

# TORONTO SHELTER BULLETIN

**Bulletin No.:** 2024-02

**Date Issued:** April 5, 2024

**Bulletin Type:** **General Update**

**Subject:** Toronto Shelter and Support Services (TSSS) launch of Behavioural Risk Alert Safety System (BRASS) in SMIS 4.0 Release

**Bulletin:** This bulletin provides information on:

- TSSS' Commitment to Shelter Safety
- Launch of BRASS in SMIS
- Directive related to BRASS Implementation
- SMIS Information and Training Sessions Supporting BRASS Implementation

**Please ensure that this Bulletin is cascaded to all relevant staff as soon as possible, and a hard copy of this document posted in a conspicuous place for ongoing reference.**

## **TSSS' Commitment to Shelter Safety**

TSSS is committed to shelter safety and the prevention of workplace violence across the shelter system. We recognize the deep impact that situations of workplace violence have on everyone involved, including workers, clients and visitors.

In accordance with TSSS' Council-approved [Homelessness Solutions Service Plan](#) (HSSP), we are committed to regularly updating the Toronto Shelter Standards and 24-Hour Respite Site Standards to strengthen health and safety provisions. As mentioned in the HSSP's section titled Shelter System Safety, TSSS has taken a number of actions to increase safety of services users and across the shelter system. As part of this work, we are pleased to launch the Behavioural Risk Alert Safety System in SMIS.

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Experiences of workplace violence can result in physical injury, psychological trauma, and increased workplace stress and fear. The Behavioural Risk Alert Safety System will help track incidence of violence to support staff with proactive safety planning and inform ongoing enhancements to shelter system safety.

## **Launch of Behavioural Risk Alert Safety System (BRASS) in SMIS**

As the Service System Manager of the City's shelter system and Service Administrator of SMIS, TSSS is launching BRASS to enhance workplace safety for all shelter providers and meet the City's legislative requirement to provide information to its workers related to a risk of workplace violence under the [Occupational Health and Safety Act](#). TSSS is launching BRASS to allow for increased information sharing across programs using SMIS about clients with a history of violent behaviour.

Effective April 24, 2024, following the SMIS 4.0 Release, clients who are involved in incidents that resulted in [workplace violence](#) against workers will have a Behavioural Risk Alert appear on their SMIS record following the completion of an incident report in the SMIS Incident Report module. Incidents that resulted in workplace violence against workers will require review and approval by a supervisor that has SMIS supervisor role access per [SMIS Role Access Guide](#).

When admitting a client with a Behavioural Risk Alert, providers will be prompted to contact TSSS' System Oversight Duty Office to receive necessary information about the client's past violent behaviour to help protect workers from risks of physical injury. Shelter providers can then use this information to create a proactive safety and case plan for the client. **The presence of a Behavioural Risk Alert does not provide grounds for providers to deny access or services to clients.**

Providers are required to notify all clients about BRASS as part of intake orientation. Providers are required to post a visual aid about BRASS in conspicuous areas of the program. Prior to April 24, TSSS will notify providers of where to access the visual aid.

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## *Role of Providers*

As per the [Toronto Shelter Standards \(TSS\)](#) and [24-Hour Respite Standards](#), service providers will continue to document serious occurrences in SMIS using the SMIS Incident Report module.

Service providers in bedded programs are required to document serious occurrences in SMIS using the SMIS Incident Report module within twelve (12) hours after the incident.

24-hour respite providers are required to document serious occurrences in SMIS using the SMIS Incident Report module as soon as possible, but no later than twelve (12) hours after the incident

Supervisory staff with Supervisor SMIS Role access\* are required to review the incident report within 24 hours of the report being made. The purpose of the supervisor review is to:

- ensure workplace violence incident reports include a detailed description of events
- assess incident reports for signs of bias, subjectivity, and/or missing details
- approve or not approve incident reports, completing the report in SMIS and triggering the creation of a Behavioural Risk Alert

\*If you have questions about who at your site has SMIS Supervisor Role access, please contact [your SMIS Access Manager](#).

The City of Toronto is the Service Administrator for SMIS and Service System Manager for City-funded shelter and support services but does not retain responsibilities as an employer for third-party agencies.

Documenting incidents of workplace violence in SMIS do not replace an organization's existing workplace violence policies and procedures. Employers are required to meet legislated obligations to protect the health and safety of a worker in accordance with the [Occupational Health and Safety Act](#).

