



QUICK REFERENCE

Reporting Contact List

The 24-Hour Respite Site Standards (TRS) contain requirements directing Providers to contact, notify, report to or receive approval from certain authorities or agencies.

This list identifies the specific points of contact for Providers in such instances.

Defined Terms

The following definitions reflect the meanings of terms as they are used in the implementation and operation of the TRS. For further clarification of these or related terms, please contact TSSS.

Contact

Agency Review Officer

Contact your assigned ARO

7 (h) COMPLIMENTS, COMPLAINTS AND APPEALS

Providers will provide the contact information for TSSS to clients who

- (i) Have exhausted a program's complaints process, remain dissatisfied with how their complaint was addressed and who wish to escalate their complaint for process review.
- (ii) Wish to submit a compliment or complaint about a TSSS program, service or responsibility.

Contact

TSSS Complaints

Email: Homeless.Support@toronto.ca

Phone: 416-392-8741

Fax: 416-338-1144



QUICK REFERENCE

7 (i) COMPLIMENTS, COMPLAINTS AND APPEALS

- (i) Providers will provide the contact information for Ombudsman Toronto to individuals who have already gone through the Provider and TSSS' complaints process and wish to pursue their complaint with Ombudsman Toronto, or as requested by the complainant.
- (ii) Providers will provide the contact information for Ombudsman Toronto to individuals who wish to submit a compliment about a TSSS funded respite program, service or responsibility.

Contact

Ombudsman Toronto
Email: ombuds@toronto.ca
Phone: 416-392-7062
Fax: 416-696-7067
TTY: 416-392-7100

8.1 INTAKE/ASSESSMENT (b)(i)

Providers will offer to refer unaccompanied clients between the ages of 16-18 years to a youth-serving shelter, or age-appropriate support program in a manner that complies with the requirements of section 8.2 Referrals.

- (i) Providers will report unaccompanied clients who appear to be under the age of 16 to a Children's Aid Society as required under Ontario's *Child, Youth and Family Services Act, 2017*, follow the instructions provided by the Children's Aid Society and document the interaction.

Contact

Children's Aid Society of Toronto
Phone: 416-924-4640

Catholic Children's Aid Society of Toronto
Phone: 416-395-1500

Native Child and Family Services of Toronto
Phone: 416-969-8510

Jewish Family and Child
Phone: 416-638-7800



QUICK REFERENCE

8.1 INTAKE/ASSESSMENT (h), 8.3 ADMISSION (k) & 12.6.2 (c) COLLECTION OF CLIENT INFORMATION

Providers will not use immigration status as a basis to deny clients access to 24-Hour Respite Site services. Immigration status information will not be used to determine service eligibility at intake/assessment or admission process, unless approved by TSSS.

Contact

Agency Review Officer
Contact your assigned ARO

8.2 (i) REFERRALS

When a Provider is unable to complete a referral, the provider will

- (i) Assist an in-person client to contact Central Intake and provide the client with Central Intake's contact information
- (ii) Transfer phone request to Central Intake or provide the client with Central Intake contact information.

Contact

Central Intake
Phone: 416-338-4766 or 1-877-338-3398

8.6.3 (e) SERVICE RESTRICTIONS

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

- (i) Completing the SMIS Incident Report module describing the serious occurrence
Submitting the *Request Form for Service Restrictions lasting 30 or longer (at 24-Hour Respite) or 90 days or longer (at shelters)* to TSSS for review

Contact

Agency Review Officer
Contact your assigned ARO



QUICK REFERENCE

8.6.3 (j) SERVICE RESTRICTIONS

Clients wishing to appeal a service restriction will be advised by program staff of the site's internal processes for handling such appeals.

- (i) If the client has exhausted the 24-Hour Respite Site's internal processes and is not satisfied with how their service restriction appeal was handled, program staff will direct the client to contact TSSS in order to request a process review.

Contact

TSSS Complaints

Email: Homeless.Support@toronto.ca

Phone: 416-392-8741

Fax: 416-338-1144

9.3.1 (b) (i) RESTING AREAS AND SPACES

When assigning resting spaces, the use of alternatives to cots or mats is permitted with TSSS approval.

