

Multi-Tenant Houses Operator Guide

A Guide to Responsibly Operating Multi-Tenant Houses and Personal Care Multi-Tenant Houses

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About This Guide

This guide has been prepared for operators of multi-tenant houses and personal care multi-tenant houses; operators are people who own or control the business of operating a multi-tenant house. This guide provides general information on licensing and operating requirements for multi-tenant houses. Throughout this guide, all references to multi-tenant houses include personal care multi-tenant houses.

This guide is not legal advice and does not change or impact any legal requirements that may apply to an operator. Further, this guide does not cover every situation that may occur or every requirement that may apply to an operator. Operators should not rely only on this guide for legal advice and should review the Multi-Tenant Houses By-law (City of Toronto Municipal Code Chapter 575, Multi-Tenant Houses) along with any other applicable law independently and consider seeking their own legal or other professional advice, where needed.

Glossary of Terms

The terms in this guide are used in a licensing context. Definitions used in Zoning or other contexts may differ and the underlying legal requirement should be consulted in any case.

Dwelling unit: Living accommodation for a person or persons living together as a single housekeeping unit, in which both food preparation and sanitary facilities are provided for the exclusive use of the occupants of the unit.

Multi-tenant house:

(1) A building with four or more multi-tenant house rooms, inhabited or intended to be inhabited by persons who do not live together as a single housekeeping unit.

(2) A building located within the area bounded on the north by Dundas Street West, on the east by Dufferin Street and the rail lines, on the south by Lake Shore Boulevard West and on the west by Roncesvalles Avenue, meeting the criteria listed in the definition for multi-tenant house in Chapter 575.

Multi-tenant house room: A room that is (a) used or intended to be used for living accommodation and is used or intended to be used as a bedroom; (b) available for rent; and (c) may include a bathroom or kitchen facilities for the exclusive use of the room's occupant but does not include both.

Operator: A person who owns or controls the business of operating a multi-tenant house.

Personal care multi-tenant house: A multi-tenant house where personal care services are provided to care for tenants' personal needs and health.

Personal care services: Services provided to tenants including, but not limited to furnished multi-tenant house rooms, 24-hour urgent care response, safe storage and access to prescribed drugs, meals and snacks, personal laundry and opportunity to participate in social and recreational activities. Personal care services do not include services provided by a regulated health professional.

Person-in-charge: The person, either the operator or their employee, who is in attendance and supervises a personal care multi-tenant house.

Tenant: A person other than an operator or staff who lives in a multi-tenant house.

A New Framework for Multi-Tenant Houses

In December 2022, Toronto City Council adopted a new regulatory framework, including zoning changes, to allow multi-tenant houses across Toronto in residential zones.

Toronto Municipal Code [Chapter 575, Multi-Tenant Houses](#) outlines a licensing framework and operational requirements. The new regulations came into effect on March 31, 2024.

According to Chapter 575, the following are not **multi-tenant houses** and do not require a licence:

- Shelters and short-term emergency accommodations operated by or on behalf of the City of Toronto or a City agency;
- Student housing operated by a college or university;
- Co-operative student residences owned or leased by a non-profit, nonshare corporation and providing housing accommodation on a cooperative basis;
- A student fraternity or sorority house inhabited by students who are members of an active chapter of a bona fide national or international student fraternity or sorority;
- Residential premises licensed or similarly approved of by the Government of Canada or Government of Ontario such as long-term care homes operating under the *Long-Term Care Homes Act, 2007*;
- Hotels or motels.

Where can multi-tenant houses be located?

The City's Zoning By-law allows multi-tenant houses in all zones that permit residential uses in Toronto. However, the bylaw sets a maximum number of dwelling rooms, a minimum number of washrooms and a minimum parking standard.

Multi-tenant houses can be built specifically to be a multi-tenant house or they can be converted from an existing residential building, as long as they comply with the standards for each zone and any other statues and/or regulations.

How many rooms can a multi-tenant house have?

Under the City's Zoning By-law, multi-tenant houses with up to six (6) dwelling rooms are allowed in all zone types that permit residential uses. Occupancy standards are regulated by the [Ontario Building Code](#) and [Ontario Fire Code](#).

In the former cities of **Etobicoke**, **North York**, and **Scarborough**, a maximum of **six (6) rooms** is allowed in all zone types that permit residential uses.

In the former cities of **Toronto**, **East York** and **York**, depending on the location and zone type, a maximum of **6, 12 or 25 rooms** is permitted.

The maximum number of dwelling rooms per zone type is summarized below:

Location	Zone Type	Maximum Number of Dwelling Rooms
Etobicoke, North York and Scarborough	<i>All (where residential use is permitted)</i>	6
Toronto, East York and York	<i>Low-density Residential (RD, RS, RT)</i>	6
	<i>Residential (R, RM)</i>	6 or 12 <i>(dependent upon location)</i>
	<i>High density Residential (RA, RAC)</i>	12
	<i>Mixed use (CR, CRE)</i>	25

How many bathrooms can a multi-tenant house have?

Under the City's Zoning By-law, multi-tenant houses must have a minimum of one bathroom for every four dwelling rooms. A bathroom is required to have a toilet, a sink, and a bath and/or a shower.

