Victim Policy & Procedures

**Direct Referrals**

When a client is interested in making contact with an agency for services, the only agencies we will make direct referrals to are:

* Central Alberta Sexual Assault Centre
* Red Cross

In order to make a Direct Referral we must obtain the Client’s permission to make the referral and this should be document in the Notes in VSCM.

Once permission is obtained, the follow process applies:

1. Record in VSCM permission to Direct Refer, and to which organization
2. Red Cross:
   1. Call Red Cross Mobilization 1-888-800-6493
   2. Document in VSCM
3. CASAC:
   1. Call CASAC and ask to provide a referral 403-340-1124
   2. If it is after hours VSU staff will make the referral the next business day; create a Message/Question task in VSCM
      1. Task Type: Message/Question
      2. Action Type: Other
      3. Description: Direct referral required - CASAC.