



Ministry of
Children, Community and Social Services

SOR-RL

Serious Occurrence Reporting - Residential Licensing

SOR-RL Serious Occurrence User Guide for Case Managers

October 2019

Table of Contents

1. Introduction	1
1.1. Introduction to SOR-RL	1
1.2. Using this guide	1
1.3. Information not included	1
1.4. Getting assistance	1
2. Performing the basics	2
2.1. Logging in to SOR-RL	2
2.2. Logging out.....	3
2.3. Understanding the SOR-RL home page.....	4
2.3.1. SOR-RL home page sample	4
2.3.2. Changing the role displayed	4
2.4. Changing the page language	4
2.5. Accessing the menu	4
2.6. Banners	4
3. Working with serious occurrences.....	5
3.1. Introduction.....	5
3.2. Serious occurrence statuses	5
3.3. Viewing a serious occurrence.....	6
3.3.1. Print the report if required	6
3.4. Removing an SOR.....	9
3.5. Searching for a serious occurrence report	10
4. Updating your user profile	13
4.1. Introduction.....	13
4.2. Changing your phone number or email address	13
4.3. Changing your password.....	14
4.4. Changing your security questions	15
Appendix A: Glossary.....	16
Appendix B: System / Functional Roles.....	17
Appendix C: Symbols and Icons Quick Reference	18

1. Introduction

1.1. Introduction to SOR-RL

The Serious Occurrence and Residential Licensing system (SOR-RL) is a secure web application available to service providers to report serious occurrences with accuracy, and according to ministry requirements. This is also where service providers can keep track of the serious occurrence report (SOR) status and update the report as required.

1.2. Using this guide



This guide provides step-by-step instructions for service providers to use and navigate SOR-RL to support their management of the SOR process and communication with the ministry.

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

System users are assigned roles that determine what functions can be performed. In this guide, if a function is performed by a certain role, it will be noted as such. A list of functional roles can be found in [Appendix B: System / Functional Roles](#).

A description of SOR-RL icons can be found in [Appendix C: Symbols and Icons Quick Reference](#).

In this guide:


- Tips appear with a thumbs-up symbol 
- Important notes appear with a pin symbol 
- A cross-reference within the guide can be identified by [green underlined](#) text. Click on the link to go directly to that section.
- See [Appendix A: Glossary](#) for a list of terms and abbreviations.

1.3. Information not included

This document is a reference for using the software only; no business functions outside the system are included.

For information about business processes, see the *Serious Occurrence Reporting Guidelines, 2019*.

1.4. Getting assistance

- Click  **HELP** to get online help about the page you are on.
- For questions and technical support contact the ministry support personnel dedicated to your region.

2. Performing the basics

2.1. Logging in to SOR-RL

1. Open your browser such as Internet Explorer or Chrome.
2. Enter the following address in the Address area of your browser:
https://www.iaccess.gov.on.ca/SORRL/public/login.xhtml

The **Log in** page appears.

3. Enter your Login ID.
4. Enter your Password.



If you have forgotten your password:

- 1) Click [Forgot password?](#). The **Forgot password?** page appears.

- 2) Enter your Login ID.
 - 3) Select the Security Question from the dropdown list.
 - 4) Enter the Security Answer.
 - 5) Click [Submit](#).
5. Click [Log in](#). The **Enter Verification Code** page appears.

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

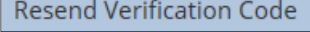


Copy and paste the code from the email.



7. Click . The SOR-RL home page appears.

(SOR-RL home page options vary depending on the role selected.)



If your login attempt fails, click  then repeat step 6.

