

**Attachment 1: Summary of City's Actions in Response to Council Directions from CC28.2**

Reference Number	Recommendation	Actions Taken	Status
1	City Council direct the General Manager, Toronto Shelter and Support Services, to follow the Toronto Shelter Standards' interim amendment process by using a Directive when making changes to eligibility criteria for Toronto's Shelter System.	TSSS acknowledges this direction and will follow the Toronto Shelter Standards' interim amendment process by issuing a Directive when making changes to eligibility criteria for Toronto's Shelter System.	Completed
2	City Council direct the General Manager, Toronto Shelter and Support Services, to ensure all future changes to shelter eligibility, are documented in a protocol for shelter bed allocation, and adhere to the Ontario Human Rights Code, the City's Human Rights and Anti-Harassment/Discrimination Policy, Access T.O., and the Toronto Shelter Standards, and that any changes will be developed in consultation with the City's Human Rights Office, the Confronting Anti-Black Racism Unit, the Toronto Newcomer Office, and other relevant internal experts before implementation.	<p>The Access to Shelter Framework includes language that will ensure all future changes to shelter eligibility are documented in a shelter bed allocation protocol and comply with the Canadian Charter of Rights and Freedoms, and obligations under the Ontario Human Rights Code and the legislative responsibilities under the City of Toronto Act.</p> <p>The Framework also includes language that will ensure that all future changes to the shelter eligibility will follow a formal process that includes consultation with Legal Services, the City's Human Rights Office, the Confronting Anti-Black Racism Unit, the Toronto Newcomer Office and other relevant internal experts before implementation.</p>	In Progress (complete upon adoption of the report)

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3	City Council direct that compliance with these policies be documented through a formal procedure with sign off by the General Manager, Toronto Shelter and Support Services.	The Framework includes a formal compliance process to guide proposed changes from initial research through to final implementation, including final sign off by the General Manager, TSSS. This process incorporates jurisdictional scans, stakeholder engagement, equity analysis, and legal and communication reviews, ensuring alignment with relevant policies and standards.	Completed
4	City Council direct that formal procedure for review of changes to shelter eligibility be approved by City Council and shared with the Ombudsman, and impacted City divisions, prior to implementation.	Through this staff report, TSSS is seeking City Council's approval to adopt the Framework as the formal procedure for reviewing changes to shelter eligibility. The Framework has been shared with the Deputy City Manager of Community and Emergency Services and relevant City divisions. The Framework will be shared with the Ombudsman.	In Progress (complete upon adoption of the report)
5	City Council direct that Toronto Shelter and Support staff involved in shelter policy development as well as senior Toronto Support and Support Services leadership (the General Manager and Directors) be trained in the Anti-Black Racism Analysis Tool by June 30, 2025, and that all new shelter policy staff, as	Aina-Nia Learning delivered the Anti-Black Racism Analysis Tool to all members of the TSSS' Senior Management Team on February 28, 2025.  Aina-Nia Learning also facilitated a training with policy staff on June 17, 2025. Training materials remain available	Completed

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	part of their onboarding, be trained in this tool.	for all staff through the Division's intranet (SPOT) and are incorporated into onboarding programs.	
6	City Council direct the General Manager, Toronto Shelter and Support Services to develop a framework to analyze any new shelter eligibility changes for alignment with the Toronto Housing Charter before these new changes are implemented and request the Housing Rights Advisory Committee to review the framework and its operation in alignment with progressively realising the right to housing.	The Framework was reviewed by the Housing Rights Advisory Committee's Unhoused Right's Holders Working Group on October 15, 2025. Feedback from the Working Group was incorporated.	Completed
7	City Council finalize and approve the framework in Part 6 above in the fourth quarter of 2025 and share with the Ombudsman and relevant City Divisions prior to implementation.	City Council is reviewing the Framework outlined in the Report and Attachment 2 (November 18, 2025) and is pending approval. The Framework has been shared with the Deputy City Manager of Community and Emergency Services and relevant City divisions. The Framework will be shared with the Ombudsman.	In Progress (complete upon adoption of the report)

