

ReportON

Questions and Answers for Service Agencies

Q1. What is ReportON?

- A.** **ReportON** is a toll-free phone line and email address that enables anyone to report their concerns about alleged, suspected or witnessed abuse and/or neglect of an adult with a developmental disability directly to the Ministry of Children, Community and Social Services (MCCSS).

ReportON will look into all non-emergency reports relating to adults who have applied for or are receiving MCCSS-funded developmental services and will make referrals to appropriate supports for matters that are outside the ministry's jurisdiction. This may include referrals to the Office of the Public Guardian and Trustee or police services.

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

Here's how to contact ReportON:

- Toll-free: 1-800-575-2222
- TTY 416-916-0549 or toll-free TTY: 1-844-309-1025
- Email: ReportONdisability@ontario.ca

Q2. Why did MCCSS develop ReportON?

- A.** ReportON was developed in response to a 2015 Coroner's Inquest into the death of Guy Mitchell.

The purpose of ReportON is to:

- Promote the safety, health and well-being of adults with a developmental disability.
- Reinforce the expectation that there be "zero-tolerance" of abuse and neglect of vulnerable individuals.
- Provide information-based referrals to appropriate authorities.

Q3. Who can contact ReportON?

- A.** ReportON is available to anyone (victims, members of the public, family members, staff across various service sectors, etc.) with concerns about alleged, suspected and/or witnessed incidents of abuse and/or neglect of an adult with a developmental disability. However, **it is primarily intended for** those who do not already have an avenue to report these concerns or do not know where to report them.

Q4. Should developmental services agency staff contact ReportON about alleged, suspected and/or witnessed incidents of abuse and/or neglect?

- A.** Agency staff must follow their agency's policies and procedures regarding the identification and reporting of concerns of abuse or neglect, and the policies and procedures regarding serious occurrence reporting (as appropriate).

Any incidents of abuse or neglect that may constitute a criminal offence **must** immediately be reported directly to the police.

If agency or DSO staff reported concerns to management and believe the concerns were not responded to in accordance with policies and procedures, staff may then wish to contact ReportON.

Note: ReportON is not meant to replace or duplicate existing reporting mechanisms for agencies. For example, when agency staff report an allegation of abuse or neglect per their policies and procedures and the matter is being addressed by their agency, staff are not required to also contact ReportON.

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

- A.** No, ReportON is not the appropriate avenue to address such situations. If this situation arises, agency management should contact their program supervisor in the ministry's 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, providing their name and contact information enables ReportON to follow up with the individual, as is sometimes necessary, to obtain additional information about the allegation (e.g., where the incident happened, by whom, who observed the incident and when did it occur).

Note: The ministry will keep personal information confidential, **unless** it is required by law to release that information, for example, if the police require it.

Q7. What happens once a concern or incident is reported to ReportON?

- A.** A reported concern or incident is screened to determine whether:
- It is an emergency and 9-1-1 should be contacted.
 - It falls within MCCSS' jurisdiction for follow-up.
 - It should be referred to another appropriate authority for review (e.g., the Office of the Public Guardian and Trustee).

Then if the matter falls within MCCSS' jurisdiction, ReportON will contact the appropriate MCCSS regional office.

The regional office will:

- Advise the involved service agency of the allegation and ask them to follow up in accordance with their policies and procedures.
- Support the service agency with its course of action, in accordance with all relevant requirements, to assist the person involved.
- Determine if further action from the ministry is required in order to address the health, safety and well-being of the individual.

Q8. What is the ministry's authority for the ReportON service?

- A.** The ReportON service and its related activities (e.g., collection of information and follow up) fall under the authority of the [Services and Supports to Promote the Social Inclusion of Persons with Developmental Disabilities Act](#), and the [Ministry of Community and Social Services Act](#) and must also meet the applicable requirements of the [Freedom of Information and Protection of Privacy Act](#).

Q9. What is the impact/role of agencies and Developmental Services Ontario (DSO) offices?

- A.** Agencies and DSOs are responsible for advising their Board of Directors, staff and volunteers of the intended purpose of ReportON and how/when to access it, as necessary.

For example, when speaking to parents who have general concerns or complaints about services provided by an agency (not related to abuse or neglect), service agency and DSO staff are to encourage the parents to access the service agency's complaints mechanism, not ReportON.

Q10. How can I get more information about ReportON?

- A.** Please visit the ReportON website for additional information at: [Ontario.ca/ReportON](https://ontario.ca/ReportON). If you have further questions, please contact your regional office program supervisor.