

# TORONTO SHELTER BULLETIN

**Bulletin No.:** 2025-06

**Date Issued:** July 28, 2025

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

**Subject:** Release of a New Online Training Module for the Behavioural Risk Alert Safety System (BRASS)

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

- The release of a new mandatory online and self-paced training module for BRASS

**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.**

In May 2024, Toronto Shelter and Support Services (TSSS) launched the Behavioural Risk Alert Safety System (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 (OHSA).

The purpose of BRASS is to:

- Act as a system to communicate the potential risk of workplace violence to staff.
- Generate safety alerts, named in the Shelter Management Information System (SMIS) as a 'Behavioural Risk Alert(s)', that appear on a client's SMIS client summary page to indicate that the individual has been involved in an incident of workplace violence that resulted in, or could have resulted in, serious physical injury to staff and/or clients. Alerts are visible to SMIS users across both City of Toronto directly operated services and community-operated programs, regardless of which program recorded the incident of workplace violence.
- Share information about a client's past behaviour to inform safety planning for individuals with history of workplace violence.

Staff from bedded and respite programs who interact with clients and use SMIS are required to complete mandatory training on BRASS to understand its purpose and functionality. To facilitate this requirement, a new online and self-paced BRASS training module is now available.

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Supervisors are expected to ensure that staff complete this training module by collecting either an electronic or printed certificate of completion, which is issued upon successful completion of the module.

The BRASS training e-module will replace the [Implementation Information Session on BRASS](#) conducted on April 22, 2024 as the mandatory training requirement.

The BRASS training e-module is now available:

- **Community-operated programs:** Access via the [SMIS Training Modules](#) webpage.
- **City-operated programs:** Access via [ELI](#) ("Behavioural Risk Alert Safety System Training Module").

## **Resources:**

- [Directive 2024-01](#) (issued May 6, 2024)
- [Bulletin 2024-02](#) (issued April 5, 2024)
- [Notice of Collection for BRASS – Shelters](#)
- [Notice of Collection for BRASS – 24-Hour Respite](#)

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