

HFS Policies and Procedures Record (last updated: Tuesday, October 5, 2021)

Document Name	Creation and/or Revision Date, or New	Current Step in Process	Schedule for HFS Governance & Nominating Committee Review (if applicable)	Schedule for Board Approval (if applicable)	Required or Requested by	Applies to/for	Distribution
1. HFS Declaration of Non-Discrimination	Not applicable (provided by the City of Toronto)	Completed	Not applicable: mandatory as part of Shelters' and other City funding agreements	Annually (first meeting of the calendar year)	City of Toronto	Entire agency	<ul style="list-style-type: none"> • Sent to Agency Review Officer
2. HFS Health and Safety Policy Statement	Created: Sept. 2007 Reviewed: Sept. 2021	Completed	2026; every 5 years	Annually (January)	City of Toronto	Entire agency	<ul style="list-style-type: none"> • Post on all Health & Safety boards
3. HFS Director's Access to Information	Created: June 2006 Reviewed: Sept. 2021	Completed	2026; every 5 years	2021	Not applicable	Directors, Committee, and Task Team Members	<ul style="list-style-type: none"> • Include in Board orientation package • Post on Board website
4. HFS Confidentiality Policy	Created: June 24, 2008 Revised: Oct. 2021	Completed	2026; every 5 years	2021	Not applicable	Directors, Committee, and Task Team Members	<ul style="list-style-type: none"> • Include in Board orientation package • Post on Board website
5. Homes First Social Media Policy and Guidelines	Created: April 14, 2015 Revised: Nov. 2019	Completed	Every 2-3 years by Communications Committee	2022	Not applicable	Entire agency	<ul style="list-style-type: none"> • Include in all orientation packages • Post on staff and Board websites
6. Homes First Style and Internal Communications Guide	Created: Sept. 11, 2012 Revised: July 18, 2020	Completed	Every 2-3 years by Communications Committee	2022-2023	Not applicable	Entire agency	<ul style="list-style-type: none"> • Include in all orientation packages • Post on staff and Board websites

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7. HFS Roles & Responsibilities of the Board	Created: June 13, 2017 Revised: Dec. 2017	Completed	2022; every 5 years	2022	Not applicable	Directors	<ul style="list-style-type: none"> • Include in Board orientation package • Post on Board website
8. HFS Duties & Expectations of Board Chair	Created: June 13, 2017 Revised: Dec. 2017	Completed	2022; every 5 years	2022	Not applicable	Chair	<ul style="list-style-type: none"> • Include in Board orientation package • Post on Board website
9. HFS Duties & Expectations of a Director	Created: June 13, 2017 Revised: Dec. 2017	Completed	2022; every 5 years	2022	Not applicable	Directors	<ul style="list-style-type: none"> • Include in Board orientation package • Post on Board website
10. HFS Director Committee and Task Team Member Attendance Policy	Created: June 13, 2017 Revised: Dec. 2017	Completed	2022; every 5 years	2022	Not applicable	Directors	<ul style="list-style-type: none"> • Include in Board orientation package • Post on Board website
11. HFS Committee Responsibilities	Created: June 13, 2017 Revised: Dec. 2017	Completed	2022; every 5 years	2022	Not applicable	Directors	<ul style="list-style-type: none"> • Include in Board orientation package • Post on Board website
12. HFS Complaints Policy and Procedure – Community Members	Created: February 2018 Revised: August 2019	Completed	Not applicable	Not applicable	Not applicable	Community Members	<ul style="list-style-type: none"> • Post on staff website
13. HFS Complaints Policy and Procedure – Residents (Housing)	Created: February 2018 Revised: August 2019	Completed	Not applicable	Not applicable	City of Toronto, Housing	Housing	<ul style="list-style-type: none"> • Post on staff website

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14. HFS Complaints Policy and Procedure – Non-Union Staff	Created: February 2018 Revised: August 2019	Completed	Not applicable	Not applicable	United Way	Non-Union Staff	<ul style="list-style-type: none"> • Post on staff website
15. HFS Complaints Policy and Procedure – Volunteers	Created: February 2018 Revised: August 2019	Completed	Not applicable	Not applicable	United Way	Volunteers	<ul style="list-style-type: none"> • Post on staff website
16. HFS Shelters Complaints and Appeals Policy and Procedures	Created: Feb. 16, 2017	Completed	Every 5 years	2022	City of Toronto, Shelters	Shelters	<ul style="list-style-type: none"> • Sent to Agency Review Officer (April 2017) • Post at Shelters • Include in Shelters’ Operational binders • Post on staff website
17. HFS Diversity and Inclusion Policy	Created: December 2017	Completed	Every 5 years	2023	Not applicable	Entire agency	<ul style="list-style-type: none"> • Include in all orientation packages • Post on staff and Board websites
18. HFS Financial Policies	Revised: April 14, 2020	Completed	Every 3 years by Finance Committee	2023	All	Entire agency	<ul style="list-style-type: none"> • Include in all orientation packages • Post on staff and Board websites
19. HFS Code of Conduct Policy	Created: May 5, 2005 Revised: February 2017	Completed; Board has asked the G&N Committee to review in 2021	Every 5 years	2021	City of Toronto, Housing & Shelters	Entire agency	<ul style="list-style-type: none"> • Sent to Agency Review Officer (April 2017) • Include in all orientation packages • Include in Shelters’ Operational binders • Post on staff and Board websites

