

## SECTION 9

### List of Resources

This Section is intended to help you with any further research you may want to do into topics covered by the Good Practices Toolkit. The references cited throughout the Toolkit are listed here by Section; there are also additional books, articles, and websites listed here that may help you explore the topics in more depth. Please keep in mind, though, that most of the recommended good practices in this Toolkit come from consultations with Toronto drop-ins, and if you are struggling with a particular problem or policy, it may be most helpful to you to ask your fellow drop-in workers for their advice.

### GENERAL

The two sources listed below – Homeless Link’s *Day centres handbook* and the Drop-In Skills Training Certificate Program Manuals – are excellent general resources that cover many of the topics discussed in the Toolkit.

#### ***Homeless Link***

Homeless Link. 2004. *Day centres handbook: A good practice guide*. Written and edited by Tara Bradley, Abigail Cooper, and Rebecca Sycamore, with original research and material by Sarah James. London (UK): Homeless Link.

For copies of this resource (and other publications by this organization), contact Homeless Link at:

Website: [www.homeless.org.uk](http://www.homeless.org.uk)

Telephone: 020-7960-3010

Address: 10-13 Rushworth Street, London, England, SE1 0RB

#### ***Drop-In Services Skills Training Certificate (DISSTC) Program***

Mitchell, Evelyn. 2005. *Building and Maintaining Successful Groups: Workshop Facilitator’s Manual; Information, Referral, and Individual Advocacy and Negotiation: Workshop Facilitator’s Manual; Drop-In 101: Workshop Facilitator’s Manual; Drop-In 201: Workshop Facilitator’s Manual; and Training Preparation: Questions, Interviews, Responses, and Summaries*. Toronto (ON): Toronto Hostels Training Centre and the Toronto Drop-In Network.

These print resources are adapted by the author as needed during her interactive training sessions. To learn more or sign on for her course, contact the Toronto Hostels Training Centre at:

Website: [www.thtcentre.com](http://www.thtcentre.com)

Telephone: 416-469-0007

Address: 935 Queen Street East, Toronto, Ontario, M4M 1J6

Registration inquiries: [inquiries@thtcentre.com](mailto:inquiries@thtcentre.com)

## 1. PHILOSOPHY AND APPROACH

- Adams, Maurianne, Lee Anne Bell, and Pat Griffin. 1997. *Teaching for Diversity and Social Justice: A Sourcebook*. New York (NY): Routledge.
- Association of Ontario Health Centres (AOHC). August 2002. "Principles and Beliefs." *Building Healthy Organizations*.
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- City of Toronto. 2001. *The Toronto Report Card on Homelessness*. Available at: [www.toronto.ca/homelessness/homelessnessreport2001.pdf](http://www.toronto.ca/homelessness/homelessnessreport2001.pdf).
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- Homeless Link. 2004. "7: Working with people with multiple needs." *Day centres handbook: A good practice guide*. London (UK): Homeless Link.
- Ontario Ministry of Health Promotion (OMHP): [www.mhp.gov.on.ca](http://www.mhp.gov.on.ca).
- OMHP. N.d. "Frequently Asked Questions about Ontario's Smoke-Free Strategy." Available at: [www.mhp.gov.on.ca/english/health/smoke\\_free/default.asp](http://www.mhp.gov.on.ca/english/health/smoke_free/default.asp). Last updated September 15, 2006.
- Ottawa Charter for Health Promotion*. 1986. Adopted at the First International Conference on Health Promotion, Ottawa (ON), November 21. Available at: [www.who.int/hpr/NPH/docs/ottawa\\_charter\\_hp.pdf](http://www.who.int/hpr/NPH/docs/ottawa_charter_hp.pdf). Conference co-sponsored by the World Health Organization, Canadian Public Health Association, and Health and Welfare Canada.
- Toronto Enterprise Fund. October 2003. "Section 1: Background." *The Business of Inclusion: Building Livelihoods for Homeless and Low-Income People*. Prepared by Eko Nomos Program Development Consultants. Available at: <http://action.web.ca/home/uwgt/attach/TEF%20-%20section%201%20final1.pdf>.

