



TSS QUICK REFERENCE:

SUMMARY OF POLICIES, PROCEDURES AND PLANS REQUIREMENTS

Section / Sub-section	Reference Number	Shelter Standard Requirement
Complaints And Appeals	7 (a)(i)	<i>Shelter providers will have a board-approved policy and management-approved procedures regarding complaints and appeals, including how complaints can be made at the shelter level, how complaints will be investigated and resolved, and any subsequent escalation or appeal processes, including escalating a complaint to SSHA when all other options have been exhausted.</i>
Intake / Assessment	8.1 (a)(i)	<i>Shelter providers will have a board-approved access/intake policy and management-approved procedures that include assessing clients for program eligibility, responding to service requests not resulting in a SMIS intake and explaining the collection of personal information</i>
Referrals	8.2 (a)(i)	<i>Shelter providers will have a board-approved policy and management-approved procedures for referrals</i>
Admission	8.3 (a)(i)	<i>Shelter providers will have a board-approved policy and management-approved procedures for admission</i>
Daytime Access	8.3.6 (a)(i)	<i>Shelter providers that do not normally provide service during the day will have a board-approved policy and management-approved procedures for daytime access that, at a minimum, allows access to sleeping areas for clients who work overnight shifts (including sex work), are ill but not in need of medical care, or require daytime access as part of the service plan</i>
Discharge	8.4 (a)(i)	<i>Shelter providers will have a board-approved policy and management-approved procedures for planned and unplanned discharges that include how clients retrieve their belongings and how unclaimed client belongings will be stored, handled and/or disposed</i>
Service Restrictions	8.4.2 (a)(i)	<i>Emergency shelter providers will have a board-approved policy and management-approved procedures for bedded program service restrictions, including an appeals process</i>
Food, Diet And Nutrition	9.2 (c)(ii)	<i>Shelter providers that are not able to offer meals onsite as part of a meal program will have a board-approved policy and management procedures for calculating food allowance amounts, eligibility criteria, an issuance process and reporting requirements</i>
Dietary Restrictions and Accommodation	9.2.2 (d)(i)	<i>Shelter providers serving pregnant or breastfeeding clients will have a board-approved policy on handling and storing expressed breast milk and must provide adequate storage facilities (i.e., refrigerator) for the expressed milk</i>
Sleeping Areas and Beds	9.3.1 (d)	<i>Shelter providers will prepare floor plans that illustrate the spacing of the beds in designated sleeping areas.</i>



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Sleeping Areas and Beds	9.3.1 (l)	<i>Shelter providers will have a mattress replacement plan which will, at a minimum, include an inspection schedule for bed bugs and common defects (e.g., stains, rips and tears).</i>
Client Medication	10.2.3 (a)(i)	<i>Shelter providers will have a board-approved policy and management-approved procedures regarding client medication (narcotic and non-narcotic) including, but not limited to, its management, issuance, administration, secure storage, disposal and who is authorized by the shelter provider to access client medications and provide medication-related assistance</i>
Medication Management Program	10.2.5 (a)(i)	<i>Shelter providers that offer a Medication Management Program will have a board-approved policy and management-approved procedures to ensure that all medications are possessed, issued, administered and disposed as required by law and in accordance with leading practices</i>
Children's Services and Program	10.3.2 (a)(i)	<i>Family shelter providers will have a board-approved policy and management-approved procedures for child safety, which will include, at a minimum, a section on field trips and lost child procedures, staff-to-child supervision ratios by children's age range, reporting suspected cases of child abuse and neglect and the maximum number of children that a shelter client is permitted to babysit at any one time</i>
LGBTQ2S Clients	10.3.3 (a)(i)	<i>Shelter providers will have a board-approved policy that details how services are provided to LGBTQ2S clients in a manner that preserves their safety and dignity</i>
Financial/Savings Programs	10.3.4 (e)(i)	<i>Shelter providers that offer an in-house savings program as part of their case management will have a board-approved policy and management-approved procedures regarding client savings including, but not limited to, the collection, safe keeping, recording and disbursement of client funds, the handling of abandoned client funds, and who is authorized by the shelter provider to access client funds</i>
Health Standards	11.1 (a)	<i>Shelter providers will have board-approved infection control policies and management-approved procedures to prevent or reduce the risk of transmission of communicable diseases. Written policies and procedures for the prevention, screening and reporting of communicable disease cases and outbreaks will be developed in consultation with Toronto Public Health.</i>



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Safety Standards	11.2 (g)	<i>Shelter providers will have a board-approved policy and management-approved procedures regarding hazardous materials and the reporting of unsafe conditions by any individual within the shelter that, at a minimum, includes labelling, storage, disposal and staff training requirements in safe handling and the use of personal protective equipment.</i>
Safety Standards	11.2 (h)	<i>Shelter providers will have a board-approved policy and management-approved procedures in place for the safe collection, removal and disposal of solid waste, recyclable materials, organic waste, biohazardous and hazardous materials.</i>
Safety Standards	11.2 (i)	<i>Shelter providers will have a board-approved policy and management-approved procedures for inspecting a client's bed, room and/or personal belongings if such an inspection is considered necessary in order to maintain the safety and security of staff, clients and the good condition of shelter property.</i>
Weapons and Prohibited Items	11.2.1 (a)	<i>Shelter providers must have a board-approved policy and management-approved procedures regarding weapons and other items deemed potentially dangerous or prohibited by the shelter provider that at a minimum includes their confiscation, safe handling and disposal when such items are brought inside the shelter or anywhere on shelter property.</i>
Custodial Services	11.3.1 (a)	<i>Shelter providers will have a board-approved policy and management-approved procedures for emergency custodial service response. Regular custodial services will be available seven (7) days per week.</i>
Custodial Services	11.3.1 (b)	<i>Shelter providers will have a documented cleaning plan that will include, at a minimum, a cleaning schedule (frequency of cleaning/disinfecting) and some form of documentation noting when cleaning/disinfecting was completed for all areas/items identified in the cleaning plan.</i>
Maintenance	11.3.2 (a)	<i>Shelter providers will have a documented preventive maintenance plan that specifies the manner and frequency with which inspections, preventive maintenance, emergency repairs, routine upkeep and long-term replacements of building components, systems and equipment are conducted, in order to maintain the building in a state of good repair.</i>



