



Children's
Treatment Network

Referral Process User Guide

School Based Rehabilitation Services (SBRS)
Intake Services

February 2026





Overview

This user guide has been created by Intake Services to support school board staff when submitting a referral for School Based Rehabilitation Services (SBRS) with Children’s Treatment Network (CTN) for Occupational Therapy (OT), Physiotherapy (PT), or Speech Therapy (SLP) services.

Program Information

For general information regarding School Based Rehabilitation Services (SBRS) with CTN, please visit the SBRS page of CTN’s website:

<https://www.ctnsy.ca/Program-Services/SchoolRehabServices.aspx>

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Submitting a SBRS Referral: Overview



Step 1	Step 2	Step 3	Step 4	Step 5	Complete
Obtain Principal or designate approval.	Obtain student, parent or guardian consent.	Gather information for referral form.	Log in to CTN SBRS Referral Portal.	Enter required information.	Submit to Intake for processing. Print a copy of referral.



[SBRS Referral Portal Login](#)

To log in to the SBRS Referral Portal, visit CTN's website ctnsy.ca and click on SBRS Referral Portal.

Your login consists of your organizational email address and password. If you require support with logging into the referral portal, please contact the CTN IT Help Desk Team by email at helpdesk@ctnsy.ca.



QUICK TIP:

Users must send a new email to help desk each time they have a referral portal issue. Do not reply to an existing email, as the system will not recognize it.

[Creating a New Referral](#)

To create a referral for SBRS, users must log in to the SBRS Referral Portal. Users will then select the discipline-specific referral form (OT/PT or SLP) relevant to the student's needs. Please note that only a school board Speech Language Pathologist can submit speech therapy referrals.

The screenshot shows the SBRS Referral Portal interface. At the top, there is a navigation bar with 'Home', 'Referrals', and 'Sign Out' links. The 'Referrals' link is highlighted in orange. To the right of the navigation bar is a language dropdown menu set to 'English'. Below the navigation bar, the main content area is titled 'Referrals'. It features a search bar with a 'Search' button. To the right of the search bar are several filter options: 'Status' (All Referrals), 'School' (All Schools), and 'Service' (All Referrals). At the bottom right of the filter area, there are two buttons: 'New OT/PT Referral' and 'New SLP Referral', which are highlighted with a purple border.

When creating a new referral, the following information is required: Principal or designate approval, consent from the student/parent/guardian, student information, school, and referral needs. You will need approximately 20 minutes to complete a new referral.

IMPORTANT: The online referral form will time out after 45 minutes and does not automatically save your progress. If you need to step away, be sure to **manually save** your work. Saved referral forms must be completed and submitted by 11:59 p.m. on the same day. Any referrals left incomplete or in "Pre-submitted" status will be **deleted at midnight** and will not be received or processed.



Mandatory Fields

Student Information	
First Name: *	<input type="text"/>
! Required	
Last Name: *	<input type="text"/>
! Required	

There are mandatory fields throughout the referral form. Some are marked with Asterix(*). All mandatory fields must be completed to submit a referral. If a mandatory field is missed when attempting to submit the referral, the system will not action your request.

Some items will have a pop-up message, and others will have an error message. If the referral does not submit, scroll through the referral form to find the item(s) in red and complete them to successfully submit the referral.

Mandatory fields contain information to confirm consent and referral approval, share required student and parent/guardian information, and provide details about priority referral criteria.

Consent

Authorization to Collect, Use and Disclose Personal Health Information
When completed, this form contains Personal Health Information (PHI). Please follow your organization's policies and procedures and relevant privacy legislation regarding the handling and storage of confidential student information including PHI.
Confirmation of Consent for Referral to School Based Rehabilitation Services and for the Sharing of Information
Please confirm that the student/parent/guardian understands what is being asked of them and gives permission to proceed by completing the following two attestations. If a student is over the age of 12, and can understand the information relevant to the services, then a student can consent on their own behalf.
*Note: CTN can only deliver School Based Rehabilitation Services and process this referral if consent has been confirmed, and the response 'Yes' has been selected for the statements below. If not, the family should be directed to contact CTN SBRS Intake Services.


Informed consent: It is mandatory for users to obtain student or parent/guardian's informed consent before submitting a referral for SBRS. The school principal or designate must also approve the SBRS referral. As a user, you must confirm that both consents have been obtained before starting a new referral.

Email consent: The SBRS referral also includes parent/guardian email consent. Obtaining email consent and sharing parent/guardian email is not mandatory; however, CTN uses email to contact families to share resources, provide updates and/or begin services and it is often a preferred and more timely communication option.



Referral Form Content

Reason for referral to CTN SBRS Speech (check all that apply)
<input type="checkbox"/> Speech Sound Needs
<input type="checkbox"/> Fluency Needs
<input type="checkbox"/> Resonance Needs
<input type="checkbox"/> Voice Needs

 **QUICK TIP:**

Did you know you can use the tab key to quickly move through sections of the form?