## 2. DAY-TO-DAY WORK AND PRACTICE

- City of Toronto Rent Bank: [www.toronto.ca/housing/rentbank.htm](http://www.toronto.ca/housing/rentbank.htm).
- City of Toronto, Toronto Community and Neighbourhood Services, Shelter, Housing and Support. 2005. "5. Resident Rights and Responsibilities." *Toronto Shelter Standards*. Pp. 15-16. Available at: [www.toronto.ca/housing/pdf/shelter\\_standards.pdf](http://www.toronto.ca/housing/pdf/shelter_standards.pdf).
- Homeless Link. 2004. "2: Assessment, care planning and keyworking," "9: Warnings and exclusions," "13: Activities," "Appendix 23: Incident recording form for staff and volunteers," "Appendix 24: Incident review form," and "Appendix 25: Sample charter of service users' rights and responsibilities." *Day centres handbook: A good practice guide*. London (UK): Homeless Link.

- Homeless Link. N.d. "Activities in day centres." Available at: [www.homeless.org.uk/db/20010511154556/view](http://www.homeless.org.uk/db/20010511154556/view). Last modified May 11, 2001.
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- MHLTC. N.d. Consent to Disclosure, Transmittal or Examination of a Clinical Record. Form 14 of the *Mental Health Act*. Available at: [www.oma.org/Practice/Tools/forms/FORM%2014%20-%20Mental%20Health%20Act.pdf](http://www.oma.org/Practice/Tools/forms/FORM%2014%20-%20Mental%20Health%20Act.pdf).
- Mitchell, Evelyn. 2005. *Building and Maintaining Successful Groups: Workshop Facilitator's Manual*. Toronto (ON): Toronto Hostels Training Centre and the Toronto Drop-In Network.
- Mitchell, Evelyn. 2005. *Information, Referrals, Individual Advocacy and Negotiation: Workshop Facilitator's Manual*. Toronto (ON): Toronto Hostels Training Centre and the Toronto Drop-In Network.
- Na-Me-Res. 2005. *Street Help Outreach Services Traveling Directory*. Revised by Shallen Murray.
- Ontario Works (OW), *Community Start-Up and Maintenance Benefit (CSUMB) Policy*: [www.toronto.ca/socialservices/Policy/csumb.htm](http://www.toronto.ca/socialservices/Policy/csumb.htm). Last updated April 2005.
- United Way of Greater Toronto. 2005. *A Toolkit for Outcome Measurement: Building on Logic Models*. Prepared by Arnold Love. Available at: [www.unitedwaytoronto.com/PEOD/toolkit/Peod\\_Toolkit.pdf](http://www.unitedwaytoronto.com/PEOD/toolkit/Peod_Toolkit.pdf).
- West End Drop-In Network. 2001. "Beneficial Activities: General." *Training Survey Report*. Prepared by Jane Caldwell, West End Drop-In Network Coordinator.

### 3. PARTICIPANT ENGAGEMENT AND GOVERNANCE

- Charity Village. N.d. "Canadian Online Resources for Nonprofits." Available at: [www.charityvillage.com/cv/ires/ires19.asp](http://www.charityvillage.com/cv/ires/ires19.asp).
- City of Toronto, Toronto Community and Neighbourhood Services, Shelter, Housing and Support. 2005. "3. Standards of Organization." *Toronto Shelter Standards*. Available at: [www.toronto.ca/housing/pdf/shelter\\_standards.pdf](http://www.toronto.ca/housing/pdf/shelter_standards.pdf).
- Community Resource Connections of Toronto (CRCT): [www.crct.org](http://www.crct.org).
- CRCT. N.d. "Ontario Council of Alternative Businesses." *Making Choices Guide*. Available at: [www.crct.org/choices/show.cfm?id=71](http://www.crct.org/choices/show.cfm?id=71). Last updated June 30, 2005.
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- Mitchell, Evelyn. 2005. "4: Drop-In Members," "5: Engagement of Members," and "6: Challenges for Service Providers." *Drop-In 101: Workshop Facilitator's Manual*. Toronto (ON): Toronto Hostels Training Centre and the Toronto Drop-In Network.
- Toronto Enterprise Fund: [www.torontoenterprisefund.ca](http://www.torontoenterprisefund.ca).
- Toronto Enterprise Fund. October 2003. *The Business of Inclusion: Building Livelihoods for Homeless and Low-Income People*. Prepared by Eko Nomos Program Development Consultants. Available at: <http://action.web.ca/home/uwgt/reports.shtml?reload=tpl>.

