

Ministry of Community and Social Services

ReportON - Direct Reporting Service

Questions and Answers for Service Agencies and Developmental Services Ontario Offices

Q1. What is ReportON?

A. **ReportON** is a direct reporting service that includes a toll free phone line 1-800-575-2222, TTY- 1-844-309-1025 and email address (reportONdisability@ontario.ca). The service allows individuals to report to the Ministry of Community and Social Services (MCSS,) concerns of alleged, suspected or witnessed incidents of abuse and/or neglect of adults receiving MCSS-funded developmental services directly through a service agency or accessing services through Developmental Services Ontario (DSO) offices.

The Ministry will directly follow-up on matters relating to individuals receiving MCSS-funded developmental services, and will make appropriate referrals for matters that are outside the ministry's jurisdiction.

Q2. When will the phone line and email address be available?

A. The phone line has been available to DS agencies and DSOs since March 2016 and the email address has been available to DS agencies and DSOs since June 2016.

MCSS will now be publically launching **ReportON** through a public awareness and media campaign the week of November 14, 2016.

Q3. Who is ReportON for?

A. **ReportON** service is available to anyone who has concerns of alleged, suspected and/or witnessed incidents of abuse and/or neglect of adults with a developmental disability. This includes the victims themselves, DSOs, agency staff and members of the public.

Q4. Is ReportON confidential?

A. Individuals contacting the **ReportON** service are not required to provide their name or contact details and may choose to remain anonymous. However, providing their information may be helpful in the event that we need to contact them again, as some anonymous reports are difficult to act upon.

The Ministry will keep their personal information confidential, unless we are authorized or required by law to release that information, for example, if the police require it.



Q5. Why has MCSS developed ReportON?

A. ReportON has been developed in response to the 2015 Coroner's Inquest into the death of a Hamilton-area man who died while in receipt of developmental services from a service agency funded through MCSS. Specifically, the Inquest heard that agency staff may not always be aware of ways in which to register concerns directly to the ministry. In response, and in addition to other initiatives underway, MCSS has established a method for complaints to be registered directly with the ministry about services for, and treatment of, adults with developmental disabilities. Obviously, agency staff concerns should be brought directly to agency management as well, where appropriate. MCSS is committed to promoting the safety and well-being of adults with developmental disabilities and is taking important steps to support the prevention and reporting of abuse within the adult developmental services system.

Q6. What is the impact/role of agencies and DSOs?

A. Agencies and DSOs are responsible for advising their Board of Directors, staff and volunteers of the purpose of ReportON and how to access it.

Through the public awareness and media campaign, MCSS has developed ReportON materials and online links that agencies and DSOs are welcome to distribute within their communities to help champion this effort and increase awareness of ReportON.

Q7. Will ReportON replace the mandatory reporting obligations as outlined in the Quality Assurance Measures (QAM) regulations?

A. No, ReportON will not change the current mandatory reporting obligations as defined in QAM regulations. ReportON is only one avenue for raising concerns regarding the abuse or neglect of adults with a developmental disability to MCSS. We are committed to working with our agency partners to ensure this reporting mechanism compliments our collective efforts to improve services and does not create confusion or duplication.

Q8. How does ReportON align with the existing Serious Occurrence/Enhanced Serious Occurrence Reporting (SOR/ESOR) process?

A. Service agencies and MCSS will continue to follow the existing SOR/ESOR process as defined in the *Serious Occurrence Reporting Guidelines for Service Agencies, March 2013*.

If a service agency is notified of a matter for the first time by the ministry via ReportON, the service agency must submit an SOR/ESOR to the ministry.



Q9. What happens to a concern/complaint once it's submitted to ReportON?

A. An incoming concern/complaint is screened by MCSS to determine whether it is an emergency and requires 911 to be contacted and/ or whether it falls within MCSS' jurisdiction to directly follow-up on.

Once the concern/complaint passes through the screening stage, corporate staff will connect with the appropriate MCSS regional office Program Supervisor, who will:

- advise the service agency of the complaint and ask them to follow up; and
- work with the agency to support their course of action to assist the person involved.

Q10. Should agency staff contact the ReportON service if they witness or suspect a person is experiencing abuse and/or neglect?

A. ReportON is intended to complement, not replace, existing processes for service providers to report abuse and/or neglect of clients. Staff should follow existing SOR/ESOR processes as appropriate. If an incident is reported via SOR/ESOR processes, staff do not need to contact ReportON. Staff may contact ReportON for incidents or situations which do not fall under the criteria required for SOR/ESOR reporting.

If a client is in need of medical attention, or their health and safety is in imminent danger, 9-1-1 emergency services should always be called.

Q11. What if someone contacts ReportON with a safety concern about an adult with a developmental disability who is not receiving MCSS-funded services?

A. For such situations which are outside of MCSS' jurisdiction, MCSS will report any alleged, suspected or witnessed incidents of abuse to local police authorities or re- direct to other channels such as the Ontario Public Guardianship and Trustee (OPGT), as appropriate.

Q12. What is the ministry's authority for following up on reported cases of alleged, suspected or witnessed incidents of abuse and/or neglect?

A. MCSS has the ability to monitor and take action with respect to service agency non-compliance with legislative and other requirements, including allegations of abuse and neglect, as prescribed by the Services and Supports to Promote the Social Inclusion of Persons with Developmental Disabilities Act, 2008 (SIPDDA) legislation.

Q13. Is ReportON an emergency crisis service?

A. ReportON is not a crisis service. In emergency situations, callers should always call local emergency services and/or 9-1-1.

Q14. How do I ask questions/obtain more information about ReportON?

A. If you have any questions, please contact your Regional Office Program Supervisor.