



REPORTING CONTACT LIST

The Toronto Shelter Standards (TSS) contain requirements directing Shelter providers to contact, notify, report to or receive approval from certain authorities or agencies.

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

7(e) COMPLIMENTS, COMPLAINTS AND APPEALS

Standard

Shelter providers will provide the contact information for SSHA to any client who (i) Has exhausted a shelter's complaints and appeals process, remains dissatisfied with the resolution and who wishes to escalate their complaint or appeal further (ii) Wishes to submit a compliment about a SSHA program, service or responsibility.

Contact

SSHA Complaints

Email: ssha.homeless@toronto.ca

Phone: 416-392-8741

Fax: 416-338-1144

7 (e) COMPLIMENTS, COMPLAINTS AND APPEALS

Standard

Shelter providers will provide the contact information for the Office of the Ombudsman to any individual who wishes to make a compliment or complaint about a City of Toronto or SSHA program, service or responsibility.

Contact

Ombudsman Toronto

Email: ombudsman@toronto.ca

Phone: 416-392-7062

Fax: 416-696-7067

TTY: 416-392-7100

8.1 INTAKE/ASSESSMENT (f) & 12.6.2 (b) COLLECTION OF CLIENT INFORMATION

Standard

Shelter providers will not use immigration status as a basis to deny clients access to shelter services. Immigration status information will not be requested or collected in order to determine service eligibility at intake/assessment or admission process, unless approved by SSHA.

Contact

Agency Review Officer

Contact your assigned ARO



REPORTING CONTACT LIST

8.2 (i) REFERRALS

Standard

When circumstances limit a shelter provider's ability to complete a referral, the referring shelter provider will (i) Assist an in-person client to contact Central Intake and provide the client with Central Intake's contact information (ii) Transfer phone requests to Central Intake and provide the client with Central Intake's contact information.

Contact

Central Intake

Phone: 416-338-4766 or 1-877-338-3398

8.5.2 (b) CURFEW

Standard

Specialized programs such as harm reduction programs may be exempt from all requirements of section 8.5.2 Curfew with prior approval from SSHA.

Contact

Agency Review Officer

Contact your assigned ARO

8.5.3 (b) OCCUPIED BED/ROOM

Standard

Specialized programs such as harm reduction programs may be exempt from all requirements of section 8.5.3 Occupied Bed/Room with prior approval from SSHA.

Contact

Agency Review Officer

Contact your assigned ARO

8.5.4 (c) LEAVE WITH PERMISSION

Standard

For requests that exceed four (4) consecutive days, shelter providers will submit a completed Leave with Permission form to seek approval from SSHA.

Contact

Agency Review Officer

Contact your assigned ARO



REPORTING CONTACT LIST

8.6.2 (j) SERVICE RESTRICTIONS

Standard

Shelter providers will advise clients wishing to appeal a service restriction of the shelter's internal processes for handling such appeals. If the client has exhausted the shelter's internal processes and is not satisfied with the outcome, shelter providers will direct the client to contact SSHA in order to make their complaint, as described under section 7 Compliments, Complaints and Appeals.

Contact

SSHA Complaints

Email: ssha.homeless@toronto.ca

Phone: 416-392-8741

Fax: 416-338-1144

8.6.2 (n) SERVICE RESTRICTIONS

Standard

Service restrictions lasting three (3) months or longer may only be issued with the approval of SSHA.

Contact

Agency Review Officer

Contact your assigned ARO

9.2 (c) (i) FOOD, DIET AND NUTRITION

Standard

Shelter providers that are not able to offer meals onsite as part of a meal program will (i) seek the approval of SSHA and provide clients with a food allowance to purchase food and ensure adequate facilities are available and accessible for clients to safely store and prepare their own meals.

Contact

Agency Review Officer

Contact your assigned ARO

9.3.1 (f) SLEEPING AREAS AND BEDS

Standard

Shelter providers will seek SSHA approval prior to arranging beds (or alternative sleeping arrangements) in a manner other than described under section 9.3.1 Sleeping Areas and Beds.

