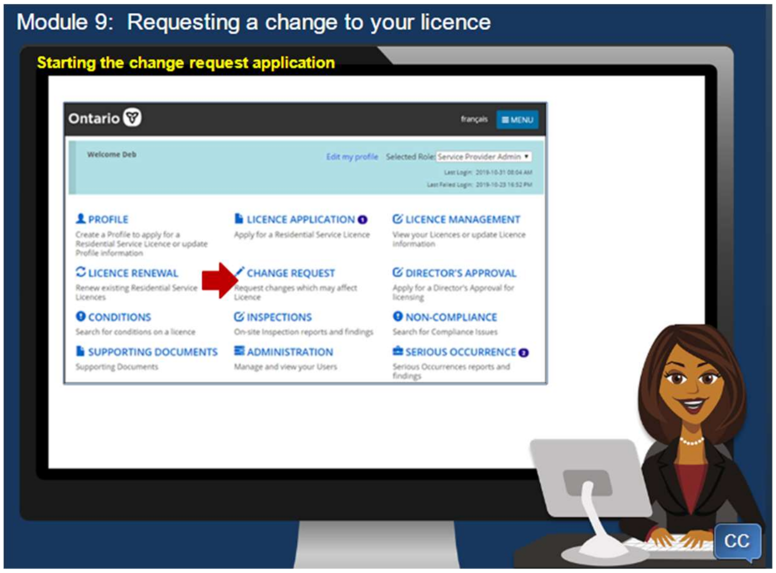
When is a change request required?



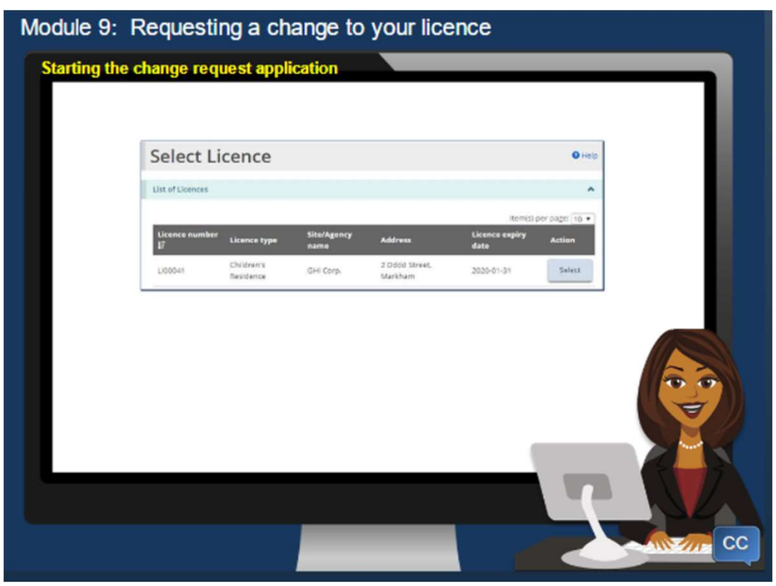
Any change that can affect your licence requires a change request application. This includes changing the capacity, the program description, the site or floor plan, the name of the Children's residence or Foster care agency, the Foster Care agency lead office address, and surrendering a licence.

Let’s walk through a scenario where you change the capacity.

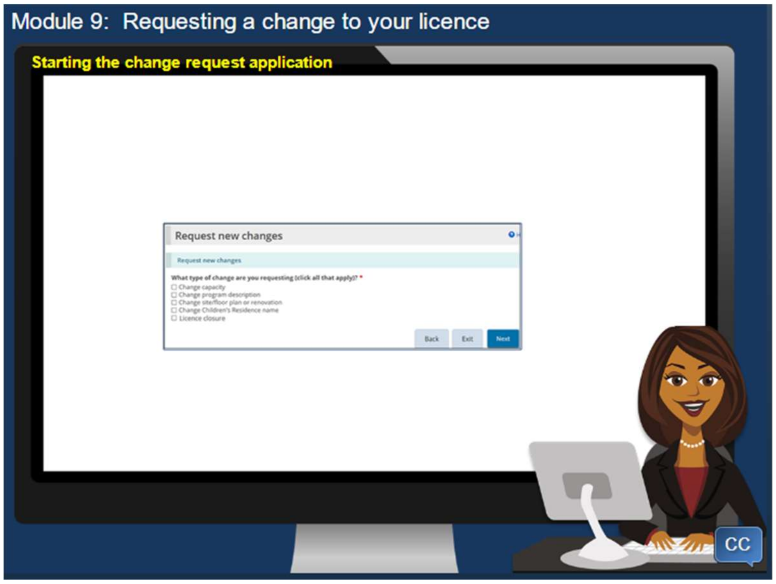
Starting the change request application



From the home page I’ll click the Change Request link.



Then I’ll click the select button of the licence I want to change.



A list of possible changes appears. I want to mention that this list will be different if you are a Foster Care Agency. My scenario today is for a Children's residence.

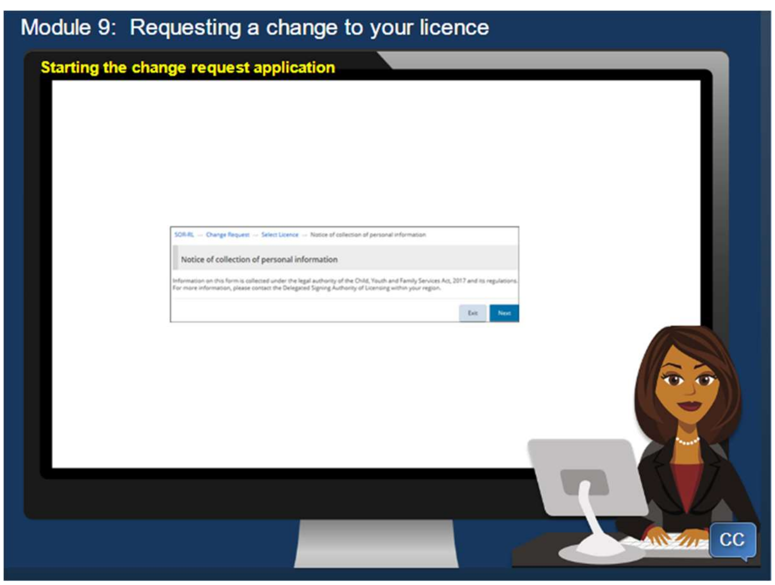
I'll click the change capacity checkbox.

Bill: Lisa, can I select more than one change?

Lisa: Yes Bill. The only exception is that a licence closure cannot be combined with any other request.

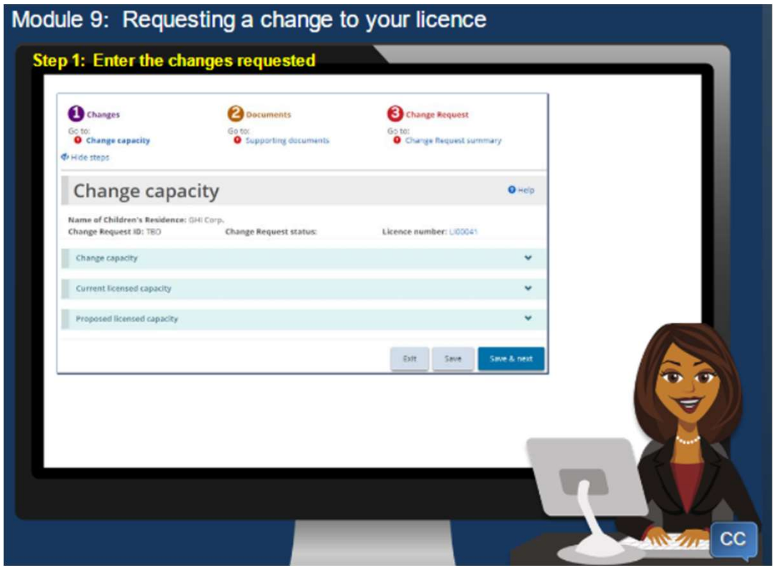
Bill: That makes sense.

Lisa: Now I'll click the next button.



Read the notice of collection of personal information, then click next.

Step 1: Enter changes



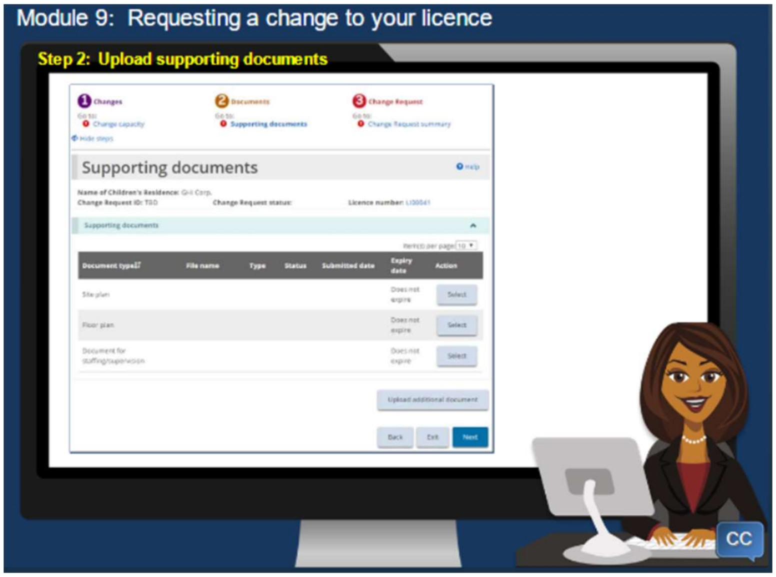
The pages that appear and the information required depend on the changes you requested in the previous step.

In our scenario, there are 3 steps outlined in the steps section. We'll enter the changes. Then upload documents if required, then review and submit the change request.

I'll open each section on this page and enter the changes requested.

I'll click Save and next.

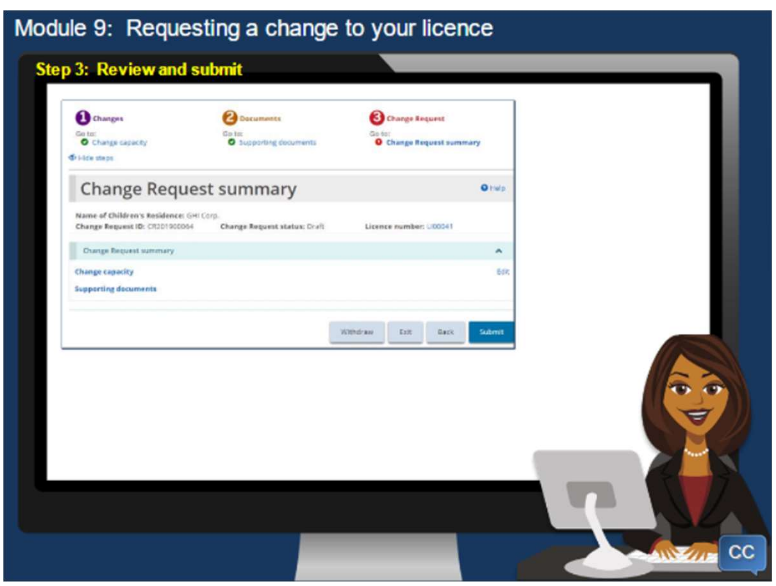
Step 2: Upload supporting documents



On this page I can upload any supporting documents.

Let’s go on to the next step.

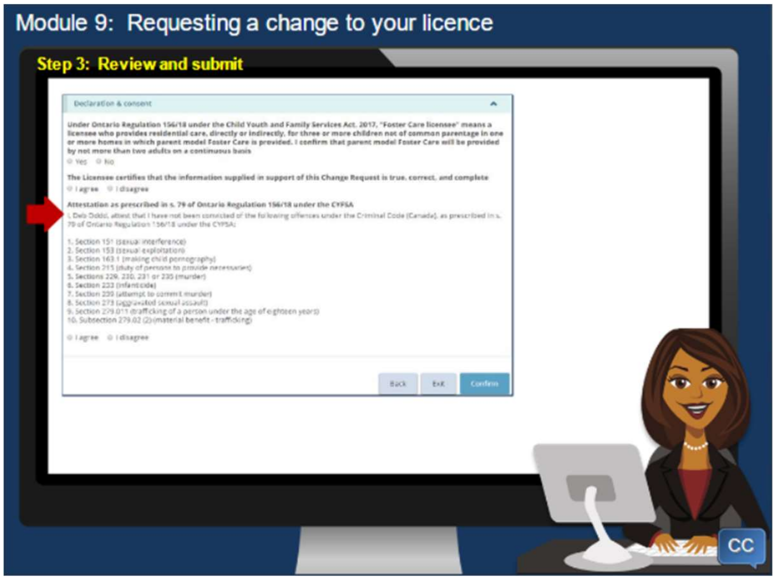
Step 3: Review and submit



Review the information in the change request summary page.

If you want to make a change, either click the edit link or click the link from the steps section.

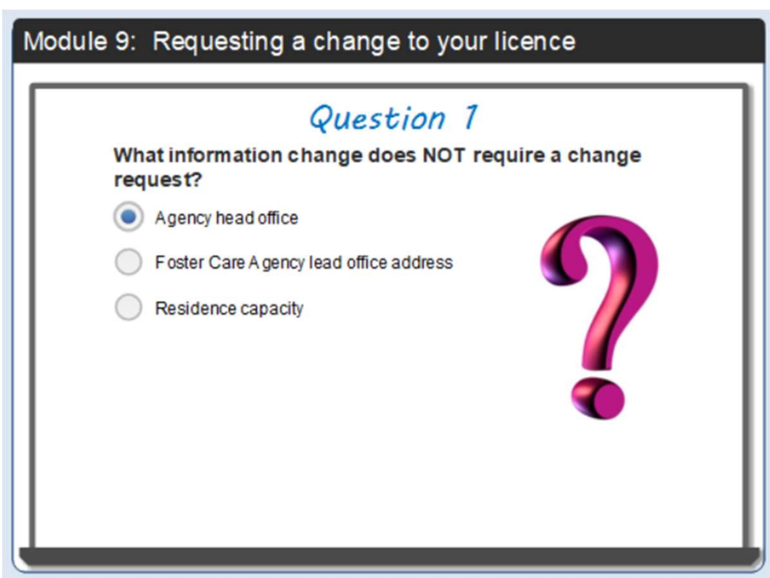
Everything looks OK to me, so I’ll click the submit button.



