

REFERRAL PROCESS

OUR MANDATE

We support **women, children** and individuals from **marginalized communities** who are struggling with **poverty** after fleeing **human trafficking** and other **gender based violence** including: intimate partner/ domestic violence, sexual assault, and physical/emotional abuse.

ELIGIBILITY CRITERIA - Clients **MUST** meet all 3 parameters:

- Has fled human trafficking or gender based violence within the past year
- Is a Permanent Resident / citizen of Canada
- Is currently struggling with poverty

GUIDELINES | UPDATED: SEPT 2022

INTERPRETER

If you are referring a client who does not speak English, your organization **MUST provide an interpreter** for the intake process.

INTAKE PROCESS

Clients will be contacted **within 5 business days**. *Reminder: we are NOT an emergency service.*

DELIVERY SERVICE

- **Depending on availability**, we can provide the following items: non-perishable food items, cleaning supplies, personal hygiene products; home essentials, gently used clothing, toys
- Items are delivered directly to clients at no charge
- Clients are eligible for **up to 2 deliveries** within 12 months of an intake
- Delivery services are limited to max. **1 intake per client per year**

REFERRAL SOURCES

We no longer accept self-referrals. **You/your organization MUST refer the client through our pre-intake form on our website.** Please only refer clients who qualify for our services.

To begin the intake process, please fill out the PRE-INTAKE FORM on our website

Warmest regards,



Maureen Leshem
Executive Director, 482 Collective