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## *Role of TSSS*

As the SMIS Service Administrator, TSSS will play a system-wide oversight role over the administration of BRASS. TSSS maintains all obligations to protect the confidentiality of all parties and provides oversight of BRASS in a manner according to the [Municipal Freedom of the Information and Protection of Privacy Act](#). Information will be collected, used and disclosed in accordance with the Act.

The purpose of TSSS' oversight role is to ensure that:

- all SMIS users receive training as it relates to the SMIS's Incident Report module and BRASS
- Behavioural Risk Alerts are routinely reviewed
- there is enhanced transparency about the responsible use of Behavioural Risk Alerts through data sharing and reporting to providers, where possible

## **Directive related to BRASS Roll-Out**

Providers can expect to receive a Directive prior to April 24 detailing minimum amendments made to the Toronto Shelter Standards and 24-Hour Respite Standards to support the roll out and implementation of BRASS.

## **SMIS Information and Training Sessions Supporting BRASS Implementation**

TSSS has made updates to the SMIS Incident Report module to support enhanced documentation of incidents that involve workplace violence and set the foundation for BRASS implementation. An information session for implementation is taking place on Monday, April 22 from 2 to 4 p.m.

TSSS encourages all SMIS users, SMIS Access Managers, operational managers, and executive directors to attend the upcoming training sessions to learn about the functionality of BRASS.

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Please see below for an overview of upcoming sessions:

	<b>Objectives</b>
<b>Section 1:</b> Introduction to BRASS	<ul style="list-style-type: none"><li>• What is BRASS</li><li>• Why BRASS is in Place</li><li>• Guiding Principles for Responsible Use of BRASS</li><li>• BRASS Procedures Overview</li><li>• Notifying Clients of BRASS</li></ul>
<b>Section 2:</b> Completing the Incident Report Module for Incidents of Workplace Violence	<ul style="list-style-type: none"><li>• SMIS's Incident Report Module for Incidents of Workplace Violence</li><li>• Definitions of Workplace Violence</li><li>• Responsibly Completing Incident Reports in SMIS</li><li>• Employer Responsibilities</li></ul>

Three session dates & links to attend can be found below:

**Date:** Monday, April 22, 2024

**Time:** 2:00-4:00 p.m.

**Join from the webinar link**

<https://toronto.webex.com/toronto/j.php?MTID=m4bb76b9bd674d2969ddf8c5c93a1ac4d>

**Join by the webinar number**

Webinar number (access code): 2630 766 6585

Webinar password: WvUU96BHC9p (98889624 from phones and video systems)

**Tap to join from a mobile device (attendees only)**

+1-416-915-6530,26307666585#98889624# Canada Toll

+1-613-714-9906,26307666585#98889624# Canada Toll (Ottawa)

Some mobile devices may ask attendees to enter a numeric password.

**Join by phone**

+1-416-915-6530 Canada Toll

+1-613-714-9906 Canada Toll (Ottawa)

Global call-in numbers

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## **Join from a video system or application**

Dial 26307666585@toronto.webex.com

You can also dial 173.243.2.68 and enter your webinar number.

**Date:** Thursday, May 30, 2024

**Time:** 10:00 a.m.-12:00 p.m.

## **Join from the webinar link**

<https://toronto.webex.com/toronto/j.php?MTID=m59cc01ea383e146059a6bde0fc2dbd20>

## **Join by the webinar number**

Webinar number (access code): 2634 771 2467

Webinar password: J97YdPQDpM8 (59793773 from phones and video systems)

## **Tap to join from a mobile device (attendees only)**

+1-416-915-6530,26347712467#59793773# Canada Toll

+1-613-714-9906,26347712467#59793773# Canada Toll (Ottawa)

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**Date Issued:** April 5, 2024

**Date:** Wednesday, June 5, 2024

**Time:** 2:00-4:00 p.m.

**Join from the webinar link**

<https://toronto.webex.com/toronto/j.php?MTID=ma4c46683217ef72ce1d6e82e7dc9e4d0>

**Join by the webinar number**

Webinar number (access code): 2632 167 5125

Webinar password: fpCq3ZmGC25 (37273964 from phones and video systems)

**Tap to join from a mobile device (attendees only)**

+1-416-915-6530,26321675125#37273964# Canada Toll

+1-613-714-9906,26321675125#37273964# Canada Toll (Ottawa)

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**Resources:** For more information on workplace violence, please refer to:  
<https://www.ontario.ca/page/preventing-workplace-violence-and-workplace-harassment>

**Contact Information:** For more information about this Bulletin, please contact your Agency Review Officer (ARO) or Manager.