The declaration and consent page appears. I'll answer the questions then click Confirm.

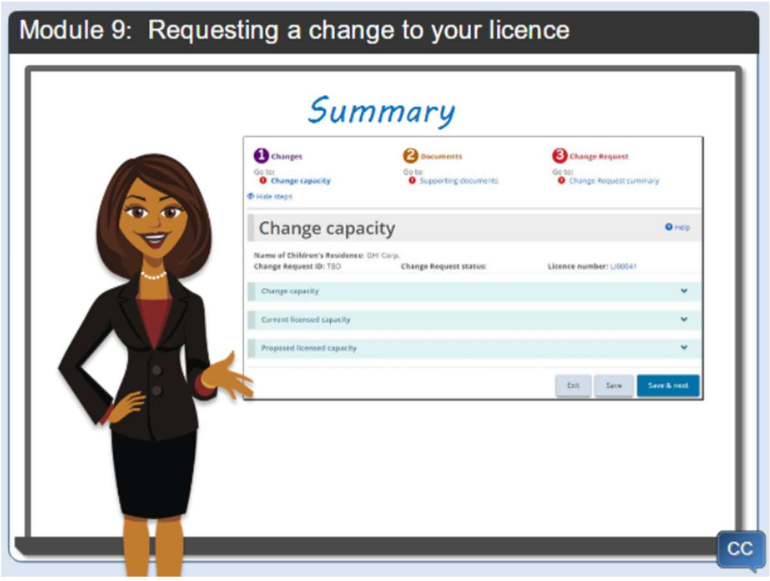
We're done.

Question 1



The correct answer is Agency Head Office. A change request must be submitted for changes in the location of the lead office of a Foster Care Agency and the capacity of a residence.

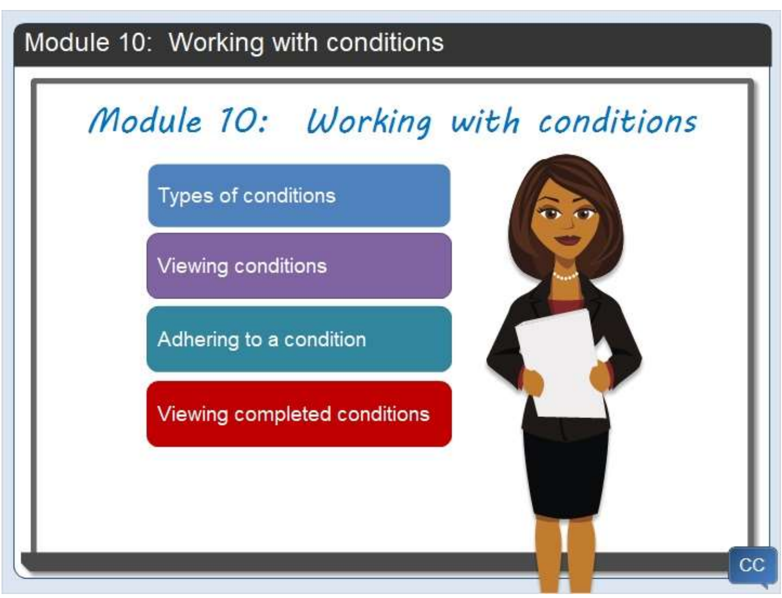
Summary



In this module you learned when a change request application is required and how to submit one.

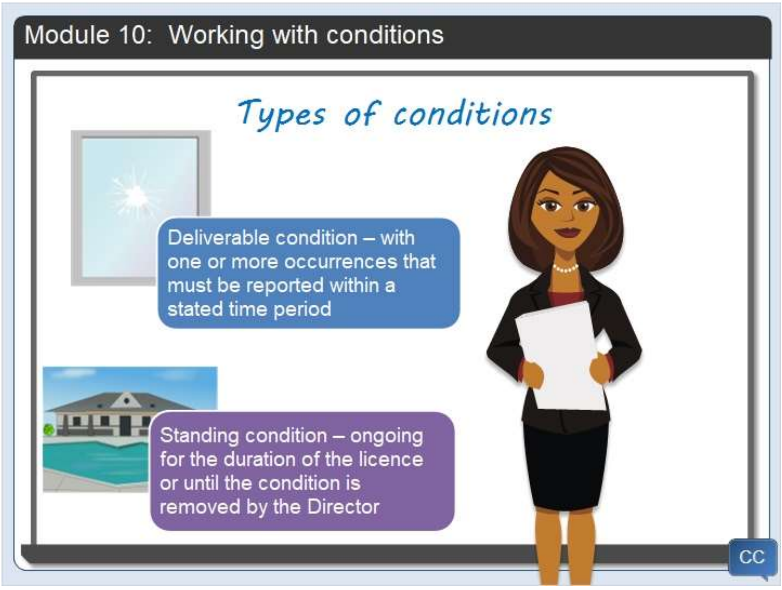
Module 10: Working with Conditions

Introduction



When your licence is approved, there may be one or more conditions attached to the licence. In this module, I'll explain the types of conditions, how to view them and how to indicate they have been adhered to in SOR-RL. Lastly, I'll show you how to view the completed conditions.

Types of conditions



The easiest way for me to describe the types of conditions is by an example.

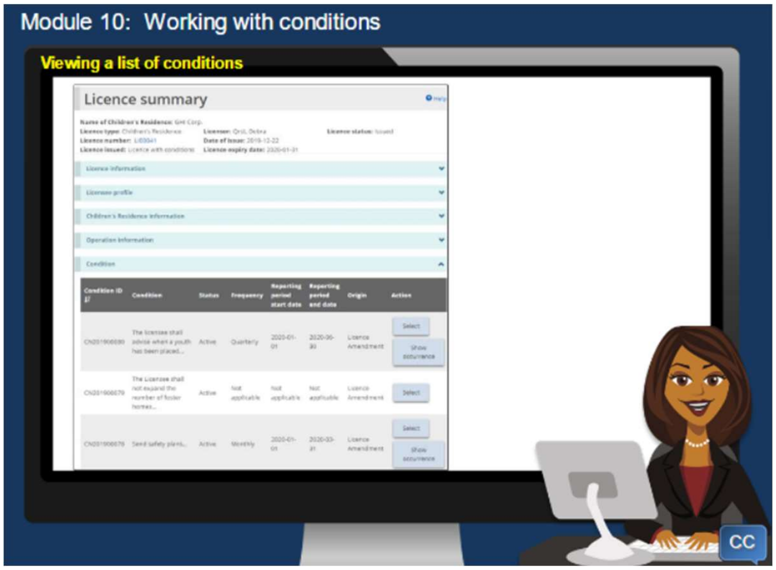
Let’s say that during an inspection, the licensor saw that the window in the bedroom was broken. As a result, the licensor put on a condition for you to replace the window. This would be called a deliverable condition and there would only be one reporting on occurrence required; that is, you’d only have to do it once and notify the ministry that it is done - usually within a specified time period or date.

However, let’s say that the Director decided that the licensee will need to advise their ministry licensor, each time a foster parent or parents have been approved to provide foster care. In this case it would also be a deliverable condition with more than one occurrence.

The second type of condition is a standing condition. This is a condition that must be adhered to for the duration of the licence. An example of this would be in the case where a residence had a swimming pool on the grounds, the Director may decide to place a condition on the licence that would require the licensee comply with all applicable by-laws and public health requirements respecting the pool.

Let’s go into SOR-RL and I’ll show you more about conditions.

Viewing a list of conditions/occurrences



Next I'll show you how to identify any conditions on your licence.

Open your licence, then scroll down to the conditions section.

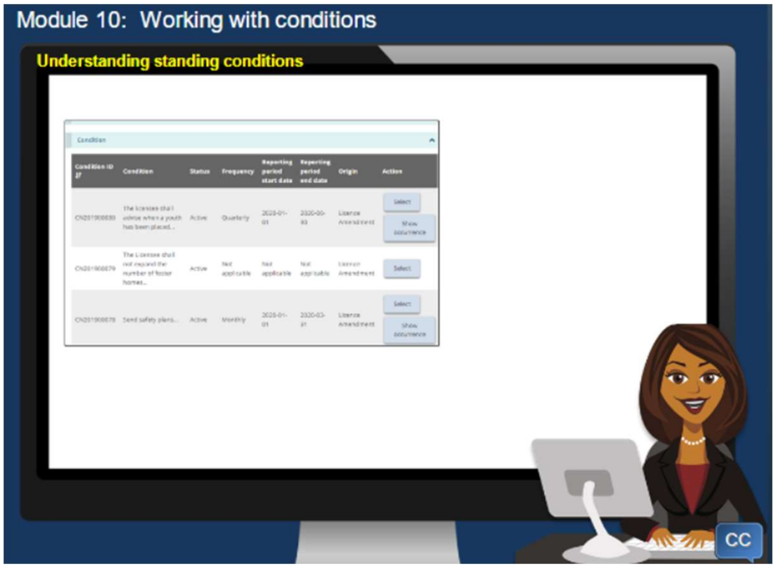
You can see that this licence has 3 conditions. To view the condition details just click the select button.

Bill: Lisa, how can I tell if they are deliverable or standing conditions?

Lisa: Look at the frequency column. Conditions 80 and 78 display frequencies, so that is a deliverable condition.

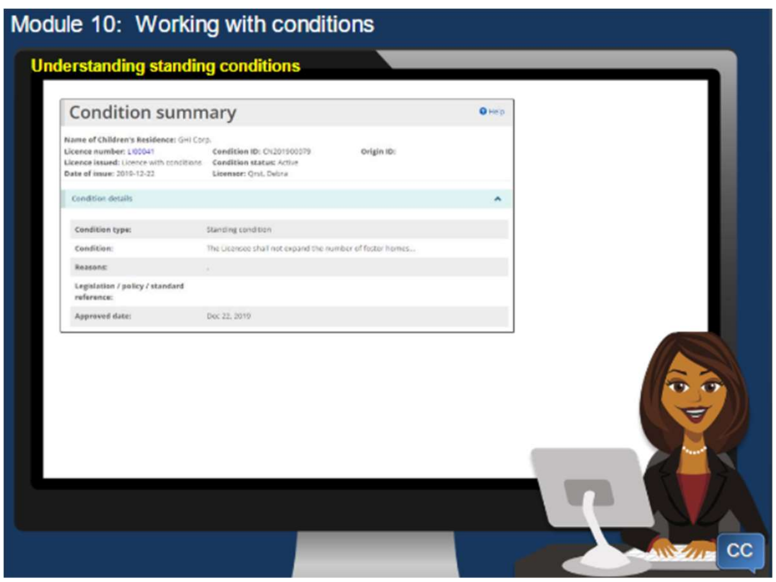
Condition 79 says not applicable, so that is a standing condition.

Understanding standing conditions



Let’s talk a bit more about a standing condition.

I’ll open it to show you the details.



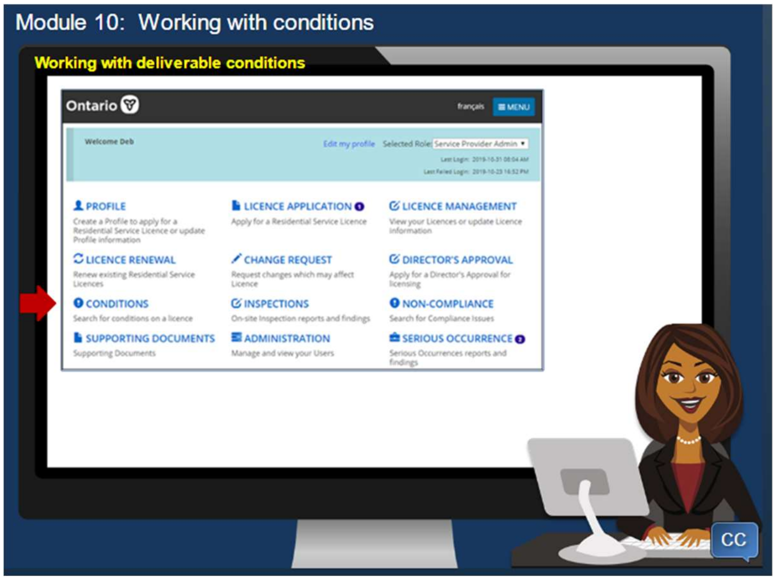
As I mentioned earlier, standing conditions apply for the duration of the licence or until the Director removes it.

Bill: Do I have to do anything?

Lisa: No, unless you are requested to do so. You don’t have to do anything in SOR-RL, but you do have to be cognizant of the condition and ensure that it is met. Your licensor will be checking for it while performing an inspection.

Bill: Ok, thanks Lisa.

Working with deliverable conditions



Next let's look at deliverable conditions.

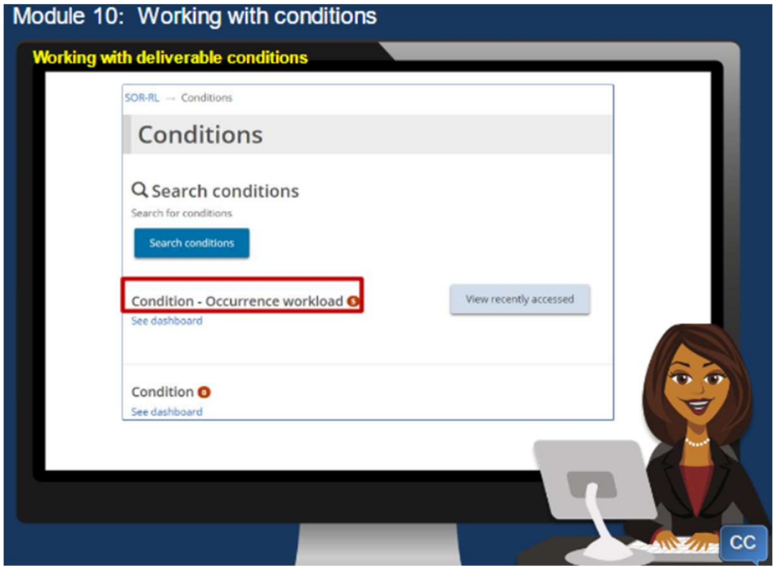
Do you remember I said that deliverable conditions require you to do something?