Contact

Agency Review Officer

Contact your assigned ARO

9.3.1 (k) RESTING AREAS AND SPACES

Providers will seek TSSS approval prior to arranging resting spaces (or alternative sleeping arrangements) in a manner other than described under section 9.3.1 Resting Areas and Spaces

Contact

Agency Review Officer

Contact your assigned ARO



QUICK REFERENCE

9.3.2 (a) (vi) WASHROOMS

To assist clients with their hygiene needs, Providers will provide A minimum of one (1) shower for every 20 clients. Where sufficient number of showers are not available directly onsite, providers will arrange for alternative options (approved by TSSS) for clients to access the required number of showers.

Contact

Agency Review Officer

Contact your assigned ARO

10.3.1 (h) HARM REDUCTION

Upon the request of a client, Providers will refer clients to an organization that offers harm reduction supplies, training and related support services for

- (i) Opioid agonist treatment (buprenorphine, methadone, etc.)
- (ii) Supervised consumption services
- (iii) Free testing for sexually transmitted and blood borne infections
- (iv) Free vaccinations
- (v) Naloxone distribution and training
- (vi) General nursing services (e.g., assessing injection-related abscesses, counselling, pregnancy testing and supportive decision-making, referrals to internal and external services).

Contact

TSSS Harm Reduction Unit

339 George Street, O'Neil Building, Toronto, Ontario M5A 2N2

Email: tsss-harmreduction@toronto.ca

Phone: 416-392-7467



QUICK REFERENCE

10.3.1 (n) HARM REDUCTION

All sites, including new and relocating sites will undergo a mandatory Harm Reduction and Overdose Preparedness Assessment as directed by TSSS.

Contact

TSSS Harm Reduction Unit
339 George Street, O'Neil Building, Toronto, Ontario M5A 2N2
Email: tsss-harmreduction@toronto.ca
Phone: 416-392-7467

11.1 (g) (ii) INFECTION PREVENTION AND CONTROL STANDARDS

Providers will monitor for unusual patterns of illness. When a higher-than-normal number of people with similar types of illness is identified over a short period of time (few days), program staff will contact Toronto Public Health.

Contact

Toronto Public Health
Phone: 416-338-7600

11.2.1 (c) WEAPONS AND PROHIBITED ITEMS

Providers will seek guidance from the Toronto Police Service whenever confiscating, securing and disposing of weapons or other prohibited items or whenever they suspect there to be firearms or weapons, in or around the site.

Contact

Toronto Police Service - Non-emergency line
Phone: 416-808-2222



QUICK REFERENCE

11.3. (b) FACILITIES MANAGEMENT

When planning significant renovations to their facility, or undertaking work that requires a building permit, Providers will notify TSSS, comply with all applicable building codes, fire codes, bylaws, legislations and review relevant design considerations found in

- (i) Environmental Control Best Practices: Guidelines to Reduce TB Transmission in Homeless Shelters and Drop-In Centres
- (ii) The facility's Building Condition Audit (BCA) and Capital Reserve Fund Forecast (CRFF)
- (iii) A professional energy audit and an accessibility audit of the facility
- (iv) Sections 9.3 Privacy and Personal Space, 9.3.1 Resting Areas and Spaces and 9.3.2 Washrooms
- (v) Sections 11.2 (m), 11.3 (c) – (i).

Contact

Agency Review Officer
Contact your assigned ARO

11.3. (h) FACILITIES MANAGEMENT

Providers will maintain a minimum heated temperature of 21°C (i.e., the temperature should not drop below 21°C) and a maximum cooling temperature of 26°C (i.e., the temperature should not exceed 26°C) for indoor spaces. Any substantial failure to maintain these temperatures must be reported to TSSS immediately.

Regular office hours - Contact

Agency Review Officer
Contact your assigned ARO

After hours – Contact

Duty Officer
Email: TSSSdutyoffice@toronto.ca
Phone: 416-338-3998

11.4 (a) (v) Emergency Preparedness and Business Continuity

Providers will Notify TSSS of service disruptions and emergencies in a manner that complies with sections 12.5.2 Incident Reporting and 12.5.3 Service Disruption Reporting.



