



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 abuse and/or neglect of adults receiving MCSS-funded developmental services (directly through a service agency or through Developmental Services Ontario (DSO) offices).

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

Q2. Why has MCSS developed ReportON?

A. **ReportON** has been developed as a 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. In response, and in addition to other initiatives underway, MCSS has established another method for allegations to be registered directly with MCSS, regarding alleged abuse and/or neglect of adults with developmental disabilities.

Q3. Who can contact ReportON?

A. Although **ReportON** is available to anyone (victims themselves, members of the public, DS agency staff, staff in other service sectors, etc.) who has concerns about alleged, suspected and/or witnessed incidents of abuse and/or neglect of adults with a developmental disability, *it is primarily intended for those who do not already have an avenue to report such concerns or do not know where to report them.*

Q4. Should DS agency staff contact ReportON if they witness or suspect a person receiving ministry-funded services from their agency is experiencing abuse and/or neglect?

A. Agency staff should first follow their agency's policies and procedures regarding the identification and reporting of alleged abuse/neglect. Any incidents or alleged incidents of abuse/neglect that may constitute a criminal offence must immediately be reported directly to the police.

Once the police have completed their investigation and/or after management have been alerted of the allegation(s), but staff remain of the view that the incident is not being responded to appropriately, staff **should then contact ReportON.**



Q5. Should agency management contact ReportON, if incidents cannot to be resolved within the agency's current policy/procedures?

- A. No, ReportON should not be contacted in these situations. Should such a situation arise, agency management should contact their Ministry Regional Office to discuss options and next steps.

Q6. 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, including their information may be helpful to provide ReportON with necessary details to follow up appropriately on the allegation (e.g. where it happened, by whom, who observed the incident and when did it occur).

Individuals may provide their contact information to ReportON, in case it needs to follow up with them to obtain additional information, but the reporting individuals may ask to remain anonymous to all other parties, for example, with respect to the family, or service agency involved.

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

Q7. What happens to an allegation once it's submitted to ReportON?

- A. An incoming allegation is screened to determine whether it is an emergency and requires 9-1-1 to be contacted and/or whether it falls within MCSS' jurisdiction to directly follow-up on, or whether it should be referred to another appropriate authority for review (e.g. the OPGT).

Once the allegation passes through the screening stage, ReportON staff will connect with the appropriate Ministry regional office, which will:

- advise the service agency of the allegation and ask them to follow up in accordance with their policies and procedures;
- work with the agency to support their course of action to assist the person involved; and
- determine if further action from the Ministry is required if it believes the health, safety and wellbeing of a person with a developmental disability may be at risk.

Q8. What is the ministry's authority for following up on reported cases of alleged, suspected or witnessed incidents of abuse and/or neglect?

- A. The ministry has the authority to conduct compliance inspections for specific ministry-funded services and supports for adults with a developmental disability under the *Services and Supports to Promote the Social Inclusion of Adults with Developmental Disabilities Act, 2008 (SIPDDA)*.



Q9. 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, as necessary.

When speaking to parents who have concerns or complaints against service agencies providing services and supports to their adult children, service agency and DSO staff should encourage parents to **first** access the agency’s complaints mechanism **before** contacting ReportON.

MCSS has developed ReportON materials and online links that agencies and DSOs are encouraged to distribute within their communities to help champion this effort and increase awareness of ReportON.

Please visit the ReportON website for additional information at: **Ontario.ca/ReportON**.

Q10. Is ReportON an emergency crisis service?

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

Q11. How do I ask questions/obtain more information about ReportON?

- A.** If you have any questions, please contact your Ministry Regional Office.