

TSS REQUIREMENTS APPENDIX B: TRAINING MATRIX	TORONTO HOSTELS TRAINING CENTRE EQUIVALENT SESSIONS	TRAINING METHOD			TSS REQUIREMENT FOR				
		FACE-TO-FACE	IN-SERVICE	ELEARNING	CLIENT SUPPORT STAFF	DIETARY STAFF	CLEANING/ MAINTENANCE STAFF	SUPERVISOR/ MANAGEMENT STAFF	BOARD MEMBERS

PROFESSIONALISM & CUSTOMER SERVICE

Board Governance	Board Governance	x	x	—	—	—	—	—	M
Fiduciary Responsibilities (Board Members)	Included within Board Governance	—	—	—	—	—	—	—	M
Legal Responsibilities (Board Members)	Included within Board Governance	—	—	—	—	—	—	—	M
Conflict of Interest	Included within Ethical Boundaries	—	—	—	M	M	M	M	M
Customer Service	Customer Service	x	x	x	M	M	M	M	—
Ethics & Professional Boundaries	Ethical Boundaries	x	x	x	M	M	M	M	—
Managing in a Unionized Environment	Promoting Excellence in a Unionized Environment	x	x	—	—	—	—	R	—
Partnership Development	Partnership Development	x	x	—	R	—	—	M	—
Program Development & Evaluation	Effective Program Development & Evaluation for Community Based Agencies	x	x	—	R	R	—	R	—
Self-Care/ Compassion Fatigue	Effective Stress Management	x	x	—	R	—	—	R	—
	Occupational Stress Reactions	x	x	—					
Shelter/ Workplace Orientation	N/A	—	—	—	M	M	M	M	—
Shelter Standards	Shelter Standards	x	x	x	M	M	M	M	M
Supervisory Skills	Introduction to Supervision	x	x	—	—	—	—	M	—
	Advanced Supervision								
	From Front-Line to Management								
	Challenges for New Managers								

HEALTH & SAFETY

Bed Bug Control	Toronto Bed Bug Initiative	x	x	—	M	R	M	R	—
Child Safety & Injury Prevention	Presently available via Parachute (http://www.parachutecanada.org)	—	—	x	M _F	—	M _F	M _F	—
Communicable Diseases (Infection Control)	Communicable Diseases	x	—	x	M	M	M	M	—
Conflict Resolution	Introduction to Conflict Resolution & Negotiation Skills	x	x	—	R	R	R	M	—
	Advanced Conflict Resolution & Negotiation Skills								
	Effective Conflict Resolution for Supervisors								
Crisis Prevention and Verbal De-escalation	Crisis Response Management (CRM) Two-Day Training	x	x	—	M	M	M	M	—
	Defusing Hostility Two-Day Training	x	x	—					
	Non-Violent Crisis Intervention (CPI) Two-Day Training	x	—	—					
	Understanding & Managing Aggressive Behaviour (UMAB) Two-Day Training	x	x	—					

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HEALTH & SAFETY....cont'd

Emergency Plan/ Evacuation Plan	N/A				M	M	M	M	—
Standard First Aid and CPR Certification	Emergency First Aid and CPR	x	x	—	REFER TO REQUIREMENTS FOUND IN SECTION 11 HEALTH AND SAFETY				
	Standard First Aid and CPR Two-Day Training								
	Standard First Aid and CPR Re-certification								
Food Handler's Certification	Toronto Public Health				—	M	—	—	—
Food Premises Regulations	N/A				—	M	—	—	—
Food Safety	N/A				R	M	—	—	—
Health & Safety	N/A				M	M	M	M	R
Injury Prevention	N/A				M	M	M	M	—
Mental Health in the Workplace	Mental Health in the Workplace	x	x	—	R	R	R	R	R
Use of Personal Protective Equipment	Included in Communicable Diseases	x	—	x	M	M	M	M	—
Psychological First Aid	Component included within Mental Health in the Workplace	x	x	—	R	R	R	R	—
WHMIS	WHMIS 2015	x	x	—	M	M	M	M	—

EQUITY, DIVERSITY AND HUMAN RIGHTS

Accessibility for Ontarians with Disability (AODA)	N/A				M	M	M	M	M
Anti-Racism Anti-Oppression	Introduction Anti-Racism/Anti-Oppression	x	x	—	M	M	M	M	R
	Advanced Anti-Racism/Anti-Oppression								
LGBTQ2S Cultural Competency; or LGBTQ2S Youth Inclusion; or Trans Awareness	Inclusive Shelter Environments for LGBTQ2S People	x	x	—	M	M	M	M	R
	Inclusive Shelter Environments for LGBTQ2S Youth								
	Trans Inclusion Training								

WORKING WITH CLIENTS

Behaviour Management	Children & Adolescent Behaviour Management	x	x	—	M _F	—	—	M _F	—
Case Management/ Service Planning	Introduction Case Management	x	x	—	M	—	—	R	—
	Advanced Case Management								
Counselling Skills or Motivational Interviewing	Introduction Counselling Skills	x	x	—	M	—	—	—	—
	Advanced Counselling Skills								
	Introduction Motivational Interviewing								
	Advanced Motivational Interviewing								

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WORKING WITH CLIENTS....cont'd

Criminal Justice System	Foundations to Criminal Justice	x	x	—	R	—	—	R	—
Documentation	Introduction Documentation Skills	x	x	—	M	R	R	M	—
	Advanced Documentation Skills								
Duty to Report	Legal Responsibility & Best Practices When Reporting Suspected Child Abuse	x	x	—	M _F	M _F	M _F	M _F	—
Finances and Income Supports after Age 65	Ontario's Social Assistance Programs (component on topic included)	x	x	—	R	—	—	—	—
Harm Reduction (Substance Use and Overdose)	Harm Reduction	x	x	x	M	—	—	M	R
Mental Health	Mental Health Part I	x	x	—	M	—	R	M	—
	Mental Health Part II								
Nutrition Standards (Nutrition through Life Cycle, Nutrition for Diverse Dietary Needs)	Nutrition Standards	x	—	—	R	M	—	M	—
	Nutrition Standards – Menu Planning								
Pet First Aid	N/A				R	—	—	—	—
Shelter Management Information System (SMIS)	<i>smistraining@toronto.ca or 416-392-8741</i>				M	—	—	M	—
Suicide Intervention	Applied Suicide Intervention Skills Training (ASIST) Two-Day Training	x	x	—	R	—	—	R	—
Teenage Brain/ Working with Youth	Adolescent Brain	x	x	—	M _Y	—	—	M _Y	—
Trauma Informed Care	Trauma Informed Care Part I	x	x	—	M	R	R	M	—
	Trauma Informed Care Part II								
Working with Abused Women & Children	Working with Abused Women and Children	x	x	—	R _F	—	—	R _F	—
Working with Families in Shelters	Working with Families	x	x	—	M _F	—	—	M _F	—
Working with Older/ Aging Clients	Aging & Homelessness Part I	x	—	—	R	—	—	R	—
	Aging & Homelessness Part II	x	—	—					
Working with People who have Disabilities	N/A	—	—	—	M	M	M	M	—



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Appendix B: Training Matrix Key:
 M = mandatory training
 R = recommended training
 F = applies only to family shelters
 Y = applies only to youth shelters