

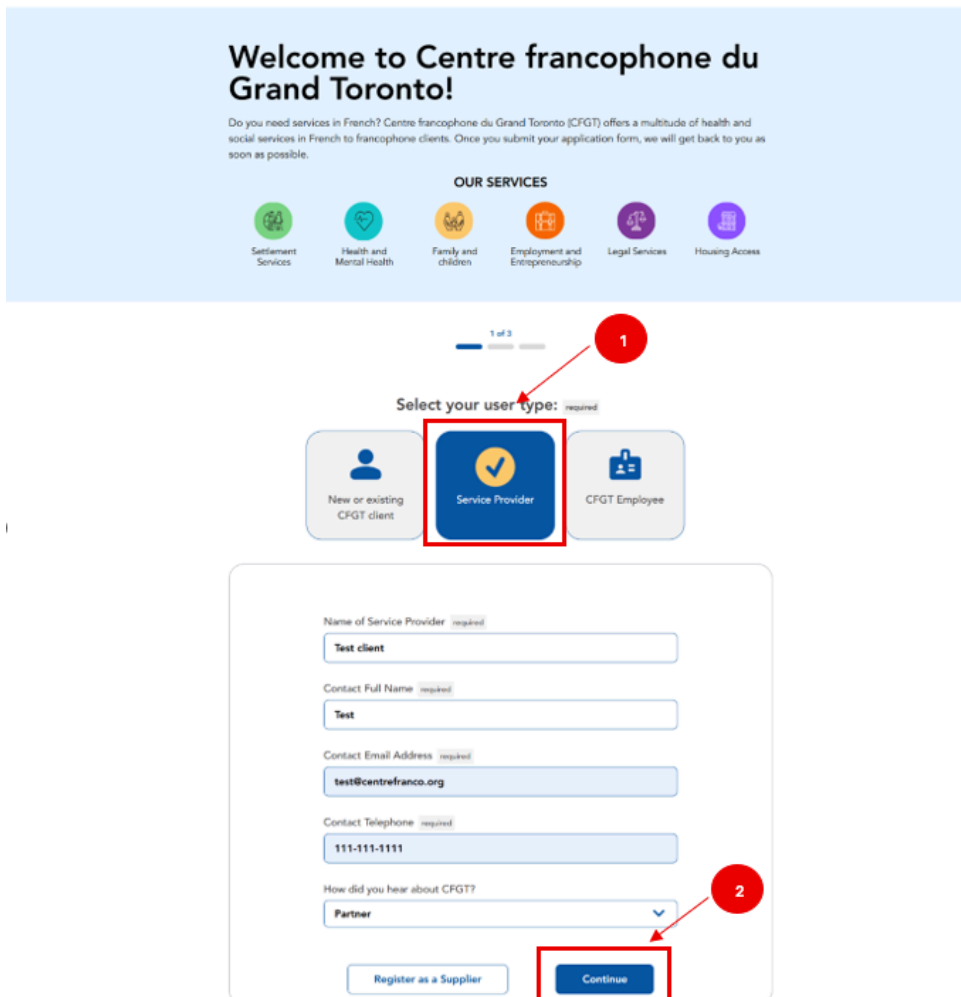
Clients' referral process to Centre francophone du Grand Toronto

This tutorial is a step-by-step guide on how to submit a request via our online platform. Follow the instructions carefully to ensure the client receives effective support in timely manner.

1-WHERE TO FIND THE FORM ON THE ONLINE CENTRAL PLATFORM

Follow the link [Centre Franco](#)

2-IDENTIFY AS A PROVIDER



The screenshot shows the 'Welcome to Centre francophone du Grand Toronto!' page. Below the welcome message, there is a section titled 'OUR SERVICES' with icons for Settlement Services, Health and Mental Health, Family and children, Employment and Entrepreneurship, Legal Services, and Housing Access.

The 'Select your user type' form is shown below. It has three options: 'New or existing CFGT client', 'Service Provider' (highlighted with a red box and a red circle with the number 1), and 'CFGT Employee'.

The 'Service Provider' form contains the following fields:

- Name of Service Provider (required): Test client
- Contact Full Name (required): Test
- Contact Email Address (required): test@centrefranco.org
- Contact Telephone (required): 111-111-1111
- How did you hear about CFGT? (dropdown menu): Partner

At the bottom of the form, there are two buttons: 'Register as a Supplier' and 'Continue' (highlighted with a red box and a red circle with the number 2).

(1) Select **Service provider**

(2) Click **Continue** for the next step

3- FILL OUT THE CLIENT DETAILS



(1) Fill out the required fields

Clients details
Contact
Status

Check the status of each section:

(2) A yellow icon indicates that all required information has been added.