QUICK REFERENCE

Regular office hours - Contact

Agency Review Officer
Contact your assigned ARO

After hours – Contact

Duty Officer
Email: TSSSdutyoffice@toronto.ca
Phone: 416-338-3998

12.2.1 Financial Accountability (a) & (b))

12.2.2 (d) Program Accountability

Providers will not introduce any ancillary services that detract or otherwise interfere with the effective delivery of the support services as agreed on in their Operating Agreement. If in doubt whether such ancillary services would detract or otherwise interfere, Providers will discuss such plans in advance with TSSS.

Contact

Agency Review Officer
Contact your assigned ARO

12.2.4 (b) NEIGHBOURHOOD ENGAGEMENT AND COLLABORATION

Providers will provide the contact information for TSSS and the Office of the Ombudsman to any individual who wishes to make a complaint about a City of Toronto or TSSS program, service or responsibility.

Contact

Ombudsman Toronto
Email: ombuds@toronto.ca
Phone: 416-392-7062
Fax: 416-696-7067
TTY: 416-392-7100

TSSS Complaints

Email: Homeless.Support@toronto.ca
Phone: 416-392-8741
Fax: 416-338-1144



QUICK REFERENCE

10.2.2 (k) TRAINING AND PROFESSIONAL COMPETENCIES

Training timelines indicated in the Training Topics and Professional Competencies Matrix may be extended with prior approval from TSSS.

Contact

Agency Review Officer
Contact your assigned ARO

12.5.2 (a) INCIDENT REPORTING

All serious occurrences will be immediately reported to TSSS.

Contact

Incidents reports are to be sent to: hostels@toronto.ca
The Duty Office is also to be notified by phone.

Duty Officer
Phone: 416-338-3998

12.5.2 (d) INCIDENT REPORTING

The death of a client is a type of serious occurrence and will be reported immediately to TSSS, in accordance with the reporting requirements found in the Reporting the Death of a Shelter Resident Guidebook.

Regular office hours - Contact

Agency Review Officer
Contact your assigned ARO

After hours – Contact

Duty Officer
Email: TSSSdutyoffice@toronto.ca
Phone: 416-338-3998



QUICK REFERENCE

12.5.3 (a) SERVICE DISRUPTION REPORTING

Providers will immediately notify TSSS of any and all planned or unplanned service disruptions to provide information about the service disruption and the anticipated or actual impacts on program access and support services delivery.

Regular office hours - Contact

Agency Review Officer
Contact your assigned ARO

After hours – Contact

Duty Officer
Email: TSSSdutyoffice@toronto.ca
Phone: 416-338-3998

12.5.3 (b) SERVICE DISRUPTION REPORTING

Providers will submit a completed Service Disruption Notification form to TSSS within 24 hours of notifying TSSS.

Regular office hours - Contact

Agency Review Officer
Contact your assigned ARO

After hours – Contact

Duty Officer
Email: TSSSdutyoffice@toronto.ca
Phone: 416-338-3998

12.5.3 (e) SERVICE DISRUPTION REPORTING

Providers will immediately inform TSSS when the service disruption has ended, and services have returned to normal functioning.

Regular office hours - Contact

Agency Review Officer
Contact your assigned ARO



QUICK REFERENCE

After hours – Contact

Duty Officer

Email: TSSSdutyoffice@toronto.ca

Phone: 416-338-3998

12.6.1 (d) CLIENT INFORMATION AND FILES

Providers will have a media policy and notify clients and TSSS of any media presence on site and/or any media requests for interviews or information as soon as known, and prior to any scheduled media presence. Programs will not permit filming or photography without a client's signed consent (release).

Contact

Agency Review Officer

Contact your assigned ARO

12.6.6 (b) STORAGE OF CLIENT INFORMATION

Providers will report any actual or suspected breach of confidentiality with respect to client information to TSSS as soon as possible, but no later than 24 hours after becoming aware of the actual or suspected breach.

Contact

Agency Review Officer

Contact your assigned ARO