



## **Changes to the Tenant Self-ID form and process**

### **Tenant FAQ**

**September 2019**

---

The following materials have been prepared to help answer questions about the updated tenant self-ID form and process.

#### **What is the tenant self-ID process?**

The tenant self-ID process ensures the safety of TCHC tenants during an emergency by allowing tenants to self-identify if they feel that they or members of their household would need help during an emergency. This help may include evacuation help or a wellness check.

#### **Who does self-ID help?**

The self-ID process is for tenants who identify as having medical, psychological or physical barriers that impact their ability to safely evacuate on their own during an emergency.

#### **How does this process help tenants?**

- This process allows tenants with accessibility barriers to confidentially identify themselves to TCHC to make sure they are safe during an emergency through evacuation help or wellness checks.
- Tenants fill out the Emergency Contact and Special Assistance Information form. Based on the information on this form, tenant details will be documented and placed in the building's Fire Box. The box is only accessible to certain TCHC staff and emergency services (fire, police, EMS) during an emergency so that the appropriate rescue response could be coordinated.



- Information from the self-ID process will only be used for emergency purposes and will not be shared or be used for any other tenancy matters.

### **How do tenants self-identify?**

- Tenants will have access to the **Emergency Contacts and Special Assistance Information Form** in several places.
  - Superintendent's office
  - Online at [torontohousing.ca/selfID](https://torontohousing.ca/selfID)
  - In the Annual Review package
- Tenants will submit completed forms to their building superintendent or to the Tenant Services Coordinator through the Annual Review process.
- The superintendent will add details from the form to the building's fire box.

### **What is a wellness check during an emergency?**

Many emergencies disrupt building services like elevators, power or heat, and wellness checks are done by first responders or TCHC staff to see if tenants need help or potential medical attention.

### **I am worried that information in this form may be used for something other than in an emergency.**

TCHC will not use the information for purposes other than what is noted on the form. TCHC respects and take your privacy very seriously and have developed a process to secure the information and authorize only designated staff to access it.

### **Can I opt out of this process at a later date?**

The self-ID process is completely voluntary and tenants can opt out of the process **any time** by informing their superintendent. However, to improve tenant safety tenants are encouraged to keep TCHC informed with updated details under the self-ID process.

### **Changes to the Tenant Self-ID form and process—Tenant FAQ**



Toronto  
Community  
Housing

## **What happens if I move to another TCHC building? Do I have to fill out another form or will this information be transferred for me?**

Tenants who transfer to another building do not have to fill out another form. The information will be updated for you during the transfer process.

The new building superintendent will receive a monthly report and will update the fire box at the building level.

Tenants are encouraged to check in with their new building superintendent when they first move in just to make sure their information is updated in the building's fire box.

## **Do we have to self-identify?**

Self-identifying is completely voluntary. The information is used by first responders and TCHC to assist tenants to get the help they need during an emergency or building evacuation. You can fill this form out for yourself, members of your household or for people who are under your legal guardianship.

## **If I believe a neighbour might need assistance to evacuate, can I fill this form out for them?**

If you feel that a neighbor may benefit from self-identifying, let a building staff member know. They can let that neighbour know about the option to self-identify; however, only the tenant in question can complete and submit the self-ID form.

## **I have additional questions about the changes to this process.**

If you have any questions about the process, please contact your building superintendent or call the Client Care Centre at **416-981-5500**.

—end—