

The Service Navigation Project



System navigation

“You’ve got to think about the big things while you are doing the small things, so that all the small things go in the right direction.”

Alvin Toffler



Informal supports and services

immediate family

extended family

friends

neighbours

Formal supports and services

clinicians (physician, occupational therapy, physiotherapy, speech language therapy, psychology, psychiatry, social workers, etc)



Knowing yourself...knowing your needs

When you or your child has a disability

- assessment and diagnosis
- stages of grieving
- communication styles/conflict styles
- reaching out to others
- accessing services and supports



Locating and Accessing Services

The “Family Friendly Service Navigation Project”

- Interdepartmental and **community** committee
- Inception December 16th 2008 – Hon. Gordon McIntosh
- Three phases project
 - Information (Series of fact sheets and website)
 - System navigator (especially during transition-based out of SMD)
 - Mapping service paths organized around most common themes



Service Navigation Project

- Across lifespan
- Broad audience
- Understand and connect with available services and supports
- Available on line
- FAQ's
- Accessible and easily printable



Service Navigation Project

Over 100 questions organized by theme:

1. Assessment and Diagnosis
2. For Parents of a child
3. Education (7 subsections)
4. Transition from school to adulthood
5. Services and programs – children, adults and general
6. Assistive technology
7. Human rights and reasonable accommodation
8. Financial assistance



Assessment and Diagnosis

- How do I know when there is a problem with my young child's development?
- What should I do if I am concerned about my child's development?
- What is an assessment?
- What is my role in the assessment process?
- What do I do if I don't agree with the results?



Assessment and Diagnosis

- Psychological assessment
 - Centralized Child and Adolescent Mental Health Services through the regional health authority
 - Centralized Adult Mental Health Services through the regional health authority
 - Self-referral versus referral by physician
- Other Assessments
 - Publicly funded OT, PT, SLP etc
 - Privately funded services



For Parents of a Child with a Disability

- My child has just been diagnosed. What do I do?
- What can I do to support my child?
- How can I encourage my son or daughter to become an effective self-advocate?
- What is respite? Who provides it?
- What about my other children?
- What is family centered planning?



Where do you go from here?

- Children's Special Services (Family Services and Consumer Affairs)
- Student Services (Manitoba Education)
- Disability Resource Centre (UCN, U of M; U of W, Red River College, etc)
- Employment and Income Assistance
- Vocational Rehabilitation
- Supported Employment Agencies
- Employment Assistance Programs



Services and Programs for Children

- What is Children's Special Services?
- What is Home Care?
- Who is eligible? What services and supports can I access?
- What about licensed child care?
- How do we access therapies for our child?
- etc



Education

- Starting Out
 - What is inclusive education?
 - How can I help to prepare my child for school?
 - What can I expect at the planning meeting?
- Appropriate Educational Programming and Student Specific Planning
 - What is it?
 - What will it look like for my child?
 - What is an IEP?



Provisions through the amendment to the Public Schools Act: Appropriate Educational Programming

- Placement in neighbourhood school with same-age peers
- Programming aimed at teaching the provincial curriculum



Education

- Home/School Connection
 - How should communication occur between home and school
 - How can I support my child's learning at home
 - What if they cannot meet expectations?
 - How do we resolve problems or disagreements with the school?
 - How can I be involved in my child's school?



- Transition Planning
 - What is transition planning?
 - What is the shift from family centered to person centered planning and when does this take place?
 - How will my role change when my child turns 18 y?
 - How do I access supports and services for my adult child?
 - What supports are available in rural and northern Manitoba



Transitioning to Adulthood

“Bridging to Adulthood” Protocol

- Planning with the high school
- Connecting with adult services
- Age of majority issues
- Eligibility for services and supports



Human Rights and Reasonable Accommodation

- What is discrimination
- What is protection from discrimination?
- What do I do if I am experiencing discrimination?
- What are reasonable accommodations?



Assistive Technology

- What is assistive technology? How can I find out what supplies or equipment specific to a disability are available?
- Who pays for them?
- I live in a rural community. How can we get help with equipment (lifts, chairs, hearing aids, etc)?



Financial Assistance

- What is a Tax Free Savings Account?
- What is the Primary Caregiver Tax Credit?
- What is the Disability Tax Credit?
- What is a Registered Disability Savings Plan?
- How can I plan for my child's financial future?
- What is employment income assistance?

• etc



Other topics covered

- The Vulnerable Person's Act
- Services and Programs for Adults
(Vocational Rehabilitation, Supportive Living Program, Home Care, Supported Employment)



Overall

- The look and feel of each section will be consistent with the project as a whole
- There will be a “brand” associated with the project that will link to the website
- It will be bilingual
- Focus groups helped to determine the content
- Focus groups in both urban and rural helped to review prototype sections



The Fact Sheets

- Baseline information
- Place to get started
- Links to further information
- Idea boxes
- Definition boxes
- Available in both languages, in pdf and html
- To be updated regularly



Service Navigation

- Smooth the path with fewer missed opportunities
- Increased awareness of available resources
- Increased awareness by service providers and government about gaps in service
- Eventually address those gaps
- Always will be a need to share experiences among other parents and with the professionals who support you and your child