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8	<p>City Council direct that senior executives at the City, including the Deputy City Manager, Community and Social Services and the General Manager, Toronto Shelter and Support Services to invite the Chair, Housing Rights Advisory Committee and the Executive Director, Housing Secretariat to a meeting to discuss the City's obligations flowing from its commitment to progressively realize housing as a human right by June 30, 2025, and include updates from that discussion as part of the Council-directed reporting to Executive Committee on Item 2024.EC17.1 in the third quarter of 2025.</p>	<p>In July 2025, the General Manager of Toronto Shelter and Support Services and the Executive Director of the Housing Secretariat met with the Housing Rights Advisory Chair to discuss fulfilling the right to adequate housing, with a focus on homelessness and housing insecurity as priorities how the City.</p> <p>In September 2025, the Deputy City Manager of Community and Emergency Services, the General Manager of Toronto Shelter and Support Services, and the Executive Director of the Housing Secretariat met with the Housing Rights Advisory Chair to discuss the work of the HRAC and how to better align City workplans as part of continuously improving its approach to fulfilling the City's commitments the progressive realization of the right to housing.</p> <p>This discussion informed the update on <a href="#">2024.EC17.1</a>, which was included in item <a href="#">2025.PH25.4</a>.</p> <p>While the recommended meeting occurred, this recommendation has been marked 'In Progress/Ongoing' as the City is committed to ongoing discussions as senior City executives continue to build</p>	In Progress/Ongoing

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		relationships with sector leaders such as the Chair, Housing Rights Advisory Committee.	
9	City Council direct the Deputy City Manager, Community and Social Services, to organize a dedicated training session for the Senior leaders on the Encampment Steering Committee and within Toronto Shelter and Support Services on the City's obligations flowing from its commitment to progressively	In June 2025, TSSS entered into a contractual agreement with the Maytree Foundation to deliver human rights-based training for the City's encampment response. The training was provided to members of the Encampment Steering Committee, the Encampment Working Group, and City operational staff involved	Completed

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	realize housing as a human right by October 1, 2025, delivered by the Chair, Housing Rights Advisory Committee and others (as needed) to help facilitate the session.	<p>in encampment-related work. The Encampment Steering Committee completed a two-part learning session on June 2 and June 24, 2025, with 17 members participating.</p> <p>This training is being used to inform the development of the City's Housing as a Human Right training program, which is being developed as part of the Council-directed suite of actions under <a href="#">2022.EX34.7</a> to support the implementation of the Toronto Housing Charter.</p>	
<b>10</b>	City Council direct that senior executives at the City, including the Deputy City Manager, Community and Social Services, and the General Manager, Toronto Shelter and Support Services, to offer to hold a round-table session with key refugee-claimant-serving organizations and housing rights advocates with the goal of informing future City decisions related to emergency housing for refugee claimants; this session should be held by June 1, 2025.	The Refugee Service System Roundtable convened in May 2025 and has been established as an ongoing advisory body to support the development of Toronto's refugee shelter system, with quarterly meetings moving forward.	Completed
<b>11</b>	City Council direct the Deputy City Manager, Community and Social	At its September 25th meeting, the Roundtable provided advice and input on	Completed

