REPORTING CONTACT LIST

The 24-Hour Respite Site Standards contain requirements directing Providers to contact, notify, report to or receive approval from certain authorities or agencies.

This list identifies the specific points of contact for Providers in such instances.

DEFINED TERMS

**Standard**
The following definitions reflect the meanings of terms as they are used in the implementation and operation of the TRS. For further clarification of these or related terms, please contact SSHA.

**Contact**
Agency Review Officer
Contact your assigned ARO

5 (f) COMPLIMENTS, COMPLAINTS AND APPEALS

**Standard**
Providers will provide the contact information for SSHA to individuals who
(i) Have exhausted a program's complaints and appeals process, remain dissatisfied with the resolution and who wish to escalate their complaint or appeal further.
(ii) Wish to submit a compliment or complaint about a SSHA program, service or responsibility.

**Contact**
SSHA Complaints
Email: hss@toronto.ca
Phone: 416-392-4126
Fax: 416-696-3718

5 (g) COMPLIMENTS, COMPLAINTS AND APPEALS

**Standard**
Providers will provide the contact information for Ombudsman Toronto to individuals who wish to submit a complaint about a City of Toronto program, service or responsibility and who have already gone through the City's internal complaints process.

**Contact**
Ombudsman Toronto
Email: ombudsman@toronto.ca
Phone: 416-392-7062
Fax: 416-696-7067
TTY: 416-392-7100
6.1 (b)(i) INTAKE AND ASSESSMENT

Standard
Providers will report unaccompanied clients who appear to be under the age of 16 to a Children’s Aid Society as required under Ontario’s Child, Youth and Family Services Act, 2017, follow the instructions provided by the Children’s Aid Society and document the interaction.

Contact

<table>
<thead>
<tr>
<th>Children’s Aid Society of Toronto</th>
<th>Catholic Children’s Aid Society of Toronto</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone: 416-924-4640</td>
<td>Phone: 416-395-1500</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Native Child and Family Services of Toronto</th>
<th>Jewish Family and Child</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone: 416-969-8510</td>
<td>Phone: 416-638-7800</td>
</tr>
</tbody>
</table>

6.2 (g) REFERRALS

Standard
When a Provider is unable to complete a referral, the provider will transfer the phone request to SSHA or provide the client with SSHA's contact information.

Contact

<table>
<thead>
<tr>
<th>SHARC</th>
</tr>
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<tbody>
<tr>
<td>Phone: 416-392-0090</td>
</tr>
</tbody>
</table>

6.3 (e)(i) ADMISSION

Standard
When assigning resting spaces, the use of alternatives to cots or mats is permitted with SSHA approval.

Contact

<table>
<thead>
<tr>
<th>Agency Review Officer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contact your assigned ARO</td>
</tr>
</tbody>
</table>

6.4.2 (h) UNPLANNED DISCHARGES AND SERVICE RESTRICTIONS

Standard
Clients wishing to appeal a service restriction will be advised by program staff of the site’s internal processes for handling such appeals. If the client has exhausted the 24-Hour Respite Site’s internal processes and is not satisfied with how their service restriction appeal was handled, program staff will direct the client to contact SSHA in order to submit their appeal, as described under section 5 (Compliments, Complaints and Appeals).

Contact

<table>
<thead>
<tr>
<th>SSHA Complaints</th>
</tr>
</thead>
<tbody>
<tr>
<td>Email: <a href="mailto:hss@toronto.ca">hss@toronto.ca</a></td>
</tr>
<tr>
<td>Phone: 416-392-4126</td>
</tr>
<tr>
<td>Fax: 416-696-3718</td>
</tr>
</tbody>
</table>

6.4.2 (k) UNPLANNED DISCHARGES AND SERVICE RESTRICTIONS

Standard
Service restrictions lasting one (1) month or longer may only be issued with the approval of SSHA.

Contact

<table>
<thead>
<tr>
<th>Agency Review Officer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contact your assigned ARO</td>
</tr>
</tbody>
</table>
7.3.2 (a)(vi) WASHROOMS

Standard
To assist clients with their hygiene needs, Providers will provide a minimum of one (1) shower for every 20 clients. Where sufficient number of showers are not available directly onsite, providers will arrange for alternative options (approved by SSHA) for clients to access the required number of showers.

Contact
Agency Review Officer
Contact your assigned ARO

8.3.1 (d)(ii) HARM REDUCTION

Standard
Refer clients to Toronto Public Health’s The Works program, The Works Van service, or an organization listed by Toronto Public Health or similar program that offers harm reduction supplies, training and related support services.

Contact
The Works
Phone: 416-392-0520

8.3.1 (f) HARM REDUCTION

Standard
Upon the request of a client for any of the following services, Providers will refer clients to Toronto Public Health’s The Works or similar program for...

Contact
The Works
Phone: 416-392-0520

8.3.1 (g) HARM REDUCTION

Standard
Providers will refer clients who are seeking methadone/suboxone treatment to Toronto Public Health’s Methadone Works program or a similar program.

Contact
The Works
Phone: 416-392-0520

9.1 (e)(ii) HEALTH STANDARDS

Standard
Providers will monitor for unusual patterns of illness. When a higher than normal number of people with similar types of illness is identified over a short period of time (few days), program staff will contact Toronto Public Health.