Bill: Yes. You also said that it can be one or more times.

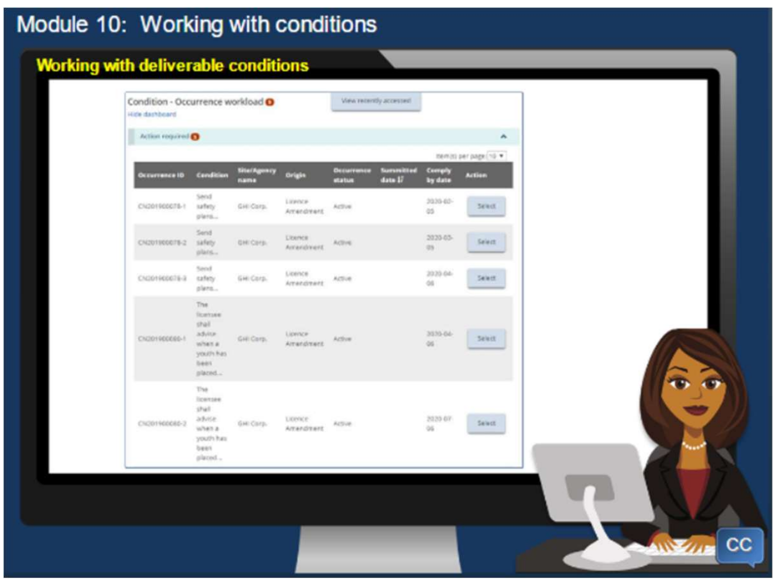
Lisa: That's correct Bill. That is called an occurrence.

Bill: How do I know what I have to do?

Lisa: In this case Bill, I suggest that you click the conditions link.



The conditions menu page appears. You can see that there are 5 items outstanding in your condition dashboard. I'll click the blue see dashboard link. and the list of conditions requiring action appears.



So Bill…

Bill: Yes Lisa?

Lisa: Can you tell me how many deliverable conditions there are?

Bill: This sounds like a tricky question.

Lisa: Sort of. You may want to say 5 conditions but, in fact, there are only two.

Bill: Oh, I see it now. The first condition has three occurrences, which means it has to be done three times. February 5th, March 5th and April 6th.

Lisa: That's correct Bill. If you look at the Occurrence ID number, the condition number is the same, but there is a hyphen showing each occurrence.

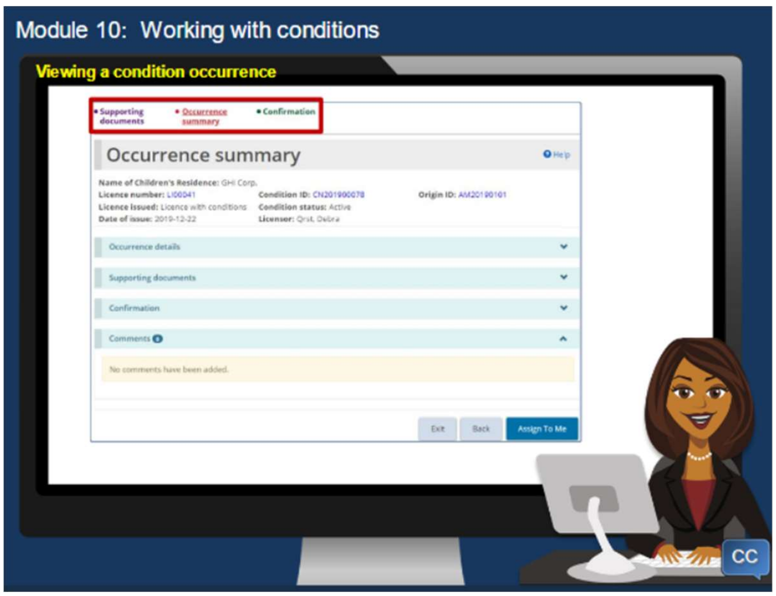
Bill: So the second condition has 2 occurrences.

Lisa: That is correct. There is other valuable information in the table including the comply by date.

Also, both conditions were put on during an amendment.

Let's take a closer look at the first condition occurrence.

Viewing a condition occurrence

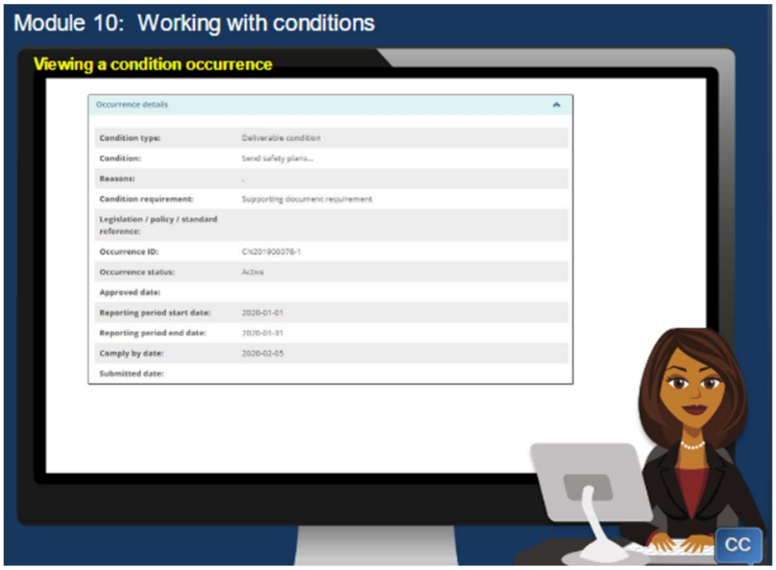


After you click the select button, the Occurrence summary appears.

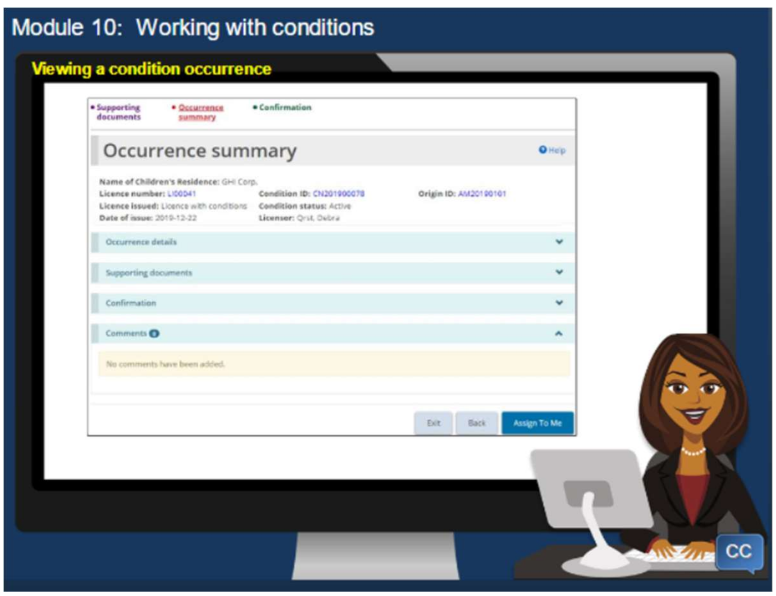
At the top of the page you can see that there are 2 additional pages: Supporting documents and confirmation. I'll talk about them in a minute.

In the occurrence summary you can see some of the information that was in the table.

I'll expand the occurrence details section so you can see it.



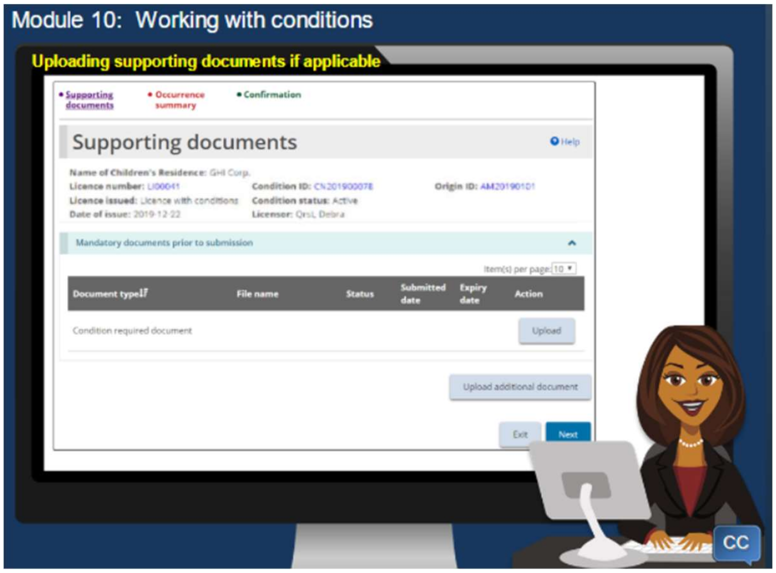
This section explains what you need to do, for what time period, and why. So, for the period starting January 1st to the 31st, you have to complete the directions of the condition and submit a supporting document. This must be done by February 5th.



When you are ready to start confirming that you performed the action required in the occurrence, you need to click the assign to me button.

Because the condition includes sending a supporting document, I'll click the supporting documents link.

Uploading supporting documents if applicable



The supporting documents page indicates that a document is required. If no document was required, there would be no upload button.

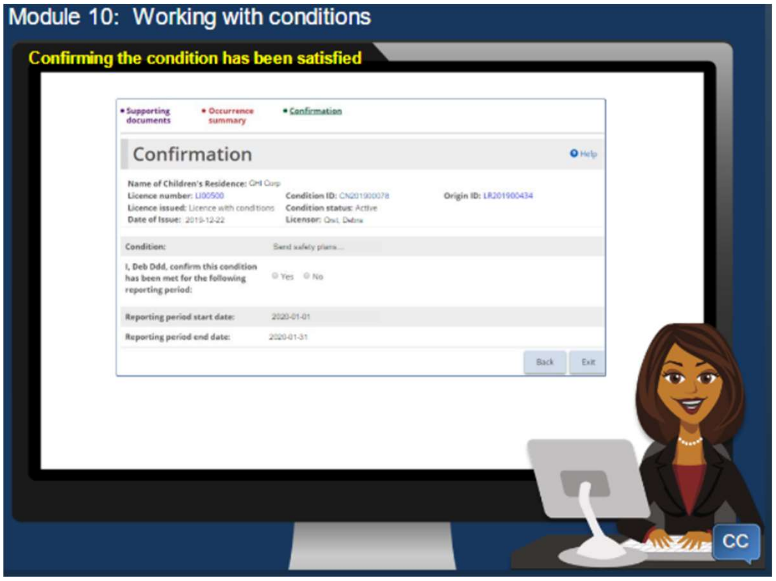
Your licensor will make it clear what type of document is required. Let's say the condition is for you to upload a copy of a new insurance policy. Then you would upload the document.

But, in the scenario of the broken window, you may decide to send a photo of the new window, or perhaps an invoice from the window installer. Basically, a supporting document is proof that the condition was satisfied.

Since you've already seen how to upload a document, I'll click upload and quickly upload one.

Next, I'll click the confirmation link.

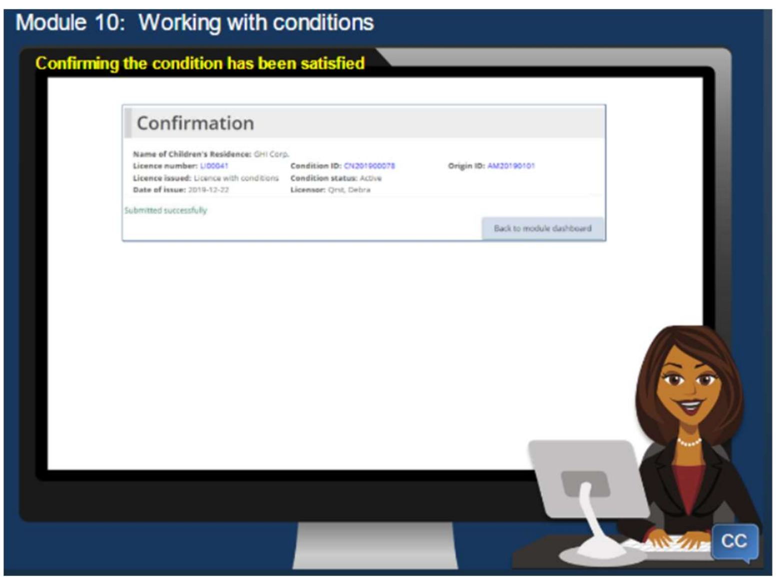
Confirming the condition has been satisfied



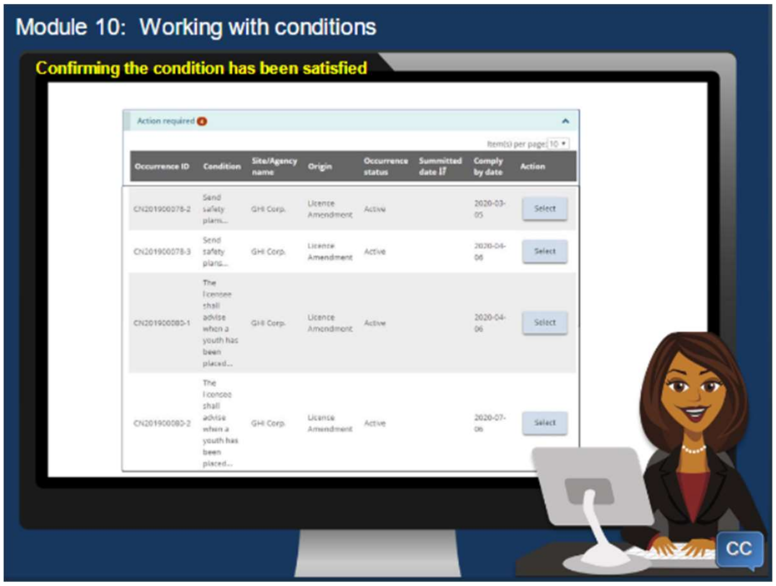
The confirmation page is where you confirm that the condition was satisfied.

When I click the Yes radio button, the confirm button appears.

