

Shelter, Support and Housing Administration

DIRECTIVE

Directive No.: 2023-02

Date Issued: December 18, 2023

Authority

This Directive is issued under the authority of the General Manager of SSHA.

Subject

Amendments to the Toronto Shelter Standards

Directive or Required Action

Effective immediately, this Directive amends standards 7 (b) and 8.6.2 (h) in the Toronto Shelter Standards (TSS) (amendments are in bold text).

Section 7 Complaints, Compliments and Appeals

- (b) Shelter providers will respond professionally and appropriately to all complaints from all individuals, **and inform clients of the status of their complaint throughout the review process, no later than 2 weeks after the initial reporting of the complaint**

Section 8.6.2 Service restrictions

- (h) Shelter providers will, at a minimum, provide clients with the following information both verbally and in writing upon the issuance of a service restriction **or within 36 hours**
 - (i) The reason for the service restriction
 - (ii) The date that the service restriction will be reviewed with the client
 - (iii) The date the service restriction will be lifted
 - (iv) Information about the client's right to initiate an appeal of their service restriction

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Purpose of Directive

To ensure timely responsiveness from shelter providers to client complaints and service restriction appeals processes.

Resources

- [Toronto Shelter Standards](#)
- [SSHA's Homelessness Solutions Service Plan](#)

Contact Information

For more information about and support in implementation of this Directive, please contact your Agency Review Officer.