How many parking spaces can a multi-tenant house have?

Under the City's Zoning By-law, no parking spaces are required for multi-tenant houses located within the former City of Toronto, or within areas identified as Policy Areas 1, 2, 3 and 4 in this [map](#).

For all other areas of the City, a multi tenant house is required to provide one parking space for every three dwelling rooms (i.e. 0.34 parking spaces for each dwelling room). This requirement is rounded down so a multi-tenant house with four or five rooms requires at least one parking space and a multi-tenant house with six rooms requires at least two parking spaces.

For operators who are already licensed under pre-existing City bylaws, additional parking spaces aren't required unless the number of rooms in a multi-tenant house has increased.

Applying for a Multi-Tenant House Licence

The City of Toronto has two types of licences for multi-tenant houses:

- Multi-tenant house (**Type A**)
- Personal care multi-tenant house (**Type B**)

Multi-tenant houses must be licensed to operate in the City of Toronto and operators must ensure that their property and operations comply with the licensing requirements outlined in the [Multi-Tenant Houses By-law](#). Licences are valid for one year and cannot be transferred.

Licensing Fees and Renewal Fees

Multi-tenant house licensing fees for Type A and Type B licences and renewal fees are outlined on the City's website and are subject to an appropriate automatic annual inflationary adjustment in accordance with the City's User Fee Policy. Fee amounts are set by Toronto City Council.

Renewing a Licence

Operators will receive notice of their licence renewal 90 days prior to its expiration date. If an operator does not renew their licence before the expiration date, they are required to pay a late renewal fee in addition to the licence renewal fee. The City will charge the late renewal fee at 30 days and at 60 days after the expiration date. If the City does not receive payment after 90 days, the licence will be revoked.

Change in Operator

If a new operator is taking over operations from an existing operator, the existing operator must let Municipal Licensing and Standards (MLS) know at least 90 days in advance. The new operator must submit a new application and receive a licence before the existing operator ceases operating the multi-tenant house. The existing operator will continue to be responsible for the multi-tenant house until the new operator is issued a licence.

Updating a Licence

The operator should immediately notify MLS if there are any changes to the information provided in their application. Staff can be contacted at: multitenanthousing@toronto.ca or 416-394-8178.

Licensing Application Process Requirements

As part of the licensing application process for Type A and Type B licences, operators are required to:

- pay a licensing fee
- submit required documents and plans on the City's online registration portal
- undergo inspections by City divisions

City staff will conduct inspections of the property to ensure it complies with municipal and provincial legislation including, but not limited to:

- [Chapter 575, Multi-Tenant Houses](#) – Municipal Licensing and Standards (MLS)
- [Chapter 629, Property Standards](#) – Municipal Licensing and Standards (MLS)
- [Ontario Fire Code](#) – Toronto Fire Services
- [Ontario Building Code](#) – Toronto Building
- [Zoning By-law](#) – Municipal Licensing and Standards (MLS)

Licensing Application Process



If you are a **new operator**, this icon will outline the requirements of your application process.



If you are an **existing licence holder**, this icon will outline the requirements of your application process. Existing licences remain valid until their expiry.



Plans with this icon are required to be submitted through the City's online registration portal.

1. Register Intent to Operate MTH

All operators are required to register their intent to operate a multi-tenant house with MLS. Once registered, an operator will receive access to the City's online registration portal.

2. Zoning Review

All **new** multi-tenant house operators are required to secure a [Zoning Applicable Law Certificate](#) from Toronto Building; this certificate confirms that a property meets applicable zoning bylaw requirements.

If Toronto Building is unable to issue a **Zoning Applicable Law Certificate**, an operator may have to apply to the [Committee of Adjustment](#) (CoA) for a minor variance or seek other relief in order to comply with applicable zoning requirements.

- The Committee of Adjustment (CoA) is a quasi-judicial body, appointed by City Council, that reviews and decides on applications for minor variance, consent and legal non-conforming uses.
- For a minor variance to be approved, the owner must satisfy the CoA that the relevant tests are met, including that the proposed zoning compliance issues are minor and desirable for the appropriate use of the land, building or structure, and maintain the general intent of the Zoning By-law and the City's planning policies.
- For example, through a minor variance application, an owner could apply to add more dwelling rooms to their multi-tenant house above the permitted maximum, which the CoA may choose to approve or refuse.

3. **Building Permit**

All multi-tenant house operators are responsible for ensuring that their property meets the appropriate fire and life safety requirements as set out in the [Ontario Building Code](#).

Where required, a **Building Permit** confirms that a multi-tenant house is permitted by zoning and that all required construction and/or renovations meet Ontario Building Code requirements. If any construction, demolition, addition or renovation has been completed or is proposed on a multi-tenant house, an operator will need to apply for a **Building Permit**. A **Building Permit** may also be required when the use of a building was changed from its original design, even if no construction is proposed.



Upon receipt of an approved **Zoning Applicable Law Certificate**, an operator should seek advice from Toronto Building regarding the need and/or type of **Building Permit** that may be required.