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	<p>Services, to develop a strategy for continued meaningful engagement with refugee claimants and refugee-claimant-serving organizations to help plan and deliver shelter services impacting refugee claimants.</p>	<p>a strategy for meaningful engagement with refugee claimants. This strategy includes focus groups with participants at various stages of the claim process and establishing an advisory board consisted of refugee claimants who were previously staying in the shelter system. Implementation of the strategy is expected to start in the fall of 2026.</p>	
<p><b>12</b></p>	<p>City Council direct the Deputy City Manager, Community and Social Services, to report on its engagement strategy and with City Council for approval in the fourth quarter of 2025.</p>	<p>The engagement strategy discussed above has been identified based on input from the Roundtable and is included in this report for approval by City Council. Implementation of the strategy is expected to start in the fall of 2026.</p>	<p>In Progress (complete upon adoption of the report)</p>
<p><b>13</b></p>	<p>City Council direct the General Manager, Toronto Shelter and Support Services, to explore how data collected will be used to track progress toward achieving the progressive realization of the right to adequate housing for all shelter users and those trying to access shelter, including refugee claimants; this may be done in consultation with the Data for Equity Unit (People and Equity) or any other related internal or external experts.</p>	<p>TSSS uses Central Intake data to assess system-wide demand for shelter services and monitor trends in access, occupancy, and outcomes for all shelter users, including refugees and refugee claimants. Data is collected and analyzed at multiple points within the shelter system, from initial contact, to calls at Central Intake through to admission and service delivery, to support evidence-based planning and service improvements.</p>	<p>In Progress/Ongoing</p>

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		<p>TSSS uses our Shelter Management Information System (SMIS) database to track callers to Central Intake, shelter occupancy, inflow and outflow of shelter users, and shelter users exiting the system for permanent housing. SMIS data and outcome tracking are shared with TSSS and Housing Secretariat Senior Management and to sector partners monthly to inform policies and strategies. For instance, the Housing Secretariat uses SMIS and shelter system flow data to identify gaps and issues in access to housing, housing stability, and returns to homelessness, to inform housing planning and policies, as well as housing stability and tenant support services. TSSS shares shelter system flow data publicly through the <a href="#">Shelter System Flow dashboard</a>, as well as occupancy and Central Intake calls data through its website and Open Data reporting.</p> <p>TSSS is exploring how this can be further leveraged to track progress toward the progressive realization of the right to</p>	

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		adequate housing. This work includes engagement with the City’s Data for Equity Unit to develop principles and methodologies for rights-based data analysis, consistent with the Data for Equity Strategy, Indigenous Data Sovereignty, and the Black Community Data Governance Framework.	
14	City Council direct the General Manager, Toronto Shelter and Support Services, in consultation with the Executive Director, Social Development, the Executive Director, Housing Secretariat, and other relevant divisions, to report back with a status update on the implementation of all these recommendations to City Council in the fourth quarter of 2025.	This report responds to City Council’s direction to report back with a status update on the implementation of all recommendations in the fourth quarter of 2025.	Completed
15	City Council direct the City Manager and any other appropriate staff to attend a meeting with the leadership of the Confronting Anti-Black Racism Advisory Committee to respond to the questions raised in the letter from attached to this item.	A meeting was held on November 24, 2025, with the leadership of the Confronting Anti-Black Racism Advisory Committee (CABRAC) to respond to the questions raised in their letter. The City Manager, Deputy City Manager of Community and Emergency Services, General Manager of Toronto Shelter and Support Services, and the Executive Director of Social Development participated in the meeting. The Vice-Chair of CABRAC was also in attendance.	Completed

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16	City Council direct the Executive Director, Social Development, Finance and Administration to renew the Access T.O. public education campaign to enhance awareness of the Access to City Services for the Undocumented Torontonians policy, including scope and supports available.	<p>The Toronto Newcomer Office is advancing a renewed public education campaign to raise awareness of the AccessTO policy for undocumented Torontonians. This includes updating outreach materials such as posters, postcards, and a service provider handbook and distributing them through trusted community agencies and City locations starting in early 2026.</p> <p>Feedback from the August 20th Undocumented Residents Day event emphasized the need for multilingual materials, accessible information, clearer guidance on services and identification requirements, and ongoing AccessTO training for City staff. Parallel to the development of new public education materials, the Toronto Newcomer Office continues to provide AccessTO trainings to City staff to reduce barriers and improve service delivery. The Toronto Newcomer Office is also developing an e-learning module for City staff on newcomers in Toronto to enhance access to professional development in this area.</p>	In Progress/Ongoing
17	City Council direct the General Manager, Toronto Shelter and Support Services to ensure that all Toronto Shelter Support Services policies, procedures, and	TSSS mandated 2SLGBTQ+ inclusion training for all staff in 2025 to strengthen understanding and responsiveness to the	Completed