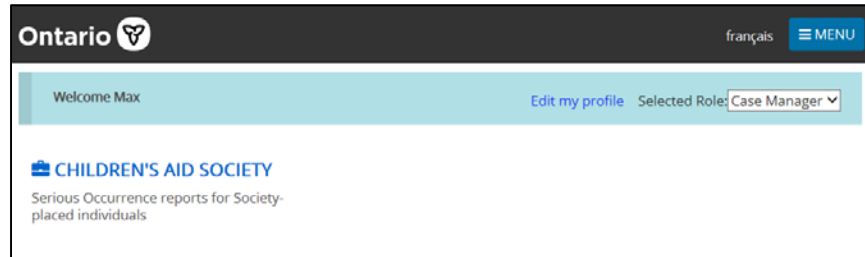
2.2. Logging out

1. Click .
2. Select . The **Log in** page appears.

2.3. Understanding the SOR-RL home page

2.3.1. SOR-RL home page sample

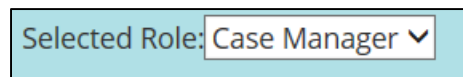
After you log in, the first page to appear is the SOR-RL home page. The items that appear on the home page will vary depending on your system access rights (role). For more information about roles see [Appendix B: System / Functional Roles](#) on page 17.



(Your page may look different)

2.3.2. Changing the role displayed

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

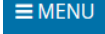


2.4. Changing the page language

To change the page language, click the language button.



2.5. Accessing the menu

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

2.6. Banners

Items can be collapsed under a banner.



Click the banner arrow to expand / collapse the section.

3. Working with serious occurrences

 **Important note:** Refer to the *Serious Occurrence Reporting Guidelines, 2019* document.

3.1. Introduction

A serious occurrence is entered by an SOR Initiator. If a CAS is selected as a client's placing agency, SOR-RL will provide the Case Manager with read-only access to the information on SOR-RL. This feature does not replace the mandatory phone notification by the service provider to a placing agency, as described in the *SOR Guidelines, 2019*.


As a **Case Manager**, you have read-only access SORs that relate to clients your Society has placed.

3.2. Serious occurrence statuses

The serious occurrence report status will change. Following are the serious occurrence statuses:

Status	Description
Additional information/revision required	The ministry requires additional information or a revision.
Draft	<ul style="list-style-type: none"> ▪ The SOR has not yet been submitted. ▪ The report can be updated, withdrawn or submitted.
No further action required	The ministry has determined that no further action is required.
Not a serious occurrence	The ministry has determined that this is not a serious occurrence.
Under Ministry Review	<ul style="list-style-type: none"> ▪ The ministry is currently reviewing the serious occurrence report. ▪ Only some changes can be made by the SOR Initiator.
Update required	The ministry requires an update.
Withdrawn	The serious occurrence report has been withdrawn by the service provider.

3.3. Viewing a serious occurrence

1. Click  **CHILDREN'S AID SOCIETY**. A table appears showing all serious occurrences, regardless of the status.

SOR-RL → Children's Aid Society

Children's Aid Society

Search by ▼




Submitted Serious Occurrences ▲

Total item(s): 3 Item(s) per page: 10 ▼

SOR ID#	Site name/Address	Incident date	Individual Involved	Categories	Status	Action
SO201900193	Ballantrae Child Care Centre - 9-6379 Main Street Stouffville ON	2011-11-11	James King	• Death Accidental • Serious individual action Contraband/safety risk	Under Ministry review	Select Remove
SO201900188	Ballantrae Child Care Centre - 9-6379 Main Street Stouffville ON	2019-05-29	Jane Smith	• Serious illness Mental health • Serious injury Aggressive behavior	Under Ministry review	Select Remove
SO201900187	Maltby Centre - Truedell Rd - 9-641 Truedell Road Kingston ON	2019-05-29	John Doe	• Serious injury Accidental	Under Ministry review	Select Remove

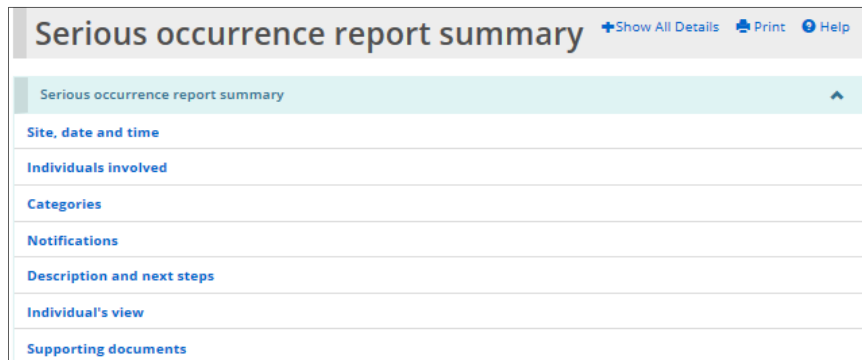
[Exit](#)

Tips:

- **To sort by a column:** Click the column heading.
To sort in the opposite direction: Click the heading again.
- A symbol appears indicating if the list is sorted in ascending order  or descending order .
- After you expand a section 10 items appear. Click the per page arrow **Per Page**  to change the number of items per page to 10, 25 or 50.
- If there is more than one page of results, a page indicator appears at the bottom of the list. Click the page number you want to go to or click [Next](#) to scroll by page.

