This SMIS enhancement (August 2021) release version 3.6 addresses the highest priority change requests in SMIS.

There are a total of 6 enhancement areas in this release, of which most will be apparent to all end users. All changes are detailed in the following pages.

Please note that this document will also be available online at
Shelter Management Information System (SMIS) – City of Toronto

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Enhancements:

1. Enhance the SMIS Incident Module

1. As part of a series of changes to the SMIS Incident Module in order to improve Workplace Violence tracking per the Ontario Health and Safety Act (OHSA), the following enhancements were made:
    a) Improve the visuals of the module.
    b) Improve accessibility (e.g., screen reader support, font/colour, headers)
    c) Add new help text as follows, in the [Nature of Incident] Section to better inform users of the intent of the field:
        ▪ "This section allows you to clarify the nature of the incident that occurred. Please select all of the options that apply. Some of the options will require you to answer a follow-up question to clarify whether the nature of the incident meets one of the definitions of workplace violence and therefore is considered a workplace violence incident."
    d) Add "(or attempt)" to the following 2 existing [Nature of Incident] checkbox options to more closely align with OHSA definitions:
        ▪ Physical Assault Against Resident **(or attempt)**
        ▪ Physical Assault Against Staff **(or attempt)**
    e) Add the following 3 new [Nature of Incident] checkbox options to more closely align with OHSA definitions:
        ▪ Wielding weapon or dangerous object
        ▪ Possession of firearm within the site
        ▪ Other behaviours that compromised health/safety of other(s)
    f) Add new "Workplace Violence" sub-fields (Yes/No toggle) to the [Nature of Incident] field, based on OHSA definitions. These fields will ONLY display if the user selects the associated [Nature of Incident] checkbox option.

See example of an in-flight Incident screen below:

Program Management - BediBedi

Close | Save | (i) Help

Incident Information

| Incident Recorded Date/Time | | Incident Recorded By | Linda JJJJJ |

Date of Incident (required)   2021/08/08

Time of Incident   03 : 00   ○ AM ● PM

Clients Involved

Ham, George
Lynn, Harry

[Add Client] [Remove Client]

Staff Involved (required)

A, Mei
B, Leisa
B, Eddy

[Add Staff] [Remove Staff]

Witnesses (49/1000 characters)

John Smith (Neighbor at 123 Queen st. W. appt 4c)

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Incident Details

Others Involved	☐ Fire Dept
	☑ Others
	☑ Paramedics
	☐ Police
Client Issues	☑ Behavioural
	☐ Dual Diagnosis
	☐ Mental Health
	☑ Substance Abuse
	☐ Unknown
Disposition	☐ Deceased
	☑ Health or Correctional Facility
	☐ Known Location
	☐ Permanent Housing
	☐ Program Referral
	☐ Shelter Referral
	☐ Temporary Housing
	☐ Unknown Location

Nature of Incident

ⓘ **This section allows you to clarify the nature of the incident that occurred. Please select all of the options that apply.**

Some of the options will require you to answer a follow-up question to clarify whether the nature of the incident meets one of the definitions of workplace violence and therefore is considered a workplace violence incident.

☐ Accident or Illness
☑ Criminal Acts
☐ Death
☑ Disruptive Behaviour
☐ Fire
☐ Form 1 Issued *(hospital stay required)
☐ Harassment
☐ Medical Occurrence (not overdose-related)
☐ Mischief
☐ Neglect or Abandonment of a Child/Children
☐ Neglect or abandonment of a pet
☐ Other
☐ Other behaviours that compromised health/safety of other(s)
☑ Physical Assault Against Resident (or attempt)
  ⓘ **This Nature of Incident option should ONLY be selected if the nature of the incident meets the following definition of workplace violence: The exercise of physical force by a person against another person, in a workplace, that causes or could cause physical injury to another person); OR, An attempt to exercise physical force against another person that could cause physical injury to the person**
☐ Physical Assault Against Staff (or attempt)
☑ Possession of firearm within the site
  ❓ **Does the nature of this incident meet the following definition of workplace violence: A statement or behaviour that is reasonable for a worker to interpret as a threat to exercise physical force against the worker, in a workplace, that could cause physical injury to the worker**
    [**Yes**]
☐ Possible overdose
☑ Property damage
  ❓ **Does the nature of this incident meet the following definition of workplace violence:A statement or behaviour that is reasonable for a worker to interpret as a threat to exercise physical force against the worker, in a workplace, that could cause physical injury to the worker**
    [**Yes**]

[Top] [Save]

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☐ Self-Harm

☐ Theft

☐ Threats (death/harm)

☑ Throwing object

❓ **Does the nature of this incident meet the following definition of workplace violence: A statement or behaviour that is reasonable for a worker to interpret as a threat to exercise physical force against the worker, in a workplace, that could cause physical injury to the worker**

> No

☐ Verbal Abuse Against Resident

☑ Verbal Abuse Against Staff

❓ **Does the nature of this incident meet the following definition of workplace violence: A statement or behaviour that is reasonable for a worker to interpret as a threat to exercise physical force against the worker, in a workplace, that could cause physical injury to the worker**

> Yes

☐ Wielding weapon or dangerous object

Incident Location

Incident Details
(0/4000 characters)

Restriction Information
(0/1000 characters)

Charges Laid   `--  ▾`

Police Report Number

Badge Number

Investigation Recommendation
(0/4000 characters)

Investigation Conducted By

Investigation Date

Follow up Information
(0/1000 characters)

Follow up Completed By

Follow up Date

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Report Complete/Signed   ☐

Save

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2. Add New Dispositions and Reasons to the End-of-Service Module

This change allows service programs to record a broader range of Dispositions and Reasons that are applicable to their service, as identified by Streets-2-Homes program leads. Note that these new Dispositions and Reasons will **not** be added to the "Discharge" module for bedded programs. They will only be added to the "End-of-Service" module for service programs.

