

## Refer to Bed Screen

Updated on October 2023

[Home](#) > [Program Management – Search](#) > [Service Queue](#) > [Refer to Bed](#)

### Business Purpose:

1. The Client Management – Refer to Bed allows the user to refer a client to a bed program and to decline a client from the bed program. User may use any of the filtering criteria for bed programs that you want to refer the Client to.
2. In the Client Management – Refer to Bed tab, it shows a listing with columns **Name**, **Action** (buttons: **Refer** and **Decline**), **Acc**, **Vacancy**, **Vacancy Change**, **Incoming & Holds**, **Capacity**, **Decline** and **Sector**.

### How to:

1. In the Program's Service Queue, select the **Refer to Bed** action from the dropdown list of client's referral record in the queue.

#### Program Management - Agincourt Community Services Association Streets to Homes Outreach

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Service Queue Last Updated : 2023/10/17 01:44:16 PM

[Excel Export](#)

7 items found, displaying all items.

Client No.	Name	Start Time	Elapsed	Client Status	Eligible Vacancies	Action
729681	Ira, Ira	2023/10/13 10:39 AM	4d3h4m	Waiting	C,M,W	Select action ...
729673	Gin, Anna [7]	09:57 AM	0d3h46m	Waiting	F	SERVICE BEDMAN <b>Refer to Bed</b> CLOSURE
609475	Bailey, Alexander	2022/03/05 07:51 AM	591d5h52m	Referral from EPIC Assessment Intake		Select action ...
728260	Reyes, Nicole	2022/03/05 09:26 AM	591d4h18m	Referral from 545 Lakeshore Blvd. W. Women		Select action ...
398709	Cox, Melissa	2022/11/02 08:47 AM	349d4h56m	Referral from 545 Lakeshore Blvd. W. Women		Select action ...
598444	Carter, Joseph	2023/08/02 10:00 AM	76d3h43m	Referral from Birkdale Residence - Bedded Program		Select action ...
628177	Martin, Kenneth	2023/08/17 02:00 PM	60d23h44m	Referral from CI - Refugee Response		Select action ...

2. The new Client Management - Refer to Bed screen will appear.

Client Management - Refer to Bed

Close Help

Client Details

Client Number	Client Name	Date of Birth	Age
729681	Ira, Ira	1996/09/09	27

Filter

Include programs with no vacancy.

Include programs of Co-ed, Men, Women -

Vacancy change in the last 15 Minutes

Apply Filter / Refresh

Refer to Bed

Last update: Oct 17, 2023 1:46:08 PM Excel Export

Name	Action	Acc	Vacancy	Vacancy Change	Incoming & Holds	Capacity	Decline	Sector
545 Lakeshore Blvd. W. Mens 647-455-0062 noted	Decline Refer	Beds	13	1	0	19		Men,Indigenous
545 Lakeshore Blvd. W. Women 647 455 0062 rtretr	Decline Refer	Beds	12	0	0	100		Women,Indigenous
545 Lakeshore Blvd. W.Couple 647-455-2800	Decline Refer	Beds	10	0	0	700		Co-ed
Birkdale Residence - Toronto Plaza Hotel - NORTH (Mixed Adult) 437-347-5995	Decline Refer	Beds	1	0	1	83		Co-ed

3. You may use the **Filter** tab to filter the programs to be displayed on the screen. There are two filter options available: **Include programs with no vacancy** and **Include programs of:** Co-ed, Families, Men, Women, Youth, Indigenous

4. When you select the  **Include programs with no vacancy** option and clicking the **Apply Filter / Refresh** button, the program listing will display all Bed programs with vacancy or no vacancy for single or family client.

**Filter**

Include programs with no vacancy.

Include programs of Co-ed, Men, Women

Vacancy change in the last 15 Minutes

**Apply Filter / Refresh**

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**Refer to Bed**

Last update: Oct 17, 2023 1:56:52 PM

Name	Action	Acc	Vacancy	Vacancy Change	Incoming & Holds	Capacity
545 Lakeshore Blvd. W. Mens 647-455-0062 noted	<span>Decline</span> <span>Refer</span>	Beds	14	1	0	19
545 Lakeshore Blvd. W. Women 647 455 0062 rtretr	<span>Decline</span> <span>Refer</span>	Beds	12	0	0	100
545 Lakeshore Blvd. W.Couple 647-455-2800	<span>Decline</span> <span>Refer</span>	Beds	10	0	0	700
Birkdale Residence - Toronto Plaza Hotel - NORTH (Mixed Adult) 437-347-5995	<span>Decline</span> <span>Refer</span>	Beds	1	0	1	83
Birkdale Residence - Toronto Plaza Hotel - SOUTH (Mixed Adult) 416-392-4616	<span>Decline</span> <span>Refer</span>	Beds	4	0	0	77
COSTI - Radisson Hotel - Refugee Singles 416-844-0787	<span>Decline</span> <span>Refer</span>	Beds	1	0	0	13
COSTI Reception Ctr CITY Program 416-922-6688	<span>Decline</span> <span>Refer</span>	Beds	0	0	0	8

- When you select a few options from **Include program of** drop-down and click on the **Apply Filter / Refresh** button, the program listing will display all Bed/Room programs for single and family clients.
- To refer a client to a particular program, click the **Refer** action button and **Client Management – Referral** screen is displayed.

toronto **SMIS** Shelter: Hollands, Linda User: JJJJJ, Linda

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Client Program Facility Shelter Head Office

**Client Management - Referral**

Client No. 500418  
Name EJoneson, EJones DOB 1954/04/12 Age 63

Close Save Help

**Referral**

From Program\* Central Family Intake

Program*	Name	Type	Phone
University Settlement - Out of the Cold		Bed	416-598-3444

Reason for referral\* (0/4000 characters)

Notes (0/4000 characters)

Rejection Reason

Rejection Note

7. Enter text for the **Reason** for referral up to a maximum of 4000 characters.
8. Enter **Notes** regarding this Referral to a maximum of 4000 characters.
9. Click the Save action button to save the new Referral. The Referral record is completed and saved. Remember to enter the contacted staff name of the destination program into the **Notes** filed.