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20. HFS Shelters Access, Intake, & Assessment Policy	Created: Feb. 24, 2017	Completed	Every 5 years	2022	City of Toronto, Housing & Shelters	Shelters	<ul style="list-style-type: none"> • Sent to Agency Review Officer (April 2017) • Include in staff orientation package • Include in Shelters' Operational binders • Post on staff website
21. HFS Shelters Dietary Restrictions and Accommodation Policy	Created: Feb. 22, 2017	Completed	Every 5 years	2022	City of Toronto, Shelters	Shelters	<ul style="list-style-type: none"> • Sent to Agency Review Officer (April 2017) • Include in staff orientation package • Include in Shelters' Operational binders • Post on staff website
22. HFS Shelters' Referral Policy	Created: Feb. 22, 2017	Completed	Every 5 years	2022	City of Toronto, Shelters	Shelters	<ul style="list-style-type: none"> • Sent to Agency Review Officer (April 2017) • Include in staff orientation package • Include in Shelters' Operational binders • Post on staff website
23. HFS Shelters Admission Policy	Created: Feb. 24, 2017	Completed	Every 5 years	2022	City of Toronto, Shelters	Shelters	<ul style="list-style-type: none"> • Sent to Agency Review Officer (April 2017) • Include in staff orientation package • Include in Shelters' Operational binders • Post on staff website

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24. HFS Shelters' Service Restrictions, Planned, and Unplanned Discharge Policy	Created: Feb. 16, 2017	Completed	Every 5 years	2022	City of Toronto, Shelters	Shelters	<ul style="list-style-type: none"> • Sent to Agency Review Officer (April 2017) • Include in staff orientation package • Include in Shelters' Operational binders • Post on staff website
25. HFS LGBTQ2S Clients Policy and Procedures	Created: Feb. 16, 2017	Completed	Every 5 years	2022	City of Toronto, Shelters	Entire agency	<ul style="list-style-type: none"> • Sent to Agency Review Officer (April 2017) • Include in staff orientation package • Include in Shelters' Operational binders • Post on staff website
26. HFS Shelters Medication Policy	Created: Feb. 16, 2017	Completed	Every 5 years	2022	City of Toronto, Shelters	Shelters	<ul style="list-style-type: none"> • Sent to Agency Review Officer (April 2017) • Include in staff orientation package • Include in Shelters' Operational binders • Post on staff website
27. HFS Health Standards Policy	Created: March 29, 2017	Completed	Every 5 years	2022	City of Toronto, Shelters	Entire agency	<ul style="list-style-type: none"> • Sent to Agency Review Officer (April 2017) • Include in staff orientation package • Include in Shelters' Operational binders • Post on staff website

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28. HFS Shelters Safety Standards Policy	Created: March 29, 2017	Completed	Every 5 years	2022	City of Toronto, Shelters	Shelters	<ul style="list-style-type: none"> • Sent to Agency Review Officer (April 2017) • Include in staff orientation package • Include in Shelters' Operational binders • Post on staff website
29. HFS Pet Policy (Shelters)	Created: Oct. 26, 2016	Completed	Every 5 years	Not applicable	City of Toronto, Shelters	Shelters	<ul style="list-style-type: none"> • Include in all staff orientation package • Include in Shelters' Operational binders • Post on staff website
30. HFS Shelters Daytime Access Policy	Created: Feb. 22, 2017	Completed	Every 5 years	2022	City of Toronto, Shelters	Shelters	<ul style="list-style-type: none"> • Sent to Agency Review Officer (April 2017) • Include in staff orientation package • Include in Shelters' Operational binders • Post on staff website
31. HFS Hiring, Training, and Performance Management Policy	Created: Feb. 22, 2017	Completed	Every 5 years	2022	City of Toronto, Shelters	Entire agency	<ul style="list-style-type: none"> • Sent to Agency Review Officer (April 2017) • To H.R. Department
32. HFS Volunteer/Student Placement Policy	Created: Feb. 22, 2017	Completed	Every 5 years	2022	City of Toronto, Shelters	Entire agency	<ul style="list-style-type: none"> • Sent to Agency Review Officer (April 2017) • To H.R. Department