End-of-Service Disposition	End-of-Service Reason
Known Location	Decided to Leave
	Service Restriction (No Referral)
	Repeated Failure to Show
Program Referral	Another SMIS Program
	Non-SMIS Program

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3. Add "Updated By" Column to Referral List Page

In the referral list page, the current "Staff" column name will be changed to "Created By" and a new column with heading "Update By" will be added. These 2 columns will be populated with the staff name who created the referral and the staff who last updated the referral.

Program Name	Created On	Created By	Updated By	From Program	Notes	Status	Actions
Family Residence - MA Site (Internal Referral Only)	2020/09/22 08:47:18 AM	Hollands, Linda	Hollands, Linda	Central Intake	cbvvc	rejected	View
Birkdale Residence - Bedded Program	2020/09/22 08:46:57 AM	Hollands, Linda	Hollands, Linda	Central Intake	bvccbv	accepted	View
Birkdale Residence - Toronto Plaza Hotel Program	2020/09/22 08:46:45 AM	Hollands, Linda	Hollands, Linda	Central Intake	bvccbv	accepted	View
Birkdale Residence - Bedded Program	2018/01/11 02:17:12 PM	Hollands, Linda	Hollands, Linda	Family Residence - Main	fd	accepted	View
Family Residence - Main	2018/01/11 02:15:59 PM	Hollands, Linda	Hollands, Linda	Central Intake	ds	accepted	View

5 items found, displaying all items.

4. Add New Parameter Fields to the Program Profile

In the Program Management screen, add the following 9x NEW fields to the Program profile:

- Sector
- Program Area
- Program Model
- Overnight Service Type
- Public Name
- Allow Bed Request
- Allow Referral To
- Location is Confidential
- Disable the Auto-expiring of Bed Requests from Service Intake

See Program screen example below:

General Information	
Name:	AAAProgram
Facility:	AAABirkdale Residence
Description:	Just a new Program for Transgender
Phone:	647-123-4567
Health Information Custodian:	Yes
Type:	Bed
Status:	Active
Space Capacity:	101
Funding Capacity:	10
Male/Female:	Co-Ed
Minimum Age:	65
Maximum Age:	100
Sector:	Co-ed
Payment Method:	Cash
Sub Type	Non-City Funded Beds
Bed Sector Group	Adult
Bed Type	Transitional
Bed Frequency	Part Time
Program Area	
Program Model	
Program Capacity Type	Bed Based Capacity
Overnight Service Type	
Intake Form:	Streamlined Intake Form
Public Name:	AAA Program
Referral Message:	Referrals not accepted: Mon-Fri 7:30 am – 4:30 PM
Show Client Details:	Yes
Show Support Needs:	Yes
Show Housing Essentials:	Yes
Show Client Contacts:	Yes
Show Benefit Status:	Yes
Show Length of Homelessness:	Yes
Enable End of Service:	Yes
Allow Bed Request:	No
Allow Referral To:	Yes
Location Is Confidential:	No
Disable the Auto-expiring of Bed Requests from Service Intake:	No

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5. Add a NEW "Building" Field to the Facility

Add "Building" field to the Facility screen (profile).
This field links a facility to a pre-defined Building in SMIS.

Facility Management – Edit		
❌ Close | 💾 Save		ⓘ Help
ⓘ Saved Successfully!		
Facility ID:	11491	
Name: *	Christie Ossington Men's Hostel	
Description: *	Emergency Shelter	
Health Information Custodian:	☑	
Primary Contact Name:	Lynn Daly	
Primary Contact Email:	lynn@conc.ca	
Primary Contact Phone:	416 516 8642 ext 32	
Shelter: *	Christie Ossington Men's Hostel	🔍❌
Sector: *	Men ▾	
Building:	Christie-Ossington Neighbourhood Centre (Lansdowne Ave)	🔍❌
Active:	☑	

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6. Add a NEW "Public Name" Field to the Shelter Profile

Add a new "Public Name" field to the current Shelter profile.

Shelter Management - Christie Ossington Men's Hostel	
Back to Shelters	
General Information	
ID	22
Shelter Name	Christie Ossington Men's Hostel
Description	Emergency Shelter
Contact Name	Lynn Daly
Active	Yes
Organization	Christie Ossington Neighbourhood Centre
Type	Single Men's
Street 1	973 Lansdowne Avenue
Street 2	
City	Toronto
Province	ON
Postal Code	M6H 3Z5
Telephone	416 516 8642 ext 32
Fax	416 516 8632
Primary Access Manager	
Primary Access Manager Phone Number	
Alternate Access Manager	
Alternate Access Manager Phone Number	
Public Name	Christie Ossington Men's Hostel
Last Update User	11272 - JJJJJ, Linda
Last Update Date	2021/08/09