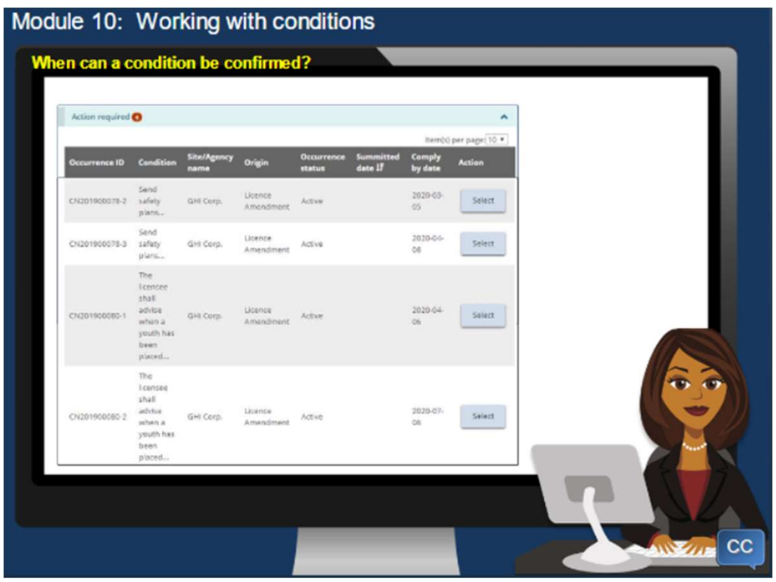
When I click the confirm button, a message appears indicating that the confirmation was submitted successfully.



When I go back into the condition action list, you can see that there are now 4 occurrences left.



When can a condition be confirmed?



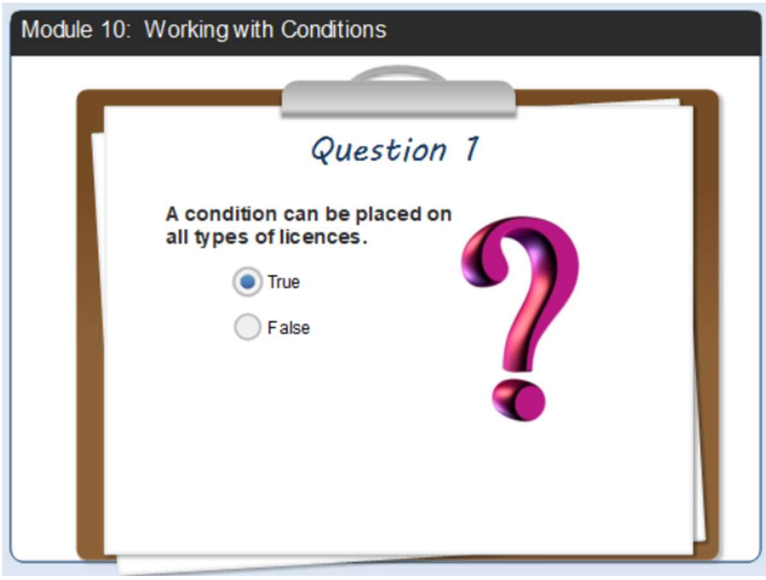
Bill: Lisa I was wondering if I can satisfy a condition in advance. What I mean is, that if the period covers January 1st to the 31st, can I send the confirmation on January 30th?

Lisa: No Bill. SOR-RL will not let you update the condition until the period is over. Your licensor will allow you time after the period is over to satisfy the condition. You can see the due date in the comply by date column.

~~Bill: I can see that there is one overdue occurrence in the list. What happens in that case?~~

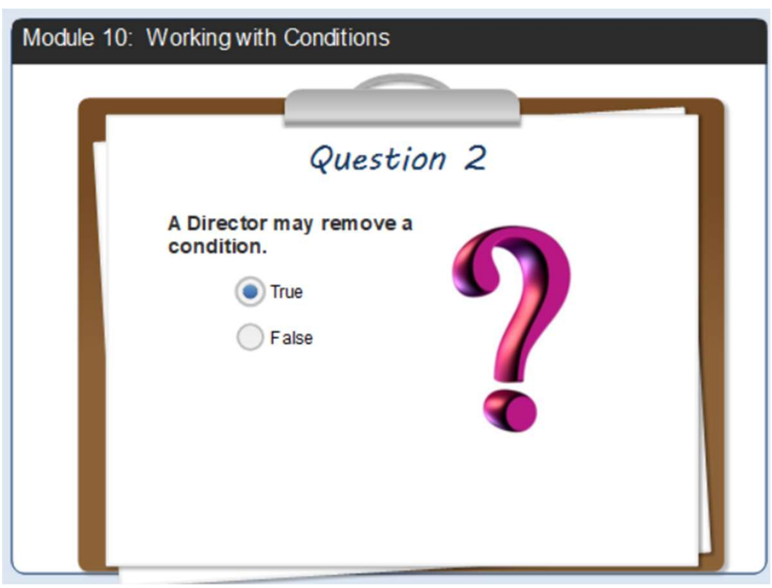
~~Lisa: The status is there as a reminder for you.~~

Question 1



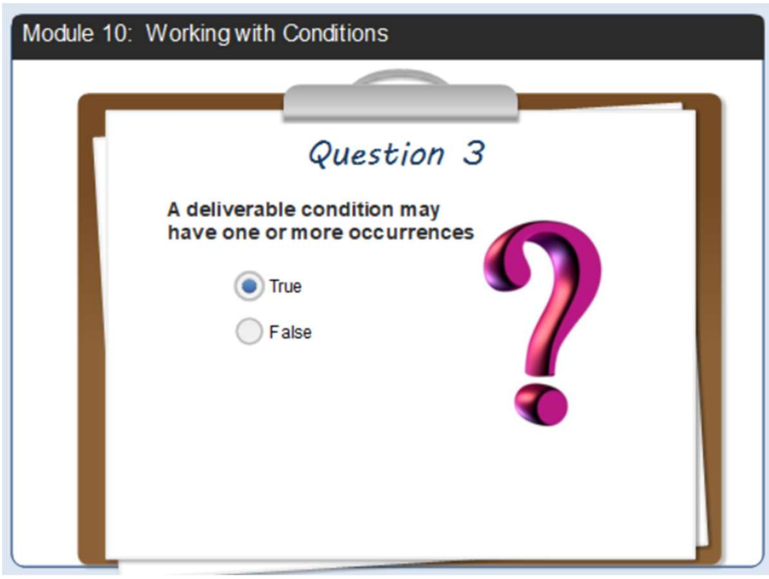
The correct answer is true. A condition can be placed on all types of licences.

Question 2



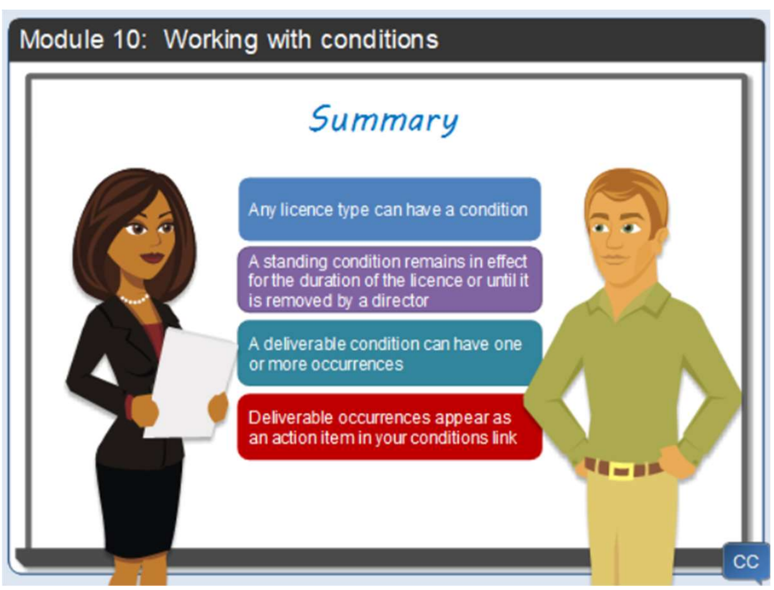
A director can remove a condition.

Question 3



The answer is True. A deliverable condition may have one or more occurrences.

Summary



Xxx deb you changed scrren too

Bill: Let me see if I understand conditions.

Any licence type can have a condition.

A standing condition remains in effect for the duration of the licence or until it is removed by a director. The condition must be complied with and it will be monitored by the licensor.

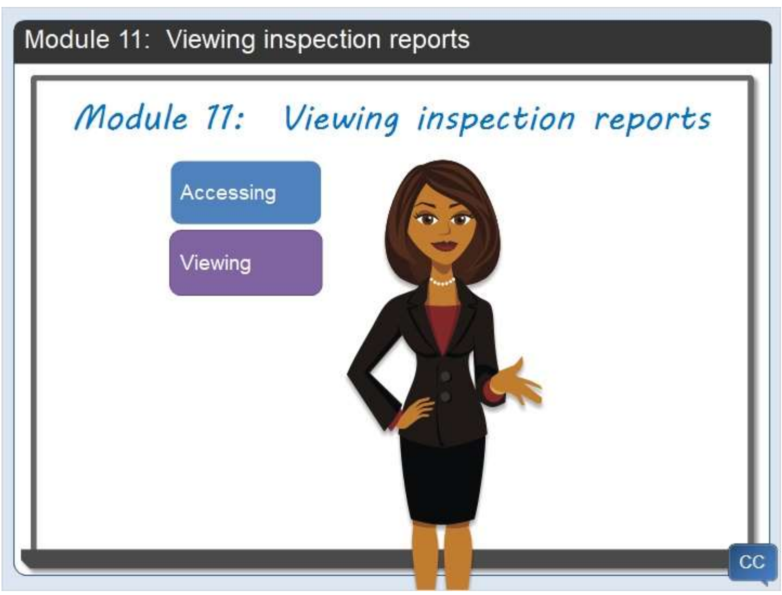
A deliverable condition can have one or more occurrences. The deliverable can be an action and or uploading a document. A deliverable condition cannot be fulfilled before the period end date.

Did I miss anything?

Lisa: That was great Bill. The only thing I'd add is that if an occurrence is ready to be confirmed, it will appear as an action item in your conditions link.

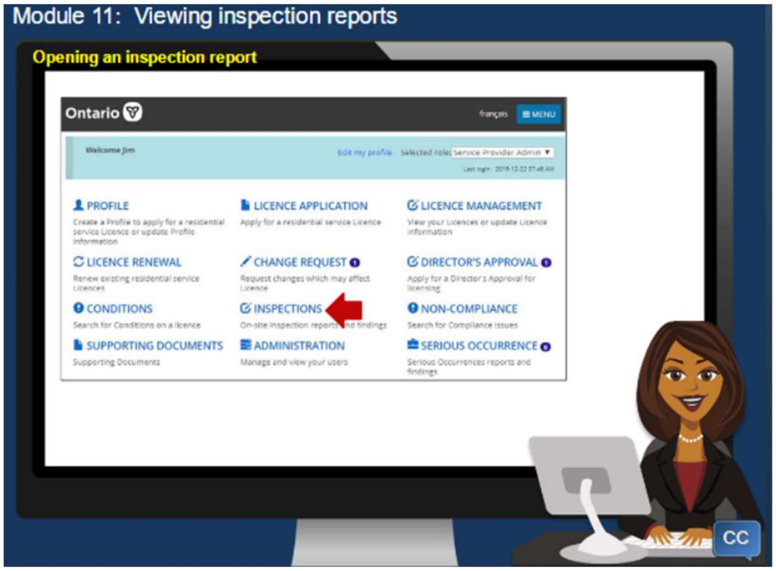
Module 11: Viewing inspection reports and findings

Introduction

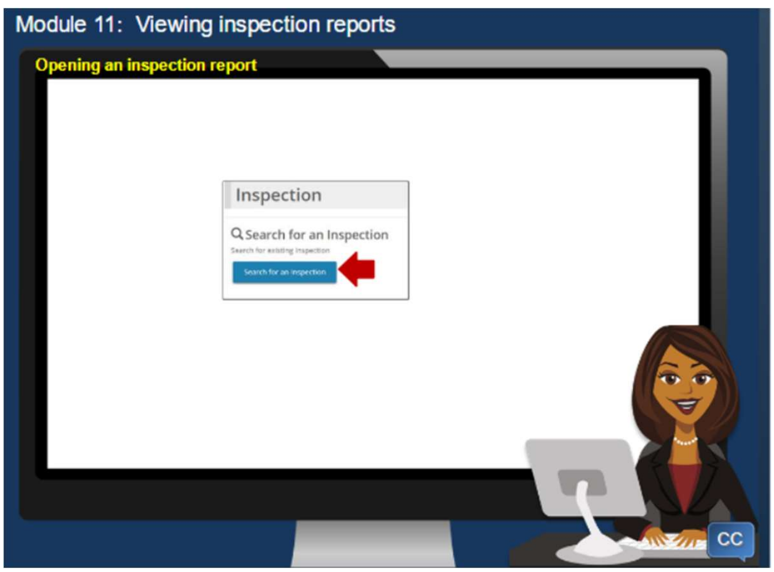


After a licensor performs an inspection, he or she will create an inspection report. You can view inspection reports at any time. In this module I'll show you how to access and view an inspection report.

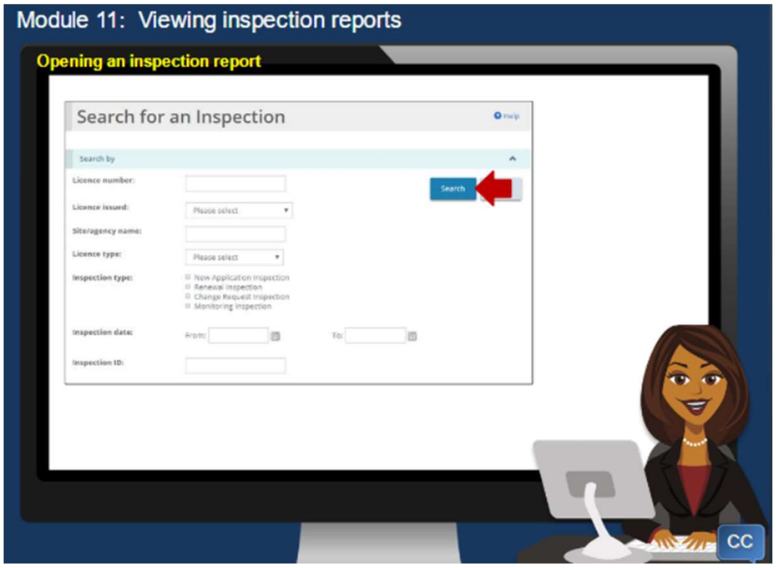
Opening an inspection report



From the home page, click the Inspections link.