If any construction, demolition, addition or renovation has been completed or is proposed on the multi-tenant house, an operator will need to apply for a **Building Permit**.

Building Inspection



Once an operator receives a **Building Permit**, Toronto Building will inspect the property to ensure all requirements of the building permit and applicable law are met (and where a property is not in compliance, may take enforcement action). An existing licence holder only requires an inspection if they have applied for a **Building Permit**. Inspections are required prior to issuing the **Occupancy Permit** and closing the **Building Permit**.

△ The **Occupancy Permit** is submitted as part of the licensing application; the operator is required to keep a copy of the **Zoning Applicable Law Certificate** and **Building Permit**.

4. Fire Safety Plan



As per the Ontario Fire Code, the requirement for a Fire Safety Plan in a residential building applies to:

1. A rooming house (more than 4 persons)
2. A residential occupancy where the occupant load exceeds 10

Under the Ontario Fire Code, a rooming house occupancy has lodging that is provided for more than 4 persons in return for remuneration or the provision of services or both.

If a residential building meets the requirements outlined in the Ontario Fire Code, a Fire Safety Plan is required to be submitted to Toronto Fire Services (TFS) for approval.

Operators may choose to hire an external consultant to draft the details of a Fire Safety Plan. The Fire Safety Plan is submitted via email at tfs_plans@toronto.ca. A fee is charged for the review and approval of a Fire Safety Plan.

Fire Inspection



Once the Fire Safety Plan has been reviewed and approved, Toronto Fire Services will need to conduct an inspection of the property to ensure the plan and building meet the requirements of the Ontario Fire Code and confirm the installation of a Fire Safety Plan Box. Where Toronto Fire Services determines that the property is not in compliance with the Ontario Fire Code or [Toronto Municipal Code Chapter 470, Fire Safety Boxes](#), they may take enforcement actions.

△ Following an inspection showing compliance with applicable legal requirements, an operator will receive a **Fire Safety Plan Approval Letter** that must be submitted as part of the licensing application.

5. Required Documentation



All multi-tenant house operators are required to develop and submit additional plans to ensure compliance with operational and zoning requirements. Operators can work with consultants to design these plans; samples are available on the City's website for reference. Below are descriptions of some of the plans required but operators must review Chapter 575 for the full list of requirements for these documents.

△ *Property Plan*

A property plan must show all of the buildings and other structures located on the property including entrance ways, exit ways and parking.

Floor Plan

A floor plan must show the dimensions of each multi-tenant house room and the maximum number of tenants to be provided with living accommodations in each multi-tenant house room. The maximum number of tenants should match the number issued on the **Occupancy Permit** by Toronto Building.

Both the property and floor plans can be drawn by a professional or can be produced by the operator.

Waste Management Plan

A waste management plan must include the information on how the operator will follow the City's garbage, recycling and organics storage and disposal requirements and mandatory waste diversion requirements.

The bylaw requires the waste management plan, which will include the following information, to be posted on the Tenant Notice Board:

- The dates of garbage, green bin and recycling pickup
- The location where waste containers are stored
- The name and contact information, including email address, of the person responsible for the waste containers including ensuring the waste containers are in compliance with applicable waste collection by-laws before, during and after pickup
- A plan for dealing with excess waste, between pickups, if this occurs

Operators can learn about waste collection for multi-unit dwellings online at toronto.ca/waste and download a copy of the City's collection schedule by entering the multi-tenant house address [here](#).

The latest print resources to promote waste reduction and information on how to participate in waste diversion programs are available through [311](#).

Indoor and Outdoor Property Management Plans

The **indoor property management plan** must include information on:

- Cleaning multi-tenant house rooms or dwelling units and common areas (including bathrooms, kitchens and hallways)

The **outdoor property management plan** must include information on:

- Removing snow
- Maintaining yards
- Maintaining fences
- Cleaning and maintaining balconies, porches and patios
- Cleaning windows

Pest Management Plan

A pest management plan must include details of the inspection process that the operator will follow. The pest management plan includes at a minimum that:

- The operator will inspect the property for the presence of pests in:
 - Common areas at least once every 30 days; and
 - Any area within 72 hours of any information indicating the presence of pests.
- The operator will retain a licensed pest management operator or exterminator to conduct all pest extermination activity.

If the operator is aware of the presence of pests at the property, they will take adequate measures to: i) prevent the spread of pests into other portions of the property and ii) eliminate or exterminate the pests in all areas where the presence of the pests is detected.

Tenant Service Request Process

The **tenant service request process** includes at a minimum that:

- An operator will respond to all non-urgent service requests within 7 days.
- An operator will respond to all urgent service requests within 24 hours.
 - Urgent requests can include fuel, electricity, gas, heat, cold or hot water issues.
- An operator will receive and record tenant service requests and details of the operator's responding action.

The City may request copies of tenant service requests at the time of inspection.

Electrical Evaluation

Electrical safety is regulated by the [Ontario Electrical Safety Code](#) and overseen by the Province of Ontario's [Electrical Safety Authority](#). All operators are required to maintain service logs on their electrical systems.

The City may request proof of an electrical evaluation as well as service logs and/or certificate of inspection from the Electrical Safety Authority as part of the licensing process.