## 4. VOLUNTEER AND STAFFING PRACTICES

- Canada Labour Code: <http://lois.justice.gc.ca/en/L-2/fulltoc.html>.
- CanadaOne. November 1999. "The Employment Standards Act: A Guide for Ontario Employers." *CanadaOne Magazine*. Updated after changes to the legislation came into force in 2001. Available at:  
[www.canadaone.com/ezine/nov99/new\\_ontario\\_employers\\_guide.html](http://www.canadaone.com/ezine/nov99/new_ontario_employers_guide.html).
- Canadian Charter of Rights and Freedoms: <http://lois.justice.gc.ca/en/charter/index.html>
- Charity Village, Resources and Library:  
[www.charityvillage.com/cv/charityvillage/ires.asp](http://www.charityvillage.com/cv/charityvillage/ires.asp).
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- City of Toronto, Toronto Community and Neighbourhood Services, Shelter, Housing and Support. 2005. "6.9 Staff Code of Conduct" and "9. Staff Training." *Toronto Shelter Standards*. Pp. 20-21 and 27-28. Available at:  
[www.toronto.ca/housing/pdf/shelter\\_standards.pdf](http://www.toronto.ca/housing/pdf/shelter_standards.pdf).
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[www.uallies.org/Tools for White Guys 2 .doc](http://www.uallies.org/Tools%20for%20White%20Guys%20.doc).
- Employment Standards Act (Ontario): [www.e-laws.gov.on.ca/DBLaws/Statutes/English/00e41\\_e.htm](http://www.e-laws.gov.on.ca/DBLaws/Statutes/English/00e41_e.htm).
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- Human Resources Council for the Voluntary/Non-profit Sector (HRVS): [www.hrvs-rhsbc.ca/index\\_e.cfm](http://www.hrvs-rhsbc.ca/index_e.cfm).
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[www.hrcouncil.ca/people/docs/sample\\_pm\\_form\\_e.pdf](http://www.hrcouncil.ca/people/docs/sample_pm_form_e.pdf) or as a Word document at:  
[www.hrcouncil.ca/people/docs/sample\\_pm\\_form\\_e.doc](http://www.hrcouncil.ca/people/docs/sample_pm_form_e.doc).
- HRVS. N.d. *Guide to Human Resource Policies and Procedures*. Available at:  
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## 5. HEALTH AND SAFETY

- 211 Toronto Community Connection: [www.211toronto.ca](http://www.211toronto.ca).
- Canadian Centre for Occupational Health and Safety (CCOHS): [www.ccohs.ca](http://www.ccohs.ca).
- CCOHS. N.d. "OSH Answers." [www.ccohs.ca/oshanswers](http://www.ccohs.ca/oshanswers).
- City of Toronto, Health: [www.toronto.ca/your\\_health/index.htm](http://www.toronto.ca/your_health/index.htm).

City of Toronto, Office of Emergency Management:  
[www.toronto.ca/wes/techservices/oem/index.htm](http://www.toronto.ca/wes/techservices/oem/index.htm).

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City of Toronto, Toronto Community and Neighbourhood Services, Shelter, Housing and Support. 2005. "4.5 Substance Use," "7: Food Safety and Nutrition Standards," and "8: Health and Safety Standards." *Toronto Shelter Standards*. Available at: [www.toronto.ca/housing/pdf/shelter\\_standards.pdf](http://www.toronto.ca/housing/pdf/shelter_standards.pdf).

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City of Toronto. May 2002. "Joint Health and Safety Committee (JHSC) Workplace Inspection Checklist Template" and "Workplace Inspection Report." Available at: <http://wx.toronto.ca/intra/hr/policies.nsf>.

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City of Toronto, N.d. "Rodent Control Fact Sheet." Available at: [www.toronto.ca/health/pdf/rats\\_rodent.pdf](http://www.toronto.ca/health/pdf/rats_rodent.pdf).

City of Toronto. N.d. *Safe Food Handling Guidelines Manual*. Available at: [www.toronto.ca/health/he/sfhg\\_index.htm](http://www.toronto.ca/health/he/sfhg_index.htm).

Daily Bread Food Bank: [www.dailybread.ca](http://www.dailybread.ca).

Harm Reduction Coalition (HRC): [www.harmreduction.org](http://www.harmreduction.org).

Health Canada: [www.hc-sc.gc.ca](http://www.hc-sc.gc.ca).

Health Care Health and Safety Association of Ontario (HCHSA): [www.hchsa.on.ca](http://www.hchsa.on.ca).

