

TORONTO SHELTER BULLETIN

Bulletin No.: 2026-06
Date Issued: July 22, 2026

Bulletin Type:	General Update
Subject:	Updated SMIS Notice of Collection
Bulletin:	Please share this bulletin with all relevant staff and post it in a conspicuous area accessible to the staff for ongoing reference. Toronto Shelter and Support Services (TSSS) is updating the Shelter Information Management System (SMIS) Notice of Collection (NOC) Statement. Starting July 30, 2026, the link to the updated NOC Statement will be available through SMIS on the client intake page, and a printable version will be available via NOC webpage under 'Privacy' section of the SMIS webpage. Requirements for sharing the NOC with clients before entering client data into SMIS remain the same, as outlined in Toronto Shelter Standards and The 24-Hour Respite Site Standards - Sections 12.6.2. Moving forward, with each update to the NOC, Access Managers will be notified by TSSS, and the most current version (with version date) will automatically be displayed through the SMIS client intake page and SMIS webpage. Access Managers should ensure that the updated NOC is posted in conspicuous areas where information for clients is regularly displayed (e.g., intake/admission area, counsellor/case worker office). Why This Update Is Important The previous NOC, last updated in 2010, no longer reflects the scope of SMIS or the evolution of the Homelessness Service System. The updated notice now includes: • Expanded service areas such as Coordinated Access, housing support, and outreach services • Clearer legal authority for the collection and use of personal information • Enhanced transparency around data sharing with third-party service providers and other City divisions • Alignment with the Homelessness Solutions Service Plan and Council-approved mandates

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This update supports the City's commitment to privacy, transparency, and informed consent, and is a key component of the broader SMIS enhancements currently underway.

Staff Responsibilities

- There is no change to the existing Toronto Shelter Standards and the 24-Respite Site Standards requirements to inform clients of the SMIS NOC before any personal information is collected
- Staff must verbally review the SMIS NOC and ensure clients understand it before entering client data into SMIS
- Staff must ensure clients are aware of the purpose of the collection, the legal authority for collecting the information, and who to contact with any questions
- Staff can direct any client questions to the contact listed in the notice
- Staff should continue to follow their agency's privacy policies and the City of Toronto's Protection of Privacy guidelines

Access Managers Responsibilities

- When notified by TSSS, share SMIS NOC update notification internally with all frontline staff and management, who use SMIS
- Remove the outdated SMIS NOC postings
- Print the updated SMIS NOC from the NOC webpage under 'Privacy' section of the [SMIS webpage](#) using 'Download and Print the Notice of Collection' button and post it in conspicuous areas where information for clients is regularly displayed

These responsibilities are essential to maintaining compliance with the Municipal Freedom of Information and Protection of Privacy Act (MFIPPA) and ensuring ethical data practices.

Some frequently asked questions for staff are provided below.

Resources:

SMIS Notice of Collection
SMIS Privacy Guidelines
City of Toronto Protection of Privacy

Contact Information:

For questions about this update, please contact the TSSS SMIS Privacy Contact at homeless.support@toronto.ca or reach out to your Agency Review Officer.

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FAQs:

1. General Information

1.1 Where can staff find the updated SMIS NOC?

The staff can access the updated SMIS NOC through SMIS client intake page.

1.2 Do providers need to replace outdated SMIS NOC postings after each update?

Yes. Providers are required to replace any outdated versions of the SMIS NOC following each update. This responsibility rests with Access Managers, who will receive directions and notification from TSSS when updated postings are available.

1.3 What are providers' responsibilities for informing clients about the updates to SMIS NOC?

Staff completing intakes for clients new to the program will be prompted by SMIS to attest to the provision of SMIS NOC to clients. Staff must use the updated NOC and provide it to clients in full. See section 2 below for more details.

Staff working with clients who already have an active or recent intake in the program need to inform the clients of the SMIS NOC updates. See section 3 below for more details.

2. NOC for clients new to program

2.1 When should staff provide the SMIS NOC to clients?

When prompted by SMIS during client intake.

Exception: If a client is re-intaked into the same program within 90 days, SMIS will recognize the existing NOC and not prompt for recollection.

2.2 How should staff provide the SMIS NOC?

Staff must provide the NOC during intake—either reading it aloud or allowing the client to read it.

Staff should use translation/interpretation support for clients with language barriers.

Staff must complete the NOC attestation in SMIS.

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3. NOC for existing clients

2.3 What should staff do if a client declines to listen to or read the NOC?

If a client declines to listen to or read the NOC, staff must direct the client to the posted NOC or provide a printed copy for their review. The NOC is a legislated notification that informs clients about the collection, use, and disclosure of their personal information. It does not require the client's permission or agreement. Staff are responsible for ensuring that the client has been informed, regardless of whether the client chooses to actively engage with the notice. Once staff have provided the opportunity for the client to review the NOC, they may proceed with the intake.

3.1 Should all clients be made aware of updates to SMIS NOC?

Yes. To maintain compliance with MFIPPA, all clients should be aware of updates to the SMIS NOC so they can understand why their personal information is collected and how it is used. This is true even if a client has an active or recent intake.

3.2 How should providers inform existing clients of updates to the NOC?

Providers may use their discretion.

Possible methods:

- Resident meetings
- Case management sessions

Possible communication approaches:

- Reading or distributing the updated NOC
- Directing clients to the updated NOC posted at the site

Moving forward, with each update to the NOC, Access Managers will receive a summary of changes made to the NOC. Providers may use this summary to inform existing clients about the updates. A summary is not provided for the current update as significant changes have been made in all sections of the NOC.

3.3 Do providers need to re-attest/update the SMIS NOC attestation when they inform existing clients of the updates?

No. There is no requirement to re-attest/update the SMIS NOC attestation when informing existing clients of updates to the NOC.