6. *MLS Application Review and Licensing Fee Payment*

MLS will review the application and contact the operator if there are any outstanding items or information. Once approved, MLS will share the licensing payment information with the operator.

7. *MLS Inspection*

Upon receipt of a completed application and payment, MLS will schedule an inspection with the operator and record inspection outcomes (and where the property is not in compliance may take enforcement action).

8. *Licence Issuance*

MLS will issue the licence where all application materials have been received, inspections completed and the application and property comply with all applicable requirements. If one or more clearances are not met, MLS will inform the operator via written notice and may refuse an application; an applicant has the ability to appeal a refusal within 30 days of receiving the written notice.

Multi-Tenant House Licensing Tribunal

The Multi-Tenant House Licensing Tribunal is an independent quasi-judicial body that is governed by Toronto Municipal Code Chapter 575, Multi-Tenant Houses.

The Tribunal has the authority to:

- (a) uphold a refusal or recommendation made by the Executive Director of Municipal Licensing and Standards (MLS);
- (b) issue (with or without conditions), refuse, suspend or revoke the licence; or
- (c) add conditions to the licence.

The Tribunal may consider the following in its decision-making process:

- Compliance with Chapter 575 and other applicable law;
- The facts presented as evidence;
- Whether the operation of the multi-tenant house puts or could put public safety at risk;
- Other relevant factors including those listed in Toronto Municipal Code, Chapter 575, Multi-Tenant houses.

Hearings before the Multi-Tenant House Tribunal can be made by either the Executive Director of MLS or a multi-tenant house licence applicant. The applicant or operator and the City will be parties to any hearing. The Executive Director of MLS can refer an application or a licence to the Multi-Tenant House Licensing Tribunal if MLS recommends a licence should be revoked, suspended, or continued with conditions.

An applicant may appeal a licence refusal within 30 days of the date of the written notice of the refusal to the Multi-Tenant House Licensing Tribunal in accordance with Toronto Municipal Code Chapter 575, Multi-Tenant Houses. Decisions made by the Tribunal are final. A notice of decision is sent to all parties after the conclusion of a Tribunal hearing.

For more information about the Multi-Tenant House Licensing Tribunal, including step-by-step instructions on the appeal filing process, please refer to the Tribunal's website at toronto.ca/mthlt.

Operating, Property and Occupancy Standards

Once a licence has been issued, a multi-tenant house must comply with applicable bylaws including Chapter 629, Property Standards and provincial and federal legislation including the Ontario Fire Code and Ontario Building Code. Failure to comply with these laws may result in enforcement action, which could include suspension, revocation or the addition of a condition to a licence.

Operating Standards

A multi-tenant house must be operated according to the standards outlined in Chapter 575. This includes complying with all of the plans submitted and approved as part of their licensing application and keeping certain records of the operation as listed in the bylaw.

Tenant Notice Board Requirements

Operators are required to maintain a notice board within the multi-tenant house with documents that include:

1. A copy of the licence and any licence condition applicable to their operations
2. Any licence application for the property
3. The most up-to-date plans forming their licence application
4. Emergency contact information
5. Parking rules for the street and surrounding area and any on-site parking spaces
6. Upcoming hearings before the Multi-Tenant House Licensing Tribunal (posted at least 14 days in advance)
7. Notices of decision of the Multi-Tenant House Licensing Tribunal applicable to the property or its operations (from the last 12 months)
8. City issued Notices or Orders under applicable by-laws including Chapter 629, Property Standards or provincial or federal legislation including the Ontario Fire Code or Ontario Building Code. This includes:
 - a. Property Standards Orders Appeals including:
 - b. Any notice of an appeal in relation to a common area (including the time and dates of any scheduled appeals) to an Order made under Section 15.2 of the Building Code Act, 1992 (Chapter 629, Property Standards);
 - c. Any notice of appeal submitted to the Property Standards Appeal Committee (PSAC) as well as confirmation that the appeal has been received by the City.
9. Any other documentation that is requested by the City of Toronto.

Ending Operations

If an operator chooses to end the operation of their multi-tenant house, they must:

- Notify the City by submitting a transition plan to Municipal Licensing and Standards (MLS), at least 210 days (approximately seven months) in advance, of ending operations);
- Notify each tenant in writing, at least 180 days (approximately six months) in advance of the operation's end date.

A transition plan template is available on the City's website and includes:

- A statement that the operator intends to end operations;
- The date of when the operator intends to end operations as well as the reason;
- A description of how the operator intends to use the building after ending operations;
- The date by which the operator will give each tenant written notice of the date on which operations will end;
- A list of alternate accommodation that may be available to tenants;
- A list of community organizations that may be affected by the end of operations.

If a tenant requests, an operator is required to take reasonable steps to find appropriate alternate accommodation. This can differ from case to case, but MLS will be looking for operators to demonstrate that they are taking steps to assist tenants who request support.

A landlord must at all times also comply with the Residential Tenancies Act. If there are any complex situations or timelines that arise with respect to complying with Chapter 575 and the RTA, MLS will respond to questions from operators on a case-by-case basis.