Contact
Toronto Public Health
Phone: 416-338-7600
9.3 (b) FACILITIES MANAGEMENT

Standard
When planning significant renovations to their facility, or undertaking work that requires a building permit, 24-Hour Respite Site providers will notify SSHA, comply with all applicable building codes, fire codes, bylaws and review relevant design considerations found in.

Contact
Agency Review Officer
Contact your assigned ARO

9.3 (h) FACILITIES MANAGEMENT

Standard
Providers will maintain a minimum heated temperature of 21°C (i.e., the temperature should not drop below 21°C) and a maximum cooling temperature of 26°C (i.e., the temperature should not exceed 26°C) for indoor spaces. Any substantial failure to maintain these temperatures must be reported to SSHA’s Duty Officer immediately.

Contact
Duty Officer
Email: SSHADutyOffice@toronto.ca
Phone: 416-338-3998

9.4 (a)(iii) EMERGENCY PREPAREDNESS AND BUSINESS CONTINUITY

Standard
Providers will submit a copy of these plans to SSHA and resubmit a copy when the plans are updated or otherwise revised.

Contact
Agency Review Officer
Contact your assigned ARO

9.4 (a)(v) EMERGENCY PREPAREDNESS AND BUSINESS CONTINUITY

Standard
Notify SSHA’s Duty Officer of service disruptions and emergencies in a manner that complies with sections 10.3.2 (Incident Reporting) and 10.3.3 (Service Disruption Reporting).

Contact
Duty Officer
Email: SSHADutyOffice@toronto.ca
Phone: 416-338-3998

10.1.1 (d) PROGRAM ACCOUNTABILITY

Standard
Providers will not introduce any ancillary services that detract or otherwise interfere with the effective delivery of the support services as agreed on in their Operating Agreement. If in doubt whether such ancillary services would detract or otherwise interfere, Providers will discuss such plans in advance with SSHA.

Contact
Agency Review Officer
Contact your assigned ARO
## 10.2.2 (k) TRAINING

**Standard**
Training timelines indicated in the Training Topics Matrix may be extended with prior approval from SSHA.

**Contact**
Agency Review Officer
Contact your assigned ARO

## 10.3.2 (a) INCIDENT REPORTING

**Standard**
All serious occurrences and emergencies will be immediately reported to SSHA’s Duty Office by phone.

**Contact**
Duty Officer
Email: SSHADutyOffice@toronto.ca
Phone: 416-338-3998

## 10.3.2 (a)(i) INCIDENT REPORTING

**Standard**
The death of a client is a type of serious occurrence and will be reported immediately to SSHA’s Duty Officer, in a manner prescribed by SSHA.

**Contact**
Duty Officer
Email: SSHADutyOffice@toronto.ca
Phone: 416-338-3998

## 10.3.2 (c)(i) INCIDENT REPORTING

**Standard**
Completed incident report forms must be entered in SMIS once SMIS becomes available, or submitted to SSHA if the use of SMIS is not required by SSHA.

**Contact**
Agency Review Officer
Contact your assigned ARO

## 10.3.2 (d) INCIDENT REPORTING

**Standard**
Providers will monitor for unusual patterns of illness. When a higher than normal number of people with similar types of illness is identified over a short period of time (few days), program staff will contact Toronto Public Health.

**Contact**
Toronto Public Health
Phone: 416-338-7600
### 10.3.3 (a) SERVICE DISRUPTION REPORTING

**Standard**
Providers will immediately notify SSHA’s Duty Officer of any and all planned or unplanned service disruptions and the anticipated or actual impacts on program access and support services delivery.

**Contact**
- Duty Officer
- Email: SSHADutyOffice@toronto.ca
- Phone: 416-338-3998

### 10.3.3 (b) SERVICE DISRUPTION REPORTING

**Standard**
Providers will submit a completed Service Disruption Notification form to SSHA’s Duty Officer within 24 hours of notifying SSHA.

**Contact**
- Duty Officer
- Email: SSHADutyOffice@toronto.ca
- Phone: 416-338-3998

### 10.3.3 (e) SERVICE DISRUPTION REPORTING

**Standard**
Providers will immediately inform SSHA’s Duty Officer when the service disruption has ended and services have returned to normal functioning.

**Contact**
- Duty Officer
- Email: SSHADutyOffice@toronto.ca
- Phone: 416-338-3998

### 10.4.1 (b)(ii) CLIENT INFORMATION AND FILES

**Standard**
Providers will have a media policy and notify clients and SSHA’s Duty Officer of any media presence on site and/or any media requests for interviews or information as soon as known, and prior to any scheduled media presence. Programs will not permit filming or photography without a client’s signed consent (release).

**Contact**
- Duty Officer
- Email: SSHADutyOffice@toronto.ca
- Phone: 416-338-3998

### 10.4.3 (e) STORAGE OF CLIENT INFORMATION

**Standard**
Providers will report any actual or suspected breach of confidentiality with respect to client information to SSHA’s Duty Officer as soon as possible, but no later than 24 hours after becoming aware of the actual or suspected breach.

**Contact**
- Duty Officer
- Email: SSHADutyOffice@toronto.ca
- Phone: 416-338-3998