

Understand the referral role

Information for employers, benefits teams and unions

Who you are contacting

Karl is the person behind Recovery Is Possible. After a long struggle and many rehabs across North America, he has been clean for 15 years. He offers lived experience and a personal introduction to Addiction Rehab Toronto (ART) intake.

What Karl can do

Explain the introduction process, share questions to take to a provider, and connect a willing individual with ART intake after agreeing what information may be shared.

Who handles other decisions

ART handles its clinical assessment and admission process. The insurer determines coverage under the particular plan. Employment, accommodation, leave and fitness-for-work questions belong with the appropriate organizational and professional advisers. Karl does not provide those decisions or advice.

Choice and disclosure

Karl may receive a referral fee from ART if a referral leads to treatment. He does not independently compare all providers. An individual may contact ART directly or explore other services, including through their existing EAP or healthcare team.

Start generally

Use saveyourlife.ca/contact to request an email conversation about the process. Do not send employee names, medical records or benefit documents with an initial organizational inquiry.

A practical introduction pathway

1. Offer information

Share the resource page or this pack with the individual. Explain your own role and let them decide whether to contact Karl. Do not treat this pack as a clinical assessment or a direction to enter treatment.

2. Agree to the introduction

Karl discusses his referral role with the person. Before passing information to ART, agree the intended recipient and exactly what contact information may be shared. A referral is not blanket permission for workplace updates.

3. Confirm the proposed care

Ask ART who assesses suitability, what admission involves, what services are available, and whether another service may be needed first. Obtain current program information directly from ART.

4. Verify costs and coverage

Ask for a written estimate, billing arrangements and cancellation terms. Ask the insurer about the specific proposed program, eligibility, exclusions, required authorization and out-of-pocket costs. Insurance acceptance alone does not confirm coverage.

5. Clarify communication

Discuss any proposed workplace or union updates with the individual and the relevant professional team. Clarify who communicates, what may be shared, and how consent is handled. Do not assume Karl will provide clinical reports or attendance updates.

Resources and next step

Read saveyourlife.ca/employers, saveyourlife.ca/treatment-costs and saveyourlife.ca/intake-checklist. For broader Ontario service information, visit connexontario.ca. General referral information, not medical, benefits or employment advice. Program details must be confirmed directly with ART. Prepared October 4, 2026.