Guidance for Operators on the Residential Tenancies Act

Disclaimer: the information contained in this document is for general information purposes only and does not constitute legal or other professional advice or an opinion of any kind. Individuals should contact a lawyer, paralegal or legal clinic to discuss their specific legal issues. The information included in this document is current as of the last updated date but should not be relied upon as timely as the law is changing. The City of Toronto is not liable for any damages arising out of your use or reliance on any content. For more information on the RTA, visit the Landlord and Tenant Board website: <https://tribunalsontario.ca/lrb/>.

Ontario's *Residential Tenancies Act* set out the sets out the rights and responsibilities of landlords who rent residential properties to tenants. Whether a landlord is operating a licensed or unlicensed multi-tenant house, operators who rent multi-tenant houses must abide by the Residential Tenancies Act.

Evictions

Under the RTA, landlords are required to give official notices of eviction, which starts the eviction process. A landlord must then file an eviction application with the Landlord and Tenant Board (LTB) as only the LTB, which is a provincial body, can authorize an eviction where the tenant remains in the unit. The LTB will notify landlords and tenants of the application and hearing date if/when this happens.

Only if the LTB issues an eviction order, which happens after a hearing, will a tenant need to move out. A landlord cannot evict a tenant on their own without the tenant's consent, and a tenant does not have to move out until the LTB issues an eviction order where the tenant remains in their unit.

Selling the Property

Under the Residential Tenancies Act, a landlord cannot evict a tenant simply because the landlord plans to sell the property. A tenancy may only be terminated based on one of the grounds of eviction set out in the Residential Tenancies Act.

Renovating the Property

Under the RTA, a landlord may apply to terminate a tenancy on the basis that the landlord needs vacant possession to do extensive repairs or renovations that require a building permit. If a tenant is given a notice because of extensive repairs or renovations, in most circumstances the landlord must provide compensation to the tenant. As well, the tenant can choose to move back into the rental unit after the repairs or renovations are complete.

The rent must be the same as if the tenant had never moved out of the unit for the repairs or renovations. Before the tenant moves out, the tenant must inform the landlord in writing of their intent to re-occupy the rental unit. The tenant must also keep the landlord informed in writing of any change in their address. The landlord cannot refuse to allow the tenant to move back into the rental unit if the tenant has provided written notice.

Guidance for Operators on the Official Plan Policy 3.2.1.11 – Policies to Address Replacement of Dwelling Rooms

If a multi-tenant house is slated for redevelopment, this activity may be subject to requirements outlined in [Official Plan Policy 3.2.1.11 – Policies to Address Replacement of Dwelling Rooms](#).

When six or more dwelling rooms are proposed for demolition and there is an associated planning application other than site plan approval, Official Plan Policy 3.2.1.

11 requires the same amount of dwelling room gross floor area to be replaced in the new development as secured rental housing, as well as assistance provided to displaced tenants.

Dwelling rooms lost to redevelopment can be replaced as either dwelling rooms or small studio apartments and maintained at the rent categories the previous tenants paid for a minimum fifteen-year period. Where there are less than 6 dwelling rooms that will be demolished and planning approvals are required, Official [Plan](#) Policy 3.2.1.12 requires tenant relocation and assistance be provided to impacted tenants.

Property Standards

A multi-tenant house must continue to comply with applicable bylaws including Chapter 629, Property Standards and provincial and federal legislation including the Ontario Fire Code and Ontario Building Code.

Toronto Municipal Code, Chapter 629, Property Standards establishes standards for the location, design and minimum requirements of sleeping rooms, standards for design and maintenance of stairs, doors and handrails, air conditioning and ventilation requirements and standards for washroom and kitchen facilities (to name a few) which should be maintained in accordance with the bylaw.

Fire Safety Standards

Multi-tenant houses are required to comply with applicable fire safety standards found in the Ontario Fire Code. Toronto Fire Services is responsible for enforcing compliance with the Ontario Fire Code and may inspect multi-tenant houses to assess fire safety.

Penalties and Offences

If an operator does not comply with the requirements of the bylaw, they are guilty of an offence. A list of offences related to Toronto Municipal Code, Chapter 575, Multi-Tenant Houses and penalties are available on the City's website

Violations of other bylaws or legislation is also an offence and may result in charges and penalties upon conviction.

Personal Care Multi-Tenant Houses

Personal care multi-tenant houses provide support services beyond a typical multi-tenant house. The City has several requirements and standards for personal care multi-tenant houses including but not limited to staffing, record keeping, tenant care plans and policies, environment and sanitary facilities, food and nutrition and medical care.

Applying for a Personal Care Multi-Tenant House (Type B) Licence

Personal care multi-tenant house operators must apply for a Type B licence with the City by paying the licensing fee and submitting the required documentation/plans that demonstrates their property and operations meet the requirements outlined in Chapter 575.

All previous sections of this guide apply to operators of personal care multi-tenant houses. A personal care multi-tenant house operator must meet all the requirements outlined in this guide for a Type A Licence in addition to submitting the documents outlined below.

Additional Application Requirements for a Type B Licence

△ Personal Care Plan

- Outlines measures and procedures in place to manage tenant admission and tenant care.
- A personal care plan is required for each tenant living a personal care multi-tenant house.

