TORONTO

- **Client Privacy, Confidentiality and Security**
  - o All shelter operators are to ensure that all staff have been trained in SMIS Privacy Guidelines (each shelter has been provided with a training DVD). Note that you are to keep track of the date that each of your staff completed the privacy training to ensure that this requirement has been met.
- **Signature Pad Maintenance**
  - o To replace pen batteries, rotate the rear pen cap one quarter turn counter-clockwise and remove. Remove the old batteries and replace with type #393 for all Signature Gem Pens
- **Default DOB's**
  - o If a client is unable or unwilling to provide you with the Date of Birth, you are to enter one of two defaults (based on leap years)
    - Adults: February 29, 1940
    - Youth: February 29, 1992
- **Client Signature: "Paper Copy Signed":**
  - o It is very important to capture the client's signature whether it's on the signature pad or by signing a paper copy. Please note, for auditing purposes, if a client signs a paper copy it must be attached to the client's file. Please review all your client admission pages to ensure a client signature is captured, either by the pad or an attached hard copy.

When you lose your connection to SMIS:
You may temporarily lose your connection to SMIS due to power failure, internet failure, inability to see the SMIS homepage, or other reasons. When this happens, you must:
1. Notify smishelp by email (smishelp@toronto.ca) or by calling 416-397-SMIS (7647); smishelp is on call after hours and on weekends
2. Notify smisbill (smisbill@toronto) as soon as possible.
3. If the problem is not related to SMIS (smishelp can advise you of this), notify your technical support.
4. Complete the manual forms for client intakes, admissions and discharges and write the admissions/discharges on your bed log. Keep all completed forms and bed logs for auditing purposes
5. Backup forms when SMIS is unavailable must be available to all users at all times. These forms are available on this website.
6. When the connection is restored notify smishelp and smisbill, enter all intakes, admissions, and discharges that occurred during the down time. Note: do not enter a client in SMIS that was admitted and discharged during the down time. Updated records will show the date and time you enter the data, you will not be able to backdate admissions and discharges. Bednights captured manually must be entered in the variance section of your invoice, and all manual forms copied to smisbill.

toronto **SMIS**

SMIS Contact:
smishelp@toronto.ca or 416-397-SMIS (7647)
If users have questions about how to use SMIS they should first check with their fellow staff on shift or with their shelter contact. Smishelp will deal with technical issues such as new users, changes to user roles, duplicate client files and users being locked out. Remember that for every user, you must have submitted a signed User Agreement (or Guideline, for City staff) and a User Access Request form after staff have been trained on SMIS and on SMIS Privacy Issues.

smistraining@toronto.ca
For Access Managers to submit all training requests for newly hired staff

smisbill@toronto.ca
All billing-related inquiries and/or invoices are to be directed to this mailbox.

toronto **S M I S**