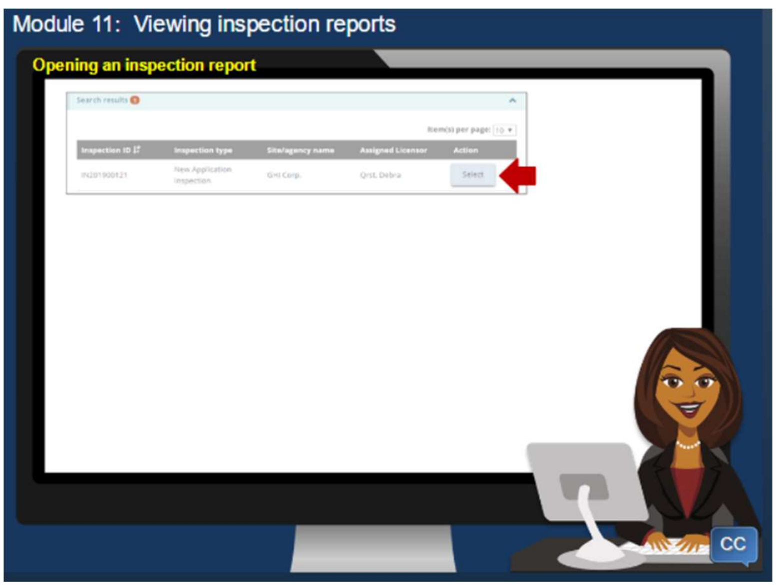


Click Search for an inspection.

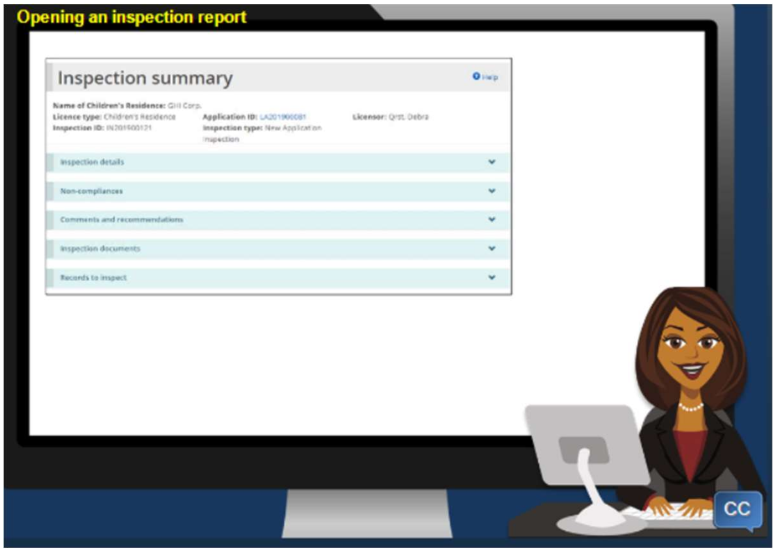


Click Search.

A list of inspections appears.

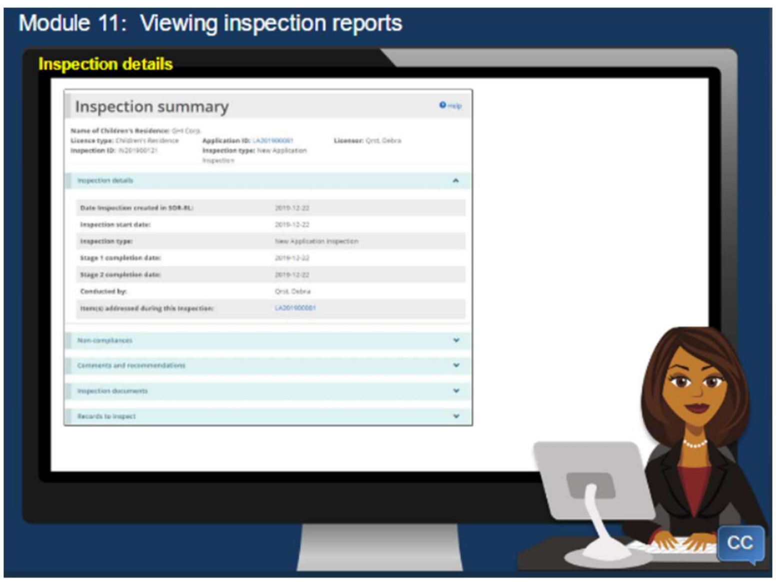


Click the select button.



The Inspection Summary appears.

Inspection details



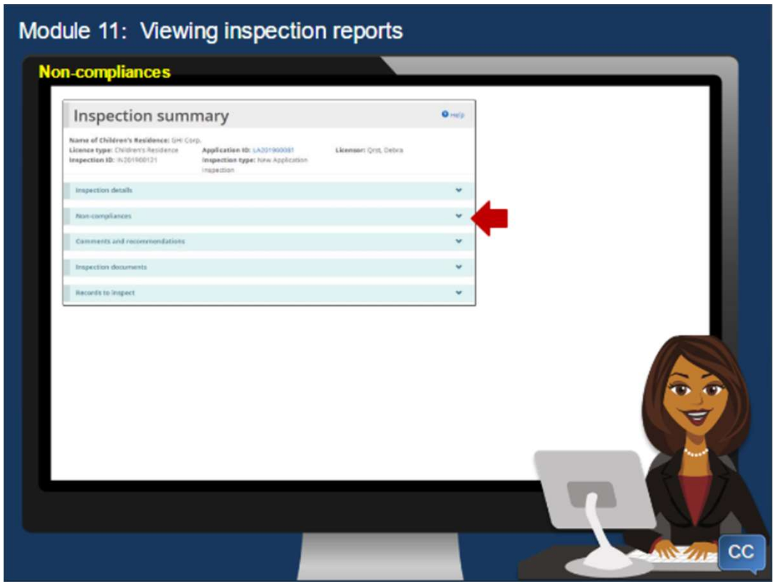
The inspection summary has several sections. I'll expand each section as I explain it.

The top section shows what residence was inspected, the type of inspection and who the licensor is. There are more details in the inspection details section including when the inspection was started and when it was completed.

Bill: What is stage one and stage 2.

Lisa: Stage 1 is when the onsite inspection was completed. Stage 2 is when all reports are finalized.

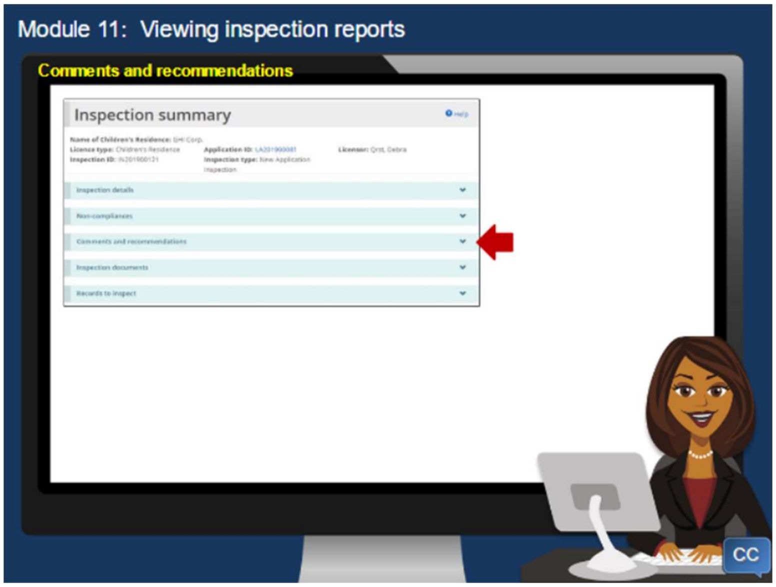
Non-compliances



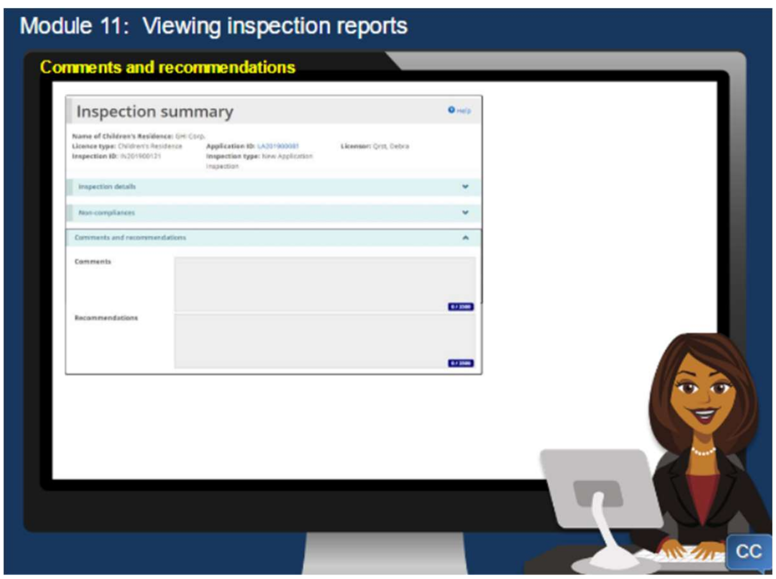
Next, I'll expand the non-compliances section. In our scenario, the licensor noted a non-compliance during the inspection.

In the table you can see a description of the non-compliance, the number of findings and the date the non-compliance must be resolved. To see more information about the non-compliance I would click the select button. Since we'll be covering non-compliances in detail in the next module, I think I'll go on to the next section of the inspection report.

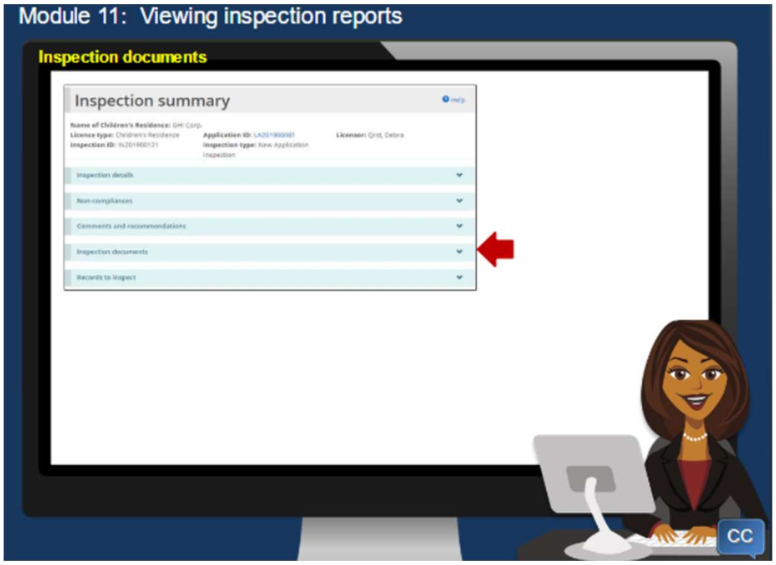
Comments and recommendations



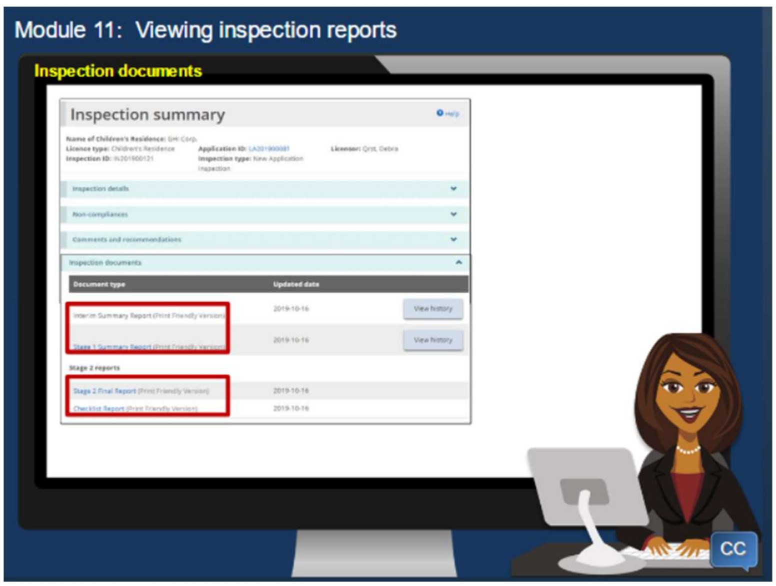
I'll click the comments and recommendations section to view any comments and recommendations the licensor noted during the inspection.



Inspection documents



I'll expand the inspection documents section.

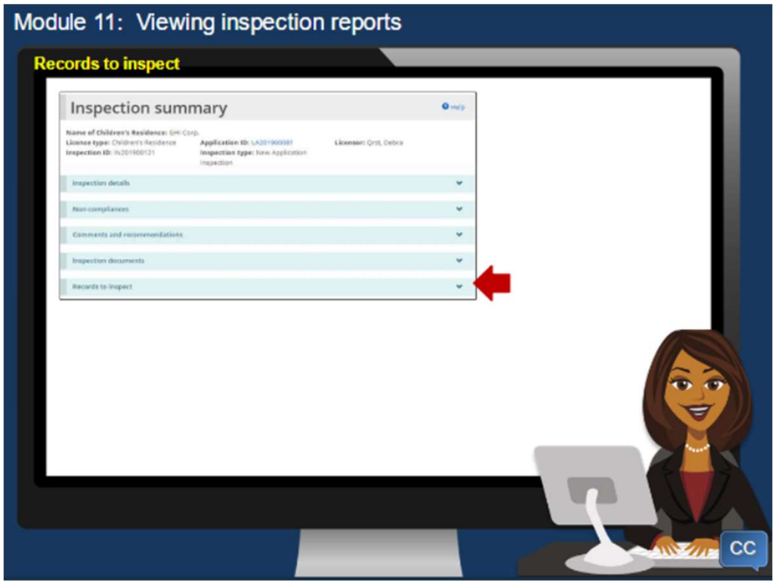


You can view inspection documents by clicking the blue link.

