

TORONTO SHELTER BULLETIN

Bulletin No.: 2025-08

Date Issued: December 4, 2025

Bulletin Type:	General Update
Subject:	Updates to the 24-Hour Respite Site Standards (TRS) <i>Please post this bulletin in a conspicuous area accessible to shelter staff.</i>
Bulletin:	<p>Toronto Shelter and Support Services (TSSS) has released an updated version of the 24-Hour Respite Site Standards (TRS) that is now available for use by service providers. This current version of the TRS incorporates updated standards from the 2022 Toronto Shelter Standards (TSS) administrative update, previously communicated and implemented updates to the sector, including City-issued Toronto Shelter Directives, health and safety practices, and updates to the Shelter Management Information System (SMIS), as well as changes that have taken place to overall shelter systems and processes since the TRS' initial release in 2018.</p> <p>The TRS is now a more up-to-date document that reflects the changes that have taken place within the sector throughout recent years and that are already in place across respites and being carried out by respite staff. Updated Implementation Resources (i.e., Quick Reference documents and posters) have also been updated and are available online, along with a Q&A document.</p> <p>Key Updates</p> <p>Updates to the TRS focused on incorporating standards that support equity and reflect best-practices within the sector, as well as changes within the system that have taken place since the document was last approved by the General Manager of Toronto Shelter and Support Services in 2018.</p> <p>New standards include:</p> <ul style="list-style-type: none">• Addition of a “Policy Context” section outlining the policy frameworks, plans and approaches that guide the City’s response to supporting individuals who are experiencing homelessness, as well as the addition of an “Applicable Legislation” section noting the requirements for providers to comply with all relevant legislations/regulations.• A revised “Defined Terms” section with new/revised definitions that align with sector programs and practices (section 3)

TORONTO SHELTER BULLETIN

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- Specific supports and services for equity-deserving groups, including:
 - a dedicated section for Black clients (section 10.4.4), incorporating [*Directive 2023-03: Confronting Anti-Black Racism standards added to Toronto Shelter Standards*](#)
 - updated and revised standards to better support 2SLGBTQ+ clients, incorporating *Directive 2025-02: Update to Toronto Shelter Standards to better support 2SLGBTQ+ clients* (to be released in December 2025)
 - new standards supporting Indigenous clients (section 10.4.2) noting that providers must have a policy affirming their commitment to and support of reconciliation efforts, new standards supporting Indigenous clients access to sacred medicines and accommodating their requests for an appropriate and dignified space to smudge
- New service expectations regarding engaging all clients in some level of service planning and documenting service planning (section 10.2) and for clients with pets (section 8.1)
- Addition of Board Requirements standards (section 12.1)
- An updated Training Topics and Professional Competencies Matrix, indicating revised training requirements, where appropriate, to reflect changes in standards related to harm reduction, health and safety, and equity (section 12 & Training Topics and Professional Competencies Matrix)

Main revisions include:

- Updates based on [TSSS Directives](#), policy documents and frameworks:
 - [Directive 2025-01 Amendments to Standards on Service Restrictions in the Toronto Shelter Standards and 24-Hour Respite Site Standards](#)
 - [Directive 2024-01 Amendments to the Toronto Shelter Standards and Toronto 24-hour Respite Standards to support implementation and rollout of the Behavioural Risk Alert Safety System, BRASS](#)
 - [Directive 2023-02 Updates to Toronto Shelter Standards related to Complaints and Service Restrictions](#)
 - [Directive 2021-01 Shelter Standards and 24-Hour Respite Sites on Harm Reduction](#)

TORONTO SHELTER BULLETIN

Bulletin No.: 2025-08

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- [Directive 2019-02 Update to 9.1.2 \(a\) and 9.1.2 \(c\) in Toronto Shelter Standards on Menstrual Products](#)
- [Directive 2019-01 Shelter Clients on Housing Access Waitlists](#)
- [HousingTO 2020-2030 Action Plan and the Toronto Housing Charter](#)
- [The Homeless Solutions Service Plan](#)
- [Coordinated Access to Housing and Supports \(Coordinated Access\)](#)
- Updates of intake, referral and admission requirements (sections 8.1, 8.2, 8.3), including references to inputting client information into SMIS:
 - [SMIS Release Notes and Bulletins](#)
 - SMIS Improving Housing Outcomes Training modules (available in [ELI](#) for DOS and on the [City's website](#) for POS)
- Updates to reflect current health and safety standards, including Infection Prevention and Control (IPAC), facilities management, custodial services and maintenance standards (section 11)
- Deletion of administrative reporting requirements that are no longer in use (e.g. reporting forms) and updates to reflect current administrative practices and processes (e.g. collecting Next of Kin information)

The full list and description of edits and updates are outlined in the *TRS 2024 Updates Table* document that has been shared with shelter providers (please contact your ARO or email TSSS.QA@toronto.ca to request this document if needed).

Next Steps

Providers are expected to use the updated version of the TRS when referencing the respite standards.

The online training of the TRS that is offered by TSSS will continue to be offered to sector staff and be updated to align with the current version of the document.

TSSS will continue to review and update the TRS as needed to ensure that respite standards reflect up-to-date sector practices and policies.

Background

The previous version of the 24-Hour Respite Site Standards was approved by the General Manager of TSSS and officially released on November 15, 2018.

TORONTO SHELTER BULLETIN

Bulletin No.: 2025-08

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To help develop the 2018 version of the TRS, the City engaged in a broad consultation process that included interviews with then-respite clients, focus groups, working groups and reviewing public comments and feedback to create permanent standards for respites.

The current version of the TRS will continue to be updated as needed to reflect any future changes to the sector and service delivery.

Please ensure that this Bulletin is cascaded to all relevant staff as soon as possible.

Resources: [24-Hour Respite Site Standards – City of Toronto](#)

Contact Information: For more information about this Bulletin, please contact your Agency Review Officer (ARO), Manager or email TSSS.QA@toronto.ca.