

# TORONTO SHELTER BULLETIN

**Bulletin No.:** 2025-01

**Date Issued:** March 10, 2025

**Bulletin Type:** General Update

**Subject:** Resources to Support Toronto Shelter Standards and 24-Hour Respite Site Standards Service Restriction Requirements

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

- Resources to support Toronto Shelter Standards and the 24-Hour Respite Site Standards service restriction requirements (a separate Directive with amendments to the Toronto Shelter Standards and the 24-Hour Respite Site Standards has been issued)

**Please ensure that this Bulletin is shared with all relevant staff as soon as possible and that a hard copy of this document is posted in a highly visible area for ongoing reference.**

**Resources:** As the Shelter Service System Manager, Toronto Shelter and Support Services (TSSS) provides system-wide oversight in the administration and use of service restrictions. Service restrictions refer to temporary restrictions of an individual from an organization or program, such as shelters and 24-hour respite sites, and are meant to be issued as a method of last resort.

## **1. Service Restriction Notification Letter Template**

In follow-up to Directives [2023-02](#) and [2025-01](#), TSSS is providing a sample Service Restriction Notification Letter Template that service providers can use when issuing a service restriction to a client. This template is a sample. Providers are encouraged to develop their own and may use this template as a guide. It is recommended that providers develop a template that is in line with their service restriction, appeals, and complaints policies.

This sample letter template aligns with TSS 8.6.2 (h) and TRS 6.4.2 (h), which requires shelter and 24-hour respite providers to provide clients who

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have been service restricted with verbal and written information about their service restriction, either upon the issuance of a service restriction or within 36 hours. The sample letter template includes but is not limited to:

- the reason for the client's service restriction,
- contact information of the staff that handled their service restriction at the site,
- the date when the service restriction will be reviewed and lifted, and
- information about the client's right to initiate an appeal.

Following the issuance of a service restriction, per Directive [2025-01](#), the completed notification letter must be uploaded into the Shelter Management Information System (SMIS).

It is recognized that clients may receive a service restriction from a program in a manner where providing a letter at the time they leave the program is not possible (e.g. in an instance where police are involved). Service providers are expected to complete the letter and provide it to clients within 36 hours following the restriction. Regardless of whether the client was provided with a letter or not, service providers are expected to retain it in the client file by uploading to SMIS.

The sample Service Restriction Notification Letter Template can be accessed and downloaded [here](#) or at [Toronto Shelter Standards – City of Toronto](#) and [24-Hour Respite Site Standards – City of Toronto](#) under Implementation Resources.

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