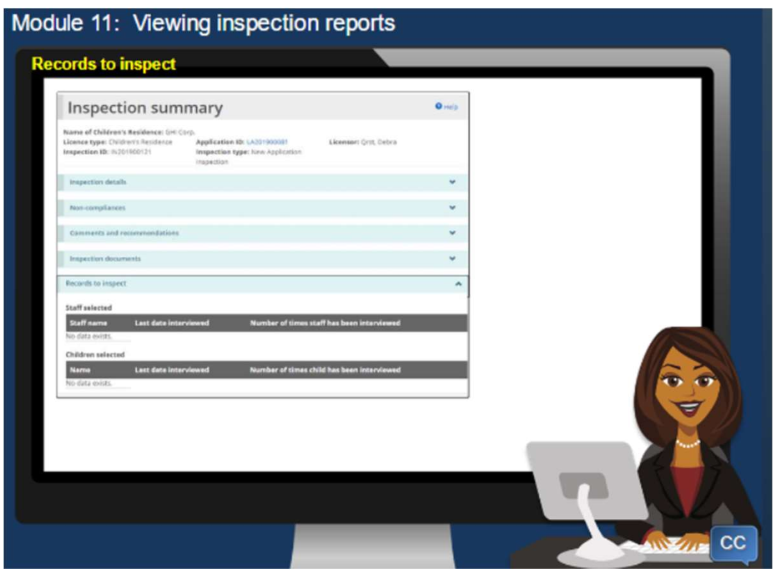
Bill: What does the view history button do?

Lisa: In some cases, there may be more than one version of the report. Click the view history button to open previous versions.

Records to inspect

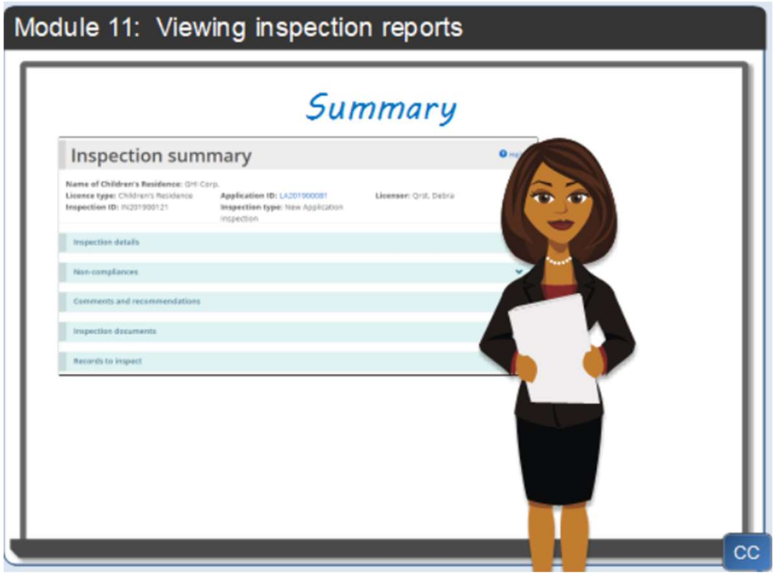


I'll expand the last section.



This section outlines all the staff and children that were interviewed during the inspection. If this is a new application, like the one on the screen, this section will be blank.

Summary



In this short module I showed you the sections in an inspection report.

The sections may be different depending on the type of inspection that was done.

Your licensor will explain any findings with you when your inspection is completed.

Module 12: Working with non-compliances

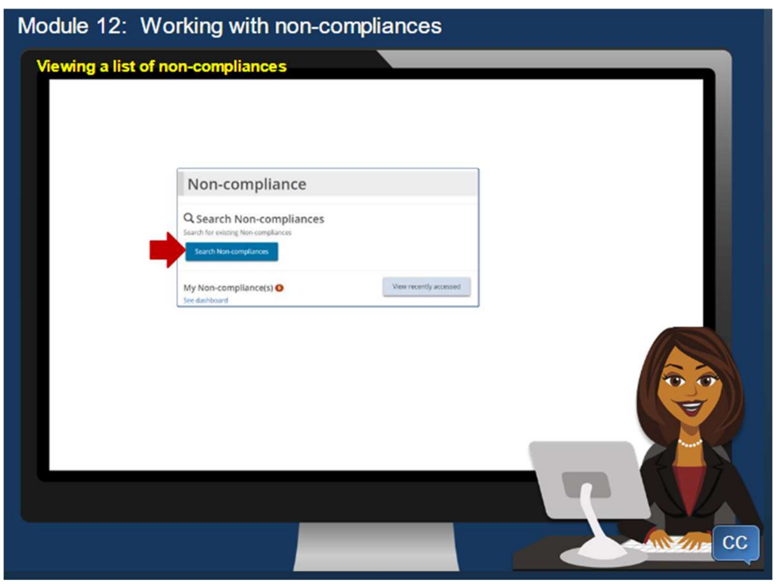
Introduction

During an inspection, the licensor may document one or more non-compliances. The non-compliances must be addressed before your licence can be issued.

In this module I'll show you how to view non-compliances and how to indicate their resolution in SOR-RL.

Viewing a list of non-compliances

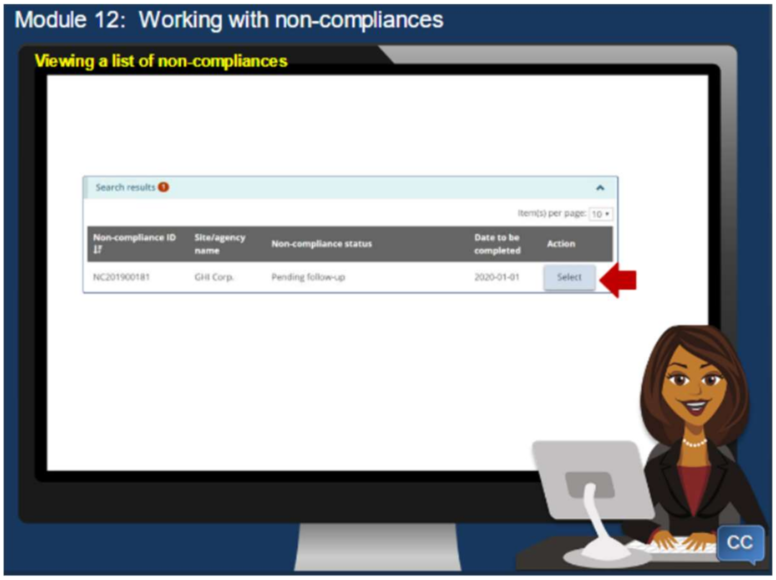
There are two ways to access a list of non-compliances for your licence: Through the Licence management link and the non-Compliance link.



In the video I'll select the non-compliance link.

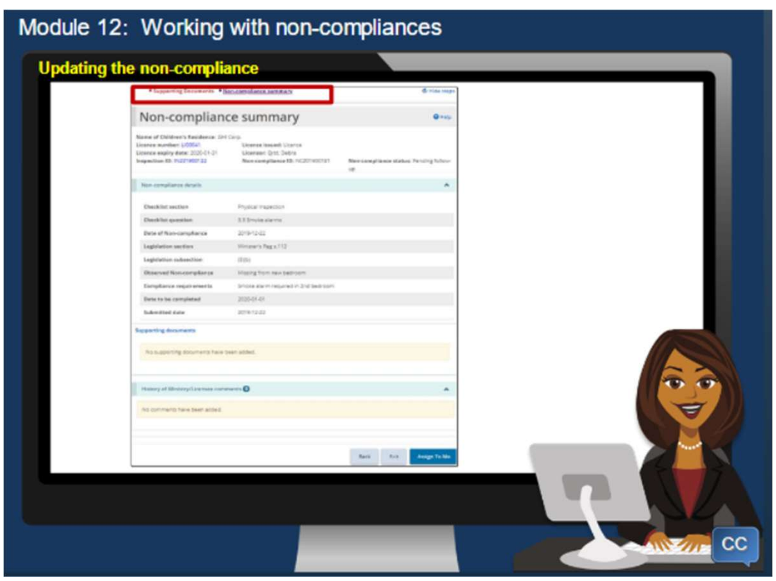
From this link you can search for non-compliances, view non-compliances that you viewed recently and work on non-compliances.

I'll search for the non-compliances for my licence and a list appears.



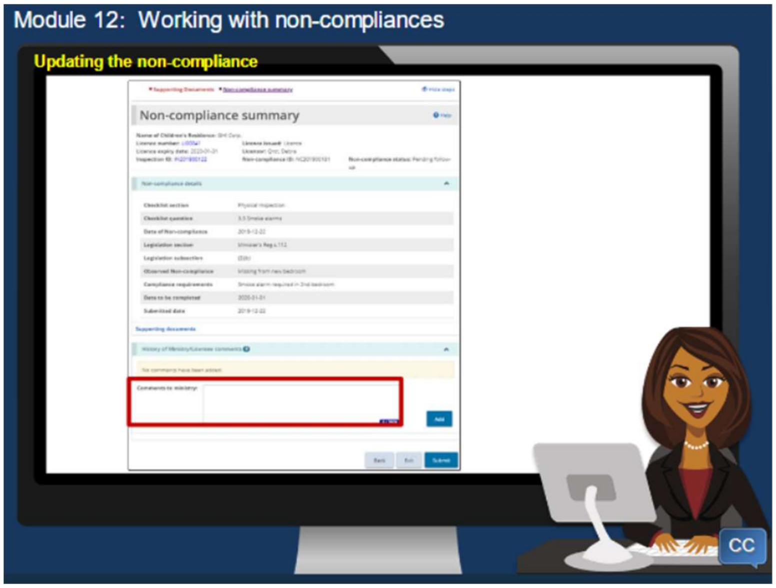
To see the non-compliance details, click the select button.

Understanding the non-compliance summary



The non-compliance information has 2 pages: the non-compliance summary page and the supporting documents page where you can upload documents to show that the non-compliance was resolved.

After you resolve the non-compliance, click the Assign to me button.

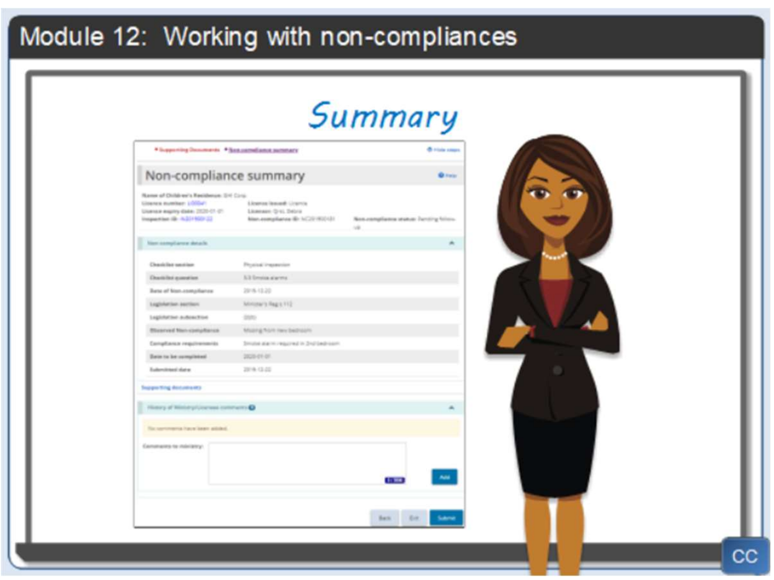


The page updates with a comments section where you must enter a note to the licensor confirming what action has been taken.

If required, click the supporting documents page and upload documents as required.

When you are done, click submit.

Summary

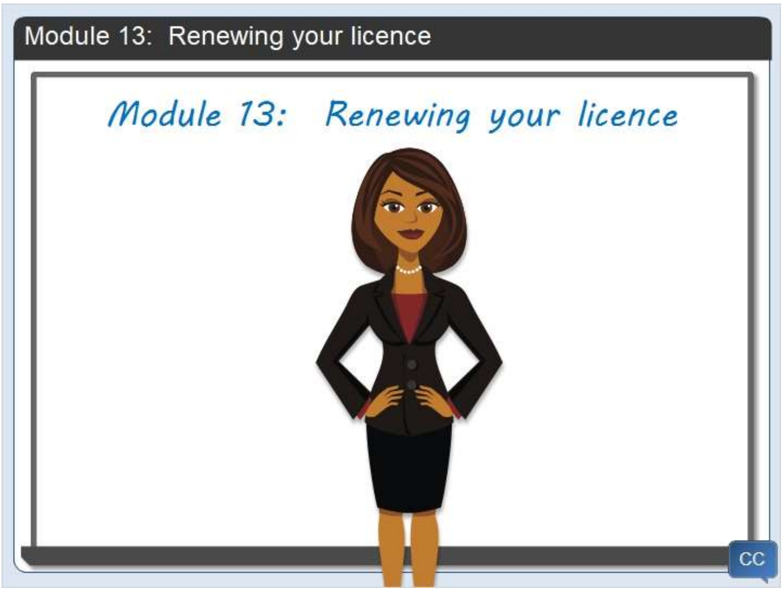


In this module you learned how to view non-compliances and how to indicate in SOR-RL that they have been resolved.

You also learned that a licence, renewal, etc. will not be able to be processed until all non-compliances are resolved.

Module 13: Renewing your licence

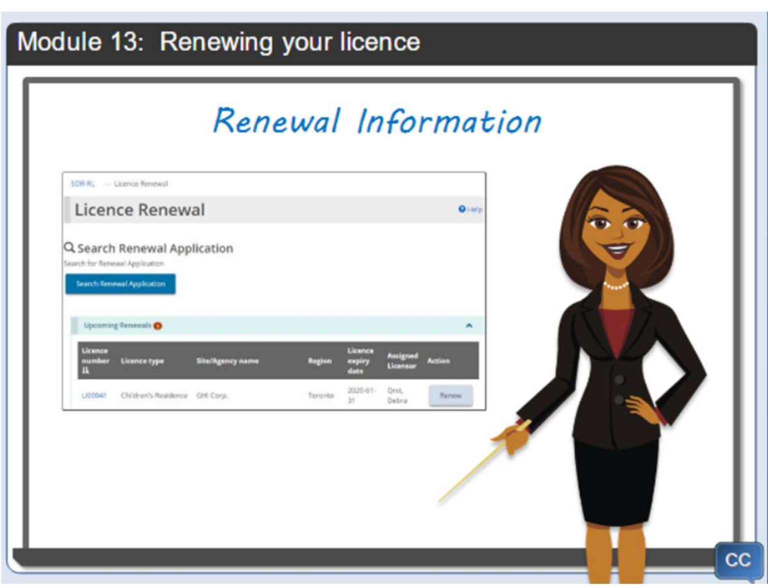
Introduction



Your licence will be issued for a set period.

