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## WAYS TO ACCESS CHILD & YOUTH SERVICES IN NORTHWESTERN ONTARIO



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



intake@fireflynw.ca



www.fireflynw.ca >> **Get Services Now**

## What Happens Next?

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### Where does my referral go once I send it ?

Your referral goes to our Centralized Intake Team at FIREFLY.

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

If you are the parent/legal guardian referring, a Triage Worker will call to schedule an Intake appointment with you and one of our Intake Workers. If you are a third party referring, a Triage Worker may call you for additional information if required or contact the parent/legal guardian directly to schedule an Intake appointment.

### What other questions might a Triage Worker ask?

Triage workers will determine who will be part of your intake appointment, discuss any needs for a translator and what type of information/document to have on hand at your Intake Appointment such as your or your child/youths health card or previous assessments.

### What is an Intake Appointment?

This is where you share as little or as much information as you would like about your concerns for you or your child/youth. Intake Workers will ask just enough information to help you decide what available service(s) will help you best support your needs.

### Are all the services provided by FIREFLY?

No. FIREFLY is only one of several service providers. As a Centralized Intake we receive referrals for many services across the Kenora/Rainy River District. 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, or Kenora-Rainy River Child and Family Services.

## **Can I request service from a specific Agency?**

Yes. Your Intake Worker will discuss all service options with you so you can make an informed decision on what service(s) will best support your child/youths need(s).

If I choose a service provider outside of FIREFLY, how do they get my/my child/youths information? Your information is shared through our secure electronic record system with the Agency that will be providing the service.

## **How will I know what Agency is providing service?**

You will make this decision along with your Intake Worker who will also provided you with a recap of your services by email.

## **What happens if my referral goes to FIREFLY but they don't offer that service?**

If you/your child/youth is referred to FIREFLY and we don't offer the service you are looking for, we will send your referral to one of our partner agencies and you will hear directly from that agency, not FIREFLY.