Contact

Agency Review Officer

Contact your assigned ARO



REPORTING CONTACT LIST

10.1 (s) CASE MANAGEMENT AND SERVICE PLANNING

Standard

Service plan components and the prescribed timelines set out under section 10.1 Case Management and Service Planning may be modified in consultation with SSHA.

Contact

Agency Review Officer

Contact your assigned ARO

10.2.1(g) HARM REDUCTION

Standard

Upon the request of a client, shelter providers will 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 for (i) Opioid agonist treatment (buprenorphine, methadone, etc.) (ii) Supervised consumption services (iii) Free testing for sexually transmitted and blood borne infections (iv) Free vaccinations (v) Naloxone distribution and training and, (vi) General nursing services (e.g., assessing injection-related abscesses, counselling, pregnancy testing and supportive decision-making, referrals to internal and external services).

Contact

The Works

Phone: 416-392-0520

10.2.2 (a)(iv) ABSTINENCE & 10.3.4 (h) INDIGENOUS CLIENTS

Standard

Shelter providers of Indigenous-led programs, in consultation with SSHA, may provide culturally-appropriate abstinence-based programs.

Contact

Agency Review Officer

Contact your assigned ARO



REPORTING CONTACT LIST

10.3.2 (d)(i) CHILDREN'S SERVICES AND PROGRAM

Standard

Family shelter providers will report any actual and suspected cases of child abuse or neglect as required under section 72 of the Child and Family Services Act, 1990.

Contact

Children's Aid Society of Toronto
Phone: 416-924-4640

Catholic Children's Aid Society of Toronto
Phone: 416-395-1500

Native Child and Family Services of Toronto
Phone: 416-969-8510

Jewish Family and Child
Phone: 416-638-7800

11.1 (g)(ii) INFECTION PREVENTION AND CONTROL STANDARDS

Standard

Shelter 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 (a few days), program staff will contact Toronto Public Health.

Contact

Toronto Public Health
Phone: 416-338-7600

11.2.1 (b) WEAPONS AND PROHIBITED ITEMS

Standard

Shelter providers should seek guidance from the Toronto Police Service when confiscating, securing and disposing of weapons or other prohibited items.

Contact

Toronto Police Service - Non-emergency line
Phone: 416-808-2222



REPORTING CONTACT LIST

11.3 (b) FACILITIES MANAGEMENT

Standard

When planning significant renovations to their facility, or undertaking work that requires a building permit, shelter providers will notify SSHA, comply with all applicable building codes, fire codes, bylaws and review relevant design considerations found in (i) SSHA Shelter Design and Technical Guidelines (ii) Environmental Control Best Practices: Guidelines to Reduce TB Transmission in Homeless Shelters and Drop-In Centres (iii) The facility's Building Condition Audit (BCA) and Capital Reserve Fund Forecast (CRFF) (iv) A professional energy audit and an accessibility audit of the facility (v) Section 9.3 Client Privacy and Personal Space.

Contact

Agency Review Officer
Contact your assigned ARO

12.2.1 (a) FINANCIAL ACCOUNTABILITY

Standard

On an annual basis, shelter providers will provide program and financial information to SSHA in a format specified by SSHA. Annual budget submissions will be submitted, in the specified format, by a date determined by SSHA. Operating Agreements will be duly signed by the Chair of the Board, designate, or a board member with signing authority.

Contact

Agency Review Officer
Contact your assigned ARO

12.2.1 (b) FINANCIAL ACCOUNTABILITY

Standard

A shelter's occupancy must not exceed its funded capacity as specified in its Operating Agreement unless approved by SSHA. Shelter providers will only be reimbursed up to the maximum value as specified in the Operating Agreement

Contact

Agency Review Officer
Contact your assigned ARO



REPORTING CONTACT LIST

12.2.1 (c) FINANCIAL ACCOUNTABILITY

Standard

To register an employee as a signing officer, a Delegation of Signing Authority form must be completed and submitted to SSHA.