3.3.1. Print the report if required

1. Click . The **Serious occurrence report summary** page appears.



 **Personal information is masked automatically by SOR-RL.**

2. Review the information in the serious occurrence report.



Tips:

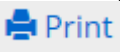

- **To see the information under the heading:** Click the heading arrow.

To see information under a blue section sub-heading: Click the sub-heading or click [+Show All Details](#) to expand all sections.

- **To see more details:** Click the blue link.

3. To print the report if required.

To print the entire report:

- (1) Click . A print dialog box appears.
- (2) Select the print options.
- (3) Click .

To print the report for a certain individual:

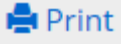
- (1) Open the **Individuals involved** section.

Individuals involved						
Individual name	Placing Agency	Y-OTIS #	DSCIS #	CPIN #	Date of birth	Gender
Jane Doe (See Individual Summary)					2000/01/01	Female
John Doe (See Individual Summary)					2000/01/01	Male

- (2) Click the [See Individual Summary](#) link of the individual you want to print. (The Individual Summary is a copy of the SOR but limited to

only the category and notifications related to the specific client as well as the general description and fields of the SOR.)

(3) Click [+Show All Details](#). Only the selected individual appears in the **Individuals involved** section.

(4) Click . A print dialog box appears.

(5) Select the print options.

(6) Click .

3.4. Removing an SOR

If an SOR is not for a client that your Society placed, it can be removed.

1. Click  **CHILDREN'S AID SOCIETY** . A table appears showing all serious occurrences.

SOR-RL → Children's Aid Society

Children's Aid Society

Search by ▼

Submitted Serious Occurrences ▲


Total item(s): 3 Item(s) per page: 10 ▼

SOR ID#	Site name/Address	Incident date	Individual Involved	Categories	Status	Action
SO201900193	Ballantrae Child Care Centre - 9-6379 Main Street Stouffville ON	2011-11-11	James King	• Death Accidental • Serious individual action Contraband/safety risk	Under Ministry review	Select Remove
SO201900188	Ballantrae Child Care Centre - 9-6379 Main Street Stouffville ON	2019-05-29	Jane Smith	• Serious illness Mental health • Serious injury Aggressive behavior	Under Ministry review	Select Remove
SO201900187	Maltby Centre - Truedell Rd - 9-641 Truedell Road Kingston ON	2019-05-29	John Doe	• Serious injury Accidental	Under Ministry review	Select Remove


Exit


2. Click  . A prompt appears:

Message from webpage

 If this Serious Occurrence is not about an individual placed by this Children's Aid Society. Once removed, you will not be able to see this SOR anymore. Do you want to remove this Serious Occurrence Report?

OK Cancel

3. **If the client is not a client that your Society placed:** Click  . The SOR is removed from the list.

To maintain your Society as placing agency and read-only access to SOR: Click  .

3.5. Searching for a serious occurrence report



Searching for a serious occurrence is a coming enhancement to the Case Manager role in SOR-RL.

