

Routine Disclosure Plan

Division: Toronto Shelter and Support Services (TSSS)

July 2025

Introduction

Access to records held by the City of Toronto is regulated by the Municipal Freedom of Information and Protection of Privacy Act. The public has a right to see most City records, and to get copies of them (fees for photocopying may apply). There are some exceptions to public access.

Records are made available by:

- Routine disclosure: Divisions automatically make information available to the public when it is requested, and by publishing it online or in a printed form such as brochures and reports.
- Freedom of information request: When information is not available routinely, the public may submit a freedom of information request to the City Clerk's Office, Corporate Information Management Services.

Routine Disclosure Plan

This document describes the types of records available routinely from Toronto Shelter and Support Services. It identifies the type of information, a brief description, and how it is made available to the public (online, by request, or by visiting a City office).



| Type of Information | Description | How to Get the Information |
|---|---|---|
| Toronto's shelter system | The shelter system is composed of shelter, 24-hour respite sites, Warming Centres, and drop-in programs that are operated by the City and community agencies funded by the City. | <ul style="list-style-type: none"> • About Toronto's Shelter System |
| Services for people who are experiencing homeless | Locations and contact information for shelter services. Violence against women shelters are not listed. These are under provincial jurisdiction (information available from 211), and addresses are not public. | <ul style="list-style-type: none"> • Homeless Help |
| How to get a shelter bed | For anyone needing emergency shelter. | <ul style="list-style-type: none"> • If you need emergency shelter, call 311 or Central Intake at 416-338-4766 for assistance. For street outreach services, call 311. |
| Central Intake | Central Intake is a City-operated, 24/7 telephone-based service that offers referrals to emergency shelter and other overnight accommodation, as well as information about other homelessness services. | <ul style="list-style-type: none"> • Central Intake |

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| Daily shelter and overnight service usage | Data on the daily occupancy and capacity of Toronto's shelter system. | <ul style="list-style-type: none"> • Daily Shelter and Overnight Service Usage • Open Data |
| Shelter System Flow Data | Data about the number of people experiencing homelessness and who is entering and leaving the shelter system each month. | <ul style="list-style-type: none"> • Shelter System Flow Data |
| Deaths of shelter residents | Data on deaths of individuals residing in shelters or 24-hour respite sites. This data is a subset of data share by Toronto Public Health on its Deaths of People Experiencing Homelessness dashboard. | <ul style="list-style-type: none"> • Deaths of Shelter Residents |
| Access to client records | Available only to the client. | <ul style="list-style-type: none"> • Freedom of Information Request |

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| How to get a message to someone who may be staying in a shelter | Friends, relatives approach Toronto Shelter and Support Services looking for missing relatives and wanting to get a message to someone they think might be staying in a shelter. | <ul style="list-style-type: none"> For privacy reasons, Toronto Shelter and Support Services will not confirm where an individual is staying. |
| Media requests for shelter client information, confirmation of shelter residency | Requests for access to shelters and client information. | <ul style="list-style-type: none"> Except in the case of confirmed law enforcement requests, there is no confirmation of shelter residency in order to protect client confidentiality. |
| General media requests | Requests for information on programs and services delivered by Toronto Shelter and Support Services. | <ul style="list-style-type: none"> Email media@toronto.ca |
| Incident reporting | Service providers must report to TSSS an incident that involves death, fire, serious assaults, serious accidental injuries, attempted suicide requiring acute medical attention or the possession or use of a weapon. | <ul style="list-style-type: none"> Freedom of Information Request |

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| Emergency shelter operators | Resources for Emergency Shelter Operators, including standards and directives. | <ul style="list-style-type: none"> • Emergency Shelter Operators |
| 24-Hour Respite Site operators | Resources for 24-Hour Respite Site Operators, including standards and directives. | <ul style="list-style-type: none"> • 24-Hour Respite Site Operators |
| Coordinated Access to Housing and Supports | Coordinated Access to Housing and Supports is a systems-level approach for addressing homelessness that provides a consistent way to assess, prioritize and connect people experiencing homelessness to City-funded housing and supports. | <ul style="list-style-type: none"> • Coordinated Access to Housing & Supports |
| Toronto Shelter Standards | Toronto Shelter Standards (TSS) provide City of Toronto-funded shelter providers and clients with a clear set of expectations, guidelines and minimum requirements for the delivery of shelter services in Toronto. | <ul style="list-style-type: none"> • Toronto Shelter Standards |

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| 24-Hour Respite Site Standards | The 24-Hour Respite Sites Standards provide City of Toronto-funded shelter providers and clients with a clear set of expectations, guidelines and minimum requirements for the delivery of respite services in Toronto. | <ul style="list-style-type: none"> • 24-Hour Respite Site Standards |
| Warming Centres | <p>The City activates Warming Centres when temperatures reach minus five degrees Celsius and/or when Environment and Climate Change Canada issues a winter weather event warning.</p> <p>Additional surge Warming Centres are activated at minus 15 degrees Celsius.</p> | <ul style="list-style-type: none"> • Warming Centres |
| Streets to Homes street outreach and support programs | Streets to Homes (S2H) and partners provide street outreach and housing-related follow-up supports to assist people who are experiencing homelessness and sleeping outdoors in finding and keeping housing. This includes outreach to individuals living in encampments. | <ul style="list-style-type: none"> • Street to Homes Street Outreach and Support Programs |

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| Encampment outreach and response | <p>The City uses a multi-divisional approach to respond to the complex needs of those living outdoors. Outreach staff work to facilitate access to indoor spaces, housing and wrap-around supports while clean-up crews remove waste and debris and ensure parks and other shared-use spaces are accessible to all. This work is guided by the City's Interdivisional Protocol for Encampments in Toronto (IDP).</p> | <ul style="list-style-type: none"> • Encampment Outreach and Response • Interdivisional Protocol for Encampments in Toronto (IDP) |
| Housing and homelessness research and reports | <p>Major staff reports and current research on homelessness trends and service use.</p> | <ul style="list-style-type: none"> • Housing and Homeless Research and Reports |
| City of Toronto information management policies and legislation | <p>Resources used to support the City's information management program.</p> | <ul style="list-style-type: none"> • Information Management Policies and Procedures • Law Enforcement Request for Personal Information Procedures • Law Enforcement Request for Personal Information - Form |

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| Law Enforcement requests to access client records | <p>Section 32 (g) of MFIPPA permits the disclosure of personal information by the City to a law enforcement agency in Canada for the purpose of aiding an investigation undertaken with a view to a law enforcement proceeding.</p> <p>In line with Law Enforcement Request for Personal Information Procedures, requests for client records should be made directly to TSSS.</p> | <ul style="list-style-type: none"> • Law Enforcement Request for Personal Information Procedures • All disclosures of City records containing personal information require a completed Law Enforcement Request for Personal Information - Form. • Completed Forms can be submitted in person at a shelter, emailed to hostels@toronto.ca during regular business hours (Monday-Friday from 8:00 AM-4:30 PM), or emailed to centralintake@toronto.ca after-hours and on weekends/holidays. |