

FREQUENTLY ASKED QUESTIONS

How do I register?

The Toronto Hostels Training Centre will only accept a completed registration form with payment. One can download a registration form from the website, complete it, and either mail the registration form with a cheque, certified cheque or money order or come into the Centre and register in person.

The Centre cannot reserve spots without payment. Workshop payment must be received in order to register for a workshop.

As workshops fill quickly, we recommend calling ahead to ensure that the workshop(s) wanted still have space available. The Training Centre does its best to add workshops as workshops fill, so please also check the update form on the website which lists workshops that are full, added, have low numbers for the month. One can still also call the Centre in advance of completing a registration form to ensure there is still space available at (416) 469-0007 ext. 25.

What if a workshop session I want is full?

Your name and contact information can be added to a waiting list. If a cancellation is received, you will be contacted. Or you can register for the same workshop at a later date. If the workshop is only offered once within the calendar, you can also request to be put on a waiting list. If the workshop is added, you will be contacted.

How can I pay?

One can pay by money order or certified cheque or cash if paying in person at the Centre.

Where are you located?

The Toronto Hostels Training Centre is located at 661 Yonge Street, Suite 200. The Training Centre is located South of Charles Street on the East side of Yonge Street, 2nd Floor. Green P parking is available in the neighbourhood surrounding the Training Centre. For your convenience we recommend taking public transit. Click on 'Contacts' on the website side bar, click on map for further directions.

TTC Directions: *Subway to Yonge/Bloor Station. Exit Yonge/Bloor Station and walk approximately two blocks South on Yonge.*

What are your hours of operation?

The Training Centre is open from 8:30-4:30 Monday to Friday. The Centre is not open weekends or statutory holidays. If one is coming in to register for training or has inquiries regarding the training offered, we recommend coming into the Centre between 10:30 – 3:00, in order to avoid our most busy times. If one wants to ensure one-on-one registration assistance, we recommend calling ahead and making an appointment - (416) 469-0007 ext. 25.

Do you provide training in the evening or on weekends?

The Training Centre does not typically provide training in the evening or on weekends. However, from time to time, there may be workshops scheduled in the evening, as the need arises.

Does all the training take place at 661 Yonge Street?

Yes, all the training takes place at 661 Yonge Street unless indicated in the calendar and/or by the Training Centre. The Toronto Hostels Training Centre reserves the right to change workshops, dates, fees and regulations at any time, and to cancel particular workshops if under-enrolled. If workshops are cancelled, the Training Centre will be responsible for crediting the workshop fees only.

Do I have to work for a Shelter to attend training at the Centre?

Although the Training Centre's mandate is to provide training for staff who are employed in the Shelter and Hostel sectors, we will accept individuals who are not employed in the sector. However, priority is given to agencies and staff who are employed within the Shelter/Hostel sector.

If I can't attend a workshop I have registered for, what do I do?

One can leave a message on the cancellation line ext. 26, leave a message with Pat at ext. 25, send an email to inquiries@thtcentre.com, send a fax to (416) 469-5313. The Training Centre requires seven business days, written cancellation notice in order for an individual/agency not be charged the full cost of the training.

The Centre will not be held financially responsible for cancellations not received within the seven business day cancellation period. It is the responsibility of the prospective agency and/or individual to ensure that the cancellation has been received by the Toronto Hostels Training Centre. If the registrant cannot attend, an alternate may be sent in his or her place. Please telephone, fax or email to register an alternate.

If there are extenuating circumstances and seven business days notice could not be provided, one can petition in writing to the Executive Director for the charge back fees to be waived. There is however no guarantee fees will be waived and all decisions are final. The Toronto Hostels Training Centre is a non-profit organization.

If I am running late for a workshop I am registered for, what do I do?

The Toronto Hostels Training Centre starts workshops on time. If one arrives later than half an hour past the start time of the scheduled session you will not be issued a certificate and/or you will be refused admittance. This also includes leaving the workshop early and leaving the room while the session is still underway.

If one does not receive a certificate of attendance due to late arrival, the workshop is incomplete and the full cost of the workshop applies. If one is refused admittance due to late arrival, the full cost of the workshop applies. If there are extenuating circumstances, one can petition in writing to the Executive Director for the workshop fees to be waived.

There is however no guarantee fees will be waived and all decisions are final. The Toronto Hostels Training Centre is a non-profit organization.

Credits must be used by December 31st of the year they are granted otherwise they will be lost.

If I have taken training elsewhere, how do I get it recognized?