△ Safety Plan

- Outlines measures and procedures in place to protect the health and safety of tenants.

△ Operator Documentation

- Documentation that demonstrates the operator is at least 18 years of age;
- Documentation that demonstrates the operator holds an Ontario Secondary School Diploma (or equivalent);
- Documentation that demonstrates that the operator has at least 3 years experience in work comparable to the operation of a personal-care multi-tenant house; and
- Documentation that the operator has undergone a Vulnerable Sector Screening that meets the screening criteria.

Person-in-Charge Documentation

- The name and contact information (including email address) of the person-in-charge;
- Documentation that demonstrates that the persons-in-charge are at least 18 years of age;
- Documentation that demonstrates the persons-in-charge have completed Grade 10 in an Ontario Secondary (or equivalent) or have at least one year employment experience in work comparable to a personal-care multi-tenant house;
- Documentation that the operator and the persons-in-charge have undergone a Vulnerable Sector Screening that meets the screening criteria; and
- Documentation that demonstrates that the persons-in-charge has current CPR and first-aid training.

Please note that the City deems employment experience in work comparable to a personal-care multi-tenant house to include managing/supervising/person-in-charge at group homes, long-term care homes, adult day programs or residential services.

Updating a Licence

The operator should immediately notify Municipal Licensing and Standards (MLS) if there are any changes to the information provided in their application.

Staff can be contacted at: multitenanthousing@toronto.ca or 416-394-8178

Tenant Needs Assessment

Prior to the admission of a tenant to a personal care multi-tenant house, operators must obtain an assessment of the tenant's needs and level of care required (including a loss of personal care services that the tenant requires) **completed by a regulated health professional**.

The purpose of a tenant needs assessment is to ensure that, before the tenant moves in, the personal care needs of the potential tenant can be accommodated at the personal care multi-tenant house and to support operators in providing appropriate care.

The tenant needs assessment will also help to develop the tenant's personal care plan and tenancy agreement.

The operator must ensure the personal-care multi-tenant house complies with all requirements in Article 4 of Chapter 575.

Needs Assessment Components

The tenant needs assessment is a comprehensive evaluation of criteria which includes, but is not limited to:

- A behavioral assessment;
- A medical assessment;
- A nutritional assessment; and,
- An assessment of additional care needs outside the facility.

Behavioural Assessment

A behavioral assessment identifies potential risks that a tenant may pose to themselves or others and enables the implementation of tailored risk-mitigation interventions. This assessment helps understand behavioral triggers, safety requirements and necessary support. It ensures a safe and conducive environment within the facility, promoting overall well-being and safety.

- Risks the tenant may pose to themselves and interventions required to mitigate those risks (e.g. risk of falls, risk of self-harm).
- Risks the tenant may pose to others including behavioural triggers and safety requirements to mitigate those risks.

Medical Assessment

A medical assessment is needed to understand and address a tenant's health care needs. This assessment ensures the identification of medical conditions, necessary treatments, required assistance for daily activities, potential risks and dietary considerations. This supports tailored care plans and the delivery of appropriate personal care services in the tenancy agreement. This should include:

- The type and level of assistance required relating to activities of daily living (e.g., dressing, feeding, bathing, toileting);
- Customary routines for the tenant and requirements for comfort.
- Medications and treatments required;
- Known health conditions including allergies and other conditions and interventions for these; and
- Skin conditions and interventions required for these.

Nutritional Assessment

A nutritional assessment is needed to determine specific dietary requirements, including food allergies and restrictions. This assessment helps in evaluating meal plans that cater to individual needs, ensuring adequate nutrition intake and addressing any dietary concerns. This will contribute significantly to the client's overall health, wellness and quality of life within the personal care multi-tenant house. This should include:

- Dietary requirements including food texture and fluid consistencies;
- Food allergies; and

- Food and dietary restrictions (e.g., religious, veganism, lactose intolerance).

External Care Assessment

An external care assessment is needed to understand the tenant's ongoing care and support received outside the facility. This assessment captures re-occurring appointments, services and consultations with external health care professionals. This ensures continuity of care by integrating external care into the overall support framework within the personal care multi-tenant house.

- Description of routine care needs that are provided outside of the facility, including standing appointments and their frequency with external health care or other professionals (e.g., social worker, personal support worker).

Personal Care Plan

Operators must develop and submit a personal care plan for each tenant of the personal care multi-tenant house. This plan will address the daily needs and personal care services provided to the tenant, based on their needs as outlined in the tenant needs assessment. The personal care plan will also be used to develop the tenancy agreement. The personal care plan includes all aspects of the client's needs and includes the following:

Description of Personal Care Needs

- Medical conditions and services provided by the operator to meet those needs.
- Personal care and comfort needs, and services provided by the operator to meet those needs.
- Medication and treatment list with directions for use.
- Regulated health professionals and other support workers involved in care and the frequency of the delivery of care.
- Special dietary needs.

Involvement in Personal Care Planning

- Tenant or tenant's attorney for personal care and/or property (if any), and any other persons or agencies designated by the client or substitute decision-maker.
- Relevant health care providers in care planning, as appropriate.

