



Behavioural Risk Alert Safety System (BRASS): Quick Tips & Reminders

The Behavioural Risk Alert Safety System (BRASS) in the Shelter Management Information System (SMIS) was launched in May 2024 to enhance workplace safety and fulfill legislative requirements under the Occupational Health and Safety Act (OHSA). BRASS helps communicate potential risks of workplace violence and supports informed safety planning across shelter and respite programs.

The following are helpful reminders about BRASS:

Client Admission and Orientation:

- When admitting a client with a Behavioural Risk Alert, providers are prompted in SMIS to contact TSSS' System Oversight Duty Office to receive necessary information about the client's past violent behaviour. Shelter providers may use this information to create a proactive safety and case plan to support the client. **The presence of a Behavioural Risk Alert does not provide grounds for providers to deny access or services to clients. You must proceed with admitting the client prior to contacting the TSSS Duty Office.**
- During orientation, providers must verbally review the **SMIS BRASS Notice of Collection** (for [shelters](#) and [24-hour respites](#)), notifying clients that:
 - Should they be part of an incident where their **behaviour results in physical injury or threatens physical injury to another person**, the incident will be recorded in SMIS and a Behavioural Risk Alert will appear on their SMIS record. This information can and may be shared with other programs using SMIS when the client accesses other services.

Documentation:

- Shelter providers must **document serious occurrences**, including workplace violence incidents, using the SMIS Incident Report module as soon as possible, but no later than **twelve (12) hours after an incident**.
- Incident Report documentation in SMIS must be complete, accurate and objective. Ensure that a detailed description of events is included.
- Incidents that resulted in workplace violence are required to be **reviewed and approved or rejected in SMIS** by a supervisory staff with SMIS supervisor role access (see [SMIS Role Access Guide](#)) as soon as possible but **no later than twenty four (24) hours after the incident**. Supervisors are accountable for ensuring the accuracy and completeness of the incident reports they approve.

Training:

- Staff from bedded and respite programs who interact with clients and use SMIS are **required to complete mandatory [training modules](#)** on BRASS to understand its purpose and functionality.
- Supervisors are expected to **ensure that staff complete the BRASS training module** by collecting either an electronic or printed certificate of completion, which is issued upon successful completion of the module.

Please ensure these reminders are shared with staff and contact your Agency Review Officer or Manager if you have any questions.

Resources:

- [Bulletin 2025-06](#) (issued July 28, 2025)
- [Directive 2024-01](#) (issued May 6, 2024)
- [Bulletin 2024-02](#) (issued April 5, 2024)
- [Notice of Collection for BRASS – Shelters](#)
- [Notice of Collection for BRASS – 24-Hour Respite](#)
- [BRASS Training Modules](#)