

# What Clients Need to Know

## TORONTO SHELTER MANAGEMENT INFORMATION SYSTEM (Toronto SMIS)

is a new computer system for use in all emergency shelters in Toronto. Hostel Services requires that all client information be entered into this system. (At this time, Out-of-the-Cold programs are not part of Toronto SMIS.)

## MORE HELPFUL FEATURES FOR YOU

If you need a referral to another shelter or program that will better suit your needs, the new system can quickly find an available bed, program and/or service for you and help you get into it.

Your shelter can now scan your identification papers and keep a copy in your file. If you ever lose your important papers, you can get a copy from the shelter where they are stored.

If you have a complaint, staff will enter the information in the system. That way, complaints can be tracked and resolved more effectively.

For more information, speak to shelter staff, call 416.397.4398, email [smis@toronto.ca](mailto:smis@toronto.ca), or visit [www.toronto.ca/housing](http://www.toronto.ca/housing)

**toronto SMIS**  
Shelter Management  
Information System



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Instead of signing a paper form, you will be asked to sign on an electronic signature pad every time you are admitted to a shelter. It is for our files only and cannot be used for any other purpose.

## NO PAPER = MORE TIME FOR YOU

Shelters are changing to a computerized system to serve clients in a faster and better way.

With no more paper forms to fill out, staff will have more time to work with you to help you make plans for your future, including permanent housing.

## ADMISSION IS FASTER AND EASIER

Although the new system links all shelters, only your basic information will be shared across the entire system.

So when you come to a shelter, staff can only see your name, any alias you have used, your date of birth, your gender, and whether or not you are currently staying in a shelter (but not the shelter name).

Staff can also see if you have any health and safety notes or flags. These are added only if you are a danger to yourself or others. They have an expiry date and can be removed.

## PNA ELIGIBILITY CHECK

Every day, the system checks to see if you are entitled to the Personal Needs Allowance (PNA).

Toronto SMIS will know if you qualify for PNA or if you are already collecting Ontario Works (OW) or Ontario Disability Support Program (ODSP).

As is the case now, if you are getting OW or ODSP, you do not qualify for PNA.

## SHORTER WAIT TIMES

With this system, staff can quickly find available beds in any shelter program in the city.

With Toronto SMIS, you can only book one bed at a time in the shelter system, so this will free up more beds for other people—maybe even you.

And, if you change shelters, you will be given a new bed and your old bed will be available for someone else.

## CLIENT INFORMATION REMAINS SECURE

Your personal information is secure and private and is only used by shelter staff to provide the services you need.

Protecting your personal information is a key part of Toronto SMIS. Shelters must follow strict federal and provincial rules about privacy. Shelter clients are also protected by the Toronto Shelter Standards.

*As before, law enforcement and certain other officials may be legally able to see your information, which would be released in compliance with privacy legislation.*