In this module I'll show you how to renew your licence in SOR-RL.

Renewal information



You will be sent an email reminder 120 days before your licence expires.

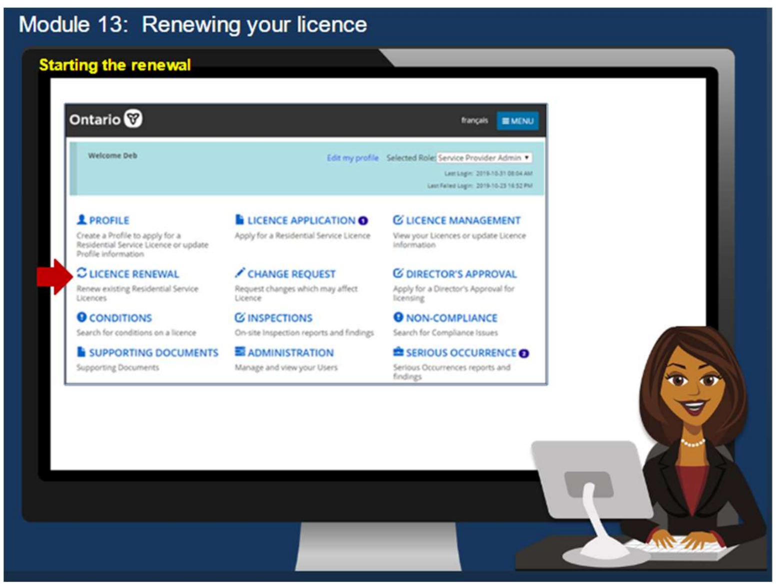
During that time, you must submit your licence renewal application. Supporting documents can be submitted after the renewal is submitted.

Renewals can be found in the Upcoming Renewals section of your dashboard if:

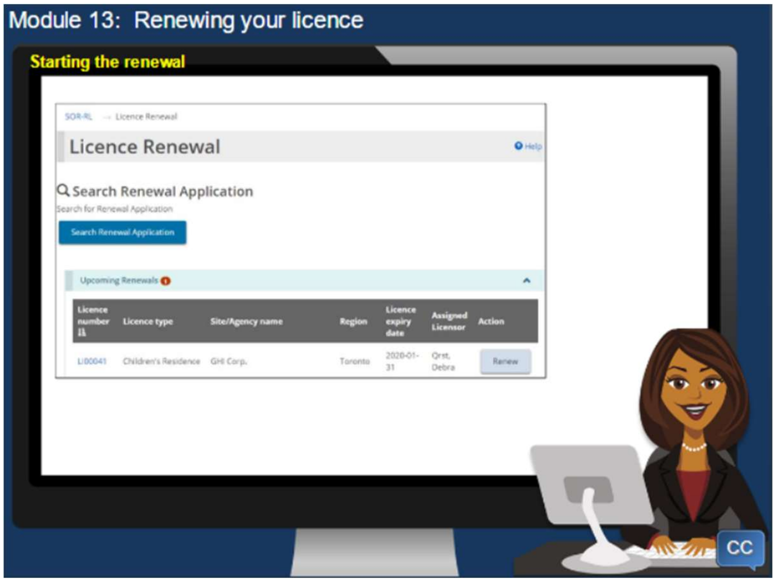
- you have not submitted a renewal, and
- the licence expiry date is equal to or less than 120 days.

Completing a renewal is similar to creating a new application except that the majority of fields are already completed. All you do is review and edit the information as required and upload documents as necessary.

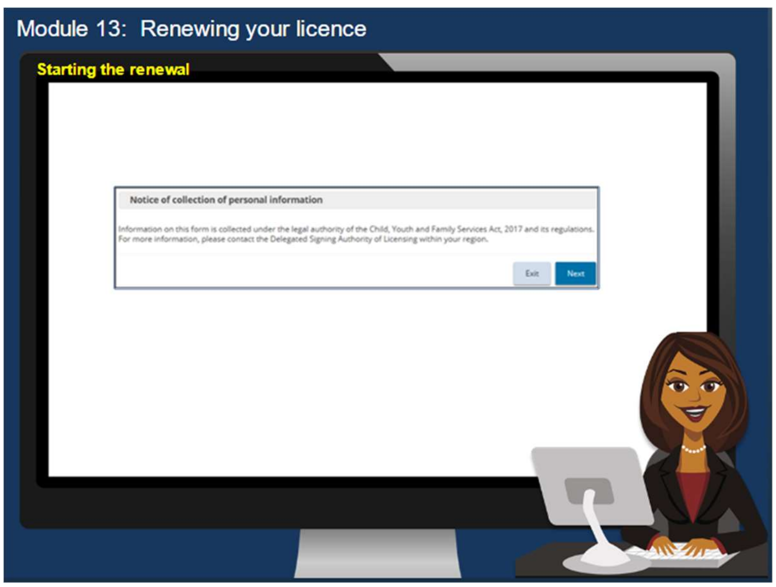
Starting the renewal



From the SOR-RL home page, click the licence renewal link. The Renew Licence menu page appears displaying all licences that will expire within 120 days.



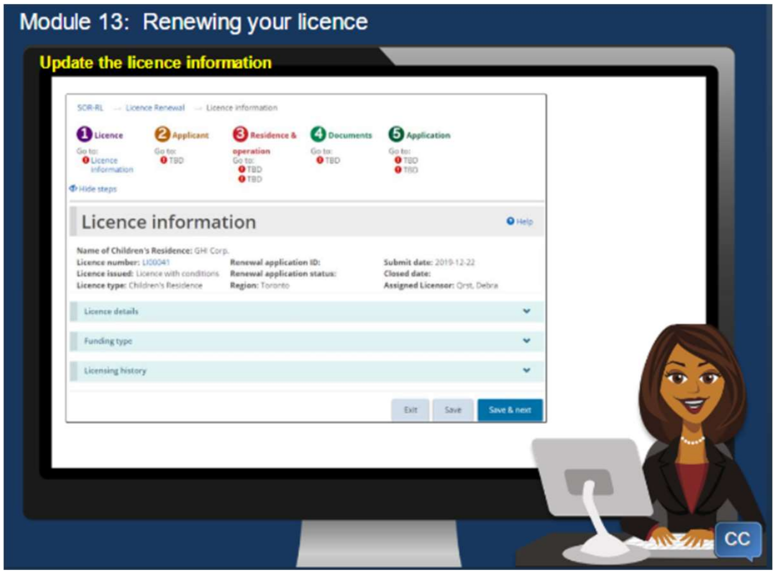
I'll click the renew button.



The notice of collection of personal information page appears.

Read the notice then click next.

Update the licence information



The licence renewal page appears.

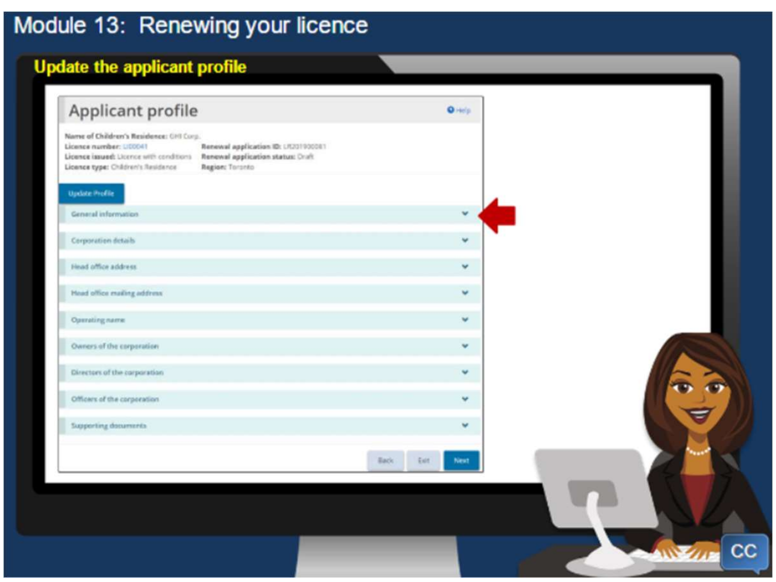
You can see that there are 5 steps in the renewal process. As you complete each section, a green checkmark will appear. Just like it did when you were completing your application.

We are currently on the licence information page.

Expand each section and answer the questions and update the information as applicable.

When you are done, click Save and next.

Update the applicant profile

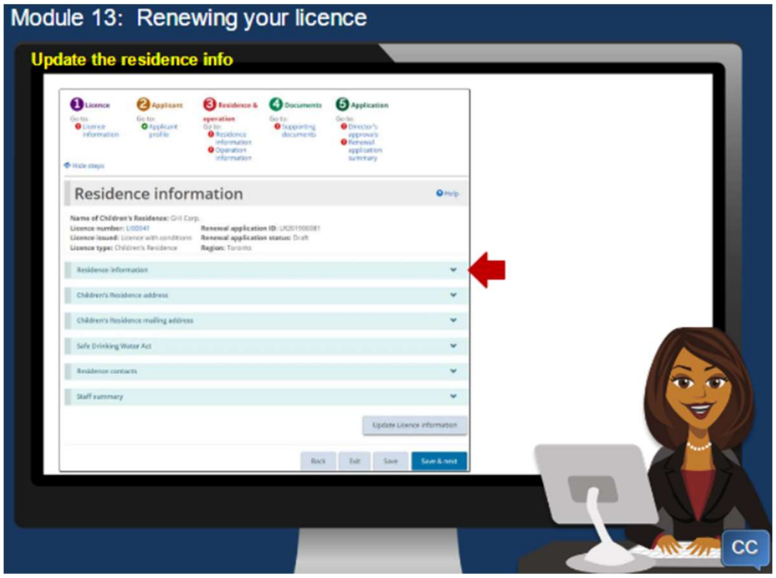


The applicant profile page appears.

Review the information in each section. If changes are required, click the Update profile button and make the updates. Remember that some information cannot be changed without a formal change request application.

When you are done, click next.

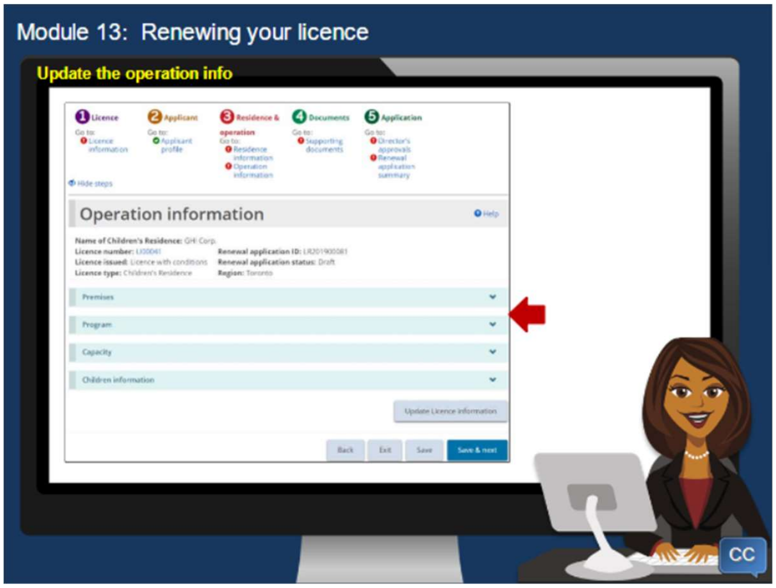
Update the residence



Expand each section on the residence information page.

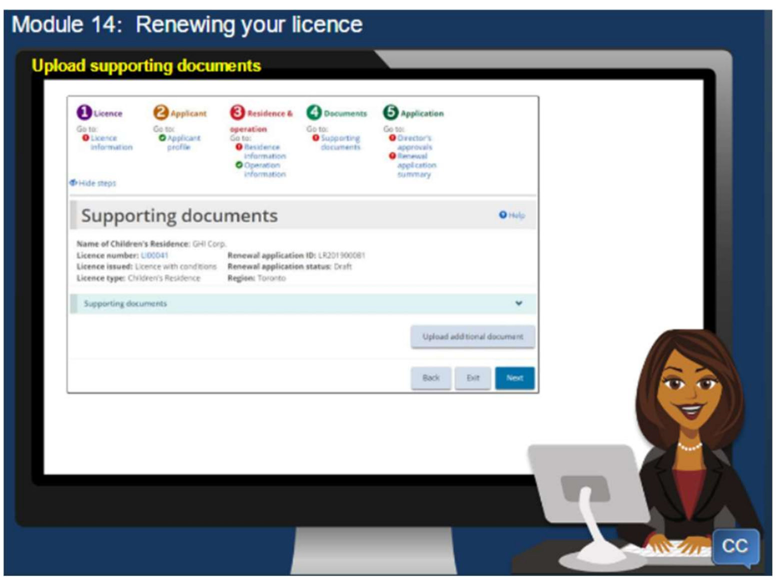
Update the information as required.

Update the operation information



Review and update the operation information.

Upload supporting documents

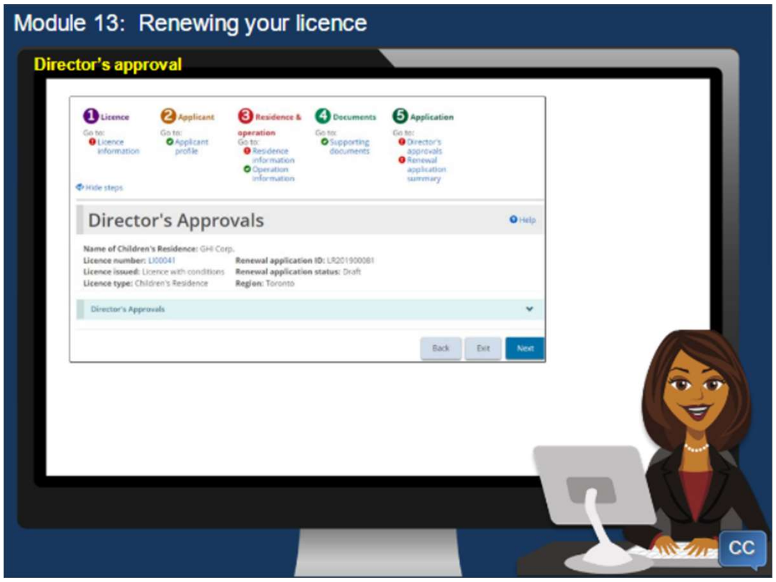


The supporting documents page appears.

