



QUICK REFERENCE

TRAINING TOPICS MATRIX

The following matrix is for quick reference only and must be read in conjunction with the requirements of sections: 7.2.3 (b), 7.2.3 (b)(i), 8.3.1 (b), 8.4.2 (c), 8.4.3 (b), 9.1 (a)(ii), 9.1 (b), 9.1 (g), 9.2 (g), 9.4 (a)(iv), 9.4 (b)(iv), 9.4 (c)(ix), 9.4 (e)(vi) and 10.2.2 Training.

Training topics listed in the following matrix do not necessarily represent individual courses. A given course may cover one or more of the topics listed in the Training Topic Matrix.

	Mandatory Training Timeframe *	Client Support Staff	Dietary Staff	Cleaning / Maintenance Staff	Supervisory / Management Staff	Board Members
M = MANDATORY TRAINING						
R = RECOMMENDED TRAINING						
* = from start date of employment / board member election at AGM						
PROFESSIONALISM AND CUSTOMER SERVICE						
BOARD GOVERNANCE	3 months					M
ETHICAL BOUNDARIES/CONFLICT OF INTEREST	3 months					M
FIDUCIARY RESPONSIBILITIES	3 months					M
LEGAL RESPONSIBILITIES	3 months					M
WORKPLACE ORIENTATION	5 days	M	M	M	M	
24-HOUR RESPITE SITE STANDARDS	3 months	M	M	M	M	M
CUSTOMER SERVICE	3 months	M	M	M	M	
SELF-CARE/COMPASSION FATIGUE		R			R	
HEALTH AND SAFETY						
BED BUG CONTROL	3 months	M	R	M	R	
CRISIS PREVENTION/ VERBAL DE-ESCALATION	3 months	M	M	M	M	
EMERGENCY PLAN/EVACUATION PLAN	3 months	M	M	M	M	
FOOD HANDLER'S CERTIFICATION	3 months	M	M	M	M	
FOOD PREMISES REGULATIONS	3 months		M		M	
HEALTH AND SAFETY	3 months	M	M	M	M	R
COMMUNICABLE DISEASE, INFECTION PREVENTION AND CONTROL, ROUTINE PRACTICE	6 months	M	M	M	M	
STANDARD FIRST AID AND CPR CERTIFICATION	6 months	M	M	M	M	
USE OF PERSONAL PROTECTIVE EQUIPMENT	6 months	M	M	M	M	
WHMIS 2015	6 months	M	M	M	M	

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	Mandatory Training Timeframe *	Client Support Staff	Dietary Staff	Cleaning / Maintenance Staff	Supervisory / Management Staff	Board Members
CONFLICT RESOLUTION	12 months	M	M	M	M	
EQUITY, DIVERSITY AND HUMAN RIGHTS						
ACCESSIBILITY FOR ONTARIANS WITH DISABILITY (AODA)	6 months	M	M	M	M	M
ANTI-RACISM/ANTI-OPPRESSION	6 months	M	M	M	M	R
INDIGENOUS CULTURAL COMPETENCY	6 months	M	M	M	M	R
LGBTQ2S CULTURAL COMPETENCY OR LGBTQ2S YOUTH INCLUSION OR TRANS AWARENESS	6 months	M	M	M	M	R
WORKING WITH CLIENTS						
NALOXONE ADMINISTRATION	5 days	M	M	M	M	
DOCUMENTATION	3 months	M	R	R	M	
HARM REDUCTION (SUBSTANCE USE AND PREVENTING OVERDOSE)	3 months	M	R	R	M	M
SHELTER MANAGEMENT INFORMATION SYSTEM (WHEN REQUIRED BY SSHA)	3 months	M			M	
TRAUMA-INFORMED CARE	3 months	M	M	M	M	
WORKING WITH PEOPLE WITH DISABILITIES	3 months	M	M	M	M	
MENTAL HEALTH	12 months	M	M	M	M	R
DROP-IN BEST PRACTICES		R			R	
UNDERSTANDING AND MANAGING AGGRESSIVE BEHAVIOUR		R	R	R	R	
WORKING WITH OLDER/AGING CLIENTS		R			R	
WORKING WITH VICTIMS OF DOMESTIC VIOLENCE		R			R	