The Toronto Hostels Training Centre offers three categories of training sessions:

A. Certified Training: *Certified training monitored by a recognized accredited training organization for Standard First Aid and CPR (WSIB certified trainer), Non-Violent Crisis Intervention (CPI certified trainer), Understanding and Managing Aggressive Behaviour (HY'N'Hancement certified trainer), Defusing Hostility (CTI certified trainer) and WHMIS (WHMIS certified trainer). Upon completion of the required number of training hours and/or test, participants receive a certificate issued by the recognized accredited training organization covering a specific period of validity.*

B. Toronto Shelter Standards Training: *Training developed in collaboration with Hostel Services, Shelter Support and Housing Administration to correspond with the training requirements for all shelter and hostel staff detailed in the Toronto Shelter Standards. Upon completion of the required number of training hours, participants receive a certificate of attendance issued by the Toronto Hostels Training Centre.*

C. Training Developed Through Recommendations: *Training developed through THTC Board of Directors, Course and Curriculum committees, shelters/hostels, member agencies and participant recommendations. Upon completion of the required number of training hours participants receive a certificate of attendance issued by the Toronto Hostels Training Centre.*

A. Applying for Equivalency — Certified Training

Please submit the following either in person/fax or by mail:

- 1. The session offered by THTC for which you wish to receive credit/equivalency*
- 2. The original or photocopy of the certificate in question. If providing a photocopy/fax please ensure the name of the training agency, participant and date of issue and/or expiry on the certificate is clear and can be read easily*
- 3. Contact information for the training agency that provided the training*
- 4. Participant contact information in the event further clarification is required*

If the certification training was not provided by a recognized accredited training organization, also provide the following:

- 1. The training agency/instructor and contact information*
- 2. Curriculum/content of training session*
- 3. Number of training hours*
- 4. Copy of the instructor's current training certification*

B. Applying for Equivalency — Toronto Shelter Standards Training

Please submit the following either in person/fax or by mail:

- 1. The session offered by THTC for which you wish to receive credit/equivalency*

2. The title, instructor, institution, program name of the training in question
3. Contact information for instructor/institution that delivered training
4. Number of training hours
5. Curriculum/content of training session

C. Applying for Equivalency — Training Developed Through Recommendations

Please submit the following either in person/fax or by mail:

1. The session offered by THTC for which you wish to receive credit/equivalency
2. The title, instructor, institution, program name of the training in question
3. Contact information for instructor/institution that delivered training
4. Number of training hours
5. Curriculum/content of training session

Forward all equivalency inquiries to:

**Toronto Hostels Training Centre
Attention: Equivalency Inquiry
661 Yonge Street, Suite 200
Toronto, ON M4Y 1Z9
Tel. (416) 469-0007 Ext. 22
Fax. (416) 469-5313
Email. inquiries@thtcentre.com**

In most cases, for certified training equivalency, participants will be notified by either the office administrator or executive director. For curriculum and content equivalency, participants will be notified by the executive director and/or the curriculum committee chair and/or their designate.

Do you provide lunch?

Unfortunately, we are unable to provide lunch due to financial constraints.

How old do you have to be to attend training at the Centre?

Due to insurance and liability issues, the Centre is only able to provide training for individuals who are the age of majority. Unfortunately, the Training Centre does not provide baby-sitting services and children cannot attend training with their caregiver.

Are you wheel chair accessible?

There is an elevator in the building and a wheel chair accessible washroom in our suite however there is still a three inch step in order to get into the building. The landlord is working on a ramp system however it has not yet been installed.

What are your training fees?

There are two training fees listed in our calendar. The lower fee is our training rate for members and the higher fee is our training rate for non-members. There is a ten dollar difference between the member and non-member training rates. Depending upon the workshop, the training rates vary.

Where do I find the training fees on the website?

If one clicks on the side bar under the heading 'Workshops' title ' Calendar Sept/07' for example. It may take a few moments until the full training calendar is displayed. Scroll down until a workshop title and description is reached. At the bottom of each workshop description there are other headings: target group, date offered, time, registration deadline and cost. All the workshops are in alphabetical order by title.

Do I have to take a whole certificate program or can I take just one workshop?

Each workshop within a certificate can be taken as a stand alone.

What if I change my mind and I want to take the whole certificate program?

Provided the certification workshops (WHMIS, Standard First Aid and CPR, Crisis Prevention Sessions) are up to date at the time of graduation, then one can take workshops one at a time towards a particular certificate or register for more than one workshop at a time.

What happens when I complete a certificate program?

If you feel you have completed a certificate program, we suggest contacting the Centre to ensure this is correct and to make sure the Centre has your updated contact information. Once a certificate program is completed, individuals receive a letter of completion in the mail. The graduation is usually held once a year, in the spring, when the formal certificates are given out. Invitations to the graduation are mailed to the address the Centre has on file. If one is unable to attend the graduation, certificates are mailed out after the graduation has taken place.

Who do I contact to arrange an Agency Specific Training?

Contact the Executive Director at (416) 469-0007 ext. 22 or ruth@thtcentre.com

How can I reach Training Centre Staff?

*Pat, Office Assistant – (416) 469-0007 ext. 25, pat@thtcentre.com
Leticia, Office Administrator – (416) 469-0007 ext. 21, leticia@thtcentre.com
Ruth, Executive Director – (416) 469-0007 ext. 22, ruth@thtcentre.com
Cancellation line – (416) 469-0007 ext. 26 – leave message*

As Training Centre staff are often on the phone or away from their desk, please leave a message with your full name, agency and phone number. We do our best to return calls promptly.