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	<p>directives reflect the specific needs of 2SLGBTQ+ refugees, including tracking implementation metrics, and mandatory training for City staff and contracted service providers.</p>	<p>needs of 2SLGBTQ+ residents, including refugees.</p> <p>In addition, Toronto for All Foundations Curriculum (which includes a course on equity, allyship and understanding gender and sexual orientation) is corporately mandated.</p> <p>Staff in family shelters are also completing Celebrating 2SLGBTQ+ Children and Families Training.</p> <p>TSSS continues to integrate 2SLGBTQ+ inclusion principles into its policies, procedures, and directions, including tracking implementation metrics to monitor ongoing compliance and participation by both City staff and contracted providers. To this extent, TSSS has developed updated shelter standards to support the needs of 2SLGBTQ+ clients, which are nearing completion.</p>	
18	<p>City Council direct the General Manager, Toronto Shelter and Support Services to ensure that the development and expansion of the refugee shelter system reflects the specific needs of 2SLGBTQ+ refugees.</p>	<p>TSSS has identified resource requirements in the 2026 budget to increase the number of beds for the Pacewood shelter, subject to budget approval. This shelter is dedicated to 2SLGBTQ+ clients. The Refugee Service</p>	<p>In Progress/Ongoing</p>

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		System Roundtable will also discuss ways to ensure that the development and expansion of the refugee shelter system reflects the specific needs of 2SLGBTQ+ refugees.	
19	City Council request the City Solicitor to report directly to City Council with advice on options available to City Council when there are incorrect facts or incorrect legal advice presented to City Council by the Accountability Officers.	The City Solicitor reported to Council at its meeting of May 21 and 22, 2025 (Item <a href="#">2025.CC30.7</a> ). City Council deferred consideration of the item.	Completed (Consideration of the report deferred by City Council <a href="#">2025.CC30.7</a> )
20	City Council request the Chief People Officer, in consultation with the City Solicitor, to review the instances where the City did not adhere to relevant law and policy of the Ontario Human Rights Code in this matter, and provide the results of that review to the City Manager and Members of Council.	People and Equity is actively reviewing this request in consultation with Legal Services and determining appropriate timelines to respond, subject to the completion of other related processes.	In Progress/Ongoing
21	City Council request the Federal Government to immediately reverse the decision to wind-down the Interim Housing Assistance Program and continue providing support for municipalities for 100 percent of the cost of providing shelter for refugees and asylum seekers, and that this request be	The City Clerks sent a letter on April 15, 2025 transmitting Council's decision to the Federal government.	Completed

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	included in the City of Toronto's priorities for the Federal election.		
<b>22</b>	City Council request the Federal Government to restore funding for the Settlement Program to ensure no Local Immigration Partnership services close for service, and that this request be included in the City of Toronto's priorities for the Federal election.	The City Clerks sent a letter on April 15, 2025 transmitting Council's decision to the Federal government.	Completed
<b>23</b>	City Council request the Federal Government to expand the definition of asylum claimant, as it relates to IHAP funding, to include those who have initiated a refugee claim and haven't completed it yet, and those who arrived to Canada with the intention to make a refugee claim and are preparing to make it.	The City Clerks sent a letter on April 15, 2025 transmitting Council's decision to the Federal government.	Completed
<b>24</b>	City Council request the Federal Government to establish a dedicated, portable and time-limited housing benefit specific to refugee claimants, with enhanced levels in locations where claimants typically don't settle.	The City Clerks sent a letter on April 15, 2025 transmitting Council's decision to the Federal government.	Completed