

# TORONTO SHELTER and SUPPORT SERVICES

# DIRECTIVE

**Directive No.:** 2025-01

**Date Issued:** March 10, 2025

## Authority

This Directive is issued under the authority of the General Manager of Toronto Shelter and Support Services (TSSS).

## Subject

Amendments to Standards on Service Restrictions in the [Toronto Shelter Standards](#) and [24-Hour Respite Site Standards](#).

## Purpose of Directive

To support service providers with Toronto Shelter Standards and Toronto 24-Hour Respite Site Standards service restriction requirements.

## Directive or Required Action

Effective immediately, this Directive amends standards 8.6.2 (i), (n), and (o), and 12.5.2 (c) in the Toronto Shelter Standards (TSS), and standards 6.4.2 (g), (h), (l) and (m), and 10.3.2 (b) in the Toronto 24-Hour Respite Site Standards (amendments are in **bold** text).

### **Toronto Shelter Standards 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

### **\*new standard\***

(i) **Irrespective of whether the client was provided with the information in 8.6.2 (h) either upon the issuance of a service restriction or within 36 hours, providers will, in SMIS**

- (i) **Document if the client was informed, both/either verbally and in writing, of the information in 8.6.2 (h)**
- (ii) **Upload the written documentation intended for and/or provided to the client**

# TORONTO SHELTER and SUPPORT SERVICES

# DIRECTIVE

**Directive No.:** 2025-01

**Date Issued:** March 10, 2025

- (n) Shelter providers will limit the use of service restrictions lasting **90 days** or longer to only the most serious occurrences resulting from client's actions/behaviour.
- (o) Service restrictions lasting **90 days** or longer may only be issued with the approval of TSSS by
  - (i) **completing an incident report in the SMIS Incident Report module describing the serious occurrence**
  - (ii) **submitting the Request Form for Service Restrictions lasting 30 days or longer (at 24-Hour Respites) or 90 Days or longer (at shelters) for review**

## **Toronto Shelter Standards Section 12.5.2 Incident Reporting**

- (c) Shelter providers will 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.
  - (i) Incidents that resulted in workplace violence will be required to be reviewed and approved or rejected in SMIS by a supervisory staff with supervisor SMIS role access as soon as possible but no later than twenty-four (24) hours after the incident.
    - SMIS supervisor role access is defined per the SMIS Role Access Guide. If you have questions about who at your site has SMIS Supervisor Role access, please contact your SMIS Access Manager.

### **\*new standard\***

- (ii) **Incidents that resulted in an issuance of a service restriction 90 days or longer require the completion of an incident report in the SMIS Incident Report module as soon as possible but no later than twelve (12) hours after the service restriction has been issued.**

# DIRECTIVE

*Directive No.:* 2025-01

*Date Issued:* March 10, 2025

## **Toronto 24-Hour Respite Site Standards Section 6.4.2 Unplanned Discharges and Service Restrictions**

**(g) Providers will document the following information about a client's service restriction in SMIS in real-time**

- (i) The date, time, included site(s), and reason(s) for the service restriction
- (ii) The date and time the service restriction will be lifted
- (iii) The name of the program staff person who issued the service restriction
- (iv) **The date that the service restriction will be reviewed with the client**

**\*new standard\***

**(h) Providers will 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.

**\*new standard\***

**(i) Irrespective of whether the client was provided with the information in 6.4.2 (h) either upon the issuance of a service restriction or within 36 hours, providers will, in SMIS**

- (i) Document if the client was informed, both/either verbally and in writing, of the information in 6.4.2 (h)
- (ii) Upload the written documentation intended for and/or provided to the client

**(l) Providers will limit the use of significant service restrictions (i.e., lasting 30 days or longer) to only the most serious situations that have resulted from client's actions/behaviour.**

**(m) Service restrictions lasting 30 days or longer may only be issued with the approval of TSSS by**

# TORONTO SHELTER and SUPPORT SERVICES

# DIRECTIVE

**Directive No.:** 2025-01

**Date Issued:** March 10, 2025

- (i) **completing an incident report in the SMIS Incident Report module describing the serious occurrence**
- (ii) **submitting the Request Form for Service Restrictions lasting 30 days or longer (at 24-Hour Respites) or 90 Days or longer (at shelters) for review**

## **Toronto 24-Hour Respite Site Standards Section 10.3.2 Incident Reporting**

- (b) **Providers will document** incidents and serious occurrences in SMIS using the SMIS Incident Report module as soon as possible, but no later than six (6) hours after the serious occurrence or 24 hours after the incident (i.e., staff involved in the incident must record their reports prior to the end of their shift).

**\*new standard\***

- (i) **Incidents that resulted in an issuance of a service restriction 30 days or longer require the completion of an incident report in the SMIS Incident Report module as soon as possible but no later than six (6) hours after the service restriction has been issued.**

## **Resources**

Providers can access and download the **Request Form for Service Restrictions lasting 30 days or longer (at 24-Hour Respites) or 90 Days or longer (at shelters)** [here](#). Or, access the form on [Toronto Shelter Standards](#) under “Implementation Resources” and [24-Hour Respite Site Standards](#) under “Implementation Resources”.

Providers can reference Bulletin 2025-01 for guidance on providing written documentation to clients upon the issuance of a service restriction.

- [Toronto Shelter Standards](#)
- [24-Hour Respite Site Standards](#)
- [Homelessness Solutions Service Plan](#)

## **Contact Information**

For more information about this Directive, please contact your Agency Review Officer (ARO) or Manager.