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Maintenance	11.3.2 (e)	<i>Shelter providers will have a pest control policy, have procedures that specifically address bed bugs and have an integrated pest control program to keep shelters free of rodents and pests that, at a minimum, includes (i) Regularly scheduled inspections and treatment conducted by a licensed pest control company (ii) Documentation of all pest sightings and/or evidence of infestations (iii) A communication plan to inform clients and staff of treatment plans that, at a minimum, includes a treatment schedule and the precautions required.</i>
Emergency Preparedness And Business Continuity	11.4 (a)(i)	<i>Shelter providers will have a board-approved business continuity plan, emergency plan, and evacuation plan for each shelter site</i>
Emergency Preparedness And Business Continuity	11.4 (b)	<i>Business continuity plans will, at a minimum (i) Identify resource requirements to continue to provide essential services (e.g., food, water, shelter), onsite or offsite, during emergency situations and non-emergency service disruptions (e.g., influenza pandemic, temporary power outage, labour disruption); (ii) Include procedures for determining, managing and reporting service disruptions, which will include, but not be limited to, the requirements described under section 12.5.3 Service Disruption and arranging to refer/transfer clients to another shelter or other temporary location during a service disruption, if the need arises; (iii) Include contact information for shelter management staff and SSHA staff (iv) Be explained to all staff as part of their orientation to the shelter.</i>
Emergency Preparedness And Business Continuity	11.4 (c)	<i>Emergency plans will, at a minimum (i) Provide direction for the shelter’s response to ensure the safety and security of staff and clients in a wide range of emergency situations; (ii) Be appropriate for each facility and client group that a shelter serves; (iii) Adequately consider potential emergencies that might arise because of natural events (e.g., weather-related emergency), human-caused events (e.g., bomb threats), accidental hazards (e.g., fire, chemical leak) and technological and infrastructure disruptions (e.g., power failure, gas leak, heat loss); (iv) Assume that assistance from the City may not be available for the first seventy-two (72) hours after a large-scale emergency; (v) Include lock down procedures; (vi) Include a Toronto Fire Services approved fire safety plan, required under Regulation 213/07: Fire Code (made under the Fire Prevention and Protection Act, 1990); (vii) Include procedures on how to shut down/start up building systems (e.g., HVAC, water, gas) in a safe manner; (viii) Include contact information for shelter management staff and SSHA staff; (ix) Be explained to all staff and clients as part of their orientation to the shelter.</i>



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Emergency Preparedness And Business Continuity	11.4 (e)	<i>Evacuation plans will include, at a minimum (i) Procedures for evacuation of clients with mobility issues or other disabilities; (ii) Procedures for evacuation of service animals, emotional support animals and pets; (iii) Procedures for evacuations that take place during peak hours (i.e., when staffing levels are highest) and during off-peak hours (i.e., when staffing levels are minimal); (iv) Procedures on how to shut down/start up building systems (e.g., HVAC, water, gas) in a safe manner; (v) An evacuation map that is posted in conspicuous areas throughout the shelter; (vi) Identification of two (2) designated evacuation sites, one of which must be in a location that is not in the same neighbourhood as the shelter; (vii) Evacuation plans will be explained to all staff and clients as part of their orientation to the shelter.</i>
Property Management and Capital Planning	12.2.3 (a)(ii)	<i>Shelter providers that own their building will have a board-approved Capital Plan that is informed by the BCA/CRFF and a preventive maintenance plan.</i>
Property Management and Capital Planning	12.2.3 (b)	<i>Shelter providers are encouraged to have a professional energy audit conducted at least once every ten (10) years and to prepare and implement an energy management plan based on the audit findings.</i>
Neighbourhood Issues	12.2.4 (a)(i)	<i>Shelter providers will have a board-approved good neighbour policy and management-approved procedures to facilitate how the shelter engages, communicates and works with the surrounding community to foster a positive relationship</i>
Conflict Of Interest	12.3 (a)(i)	<i>Shelter providers will have a board-approved conflict of interest policy and management-approved procedures for declaring and reporting a conflict of interest</i>
Human Resources	12.4 (a)(i)	<i>Shelter providers will have a board-approved policy and management-approved procedures regarding staff hiring, training, and performance management</i>
Human Resources	12.4 (a)(ii)	<i>Shelter providers will have a board-approved policy and management-approved procedures regarding student/volunteer placements, and the scope of work and supervision requirements of students/ volunteers</i>
Client Information and Files	12.6.1 (b)(i)	<i>Shelter providers will have a board-approved policy and management-approved procedures regarding the collection, storage, use, removal, disclosure and disposal of a client's personal and health information, which will include a privacy breach protocol</i>