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33. HFS Shelters Privacy and Confidentiality of Resident Information Policy and Procedures	Created: Feb. 22, 2017	Completed	Every 5 years	2022	City of Toronto, Shelters	Shelters	<ul style="list-style-type: none"> • Sent to Agency Review Officer (April 2017) • Include in staff orientation package • Include in Shelters' Operational binders • Post on staff website
34. HFS Shelters Custodial Services Policy	Created: March 29, 2017	Completed	Every 5 years	2022	City of Toronto, Shelters	Shelters	<ul style="list-style-type: none"> • Sent to Agency Review Officer (April 2017) • Include in staff orientation package • Include in Shelters' Operational binders • Post on staff website
35. HFS Shelters Prohibited Items and Weapons Policy	Created: March 29, 2017	Completed	Every 5 years	2022	City of Toronto, Shelters	Shelters	<ul style="list-style-type: none"> • Sent to Agency Review Officer (April 2017) • Include in staff orientation package • Include in Shelters' Operational binders • Post on staff website
36. HFS Property Management and Capital Planning Policy	Created: March 31, 2017	Completed	Every 5 years	2022	City of Toronto, Shelters	Entire agency	<ul style="list-style-type: none"> • Sent to Agency Review Officer (April 2017) • Include in Board orientation package • Post on Board website

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37. HFS Emergency Preparedness and Business Continuity Policy	Created: March 31, 2017	Completed	Every 5 years	2022	City of Toronto, Shelters	Entire agency	<ul style="list-style-type: none"> • Sent to Agency Review Officer (April 2017) • Include in staff orientation package • Include in Shelters' Operational binders • Post on staff website
38. HFS Good Neighbour Policy	Revised: December 2017	Completed	Every 5 years	2022	City of Toronto Shelters	Entire agency	<ul style="list-style-type: none"> • Sent to Agency Review Officer (Feb. 2018) • Include in staff orientation package • Include in Shelters' Operational binders • Post on staff website
39. HFS Release of Information Consent Form	Created: Dec. 2016 Revised: August 2017	Completed	Every 5 years	2022	City of Toronto Shelters	Entire agency	<ul style="list-style-type: none"> • Sent to Agency Review Officer (October 2017) • Include in Shelters' Operational binders • Post on staff website
40. HFS Accountability Statement	Created: June 13, 2017	Completed	Every 5 years	2022	Not applicable	Directors, Committee, and Task Team Members	<ul style="list-style-type: none"> • Include in Board orientation package • Post on Board website
41. HFS Harm Reduction Policy	Created: June 5, 2018 Revised: Jan. 23, 2019	Completed	Every 5 years	2024	Toronto Urban Health Fund	Entire agency	<ul style="list-style-type: none"> • Include in all orientation packages • Post on staff and Board websites
42. HFS In-Camera Policy	Created: December 2018 Approved: August 2019	Completed	Every 5 years	2024	Not applicable	Homes First Society Board of Directors' meetings	<ul style="list-style-type: none"> • Include in Board orientation package • Post on Board website

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43. HFS Rules of Order	Created: May 2019	Completed	Every 5 years	2024	Not applicable	Homes First Society Board of Directors' and Committee meetings	<ul style="list-style-type: none"> • Include in Board orientation packages • Post on Board website
44. HFS Rent Collection Policy and Procedures (Housing)	Created: June 2015 Approved: June 2019	Completed	Not applicable	Not applicable	City of Toronto, Housing	Housing	<ul style="list-style-type: none"> • Post on staff website • Include in Housing's operational binders
45. HFS Intake Procedures (Housing)	Created: June 2015 Approved: June 2019	Completed	Not applicable	Not applicable	City of Toronto, Housing	Housing	<ul style="list-style-type: none"> • Post on staff website • Include in Housing's operational binders
46. HFS Internal Transfer Policy (Housing)	Created: June 2015 Approved: June 2019	Completed	Not applicable	Not applicable	City of Toronto, Housing	Housing	<ul style="list-style-type: none"> • Post on staff website • Include in Housing's operational binders
47. HFS Guest Policy and Agreement Form (one for shared accommodation; a second for self-contained units)	Created: June 2015 Approved: June 2019	Completed	Not applicable	Not applicable	City of Toronto, Housing	Housing	<ul style="list-style-type: none"> • Post on staff website • Include in Housing's operational binders
48. HFS RGI Policy and Procedures (Housing)	Created: June 2015 Approved: June 2019	Completed	Not applicable	Not applicable	City of Toronto, Housing	Housing	<ul style="list-style-type: none"> • Post on staff website • Include in Housing's operational binders
49. Homes First - Gift Acceptance Policy and Procedures	Created: March 17, 2016 (by HFF)	Completed	Not applicable	Not applicable	Not applicable	Homes First Society and Foundation	<ul style="list-style-type: none"> • Post on staff website

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50. Homes First - Gift-in-Kind (GIK) Policy and Procedures	Created: March 17, 2016 (by HFF)	Completed	Not applicable	Not applicable	Not applicable	Homes First Society and Foundation	<ul style="list-style-type: none"> • Post on staff website
51. Homes First Board and CEO Decision Making Matrix	Created: Aug. 14, 2008 Approved: Oct. 29, 2019	Completed	Not applicable	Not applicable	Not applicable	Homes First Society and Foundation	<ul style="list-style-type: none"> • Include in Board orientation package • Post on Board website
52. HFS Risk Management Policy	Created: Sept. 2019 Approved: April 14, 2020	Completed	Not applicable	Not applicable	Not applicable	Homes First Society	<ul style="list-style-type: none"> • Include in all orientation packages • Post on staff and board website