If information is missing, the following error message will appear:

"Please complete all required fields in this section before continuing."

(3) To correct or complete a section, click on the arrow on the right to expand and proceed

Once the section is complete:

(4) Add an individual to the form (ex. a family member)

(5) Or select the services required.

The more information the better. However, please note that only fields marked as "required" are mandatory.

Add a family member

Add People to this submission

* All fields are optional unless marked as required

2 of 3

test test
Primary
Test Child

Personal Details ✓

☐ set as primary record

First Name required

Last Name required

Birthdate required

The birthdate you have entered indicates that this person is a minor. You will only be required to provide their name and birthdate, all other information is either optional or can be pulled from the primary person's record. You will be able to request services for this person on the next step.

☒ Use the same email and phone number as the primary contact?

Continue to
Contact Information →

Contact Information Please fill out all required fields in this section before continuing

Status ✓

Please ensure all required fields are filled out before continuing.

Previous
Add Another Person +

Choose Services

Fill out the family member details using the same process as for the main client.

1. **(1)** If the family member is minor:
 You can select the options: ***"Use the same email and phone number as the main contact"***
 and ***"Use the same address as the main contact."***
2. If the family member is an adult:
 An email with a pre-filled form will be sent for them to choose the services they require.
3. **(2)** Then click on **Choose services**.


You will be redirected to a list of services offered by CFGT.

4- SERVICES SELECTION

Add services


Please indicate which services each person should receive.

3 of 3




Do you need medical care or a medical follow-up? (9)

↓



Do you need mental health assistance? (8)


↓



Are you pregnant or in charge of children aged 0-6? (6)


↑

Step by Step Program for pregnant women – Nutrition/Food from early pregnancy to postpartum	+
Development / Stimulation of infants (0-4 year olds) with developmental disabilities: setting up individual sessions at home, for the development of children accompanied by their families.	+
Chaque enfant a sa Place: Childcare support to promote the inclusion of children aged 0-12 with special needs: staff support and accompaniment for children with special needs in all areas of development through educational and health promotion activities, as well as workshops for families and childcare staff.	+
Educational and health-promoting activity groups for children aged 0-12 and their families: Multisports games (6-8 and 9-12 year-olds), Just dance (8-12 year-olds), Parents Bambins: global development - songs, crafts, motor games - (0-6 year-olds), Computer workshops (9-12 year-olds).	+
Activities for children and their families - Centre ON y va - Toronto region	+
Other services	+
Participation in webinars (check this box to receive information on existing and upcoming workshops).	+




Are you an immigrant to Canada or Ontario?(5)

↓




Are you looking for a job? (5)

↓




Do you need legal advice or support? (13)

↓



Do you need housing-related supports? (5)

↓



Would you like to add any other services?

↓

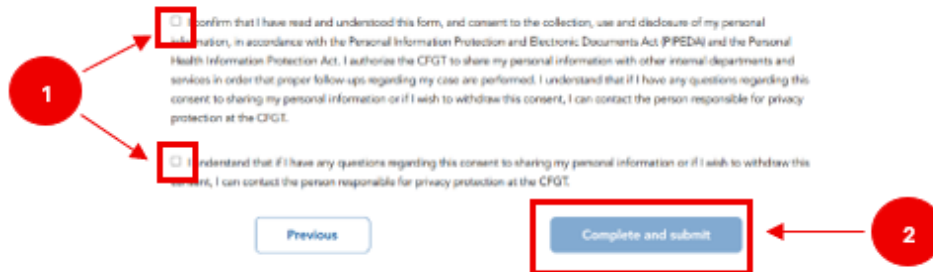
(1) Click the arrow to **expand the list of services offered** and **select the program** of your choice (or program required) for each family member.

(2) You may choose the relevant services for your primary client and for the underage family members.

If you are unsure which program to select, check one of the programs. An agent will contact the client to clarify their needs and provide information on all the programs they can enroll in.

Over 18 yrs old family members will receive an email allowing them to choose the services they require themselves.

5- OBTAIN THE CLIENT CONSENT PRIOR SUBMISSION



(1) Before submitting a request, make sure you obtain the client's written or verbal consent to share their information on our platform. No reference follow up possible without **the client consent**.

(2) Once the request has been submitted, it will be forwarded to the relevant services/team.

The relevant agents will contact the client as soon as possible to follow up.

NEED ASSISTANCE?

For any queries or issues on filling out the form, please contact us at

(416)922-2672 extension 8