

Attachment 2 – Summary of Actions – Ombudsman’s Recommendations (2025.CC30.3)

Recommendation #	Division	Status	Details
1, 3, 5, 6, & 9	MLS	Completed	Updates to various Standard Operating Procedures (SOPs) have been made
2	MLS	Completed	General Investigations SOP updated to include guidelines for when investigation results are communicated in writing
	MLS	Underway	Exploring options to send out templated responses to complainants about their service request and investigation results. <i>Expected completion: 2026</i>
4, 7 & 8	MLS	Underway	Updates to various SOPs with a human right to housing lens have been made <i>Expected completion: End of 2025</i>
10	MLS	Completed	Inclusion of a Vital Services (Priority 1) File Review Checklist in the Vital Services SOP Implementation of a Vital Services (Priority 1) File Review Checklist
11	MLS	Underway	Exploring opportunities for employing automatically generated reports (i.e., weekly exception reports) to be sent to Management on missed service levels (first contact/first attendance) <i>Expected completion: 2026</i>

Recommendation #	Division	Status	Details
12	MLS	Completed	New SOP for Supervisors to Conduct Effective One-on-One Meetings with Officers, implementation of a new Work Audit Review Form, and a new dashboard to guide monthly check-ins between BEOs and Supervisors
13	MLS	Completed	Daily reports generated on Vital Services Service Requests, creation of a new Vital Services Training Module, and annual training for frontline staff and management on the Vital Services Bylaw
14	MLS	Completed	Review of MLS' SOP database to ensure BEOs can easily access SOPs and a new requirement for all BEOs to download the SOP application to their mobile device
15	MLS	Completed	Annual training for frontline staff and management on all relevant SOPs
16	MLS/HS	Completed	Annual training for frontline staff and management on the Toronto Housing Charter and the right to adequate housing – internal MLS training
	MLS/HS	Underway	HS onboarding training consultant, developing training program and will begin training MLS staff <i>Expected completion: End of 2025</i>

Recommendation #	Division	Status	Details
17	HS	Underway	<p>A policy document has been drafted outlining the services Eviction Prevention in the Community (EPIC) Program delivers through Toronto Emergency Management's ("TEM") emergency response protocol. Currently being reviewed for feedback by the Ombudsman's Office.</p> <p><i>Expected completion: End of 2025</i></p>
18	HS	Underway	<p>EPIC Program Model is being updated to include the services provided under TEM's emergency response protocol. Currently being reviewed by the Ombudsman's Office.</p> <p><i>Expected completion: End of 2025</i></p>
19	TEM/HS	Underway	<p>TEM is conducting a full review of the Emergency Human Social Services (ESS) protocol – completion target date Q3 2026.</p> <p><i>Expected completion: 2026</i></p>
20	HS	Underway	<p>Updates will be made to the City's website with information regarding EPIC's role in supporting tenants under TEM's ESS when it is complete.</p> <p><i>Expected completion: End of 2025</i></p>
21	HS	Underway	<p>EPIC's policy framework is under development. Consultation with Ombudsman Toronto is underway.</p> <p><i>Expected completion: End of 2025</i></p>

Recommendation #	Division	Status	Details
22	HS	Underway	<p>EPIC has established service standards for response times to service requestsCurrently being reviewed by the Ombudsman's Office</p> <p><i>Expected completion: End of 2025</i></p>
23	HS	Underway	<p>EPIC is developing guidelines on exercising discretion in the delivery of services, including requirements for documenting discretionary decisions, in consultation with Ombudsman Toronto.</p> <p><i>Expected completion: End of 2025</i></p>
24	HS	Underway	<p>Vendor for housing as a human right training program procured in Q3 2025 and training program in development, to be rolled out to EPIC staff as a priority.</p> <p><i>Expected completion: 2026</i></p>
25	HS	Underway	<p>Discussion of supports for multi-tenant home tenants in the event of unexpected closures is included in this report to Executive Committee on December 9, 2025.</p>
26	HS	Underway	<p>Discussion of updating or replacing the Rooming House Emergency Response Plan is included in this report to Executive Committee on December 9, 2025.</p>
27	MLS/HS/TEM	Underway	<p>Recommendation requests a status update to the Executive Committee on the implementation of all recommendations and quarterly thereafter, as well as a report to the Housing Rights Advisory Committee within a year on implementation.</p>

Recommendation #	Division	Status	Details
			<p>First status update on the implementation of the recommendations will be provided via this report to Executive Committee on December 9, 2025.</p> <p><i>Expected completion: Once all recommendations have been completed</i></p>