

# TORONTO SHELTER BULLETIN

**Bulletin No.:** 2026-01

**Date Issued:** January 22, 2026

<b>Bulletin Type:</b>	<b>General Update</b>
<b>Subject:</b>	<b>Reminder to follow Extreme Weather Standards</b>
<b>Bulletin:</b>	<p>Please post this bulletin in a conspicuous area accessible to all relevant shelter staff.</p> <p>Service providers are required to follow Extreme Weather standards when Environment and Climate Change Canada (ECCC) forecasts temperatures to reach -15 degrees Celsius and/or when they issue a winter weather event warning.</p> <p>For the most up-to-date information from ECCC, providers are encouraged to download the <a href="#">WeatherCan</a> mobile app, or visit the ECCC website for information on the <a href="#">local forecast</a> and <a href="#">weather</a>.</p> <p>A list of Extreme Weather standards are outlined in Section 8.7 of the <a href="#">Toronto Shelter Standards</a> and the <a href="#">24-Hour Respite Site Standards</a>.</p> <p>During <b>Extreme Cold temperatures</b>, it is imperative that shelter, respite and 24-hour Drop-in providers make every reasonable effort to not turn away individuals who are looking for shelter or a place to come inside from the cold. Programs should temporarily suspend all service restrictions except in circumstances where the individual poses an immediate threat or danger to others.</p> <p>It is essential that information in SMIS regarding vacant beds is as up-to-date and accurate as possible. The information in SMIS is critical in connecting people looking for referrals to a warm space.</p> <p>To assist in ensuring an effective system flow, this Bulletin highlights key sections of the Toronto Shelter Standards and the 24-Hour Respite Site Standards and system guidelines for staff to employ:</p> <ul style="list-style-type: none"><li>• Ensure that the service queues are clear of "stale" intakes by using the "closeout" drop down option if clients are no longer being served in your programs</li></ul>

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- Complete intakes in SMIS in real time for every client; this allows for better management of the system and the ability to ensure requests for shelter beds are prioritized appropriately
- Do not hold beds for clients referred to your shelter longer than 2 hours. Providers may grant extensions beyond the maximum queue/hold time under extenuating circumstances (e.g., lengthy travel time to site), as per Toronto Shelter Standards and the 24-Hour Respite Standards
- Make vacant beds available for use as soon as practical in order to facilitate new admissions
- Emergency shelter beds that are vacant as a result of an approved Leave with Permission should be treated as a temporary available bed and assigned to clients seeking shelter
- Notify TSSS Duty Office immediately of any and all planned service disruptions

In order to assist with managing capacity demands, please also ensure the following:

- Report serious occurrences immediately to TSSS Duty Office and document in SMIS within 12 hours
- Document incidents in SMIS using the SMIS incident reporting module as soon as possible but no later than 12 hours after the incident

**Resources:** [Funding Submissions, Directives & Bulletins – City of Toronto](#)

**Contact Information:** For more information about this Bulletin, please contact your ARO.