Upload supporting documents as required.

When you are done, click next to continue.

Director's approval

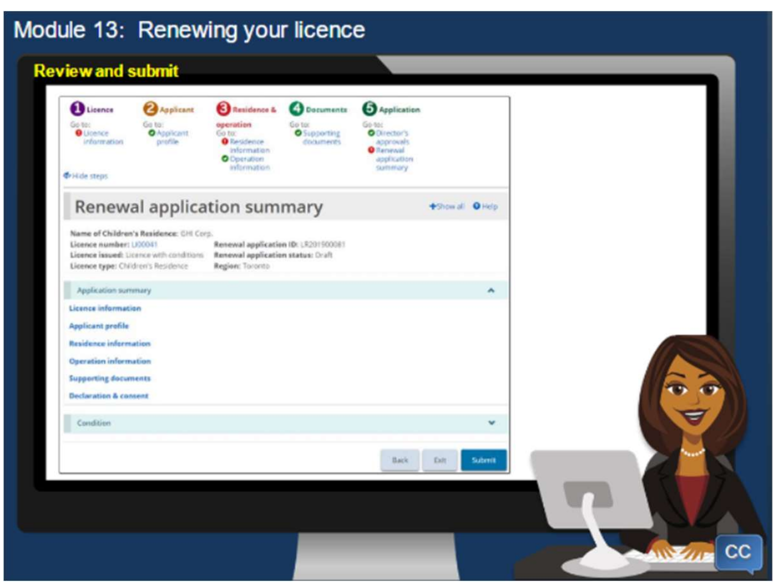


The director's approval page appears.

Review and update the information as required.

When you are done, click next.

Review and submit

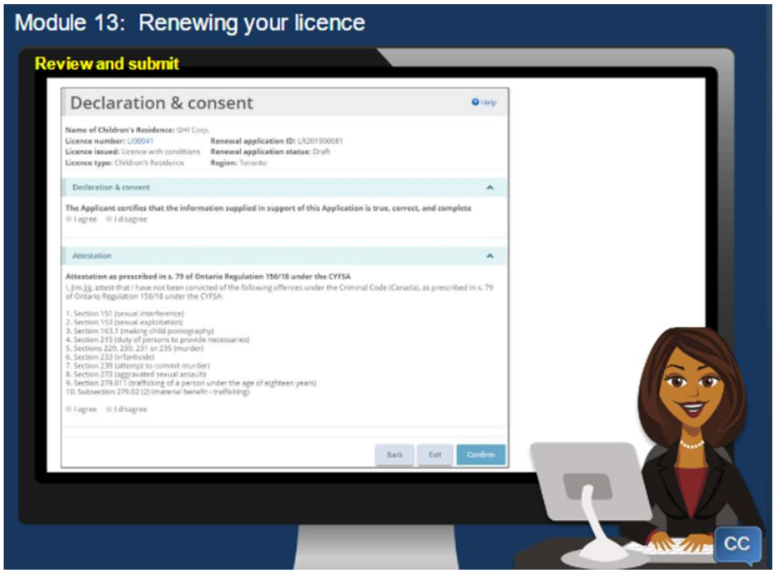


We are now on the last page. Review the information.

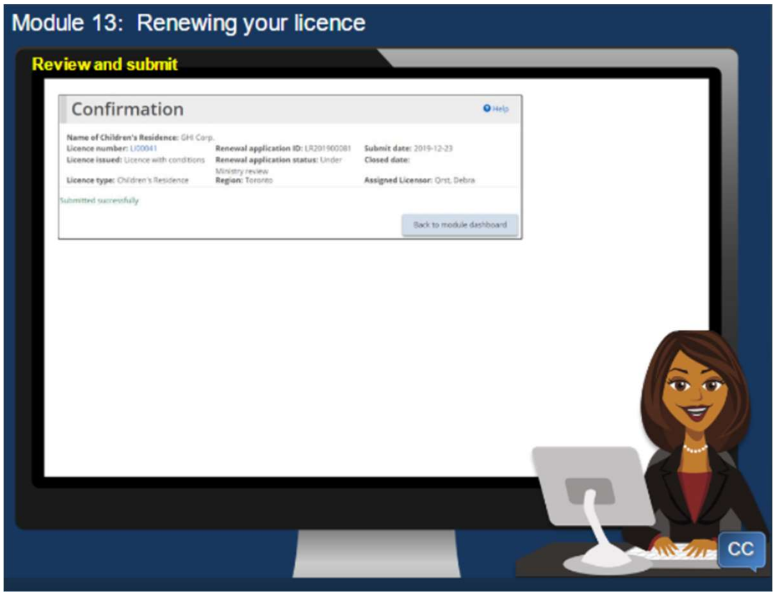
If changes are required, return to the section using the links in the steps section.

When you are done, click Submit.

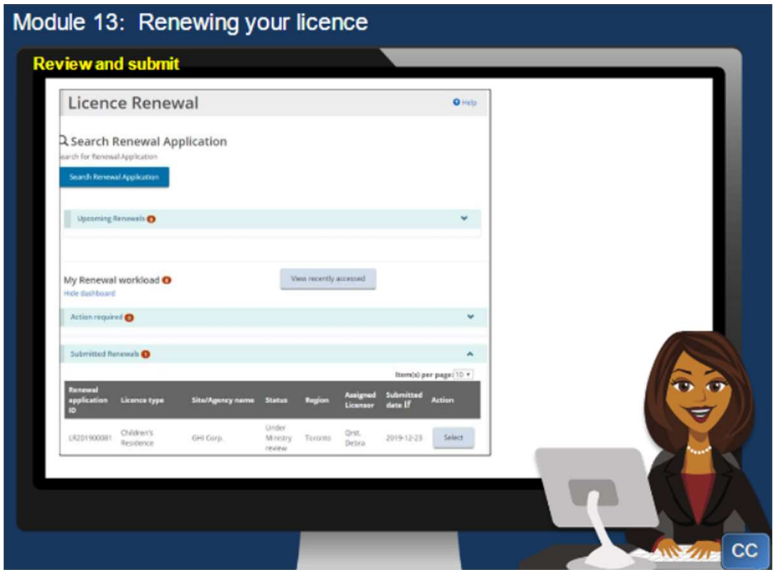
Read the declaration and consent then click confirm.



A confirmation page appears.

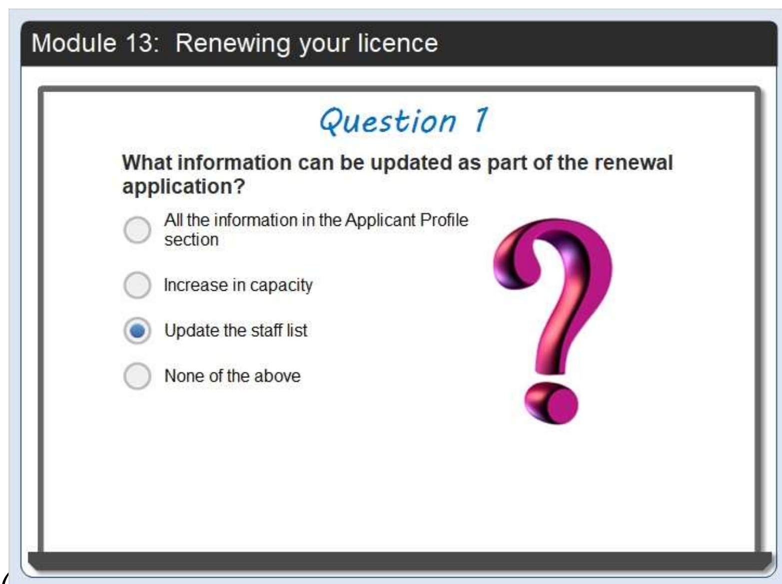


Click Back to module dashboard.



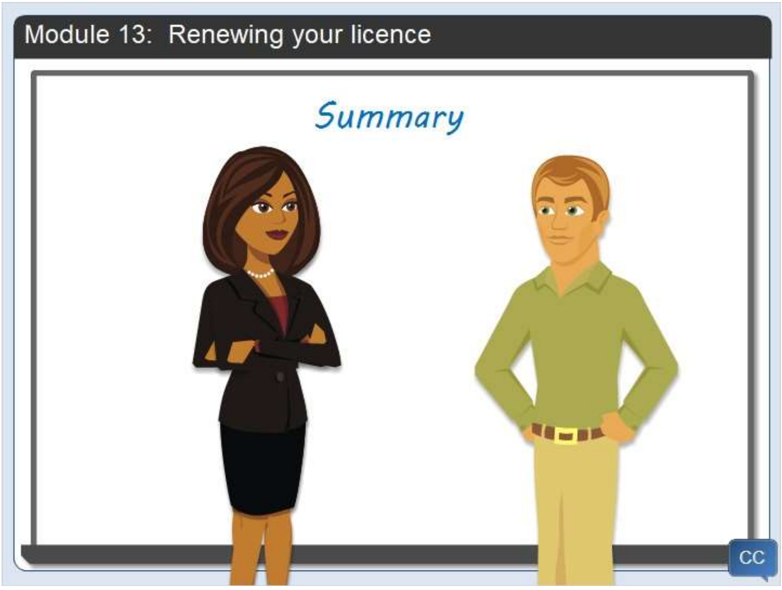
The renewal application can be found in the submitted renewals section of your licence renewals dashboard.

Question 1



Feedback when correct: That's right! The staff list can be updated.
Feedback when incorrect: The staff list can be updated during a renewal application.

Summary



In this module you saw that renewing your licence involves reviewing all the existing licence information and updating it where required.

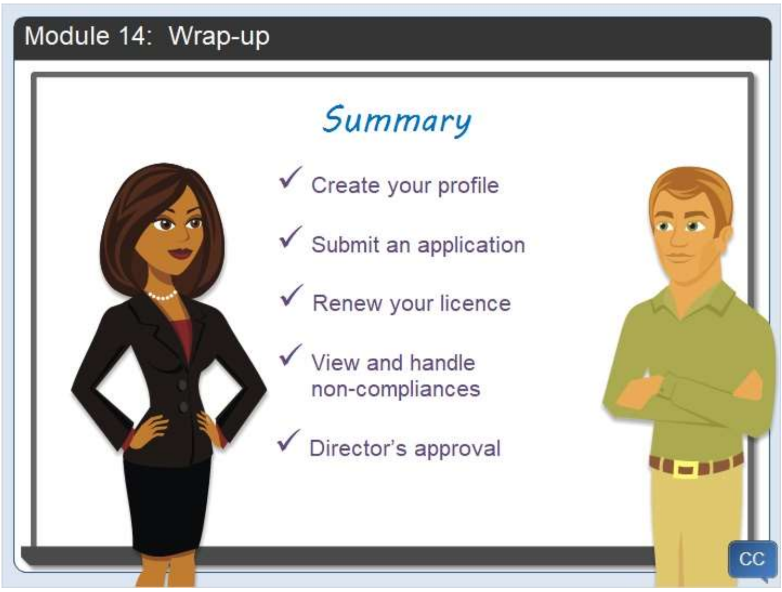
Bill, you were very quiet in the last module.

Bill: Yes, I've been paying close attention. I realized that the renewal process is similar to creating an application. You basically start at step one and work through the renewal one page at a time.

Lisa: We wanted to keep the system intuitive and easy to use.

Module 14: Wrap-up

Summary

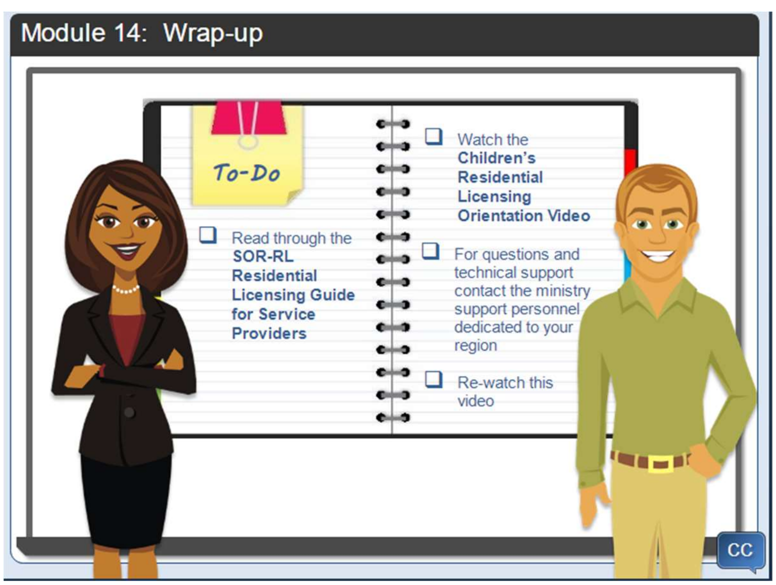


That was a lot of important information. During the video you learned how to create a profile, submit an application and renew your licence.

You also saw how to view and handle non-compliances.

You learned what a director's approval is and when to request it.

Next Steps



Bill: You know Lisa, I found that SOR-RL is pretty easy to use. I especially like the steps at the top of the screen that help me to monitor my progress.

Lisa: I'm glad you like it.

Bill: What do you suggest that I do next?

Lisa: Earlier in the video I mentioned that there is a SOR-RL guide for service providers. You should read through it and have it handy when you use the system.

Don't forget that there is another video everyone should watch entitled Children's Residential Licensing Orientation. It covers the legislation and other non-system topics that I did not cover today.

Bill: Ok, thanks for the reminder Lisa.

Bill: What should I do if I have questions while I'm working in the system?

Lisa: For questions and technical support contact the ministry support personnel dedicated to your region. And, don't forget that you can watch this video at any time.

I hope to see you again soon!