Contact

Agency Review Officer
Contact your assigned ARO

12.2.2 (c) PROGRAM ACCOUNTABILITY

Standard

Shelter providers will not introduce any ancillary services that detract or otherwise interfere with the effective delivery of their support services. If in doubt whether such ancillary services would detract or otherwise interfere, shelter providers will discuss such plans in advance with SSHA.

Contact

Agency Review Officer
Contact your assigned ARO

12.2.4 (b) NEIGHBOURHOOD ISSUES

Standard

Shelter providers will provide the contact information for SSHA and the Office of the Ombudsman to any individual who wishes to make a compliment or complaint about a City of Toronto or SSHA program, service or responsibility.

Contact

Ombudsman Toronto
Email: ombudsman@toronto.ca
Phone: 416-392-7062
Fax: 416-696-7067
TTY: 416-392-7100

SSHA Complaints
Email: ssha.homeless@toronto.ca
Phone: 416-392-8741
Fax: 416-338-1144

12.4.2 (k) TRAINING AND PROFESSIONAL COMPETENCIES

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



REPORTING CONTACT LIST

12.5.2 (b) INCIDENT REPORTING

Standard

Serious occurrences will be immediately reported to SSHA.

Contact

Incidents reports are to be sent to: hostels@toronto.ca

The Duty Office is also to be notified.

Duty Officer

Email: sshadutyoffice@toronto.ca

Phone: 416-338-3998

12.5.2 (e) INCIDENT REPORTING

Standard

Where a reportable incident or serious occurrence takes place before 8:00 a.m. or after 5:00 p.m., shelter providers will report the incident or serious occurrence to SSHA.

Contact

Incidents reports are to be sent to: hostels@toronto.ca

The Duty Office is also to be notified.

Duty Officer

Email: sshadutyoffice@toronto.ca

Phone: 416-338-3998

12.5.2 (f) INCIDENT REPORTING

Standard

The death of a shelter resident is a type of incident and will be reported immediately to SSHA, in accordance with the reporting requirements found in the Reporting the Death of a Shelter Resident Guidebook.

For DOS staff – Contact

Duty Officer

Email: sshadutyoffice@toronto.ca

Phone: 416-338-3998

Email: hostels@toronto.ca

Email: sshadata@toronto.ca

Email: Director, Homelessness Initiatives and Prevention Services (HIPS)

Email: Manager, Operations and Support Services – HIPS Head Office

For POS staff – Contact

Agency Review Officer Contact your assigned ARO



REPORTING CONTACT LIST

12.5.3 (a) SERVICE DISRUPTION

Standard

Shelter providers will immediately notify SSHA of any and all planned or unplanned service disruptions to provide information about the service disruption and the anticipated or actual impacts on shelter access and support services delivery; (i) If the need to contact SSHA arises before 8:00 a.m. or after 5:00 p.m., the shelter provider will notify SSHA of the service disruption.

Regular office hours - Contact

Agency Review Officer
Contact your assigned ARO

After hours - Contact

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

12.5.3 (b) SERVICE DISRUPTION

Standard

Shelter providers will submit a completed Shelter Service Disruption Notification form, by fax or email to SSHA within twenty-four (24) hours of notifying SSHA.

Contact

Agency Review Officer
Contact your assigned ARO

12.5.3 (e) SERVICE DISRUPTION

Standard

Shelter providers will inform SSHA when the service disruption has ended and services have returned to normal functioning.

Contact

Agency Review Officer
Contact your assigned ARO



REPORTING CONTACT LIST

12.6.6 (b) PRIVACY BREACH AND UNAUTHORIZED USE OF PERSONAL INFORMATION

Standard

Shelter providers will report any actual or suspected breach of confidentiality with respect to client information to SSHA as soon as possible, but no later than twenty-four (24) hours after becoming aware of the actual or suspected breach.

Contact

Agency Review Officer

Contact your assigned ARO