Communication and Documentation

- Ensure staff and others who provide direct care to the tenant are aware of the contents of the personal care plan and have access to it as required.
- Ensure personal care plan is complete, up to date and maintained in the client's personal folder/records, as well as submitted to Municipal Licensing and Standards.

- Ensure that issues or outcomes that would result in changes to the personal care plan are documented.

Tenancy Agreement

The operator of a personal-care multi-tenant house must enter into tenancy agreements prior to the tenant moving in. A tenancy agreement must include a list of the personal-care services to be provided to the tenant, consisting of at least the personal-care services such as meals and clean linens that are provided to all tenants and the personal-care services listed in the tenant needs assessment.

Tenant Files

The operator must keep a file for each tenant, stored in a secure manner. Each file must contain:

- Tenant's name, date of birth, and gender;
- Date the tenancy started;
- Tenant needs assessment;
- Tenancy agreement;
- List of medications and/or other care prescribed by a regulated health professional;
- A list of any other agencies or organizations providing support to the tenant
- The name, address and telephone number of the attending personal physician, if any;
- The name, address and telephone number of the tenant's attorney for personal care and/or attorney for property, if any;
- The name, address and telephone number of the next of kin or other person to notify in case of an emergency; and
- A list of dates and particulars of any significant incidents involving the tenant while in the personal-care multi-tenant house.

Safety Plan

Operators must develop and submit a Safety Plan for each personal care multi-tenant house. In the context of personal care multi-tenant houses, an emergency is an urgent situation which presents a possible threat to the health or well-being of tenants, staff, or visitors. Emergencies require immediate action to ensure the safety of everyone in the home and can happen unexpectedly, therefore preparedness to lessen the risk to individuals and property is recommended.

Purpose of the Safety Plan

The Safety Plan serves as an essential resource, outlining protocols and procedures for staff to navigate various emergencies. An operator is responsible for:

1. Ensuring staff read and understand the emergency protocols thoroughly.
2. Discussing these protocols during team meetings and plan for site-specific requirements.
3. Ensuring staff report any unsafe conditions or unusual activities to their supervisor promptly.
4. Ensuring staff participate in all required drills and training sessions.

Safety Plan Overview

The Safety Plan should outline procedures to minimize the impacts of unexpected situations during emergencies. The plan should include key components to organize the response, including physical and human resources, facilities and communications, through standardized procedures.

Safety Plan Components and Included Emergency Scenarios

The Safety Plan should outline protocols/procedures to address/respond to various situations relevant to the personal care multi-tenant house, including but not limited to:

Lockdown, Shelter in Place and Hold & Secure

This type of response is normally used when a threat is present outside of the facility and it is not possible or advisable to evacuate the facility for risk of encountering some danger.

Examples include (but are not limited to):

- Active attacker with a weapon outside of the facility where it would be safer for residents to remain inside.
- A bomb threat or suspicious package found outside of the facility.

Medical Emergency or Critical Injury

This type of response is used for incidents where urgent and immediate medical assistance is required. The Safety Plan should outline actions to be taken while waiting for first responders to arrive.

Examples include (but are not limited to):

- Individuals suffering cardiac arrest
- Choking, anaphylaxis etc.
- When an individual is unresponsive

Violent or Aggressive Situations

This type of response is used when any individual within a personal care multi-tenant house experiences aggressive, violent or dangerous behaviour which increases the risk of physical harm, injury or compromises personal safety in any way. A violent or aggressive situation is when an individual is verbally or physically threatening towards themselves or others, and are not responding to verbal de-escalation techniques, negotiation, redirection or other interventions.

Fire or Explosion

A fire or explosion in the facility and/or sounding of the alarm should activate the personal care multi-tenant house's Fire Safety Plan (where applicable) which identifies aspects of fire safety, including procedures to address the requirement for planned fire drill procedures.

Systems Failure

This type of response is used in the event of the loss of major functionality of one or more building systems.

Examples include (but are not limited to):

- Power
- Water supply
- Heating/cooling
- Security/access control

A loss of essential services may be associated with other incidents impacting the facility such as flooding.

Weather-Related Emergencies

This type of response may be required if unexpected, unusual, unseasonal or severe weather becomes life threatening. Together with information from local and regional government partners which may include weather watches, advisories and warnings, a Safety Plan is essential to protect against personal injury, loss of life and property damage.

Examples include (but are not limited to):

- Air quality advisories
- Hot/cold weather alerts
- Ice/snowstorms
- Tornadoes, hurricanes, floods etc.

Emergency Plan Maintenance

An operator is responsible for maintaining the current Safety Plan. Continuous maintenance ensures that the plan remains a practical tool for the home. Regular reviews and updates are important to adapt to changing circumstances and enhanced preparedness for any unforeseen emergencies.

More information on emergency preparedness is available on the City's [website](#).

Personal Care Multi-Tenant House Operating and Occupancy Standards

A personal care multi-tenant house is subject to all applicable bylaws including Chapter 629, Property Standards and provincial and federal legislation including the Ontario Fire Code and Ontario Building Code.

