



HFS Shelters' Referral Policy

GENERAL PRINCIPLE

Whenever possible, shelter staff will refer residents to other accommodations when there are no beds available within Homes First.

Policy:

If no beds are available when a client is referred to a Homes First shelter, or if the shelter is unable to provide the needed support services, the client will be referred by staff to a more suitable or appropriate shelter which has available space.

Any in-person and telephone requests for service will be recorded in real-time into SMIS.

Beds will be held for new referrals for no more than two hours after time of referral. With permission from a supervisor or manager, the arrival time for a new referral may be extended for an additional two hours.

-
- As per Toronto Shelter Standards, 2016: Sections 8.2(a)(i).
 - Created on February 22, 2017.
 - Approved by HFS Governance and Nominating Committee on February 25, 2017; to be reviewed in 2022.
 - Approved by HFS Board of Directors on March 28, 2017.
 - The Policy applies to all Homes First Society shelters.