

TORONTO SHELTER STANDARDS



TRAINING TOPICS AND PROFESSIONAL COMPETENCIES MATRIX

The following matrix is for quick reference only and must be read in conjunction with the requirements of sections: 9.2.3 (b), 10.2.1 (c) (iii) and (f), 10.3.2 (k), 10.3.4 (c), 10.3.5 (b), 11.1 (a)(i), 11.1 (j), 11.1 (m), 11.2 (h), 11.2(b), (d) and (h), 11.4 (a)(iv), 11.4 (b)(iv), 11.4 (c)(ix), 11.4 (e)(vii), 12.1 (d), 12.4 (a)(i) and 12.4.2 Training topics and Professional Competencies.

- M = mandatory training
- R = recommended training
- F = applies only to family shelters
- Y = applies only to youth shelters
- S = applies only to seniors shelters

	Mandatory Training Timeframe (from start date of employment / appointment)	Client Support Staff	Dietary Staff	Cleaning / Maintenance Staff	Supervisory / Management Staff	Board Members
Professionalism and Customer Service						
Board Governance	3 months	-	-	-	-	M
Fiduciary Responsibilities (Board members)	3 months	-	-	-	-	M
Legal Responsibilities (Board members)	3 months	-	-	-	-	M
Conflict of Interest, Ethics and Professional Boundaries	3 months	M	M	M	M	M
Customer Service	3 months	M	M	M	M	-
Managing in a Unionized Environment	-	-	-	-	R	-
Partnership Development	6 months	R	-	-	M	-
Program Development and Evaluation	-	R	R	-	R	-
Self-Care/Compassion Fatigue	-	R	-	-	R	-
Shelter/Workplace Orientation	5 days	M	M	M	M	-
Shelter Standards	3 months	M	M	M	M	M
Supervisory Skills	6 months	-	-	-	M	-



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Health and Safety						
Bed Bug Control	3 months	M	R	M	R	-
Child Safety and Injury Prevention	3 months	M ^F	-	M ^F	M ^F	-
Conflict Resolution	12 months	R	R	R	M	-
Crisis Prevention and Verbal De-escalation	6 months	M	M	M	M	-
Emergency Plan/Evacuation Plan	3 months	M	M	M	M	-
Standard First Aid and CPR Certification	6 months	Refer to requirements found in section 11 Health and Safety				-
Food Handler's Certification	3 months	-	M	-	-	-
Food Premises Regulations	3 months	-	M	-	-	-
Food Safety	3 months	R	M	-	M	-
Health and Safety	3 months	M	M	M	M	R
Infection Prevention and Control	3 months	M	M	M	M	-
Injury Prevention	6 months	M	M	M	M	-
Mental Health in the Workplace	-	R	R	R	R	R
Overdose Prevention and Response	3 months	M	R	M	M	-
Use of Personal Protective Equipment	3 months (cleaning staff) / 12 months	M	M	M	M	-
Psychological First Aid	-	R	R	R	R	-
WHMIS	12 months	M	M	M	M	-



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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	M
Confronting Anti-Black Racism	6 months	M	M	M	M	R
Indigenous Cultural Safety Training	6 months	M	M	M	M	R
2SLGBTQ+ Cultural Competency or 2SLGBTQ+ Youth Inclusion	6 months	M	M	M	M	R
Trans Awareness	6 months	M	M	M	M	R
Working with Clients						
Behaviour Management	6 months	M ^F	-	-	M ^F	-
Case Management/Service Planning	3 months	M	-	-	R	-
Counselling Skills or Motivational Interviewing	3 months	M	-	-	R	-
Criminal Justice System	-	R	-	-	R	-
Documentation	3 months	M	R	R	M	-
Duty to Report	3 months	M ^F	M ^F	M ^F	M ^F	-
Finances and Income Supports after Age 65	-	R ^S	-	-	-	-
Harm Reduction (Substance Use)	3 months	M	-	-	M	R
Mental Health	12 months	M	-	R	M	-



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Working with Clients continued						
Nutrition Standards (Nutrition through Life Cycle, Nutrition for Diverse Dietary Needs)	6 months	R	M	-	M	-
Pet First Aid	-	R	-	-	-	-
Shelter Management Information System (SMIS)	3 months	M	-	-	M	-
Suicide Intervention	-	R	-	-	R	-
Teenage Brain or Working with Youth	3 months	M ^Y	-	-	M ^Y	-
Trauma-informed Care	3 months	M	R	R	M	-
Working with Abused Women and Children	-	R ^F	-	-	R ^F	-
Working with Families in Shelters	3 months	M ^F	-	-	M ^F	-
Working with Older/Aging Clients	-	M ^S	-	-	M ^S	-
Working with People with Disabilities	3 months	M	M	M	M	-