A personal care multi-tenant house operator and persons-in-charge shall ensure that:

- No tenant is denied access to supports
- Tenants are safe and secure
- Inquiries from tenant families, friends and neighbours are responded to immediately
- Emergencies are handled effectively and efficiently including emergency services being contacted immediately by the operator or staff if a tenant experiences a medical emergency

If at any point, a tenant's personal care service requirements exceed the level of care that a personal care multi-tenant house can provide, the operator can work with the

tenant to assist in transferring them to a more appropriate living arrangement, such as a long-term care facility or supportive housing.

Operating Standards

A personal care multi-tenant house operator must:

- Enter into a tenancy agreement with each tenant before they move in, that outlines their personal care service requirements
- Receive a Tenant Needs Assessment from a regulated health professional
- Provide a *Notice of Collection of Personal Information* to each tenant when their tenancy starts, post the notice on the Tenant Notice Board and provide the notice to tenants upon request
- Maintain a secure file of tenant information and incident reports available for inspection in accordance with Chapter 575

Staff

There must be sufficient staff on duty and at least one person-in-charge must be in attendance 24 hours a day.

Medical

The operator and the person-in-charge shall ensure that arrangements are made for a tenant to see a physician in a clinic setting when the tenant does not have an attending personal physician or is unable to be seen by their attending personal physician.

Operators and persons-in-charge are required to:

- Assist the tenant in receiving physician-directed emergency nursing care or home care when needed.
- Store prescription drugs in a locked cabinet (except when a prescription drug needs to be refrigerated and kept by a tenant) and keep a list of all stored prescription drugs that is updated daily and available for inspection.
- Ensure all prescription drugs are labelled with the name of the tenant they are prescribed for.
- Ensure prescription drugs are available only to the person they are prescribed to.
- Ensure injectable prescribed drugs are administered only by a regulated health professional, unless self-administered by a tenant when ordered by the prescribing regulated health professional.

Nutrition

Menus and meals served must be posted on the Tenant Notice Board and reviewed by a registered dietitian ([a member of the College of Dietitians of Ontario](#)) at least once a year, follow Canada's Food Guide and be kept on file for 3 months for inspection.

Menus and the meals served must follow the dietician's recommendations and comply with Canada's Food Guide.

- Tenants are served three meals and at least one snack per day:
 - Breakfast: 7 a.m. to 9 a.m.
 - Lunch: 12 p.m. to 2 p.m.
 - Supper: 5 p.m. to 7 p.m.
 - Snack: 8 p.m. to 10 p.m.

Meals must be saved for tenants if advance notice is given, and any special diets and nutritional supplements must be supplied to a tenant on the direction of a physician.

Linens and Laundry

Each tenant will be provided with clean towels, wash cloths and bed linens that are changed at least once a week or when occupancy changes.

- One automatic washer and dryer shall be available for use for every 25 tenants.

Bedrooms and Beds

For each tenant of a bedroom, a minimum of 0.40 cubic metres of storage space will be available. The storage space can be accessed by a key held by both the resident and the operator.

- Beds must have a minimum width of 0.9 metres and spaced at least 2 metres apart.

Bathrooms and Sanitary Conditions

- Bathrooms should be cleaned and sanitized at least once a day and more frequently, if necessary.
- Bathrooms must have toilet paper, soap, waste bins, towels and hot air dryers.
- Bathtubs must be lined with slip-resistant material to prevent slips.

Multi-Tenant Houses Renovation Program

The City is developing a Multi-Tenant Houses Renovation Program to help operators with the costs of bringing a multi-tenant house into compliance with its regulatory requirements. The program is expected to launch in Spring 2024 pending approval by City Council. Information will be provided to operators and available on the City's website once the program is available.

Key Contacts

- **Municipal Licensing & Standards**
multitenanthousing@toronto.ca
416 394 8178
- **Toronto Fire Services**
TFSInspections@toronto.ca
- **Court Services**
MTHLT@toronto.ca
- **Toronto Building**
TBIInspections@toronto.ca
- **City Planning**
zoningpolicy@toronto.ca
416 338 5600
- **Toronto Public Health**
dinesafe@toronto.ca
416 338 7600

Type A Licence Application Checklist

Required Documentation

- Occupancy Permit (if required)
- Fire Safety Plan Approval Letter (if required)
- Property Plan
- Floor Plan
- Waste Management Plan
- Indoor Property Management Plan
- Outdoor Property Management Plan
- Pest Management Plan

Type B Licence Application Checklist

Required Documentation

- Occupancy Permit (if required)
- Fire Safety Plan Approval Letter (if required)
- Property Plan
- Floor Plan
- Waste Management Plan
- Indoor Property Management Plan
- Outdoor Property Management Plan
- Pest Management Plan
- Safety Plan
- Personal Care Plan

Operator Documentation

- Operator Proof of Age
- Operator Proof of Education
- Operator Employment Experience
- Operator Vulnerable Sector Screening

Person-in-Charge Documentation

- Person-in-Charge Proof of Age
- Person-in-Charge Proof of Education
- Person-in-Charge CPR and First-Aid Training
- Person-in-Charge Employment Experience
- Person-in-Charge Vulnerable Sector Screening