

Collection of Personal Information for the Shelter Management Information System

The Toronto Shelter and Support Services (**TSSS**) division is the City of Toronto's Service Manager for homelessness services in the City of Toronto. During the intake process at a TSSS program or service, TSSS collects your personal information into the Shelter Management Information System (**SMIS**). SMIS is a web-based information and bed management system that supports the oversight, management, operations, and delivery of shelter and support services described below. The use of SMIS is mandatory at all City-operated and City-funded shelters.

As the system administrator for SMIS, TSSS collects your personal information for the purposes of managing and administering Toronto's coordinated emergency shelter system.

The specific information which you need to provide for yourself and for other members of your family, where applicable, will be identified to you by staff operating the program or service you are accessing.

TSSS collects and shares your personal information for the following purposes:

- facilitating access to shelter- and housing-related services and supports, including emergency shelter, respite, drop-ins, warming centres, street outreach, and refugee claimant shelter services;
- delivering safe, welcoming, housing-focused, and person-centred services;
- coordinating referrals to shelter, housing, health, and community support services, including primary health care access, mental health and harm-reduction supports, housing case management, and stabilization services;
- ensuring services are appropriate to an individual's needs, goals, and preferences;
- supporting coordinated homelessness and housing service delivery, including preventing duplicate records in SMIS and enabling timely referrals;
- meeting federal and provincial reporting, accountability, and funding requirements;
- supporting system planning, service improvement, research, analytics, and policy development; and
- promoting the safety of individuals and service environments.

Depending on the program or service you are accessing, TSSS may share personal information about you collected into SMIS with City-funded shelter operators, housing providers, and support providers selected by the City. TSSS may also share your personal information in SMIS with the City's service providers, and other City divisions and agencies, boards, and corporations, who provide operational, administrative, and support services on TSSS' behalf or to refer you to services offered by other City divisions, agencies, boards, and corporations. TSSS may also share your information in accordance with your requests or as you otherwise consent. The City-funded shelter operators, housing and support providers, and other City divisions are required to use your information only for the purpose of providing you with these services.

NOTICE OF COLLECTION

Toronto Shelter and Support Services collects personal information for the Shelter Management Information System (SMIS) under the legal authority of the City of Toronto Act, 2006, sections 8(1), (5), (6), and 136; the Housing Services Act, 2011, sections 6, 12 and 13; Item [2020.EX18.6](#), City Council Decision 1, as confirmed by the City of Toronto By-law [1066-2020](#); Item [2021.EC25.5](#), City Council Decision 1 and 3, as confirmed by the City of Toronto By-law [961-2021](#); Item [2022.PH31.2](#), City Council Decision 6, as confirmed by the City of Toronto By-law [211-2022](#); Item [2025.PH25.4](#), City Council Decisions 9 and 10, as confirmed by the City of Toronto By-law [1399-2025](#); Item [2015.CD6.5](#), City Council Decision 1, as confirmed by the City of Toronto By-law [1053-2015](#); Item [2018.CD26.5](#), City Council Decisions 12 and 13, as confirmed by the City of Toronto By-law [340-2018](#); Item [2025.EC25.9](#), City Council Decisions 1-4, as confirmed by the City of Toronto By-Law [1572-2025](#). The information will be used to manage and administer the City of Toronto's homelessness services as Service Manager, including delivering and coordinating emergency shelter and housing-related services and supports; assessing needs and facilitating referrals; supporting system coordination, planning, and improvement; meeting reporting and accountability requirements; and promoting the safety of individuals and service environments, as described above. Questions about this collection can be directed to the Senior Privacy and Information Specialist, Program Support, Toronto Shelter and Support Services, Metro Hall, 55 John Street, 6th Floor, Toronto, Ontario, M5V 3C6 by telephone at 416-392-8741.

