



# QUICK REFERENCE

## REPORTING CONTACT LIST

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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](mailto: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](mailto:ombudsman@toronto.ca)  
Phone: 416-392-7062  
Fax: 416-696-7067  
TTY: 416-392-7100



# QUICK REFERENCE

## 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

#### Children's Aid Society of Toronto

Phone: 416-924-4640

#### Native Child and Family Services of Toronto

Phone: 416-969-8510

#### Catholic Children's Aid Society of Toronto

Phone: 416-395-1500

#### Jewish Family and Child

Phone: 416-638-7800

## 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

SHARC

Phone: 416-392-0090

## 6.3 (e)(i) ADMISSION

### Standard

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

### Contact

Agency Review Officer

Contact your assigned ARO

## 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

SSHA Complaints

Email: [hss@toronto.ca](mailto:hss@toronto.ca)

Phone: 416-392-4126

Fax: 416-696-3718

## 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

Agency Review Officer

Contact your assigned ARO



# QUICK REFERENCE

## 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



# QUICK REFERENCE

## 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



# QUICK REFERENCE

## 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



# QUICK REFERENCE

## 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