Standards: Shelters are expected to relax admissions and discharge criteria and extend hours of operation to allow clients to stay indoors. Shelters will be notified when the extreme cold alert has been terminated. For more information please contact the Streets to Homes Assessment and Referral Centre at 416-598-3444.

toronto **SMIS** Shelter: JJJJJ, Linda User: JJJJJ, Linda

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Client Program Facility Shelter Head Office

**Client Management - Referral**

Chan, John(499202)  
Client No. 499202  
Name Chan, John DOB 1960/01/01 Age 57

Close Save Help

Saved Successfully!

**Referral**

From Program\* Streets to Homes Assessment and Referral Centre - Service Program

Program*	Name	Type	Phone
Cornerstone Place		Bed	416-658-5224

Reason for referral\* (4/4000 characters)  
test

Notes (52/4000 characters)  
Called and talked to Joe Who @ Cornerstone Office...

Rejection Reason

Rejection Note

10. Click the Close button to back to the Service Queue screen.
11. Below is the source program's Service Queue with reminders in the **Action**

column for the source program staff to call the destination bed program to hold the bed/room.

Service Queue Last Updated : 2023/10/17 02:10:48 PM

[Excel Export](#)

9 items found, displaying all items.

Client No.	Name	Start Time	Elapsed	Client Status	Eligible Vacancies	Action
619588	Allen, Nicholas	2022/03/21 10:47 AM	575d3h23m	Waiting [5]	C,M	Select action ...
15700	Adams, Katherine	2023/06/05 11:55 AM	134d2h15m	Waiting	C,M	Select action ...
497299	Adams, John	2023/06/05 12:04 PM	134d2h6m	Waiting	C,W	Select action ...
21205	Anderson, Aaron	2023/07/31 06:39 PM	77d19h31m	Waiting	C,W	Select action ...
18578	Carter, Sara	2023/07/31 06:45 PM	77d19h24m	Waiting	C,M	Select action ...
389848	Adams, Megn	2023/07/31 06:53 PM	77d19h17m	Waiting	C,M	Select action ...
483048	Brown, Scott	2023/07/31 07:06 PM	77d19h4m	Waiting	C,M	Select action ...
729680	Maria, Anna	2023/10/04 09:52 AM	13d4h17m	Waiting	C,W	Select action ...
729650	One, Test	03:39 PM	0d19h43m	En Route (no hold) to Birkdale Residence - Bedded Program		No bed held. Call Shelter. 416-392-5650

9 items found, displaying all items.

12. The client now appears in the service queue of the destination program, awaiting a bed hold and the client's arrival. Available destination **Actions** include **Hold Bed**, **Reject**, and **Intake/Accept**.

729650	One, Test	11:22 AM	0d2h51m	En Route (no hold) from 545 Lakeshore Blvd. W.Couple		Select action ... Select action ... Hold Bed Reject Intake/Accept
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41 items found, displaying all items.

13. To decline a client from the bed program, select the **Refer to Bed** Action from the dropdown list of client's referral record in the queue. The new **Refer to Bed** screen will appear.

14. Click the Decline button and a message is displayed: "Are you sure you want to decline this program?". User may click **OK** button to process the decline otherwise it will cancel the decline action. All declined offers should be recorded and will be counted in the **Decline** column.

Refer to Bed

Last update: Oct 17, 2023 2:19:30 PM Excel Export

Name	Action	Acc	Vacancy	Vacancy Change	Incoming & Holds	Capacity	Decline	Sector
545 Lakeshore Blvd. W. Women 647-455-0062 rtretr	Decline Refer	Beds	12	0	0	100		Women, Indigenous
545 Lakeshore Blvd. W. Couple 647-455-2800	Decline Refer	Beds	10	0	0	700		Co-ed
Birkdale Residence - Toronto Plaza Hotel - NORTH (Mixed Adult) 437-347-5995	Decline Refer	Beds	2	1	1	83	1	Co-ed
Birkdale Residence - Toronto Plaza Hotel - SOUTH (Mixed Adult) 416-392-4616	Decline Refer	Beds	4	0	0	77		Co-ed
COSTI - Radisson Hotel - Refugee Singles 416-844-0787	Decline Refer	Beds	2	1	0	13		Co-ed, Indigenous
Homes First Delta Hotel Program 647-455-0334	Decline Refer	Beds	2	0	0	306		Co-ed

### Important Notes:

1. Once a Referral is accepted or rejected by the receiving Program, then it will not be updateable any more.
2. A Client can have multiple pending referrals at any one time.
3. A Client can have only one pending Referral between any two particular Programs at any one time.
4. Note that you can decline the same program multiple times, and refer to a previously declined program.