1. Click  **CHILDREN'S AID SOCIETY**. A table appears showing all serious occurrences.

SOR-RL — Children's Aid Society

Children's Aid Society

Search by ▼

Submitted Serious Occurrences ▲

Total item(s): 3 Item(s) per page: 10 ▼

SOR ID#	Site name/Address	Incident date	Individual Involved	Categories	Status	Action
SO201900193	Ballantrae Child Care Centre - 9-6379 Main Street Stouffville ON	2011-11-11	James King	<ul style="list-style-type: none"> Death Accidental Serious individual action Contraband/safety risk 	Under Ministry review	<input type="button" value="Select"/> <input type="button" value="Remove"/>
SO201900188	Ballantrae Child Care Centre - 9-6379 Main Street Stouffville ON	2019-05-29	Jane Smith	<ul style="list-style-type: none"> Serious illness Mental health Serious injury Aggressive behavior 	Under Ministry review	<input type="button" value="Select"/> <input type="button" value="Remove"/>
SO201900187	Maltby Centre - Truedell Rd - 9-641 Truedell Road Kingston ON	2019-05-29	John Doe	<ul style="list-style-type: none"> Serious injury Accidental 	Under Ministry review	<input type="button" value="Select"/> <input type="button" value="Remove"/>

2. Expand the **Search By** banner.

Children's Aid Society

Search by
▲

Service provider name:

Site name:

SOR ID:

SOR category:

Death

Serious injury

Serious illness

Serious individual action

Restrictive intervention

Abuse or mistreatment

Error and omission

Serious complaint

Disturbance, Service Disruption, Emergency Situation or Disaster

Media Attention **Serious Occurrence level**

Client:

First name: Last name:

Date of birth:

YOTS #: DSOS #:

CPN #:

Serious Occurrence date:

From: To:

Last updated date:

From: To:

Status:

Under Ministry review

No further action required

Update required

Deemed duplicate

Not a valid Serious Occurrence

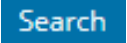
Additional information/revision required

3. Select / enter the search criteria.



Tips:

- **To find all serious occurrences:** leave the search criteria blank.
- **To narrow down the search results:** use the different fields based on the criteria of your search (e.g. site, date of SOR, status etc.)
- **Search criteria is not case-sensitive.** You can enter criteria in UPPER or lower case.
- **To clear the search criteria:** click

4. Click . The search results appear in a table below the search criteria.

Children's Aid Society

Search by ▼


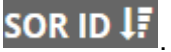

Submitted Serious Occurrences ▲

Total item(s): 2 Item(s) per page:

SOR ID#	Site name/Address	Incident date	Individual involved	Categories	Status	Action
S0201900193	Ballantrae Child Care Centre - 9-6379 Main Street Stouffville ON	2011-11-11	James King	• Death Accidental • Serious individual action Contraband/safety risk	Under Ministry review	<input type="button" value="Select"/> <input type="button" value="Remove"/>
S0201900188	Ballantrae Child Care Centre - 9-6379 Main Street Stouffville ON	2019-05-29	Jane Smith	• Serious illness Mental health • Serious injury Aggressive behavior	Under Ministry review	<input type="button" value="Select"/> <input type="button" value="Remove"/>



Tips:

- **To sort by a column:** Click the column heading. To sort in the opposite direction, click the heading again.
- A symbol appears indicating if the list is sorted in ascending order  or descending order .
- After you expand a section 10 items appear. Click the per page arrow **Per Page** to change the number of items per page to 10, 25 or 50.
- If there is more than one page of results, a page indicator appears at the bottom of the list. Click the page number you want to go to or click  to scroll by page.

To view a serious occurrence: Click .

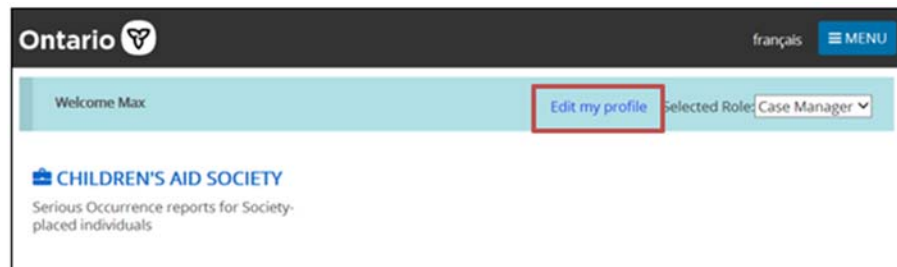
To remove a serious occurrence: Click .