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Metro Association of Family Resource Programs (MAFRP). 2005. *Effective Practices Project: Family Support Health and Safety Toolkit*. Prepared by Leslie Wright, Novita Interpares Limited.

Mickleburgh, Rod. 2006. "Safe drug sites lauded." *Globe and Mail* (British Columbia), July 20, 2006. P. S1.

Mitchell, Evelyn. 2005. "9: Non-Threatening Crisis Interventions." *Drop-In 101: Workshop Facilitator's Manual*. Toronto (ON): Toronto Hostels Training Centre and the Toronto Drop-In Network.

Occupational Health and Safety Act (Ontario): [www.e-laws.gov.on.ca/DBLaws/Statutes/English/90o01\\_e.htm](http://www.e-laws.gov.on.ca/DBLaws/Statutes/English/90o01_e.htm).

Ontario Ministry of Health and Long-Term Care (OMHLTC): [www.health.gov.on.ca](http://www.health.gov.on.ca).

Ontario Ministry of Health Promotion (OMHP): [www.mhp.gov.on.ca](http://www.mhp.gov.on.ca).

Ontario Ministry of Labour (OML): [www.labour.gov.on.ca/english](http://www.labour.gov.on.ca/english).

OML. 2001 [1989]. *Workplace Hazardous Materials Information System (WHMIS): A Guide to the Legislation*. Available at: [www.labour.gov.on.ca/english/hs/whmis](http://www.labour.gov.on.ca/english/hs/whmis).

Public Health Agency of Canada (PHAC): [www.phac-aspc.gc.ca](http://www.phac-aspc.gc.ca).

PHAC, Canadian Immunization Guide: [www.phac-aspc.gc.ca/publicat/cig-gci/index.html](http://www.phac-aspc.gc.ca/publicat/cig-gci/index.html).

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- Toronto Fire Services (TFS): [www.toronto.ca/fire](http://www.toronto.ca/fire).
- Toronto Fire Services (TFS), Fire Safety in the Workplace: [www.toronto.ca/fire/prevention/workplace.htm](http://www.toronto.ca/fire/prevention/workplace.htm).
- Toronto Police Service (TPS): [www.torontopolice.on.ca](http://www.torontopolice.on.ca).
- Toronto Public Health (TPH): [www.toronto.ca/health](http://www.toronto.ca/health).
- TPH, Hand-washing poster: [www.toronto.ca/health/sars/pdf/sars\\_handwashing.pdf](http://www.toronto.ca/health/sars/pdf/sars_handwashing.pdf).
- TPH, Sexual Health: [www.toronto.ca/health/sexualhealth/index.htm](http://www.toronto.ca/health/sexualhealth/index.htm).
- TPH, Sexual Health Information for Educators, Community Workers, and Healthcare Providers: [www.toronto.ca/health/sexualhealth/sh\\_educator\\_actual\\_main.htm](http://www.toronto.ca/health/sexualhealth/sh_educator_actual_main.htm).
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- Workplace Hazardous Materials Information System (WHMIS), *Ontario Health and Safety Act* Regulation 860: [www.e-laws.gov.on.ca/DBLaws/Regs/English/900860\\_e.htm](http://www.e-laws.gov.on.ca/DBLaws/Regs/English/900860_e.htm).
- Workplace Safety and Insurance Act* (Ontario): [www.e-laws.gov.on.ca/DBLaws/Statutes/English/97w16\\_e.htm](http://www.e-laws.gov.on.ca/DBLaws/Statutes/English/97w16_e.htm).
- Workplace Safety and Insurance Board (WSIB): [www.wsib.on.ca](http://www.wsib.on.ca).

WSIB Employer's Report of Injury / Disease (Form 7):

[www.wsib.on.ca/wsib/wsibsite.nsf/LookupFiles/DownloadableFileReportofInjuryForm7/\\$File/Form7.pdf](http://www.wsib.on.ca/wsib/wsibsite.nsf/LookupFiles/DownloadableFileReportofInjuryForm7/$File/Form7.pdf).

WSIB Worker's Report of Injury / Disease (Form 6):

[www.wsib.on.ca/wsib/wsibsite.nsf/LookupFiles/DownloadableFileForm6forWorker/\\$File/0006A.pdf](http://www.wsib.on.ca/wsib/wsibsite.nsf/LookupFiles/DownloadableFileForm6forWorker/$File/0006A.pdf).

## 6. COMMUNITY RELATIONS

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