

## 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 in CANADA within the past year
- Is a Permanent Resident / Citizen of Canada
- Is currently struggling with poverty

## GUIDELINES | UPDATED: SEPT 2023

### 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 6-9 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, toys
- Items are delivered directly to clients **at no charge**
- Clients are eligible for **up to 2 deliveries** within 12 months of an intake

### 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,

A handwritten signature in black ink that reads 'M. Leshem'.

Maureen Leshem  
Executive Director, 482 Collective