4. Updating your user profile

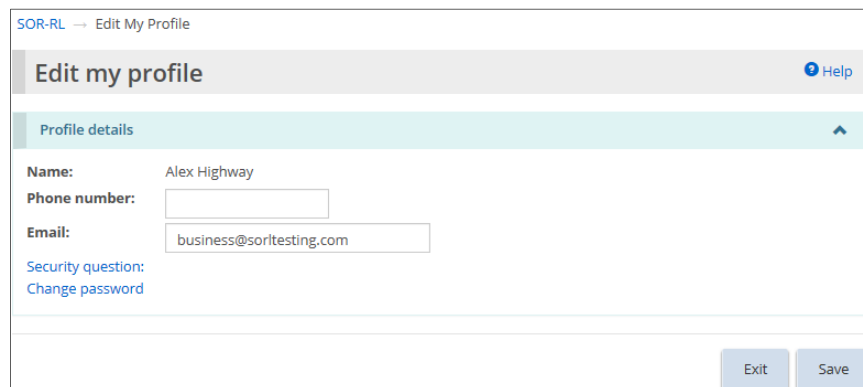
4.1. Introduction

Your user profile includes your email address, phone number, password and security questions. It is very important that you keep your email address up-to-date because you will receive email notifications from SOR-RL. All fields can be updated with the exception of your name.

4.2. Changing your phone number or email address



1. From the SOR-RL home page, click [Edit Profile](#). The **Edit my profile** page appears.



A screenshot of the 'Edit my profile' page. The page title is 'SOR-RL -> Edit My Profile'. Below the title bar, there is a 'Help' icon. The main content area is titled 'Profile details' and contains the following information: 'Name: Alex Highway', 'Phone number: [input field]', 'Email: business@sortesting.com [input field]', and 'Security question: Change password'. At the bottom right of the form, there are two buttons: 'Exit' and 'Save'.

2. Update your phone number and/or email address as required.
3. Click .

4.3. Changing your password

1. From the SOR-RL home page, click [Edit Profile](#). The **Edit my profile** page appears.

2. Click [Change password](#). The **Change password** page appears.

3. Enter your Current password.
4. Select a Security question from the dropdown list.
5. Enter the Security answer.
6. Enter the New password.
 -  **The password must be at 8 to 20 characters in length and contain:**
 - ✓ At least one UPPERCASE letter, AND
 - ✓ At least one lowercase letter, AND
 - ✓ At least one number, AND
 - ✓ At least one special character. () ! _ @ # \$ % ^ & * +
7. Type the new password again in the Confirm new password field.
8. Click .

4.4. Changing your security questions

1. From the SOR-RL home page, click [Edit Profile](#). The **Edit my profile** page appears.

SOR-RL → Edit My Profile

Edit my profile [Help](#)

Profile details [^](#)

Name: Alex Highway

Phone number:

Email:

Security question:
[Change password](#)

2. Click [Security question](#). The **Security questions** page appears.

Security questions [Help](#)

Security questions [^](#)

Current password:

Security question: 1

Security answer: 1

Security question: 2

Security answer: 2

Security question: 3

Security answer: 3

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




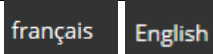


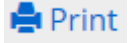
Appendix A: Glossary

Term	Definition
CPIN	Child Protection Information Network
DSCIS	Developmental Services Consolidated Information System
LRA	Local Registration Authority
Ministry	Ministry of Children, Community and Social Services
SOR	Serious Occurrence Report
SOR-RL	Serious Occurrence and Residential Licensing System
Y-OTIS	Youth Offender Tracking Information System
YJSD	Youth Justice Service Division

Appendix B: System / Functional Roles

Role	Functions
Service Provider Administrator	<ul style="list-style-type: none">▪ Manage and view users▪ Update individual / corporate profile and add supporting documents▪ Search for and view serious occurrence reports▪ View dashboard
Case Manager	<ul style="list-style-type: none">▪ Search for and view serious occurrence reports▪ View dashboard▪ Update profile
SOR Initiator	<ul style="list-style-type: none">▪ Create a serious occurrence report▪ Search for and view / update serious occurrence reports▪ View dashboard▪ Update profile

Appendix C: Symbols and Icons Quick Reference

Symbol	Description
	Expand / collapse banner
	Get online help about the page you are on.
	Close window
SOR-RL	Access the SOR-RL home page
	Toggle the language to French / English
	Exit SOR-RL
	Access menu options
	Open print dialog box