The information collected within the SBRS referral form is intended to obtain relevant information about the student’s OT, PT or speech therapy needs. All required information is collected using the online referral form.

For speech therapy only, users may upload additional documentation with their referral (e.g., assessment report, medical documentation). For the sections of the referral form that accept a document upload, each section will accept only one file. If you have more than one document to upload, merge them into a single file to be uploaded.

All SBRS referral forms request student, parent/guardian, custody and medical information. OT/PT referrals require needs identification and information about classroom behaviours and participation. Speech therapy referrals require needs identification, matrices, and summary of assessment findings.

In addition to completing mandatory fields, please provide as much detail in all sections of the referral form to assist CTN and the Service Provider in their service delivery.

Save or Print Referral (Optional)

Before submission, if you need to step away, users have the option to 'Save' the referral to save any work in progress. To save, minimal mandatory fields entered, such as first name, last name, date of birth, and school must be entered. At the bottom of the referral form, select “Save” for the referral to save.

Saved referral forms must be completed and submitted by 11:59 p.m. on the same day. Any incomplete or unsubmitted referrals (pre-submitted status) will be removed from the portal at midnight and will not be received or processed.

<input type="button" value="Save"/>	<input type="button" value="Submit"/>
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<input type="button" value="Print"/>	<input type="button" value="Close"/>
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After submission, once the referral form has been completed including all mandatory fields, users have the option to print a copy of the referral to add to the school’s records. At the bottom of the referral form, select “Print” and select your method of printing.

Users also have the option to view or print the referral on the SBRS Referral Portal until within 90 days of a student being discharged (see page 7).



Submitting the Referral

Upon completion of the referral form, please review before submitting. Ensure all mandatory fields have been filled out, in addition to providing as much detail as possible in all sections.

Click the 'Submit' button in the bottom of the form to submit the referral to CTN for processing.

Save Submit Close

If you press 'submit' and referral doesn't submit, mandatory information is missing from your referral form. If a mandatory field was missed while submitting the referral, some items will have a pop-up message, and others will have an error message. Scroll through the referral form to find the item(s) in red and complete them. **You cannot submit the referral until all mandatory fields are complete.**

Referral OT PT

Select language: English

Values in one or more fields are invalid.

webform.treat.ca says

The Principal/Vice Principal is aware of and approves this referral must be yes before you can submit.

OK

Reason for Referral

Service required * ? Please select

Required

Reason for Referral: *

Once all mandatory fields are complete and the referral form is successfully submitted, you will return to 'Referrals' dashboard of the referral portal with the referral you were working on in the Submitted status.

QUICK TIP:

If your referral is in the 'Pre Submitted' status in the SBRS referral dashboard, this means the referral is not submitted to CTN for processing. Review your referral to ensure all mandatory fields are complete and submit the referral.



School Board Referrals Dashboard

In the SBRS Referral Portal, users can find information about existing referrals on the 'Referrals' dashboard. Users can also complete certain actions related to a referral. It also displays referrals for OT, PT, and/or speech therapy at your assigned school(s). It is important to regularly check this page to view each student's status.

Referral Status

Referral Type	Referent	Service	Status	Action
OT PT	Referent Name, SLP		Pre-Submitted	Select Action
SLP	Referent Name, SLP		Submitted	Select Action

QUICK TIP:

If you click the **Student's Name**, you can view and print a copy of the referral

The Referral Status column displays the status of each referral at your assigned school(s):

- **Pre-submitted:** A referral has been saved but has not been submitted to SBRS Intake.
- **Submitted:** Referral that has been submitted but has not been reviewed by SBRS Intake.
- **Processed-Review in Progress:** Referral has begun administrative processing.
- **Processed-Added to Waitlist:** Referral has been accepted and the student is on the waitlist.
- **Declined-[Reason]:** Referral was reviewed and it was determined it was not appropriate.
- **Processed- In Service -[SPO] :** Student has been assigned to a provider to start services.
- **Discharged -[Reason]:** Student has been discharged by SBRS Intake or provider.

Pending Discharge and Rejected-[Reason] statuses are not currently available.

Referral Action

Referral Type	Referent	Service	Status	Action
OT PT	Referent Name, SLP		Pre-Submitted	Select Action
SLP	Referent Name, SLP		Submitted	Select Action

The Referral Action column allows portal users to perform certain actions with referrals:

- **Remove Referral:** Permanently deletes the referral from the referral portal.
- **Upload Document:** Upload relevant clinical documentation to be reviewed by CTN.
- **Change/Correction:** Share student demographic updates with CTN such as phone number change, school change, custody updates.



