



CANADIAN HUMAN TRAFFICKING HOTLINE

Service Provider Guidelines for Inclusion in the National Referral Directory (NRD)

This document provides guidance to service providers who wish to be considered for inclusion in the Canadian Human Trafficking Hotline's National Referral Directory. The Directory covers all Canadian provinces and territories.

Service Provider Form

If you wish to be considered for inclusion in the directory, please complete the Service Provider Form [here](#).

PURPOSE OF NATIONAL REFERRAL DIRECTORY

The primary purpose of the Directory is to serve as a comprehensive database to assist the Canadian Human Trafficking Hotline's objectives of:

- Connecting victims and survivors of human trafficking to emergency, transitional, and long-term social and legal services;
- Providing access to specialized human trafficking information and resources for individuals, organizations and communities;
- Reporting potential human trafficking cases to law enforcement and appropriate government bodies, if request or mandated by law.

The comprehensive Directory includes a detailed listing of all direct and indirect services of NGOs, law enforcement organizations, government departments and agencies, coalitions, networks, and allied organizations across all fields relevant to coordinating service referrals for victims and survivors and reporting related to human trafficking. While some organizations included in the Directory work predominantly on human trafficking issues, other organizations work in allied service areas such as sexual assault, runaway and homeless youth, Indigenous-specific services and supports, domestic violence, labour rights, healthcare, and immigration and refugee services. Partner organizations must meet minimum inclusion criteria as outlined in the next section.

In addition to the comprehensive directory used internally by staff at the Hotline, a [public version](#) is available through the Hotline's website. The main focus of the public National Referral Directory is to provide streamlined access to direct and indirect service providers *which are particularly focused on human trafficking*. For reasons of client safety, organizational privacy, and confidentiality of response protocols, not all organizations in the comprehensive internal Directory are included in the public NRD. Please note, also, that organizations in the public NRD have opted to make their profiles publicly searchable.

Inclusion in the Directory as a **direct service provider** means that your organization has indicated its capacity to respond to victims and survivors of human trafficking and will be provided as a referral for emergency, short-term/transition, and/or long-term social and/or legal needs.

Inclusion in the Directory as an **indirect service provider** means that your organization will be provided as a referral for individuals who are seeking to become involved in anti-trafficking efforts, to find volunteer opportunities, to obtain information, and/or to access training or technical assistance.

The Directory is regularly reviewed to ensure the most up-to-date and appropriate response to victim and survivor service needs.

CRITERIA AND REVIEW PROCESS FOR INCLUSION IN THE NATIONAL REFERRAL DIRECTORY

Minimum Criteria for Inclusion:

The minimum, fundamental criteria for inclusion in the National Referral Directory are an organization's capacity to:

- provide an appropriate, victim and survivor-centered response;
- deliver social and/or legal services and/or case management to victims and survivors of human trafficking through trauma-informed, qualified staff;
- ensure inclusive and non-discriminatory practices in all staffing and service provisions, taking into account the organization's service eligibility requirements;
- assure the safety of its clients;
- protect client data through appropriate policies related to confidentiality, privacy, data security and mandatory reporting;
- demonstrate good standing in its field and evidence of a collaborative approach with other service providers.

Review Process:

In its review of service providers, the Hotline will consider an organization's inclusion based on its self-reported responses, as the Hotline cannot verify the accuracy of all information provided by the service provider.

The review process does not include a formal evaluation of programs or services, however an organization's capacity and prior experiencing supporting human trafficking survivors is an important component of the review process. Consequently, inclusion in the Directory is not an endorsement of a service provider or organization by The Canadian Centre to End Human Trafficking.

In some cases, an organization may be asked to provide additional, supporting documentation to verify information it provided in the application form or during the review process.

Administrative Requirements of Service Providers in the National Referral Directory:

During the course of the review process and thereafter, service providers in the National Referral Directory agree that they will provide, as requested, the following information:

1. Service Provider Form and follow-up questions related to it;
2. Updates to the organization's directory record, confirmation of referral protocols, and changes to pertinent organization matters such as hours of service, key personnel, available services, capacity issues, etc;
3. Outcomes of referrals, where appropriate and in keeping with an organization's own confidentiality and privacy protocols
4. Resolutions of issues, questions, and concerns as they arise

Ongoing Inclusion in the National Referral Directory:

The Hotline reserves the right to periodically review the services provided by organizations in the National Referral Directory to update the Hotline's records, confirm referral protocols and find collaborative resolutions to issues, questions and concerns would they arise.

In addition, the Hotline reserves the right to remove an organization from the Directory at its own discretion, especially if there are allegations of misconduct, the Hotline is unable to reach the designated point of contact after multiple attempts, or the organization no longer meets the inclusion criteria or organizational capacity or intent to provide service. Any referral organization may likewise request removal from the Directory at any time by emailing partnership@ccteht.ca.

HOW REFERRALS WORK

In completing the Service Provider Form for inclusion in the National Referral Directory, an organization agrees to the following requirements and responsibilities.

Requirements and Responsibilities in Making and Receiving Referrals:

The Hotline recognizes that making a referral to a direct or indirect service provider entails each party understanding the other's requirements and responsibilities, all the while ensuring that the needs and rights of the referred individual remain paramount.

In making a referral, the Hotline will:

1. Respect the referral organization's decision regarding whether an individual referred to the organization is eligible for services from the organization at the time. The Hotline will not promise individuals that they will be accepted for services by any referral organization.
2. Brief the referral organization on the individual's stated needs and background, when authorized by the individual to share this information.
3. Keep all internal contact information for the referral organization private, except where required by law.

Important considerations for organizations receiving referrals from the Canadian Human Trafficking Hotline include:

- The Hotline will not disclose information to the referral organization about the individual seeking services without prior consent from the individual. Some exceptions may apply in cases of alleged child abuse or imminent harm.
- The Hotline cannot verify that a referred individual is a victim of human trafficking, is sober or drug-free, does/does not have mental health needs, or is providing accurate information about his/her/their situation. The Hotline engages in a basic trafficking needs and safety assessment to best match callers with the referral organization. The Hotline does not meet callers in person. To respect the privacy of the individual and minimize the potential for re-traumatization, the Hotline requests only the minimal information necessary to provide a referral. Individuals frequently disclose information during intake that has not been disclosed to the Hotline. If the Hotline has information that may impact the safety of the individual seeking services and/or referral organization staff, it will share that information; however, referral organizations should be prepared to conduct a full trafficking and safety assessment upon receiving a referral from the Hotline.
- Inclusion in the directory does not guarantee that the Hotline will refer to a given organization in all cases or with any given frequency, as the referral process is tailored to meet the specific needs of each individual seeking services.
- The Hotline cannot guarantee when or if an individual will contact a referral organization. Whenever possible, the Hotline will directly connect the individual seeking services to a referral organization via conference call; however, individuals also request to have referrals relayed over the phone, text message, or email for later use.
- The Hotline cannot confirm if an individual has reached out to other organizations or is already being served by another organization. As victims and survivors of human trafficking require diverse services and support, and service availability varies from day to day, the Hotline may provide individuals with multiple referral options, or an individual may not have disclosed that he or she is already receiving services elsewhere.