

TORONTO SHELTER STANDARDS



APPENDIX B: Training Matrix

The following matrix is for quick reference only and must be read in conjunction with the requirements of sections: 9.2.3 (b), 11.1 (b), 11.1 (g), 11.1 (h), 11.2 (b), 11.2 (d), 11.2 (g), 11.4 (a)(iv), 11.4 (b)(iv), 11.4 (c)(ix), 11.4 (e)(vii), 12.1 (d) and 12.4.2 Training.

M = mandatory training R = recommended training F = applies only to family shelters Y = applies only to youth shelters	Mandatory Training Timeframe (from start date of employment / appointment)	Client Support Staff	Dietary Staff	Cleaning / Maintenance Staff	Supervisory / Management Staff	Board Members
Professionalism & Customer Service						
Board Governance	3 months	-	-	-	-	M
Fiduciary Responsibilities (Board members)	3 months	-	-	-	-	M
Legal Responsibilities (Board members)	3 months	-	-	-	-	M
Conflict of Interest	3 months	M	M	M	M	M
Customer Service	3 months	M	M	M	M	-
Ethics & Professional Boundaries	3 months	M	M	M	M	-
Managing in a Unionized Environment	-	-	-	-	R	-
Partnership Development	6 months	R	-	-	M	-
Program Development & Evaluation	-	R	R	-	R	-
Self Care/Compassion Fatigue	-	R	-	-	R	-
Shelter/Workplace Orientation	5 days	M	M	M	M	-
Shelter Standards	3 months	M	M	M	M	M
Supervisory Skills	6 months	-	-	-	M	-
Health & Safety						
Bed Bug Control	3 months	M	R	M	R	-
Child Safety & Injury Prevention	3 months	M^F	-	M^F	M^F	-
Communicable Disease (infection control)	3 months	M	M	M	M	-
Conflict Resolution	12 months	R	R	R	M	-
Crisis Prevention and Verbal De-escalation	6 months	M	M	M	M	-
Emergency Plan/Evacuation Plan	3 months	M	M	M	M	-
Standard First Aid and CPR Certification	6 months	Refer to requirements found in section 11 Health and Safety				-
Food Handler's Certification	3 months	-	M	-	-	-
Food Premises Regulations	3 months	-	M	-	-	-
Food Safety	3 months	R	M	-	-	-
Health & Safety	3 months	M	M	M	M	R

	Mandatory Training Timeframe (from start date of employment / appointment)	Client Support Staff	Dietary Staff	Cleaning / Maintenance Staff	Supervisory / Management Staff	Board Members
M = mandatory training						
R = recommended training						
F = applies only to family shelters						
Y = applies only to youth shelters						
Injury Prevention	6 months	M	M	M	M	-
Mental Health in the Workplace	-	R	R	R	R	R
Use of Personal Protective Equipment	3 months (cleaning staff) / 12 months	M	M	M	M	-
Psychological First Aid	-	R	R	R	R	-
WHMIS	12 months	M	M	M	M	-
Equity, Diversity and Human Rights						
Accessibility for Ontarians with Disability (AODA)	6 months	M	M	M	M	M
Anti-Racism Anti-Oppression	6 months	M	M	M	M	R
LGBTQ2S Cultural Competency or LGBTQ2S Youth Inclusion or Trans Awareness	6 months	M	M	M	M	R
Working with Clients						
Behaviour Management	6 months	M ^F	-	-	M ^F	-
Case Management/Service Planning	3 months	M	-	-	R	-
Counselling Skills or Motivational Interviewing	3 months	M	-	-	-	-
Criminal Justice System	-	R	-	-	R	-
Documentation	3 months	M	R	R	M	-
Duty to Report	3 months	M ^F	M ^F	M ^F	M ^F	-
Finances and Income Supports after Age 65	-	R	-	-	-	-
Harm Reduction (Substance Use and Overdose)	3 months	M	-	-	M	R
Mental Health	12 months	M	-	R	M	-
Nutrition Standards (Nutrition through Life Cycle, Nutrition for Diverse Dietary Needs)	6 months	R	M	-	M	-
Pet First Aid	-	R	-	-	-	-
Shelter Management Information System (SMIS)	3 months	M	-	-	M	-
Suicide Intervention	-	R	-	-	R	-
Teenage Brain/Working with Youth	3 months	M ^Y	-	-	M ^Y	-
Trauma-informed Care	3 months	M	R	R	M	-
Working with Abused Women & Children	-	R ^F	-	-	R ^F	-
Working with Families in Shelters	3 months	M ^F	-	-	M ^F	-
Working with Older/Aging Clients	-	R	-	-	R	-
Working with People who have Disabilities	3 months	M	M	M	M	-