



The National Referral Directory

The Canadian Human Trafficking Hotline collaborates with service providers and law enforcement across the country to develop local referral and reporting protocols, ensuring a robust and immediate response for all callers. Together, these efforts strengthen Canada's overall response to human trafficking, linking local, provincial and national systems. The national referral directory supports the hotline's work by:

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

The directory lists services offered by NGOs, law enforcement organizations, government agencies, coalitions, networks, and other allied organizations involved in referrals and reporting related to human trafficking. It includes both organizations that focus specifically on human trafficking and those working in related areas, such as sexual assault, domestic violence, labour rights, homeless youth, Indigenous-specific services, immigration and refugee supports, and health care. All partner organizations must meet the minimum inclusion criteria outlined in the next section.

The directory has two parts: a full internal version used by hotline staff and a public version available on the hotline's website. To safeguard client safety, privacy and confidentiality, not all referral partners are included in the public directory; only those who have agreed to make their profiles publicly searchable appear here.

The directory is regularly updated to ensure the information remains current and continues to support timely and appropriate responses for victims and survivors.

[See Service Provider Guidelines for Inclusion](#)

[See Law Enforcement Guidelines for Inclusion](#)

Guidelines for Inclusion: Service Providers

This document provides guidance for service providers seeking inclusion in the Canadian Human Trafficking Hotline's national referral directory (NRD).

Service providers can be included as a direct or indirect service provider.

- Inclusion in the directory as a **direct service provider** means that an organization has indicated its capacity to respond to victims and survivors of human trafficking by providing key, in-person services and supports and may 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 an organization may 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.

If your organization wishes to be considered for inclusion in the directory, please complete the [Service Provider Form](#).

Minimum Criteria for Inclusion:

The minimum criteria for inclusion in the national referral directory are an organization's capacity to:

- Provide an appropriate, victim and survivor-centred response.
- Deliver social and/or legal services to victims and survivors of human trafficking through trauma-informed practices, by 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 show evidence of a collaborative approach with other service providers.
- Operate in alignment with guiding principles and/or best practices for service provision in their region.

Review Process:

In its review of service providers, the hotline will consider an organization's inclusion based on its self-reported responses, as it cannot independently verify all details provided. The inclusion and review process does not include a formal evaluation of programs or services; however, an organization's capacity and prior experience supporting human trafficking survivors are important components of the review process.

Inclusion in the national referral directory is not an endorsement of a service provider, program, individual 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 provided in the application form or during the review process.

Service providers included in the national referral directory must:

- Provide information, when requested, during the review process and after approval, including:
 - a completed service provider form and responses to any follow-up questions;
 - updates to directory information, referral protocols, and any changes to hours of service, key personnel, available services, capacity or other relevant operations.
- Responds to periodic communication from the Centre or hotline staff, including requests to update records or referral information.
- Share referral outcomes, where appropriate and in accordance with the organization's own confidentiality and privacy policies.
- Work collaboratively with the Centre to resolve issues, questions, or concerns, as they arise.

Ongoing Inclusion in the National Referral Directory:

Ongoing inclusion in the national referral directory is not guaranteed and requires continued compliance with the inclusion criteria. The hotline may periodically review information, request updates or confirm referral protocols to ensure records remain accurate and that partnerships continue to support appropriate responses for victims and survivors.

Removal from the National Referral Directory:

The Centre reserves the right to remove an organization from the directory at its discretion, especially if there are allegations of misconduct. Organizations may also be removed if the hotline is unable to reach the designated point of contact after multiple attempts, or if there is reason to believe that the organization no longer meets the inclusion criteria.

Referral organizations may request removal from the directory at any time by emailing partnership@ccteht.ca.

Requirements and Responsibilities in Making and Receiving Referrals:

The hotline recognizes that making a referral to a direct or indirect service provider requires a clear understanding of each party's role and responsibilities, while ensuring that the needs and rights of the referred individual remain paramount.

In making a referral, the hotline will:

- Abide by the predetermined referral process and respect the referral organization's decision regarding service eligibility. The hotline will never promise individuals that they will be accepted for services by a referral organization.
- Brief the referral organization on the individual's stated needs and background during a warm transfer, when authorized by the individual to share this information.
- Keep internal contact information and other sensitive information for the referral organization private, except where required by law.

Important considerations for organizations receiving referrals from the hotline include:

- Confidentiality: The hotline will not disclose information to the referral organization about the person seeking services without their prior consent. Some exceptions may apply in cases of alleged child abuse or imminent harm.
- Trauma-informed practice: To respect the caller's privacy and minimize the potential for re-traumatization, the hotline only requests only the information necessary to provide a referral. Callers 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 person seeking services or the referral organization's staff, it will share that information; however, referral organizations should be prepared to conduct their own intake and safety assessments upon receiving a referral from the hotline.

- **Assessment and limits to verification:** The hotline will conduct a safety and trafficking risk assessment to identify a person's most urgent needs and connect them with the most appropriate referral services. The hotline does not meet callers in person; it cannot independently verify their identity, circumstances or sobriety.
- **Caller choice and agency:** Whenever possible, the hotline will directly connect the person seeking services to a referral organization via conference call/warm transfer; however, callers often request to have referrals relayed over the phone, by chat, or by email for later use. The hotline cannot guarantee when or if a person will contact a referral organization.
- **Information limits and service coordination:** The hotline cannot confirm whether someone has already reached out to other organizations or is currently receiving services. Because needs vary and service availability differs across regions, the hotline may offer multiple referral options, or the caller may choose not to share that they are already connected to another service.
- **No guarantee of referral:** Inclusion in the directory does not guarantee that the hotline will refer to a given organization, as the referral process is tailored to meet the specific needs of each person.

Guidelines for Inclusion: Law Enforcement

Local referral and reporting protocols, developed collaboratively with police, reflect the unique requirements of each law enforcement agency, including their capacity, jurisdiction and other operational considerations. The protocols establish a clear communication and reporting pathway for incidents and are not intended to comment on or determine jurisdiction. When a case is reported to law enforcement by the hotline, a customized referral and reporting protocol forms the basis for coordinated communication and will:

- Provide a clear and up-to-date contact list of law enforcement personnel in the jurisdiction who receive communication from the hotline regarding human trafficking cases.
- Increase transparency in response efforts and reduce the likelihood of uncoordinated intervention or investigations.
- Serve as a living reference document that reflects who is currently responsible for human trafficking cases and investigations in that jurisdiction.

Reporting to Law Enforcement:

The hotline's operations may increase the number of human trafficking cases and tips referred to law enforcement agencies; however, this is not guaranteed. Each call is assessed individually, with safety and consent as the top priorities, when deciding whether to make a referral. The following reporting considerations are not exhaustive, as each situation and caller is unique. These core factors are applied when assessing potential cases of human trafficking:

- The urgency of the situation, including any risk of imminent harm to the caller or others
- Whether the caller is a minor, if known
- Indicators of human trafficking present
- The caller's unique needs and wishes, if known
- The level of detail and reportable information provided
- The relevant federal, provincial, and territorial laws
- Local reporting protocols in the jurisdiction

Inclusion Process:

If your agency wishes to be considered for inclusion in the directory, please email partnership@ccteht.ca.