Frequently Asked Questions (FAQs)

Can I submit one referral for both OT/PT and speech therapy?

There are two distinct SBRS referral forms, one for OT/PT and one for speech therapy. Each referral form collects information about the student's needs, specific to the service type being requested.

Speech therapy referrals must be submitted by a school board SLP. OT/PT referrals can be submitted by a special education teacher, Principal, or Vice Principal. **If an OT/PT referral is for a Simcoe County Elementary School in the Tiered Model of Service and does not meet priority criteria, approval must be obtained by the Occupational Therapist before submitting an OT/PT referral.**

Do I need to upload any documents with my referral?

All information that is required for OT/PT referrals can be submitted by using the online form and users cannot attach documents to the referral. For speech therapy referrals, a document upload is not required to submit a speech therapy referral, see exceptions below.

Exception: Documentation upload is required for speech therapy referral for the following reasons: the document is being uploaded instead of a written summary of SLP assessment findings (e.g., report); medical documentation (e.g., Ear Nose and Throat (ENT) physician report) to support a surgical referral.

What happens if I do not complete and submit the referral form in 45 minutes?

The referral form takes approximately 20 minutes to complete. It will time out at 45 minutes after being opened and will not automatically save. If you need to take a break, ensure you 'save' any work in progress. Saved referral forms must be completed and submitted by 11:59 p.m. on the same day. Any incomplete or unsubmitted referrals (pre-submitted status) will be removed from the portal at midnight and will not be received or processed. All information will be lost, and you will need to start a new referral.

Why does CTN ask for medical information when a student is referred for SBRS?

It is helpful to have student medical information (e.g., allergies) for our Intake Team and the Service Provider. If the student is added to our waitlist, the medical information will also be shared with the therapist providing services which can assist both CTN and the Service Provider in the student's service delivery.

Why does CTN ask for more than one parent/guardian's contact information?

Providing at least one contact's information is mandatory. Accurate contact information for all parent/guardians helps to avoid delay in service, as CTN can contact all contacts when it is the student's time to start service. If CTN does not have the contact information, CTN cannot connect if the parent/guardian not listed.



What should I do if I do not have parent/guardian custody information?

If custody information is not known, please submit the student's referral to CTN and indicate you are not aware of arrangements in place in the parent/guardian information section. If there are no parental circumstances, no custody information will need to be provided. Before services begin, CTN will contact the parent/guardian to clarify custody information.

How do I view all referrals that I have submitted?

See **page 7** of this User Guide and check the Referral page of the referral portal to view all student referrals at the school(s) you are assigned. Check the 'status' column to view the status of the referral (e.g., pre-submitted, submitted).

Where can I view students who are on the waitlist or in service?

See **page 7** of this User Guide and check the Referral page of the referral portal to view all student referrals at the school(s) you are assigned. Check the 'status' column to view the status of the referral (e.g. Pre-Submitted, Submitted, In Service).

Why am I unable to see a referred student on my dashboard?

If the student is new at your school, verify they are not still connected to their previous school and that their school information does not require to be updated with CTN. If that is the case, please contact CTN Intake Services to update the student demographics. If the student has changed schools, you will also not be able to see referrals submitted at other schools if you do not have permission to view that school.

Why was a student I referred discharged?

In most cases, a student is discharged when they complete their visits or meet their goals. In some cases, the therapist finds that the student no longer requires service after they complete an initial assessment. Please check the student's Ontario Student Record (OSR) for a Discharge Report from the therapist with details regarding the discharge.

How do I share updated documents or student information with CTN?

See **page 7** of this User Guide to submit requests to CTN. To share relevant documents, such as an ENT report, you can use the action 'Upload Document' to submit the document to CTN to review. To share updated contact, custody, or school information submit a 'Change/Correction' request to CTN to review.

I have not heard back from CTN IT Help Desk, what should I do?

Within five minutes of emailing the IT Help Desk (helpdesk@ctnsy.ca), you will receive an automated response confirming your message has been received. For every new IT issue, a new email must be sent. Do not reply to old messages or put "Re:" in the subject line as they will not be recognized by the system. If you have sent a new email and have not heard back within three business days, please call the CTN main line and follow the prompts to reach IT Help Desk.



Contact Information

Upon reviewing the Referral Process User Guide, if you have questions or require further support, please contact the appropriate department below by email or phone and we will be happy to assist you.

Intake Services, SBRS

For questions about the form or referrals you have made, our Intake Services Team can be contacted by phone or email.

Phone: 1-866-377-0286, ext. 201 to reach the SBRS program.

Email: sbrs@ctnsy.ca

CTN's IT Help Desk

For questions, support, or if you've been locked out of the CTN SBRS Referral Portal, please contact the CTN IT Help Desk Team by email with your unique User ID.

Email: helpdesk@ctnsy.ca