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WAYS TO ACCESS CHILD & YOUTH SERVICES IN NORTHWESTERN ONTARIO



1-833-NWO-KIDS (1-833-696-5437)



intake@fireflynw.ca



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What Happens Next?

Where does my referral go once I send it ?

Your referral goes to a Centralized Intake Team at FIREFLY.

What does Centralized Intake do with my request for service (referral) ?

Based on information you provide, the Centralized Intake Worker determines the most appropriate service(s) available for you/your child/youth in your community.

What if the Centralized Intake Team needs more information?

A Worker from the Centralized Intake Team will contact the caregiver/client by phone at the number provided to collect the information.

Are all the services from FIREFLY?

No. FIREFLY is only one of the service providers. You/your child/youth may also be referred to a partner organization such as Kenora Chiefs Advisory, Kenora Association for Community Living, the Northwestern Health Unit, Sioux Lookout First Nation Health Authority, Kenora-Rainy River Child and Family Services, and/or Child and Community Resources.

Can I request service from a specific Agency?

Yes.

How does the Program/Agency that will provide the service get my information?

Your information is shared through our secure record system with the Agency that will be providing the service.

How will I know what Agency is providing service?

You will be provided this information by telephone or email.

Will I hear directly from FIREFLY?

If you/your child/youth would be better served by one of our partner agencies, you will hear directly from that agency, not FIREFLY.