

EXTERNAL AGENCY REFERRAL PROCESS

(FOR SERVICE PROVIDERS)

Our mentoring programs foster thriving connections by matching based on shared lived experience and interests. Our goal is to empower and support youth and their families through these relationships.



STEP #1: HAVE A CONVERSATION WITH THE FAMILY!

- Before placing a referral, share with the family about our program and what we do.
- Ask them if this is something they would be interested in.



STEP #3: REFERRAL RECEIVED BY BBBST

- Once the referral is submitted, the Enrolment and Assessment team receives and reviews the referral.
- Depending on the reason for referral, the family may be prioritized for an assessment or placed on the waitlist for an assessment.

STEP #2: ACCESS REFERRAL

- If the family wants to move forward with accessing our programs, you can complete a referral that will be sent directly to the Enrolment & Assessment team.
- The referral can be accessed on our website.
- The link provided will take you to the Referral form.

[View our website here](#)

[View our Referral Form here](#)



STEP #4: OUTREACH TO FAMILY

- An Intake Specialist will reach out to the family via phone to talk more about the program to ensure the family is fully aware what the program entails and to confirm their continued interest in the program.



STEP #5: BUILD YOUR LITTLE BIO (ASSESSMENT)

- The family will be contacted to schedule a date and time for the "Build Your Little Bio" (completed in person) which is to get to know the family better, and to support in finding the most compatible match possible.

For more information, contact:
infotoronto@bigbrothersbigsisters.ca
or call us at **416 925 8981** ext. **4100**.



STEP #6: SEE FAMILY ENROLMENT PROCESS

- The family then goes through the enrolment process as any other family would.