

The Seniors System Navigation Team is a dedicated team of professionals dedicated to improving the wellbeing of seniors by providing prevention and early intervention focused support. Through community partnerships this team will collaborate internally as well as with existing community services to offer organized senior centered service planning, avoid agency duplication and fill gaps with the outcome being to deliver coordinated support to seniors.

PROGRAM CRITERIA

- City of Lethbridge
- Individuals from out of the area can be assisted over the phone or in person with SCSP agency
- 60+ (individuals 55+ will be considered on an individual basis)
- Family/Community members seeking information about seniors resources
- Needs related to prevention and early intervention

Note: We are not a crisis service.

This partnership is funded through various funding streams administered by the City of Lethbridge, inclusive of FCSS.

At this time, the Seniors System Navigators are located within multiple senior serving agencies including: CMHA, LHA, LSCO and Nord Bridge. This team is supported by a Team Lead who provides clinical guidance.



Contact: 403-329-4775

Lethbridge Housing



Contact: 403-329-0556



Contact: 403-320-2222



Contact: 403-329-3222



SCSP

Seniors Community Services Partnership

SENIORS SYSTEM NAVIGATORS




For more information or to connect to a Seniors System Navigator, please contact


403-329-1544


or any of the agencies listed on the back of this brochure.

The mandate of the Seniors System Navigation Team is to offer information & referrals, short term case management and outreach support to seniors in need over the age of 60 years of age.

The Seniors System Navigation Team can help you:

 **Identify your needs:** Seniors System Navigators can provide support in the following areas: financial, housing, legal, abuse, income tax, physical health, mental health, mobility, transportation, family dynamics, home service and repair, food, and more.


 **Connect you with resources:** Seniors System Navigators are knowledgeable on senior-specific resources and will connect you with other programs and services that may help you.


 **Provide emotional support:** Seniors System Navigators value and support you without judgment. 1-1 and group support are also offered to help instill positive coping skills, reduce stress and improve the quality of life.


OUR VALUES:

1. We value each person as an unique individual. The services we offer draw from each individual's strengths and reflect cultural, spiritual and personal preferences throughout their life journey..
2. We value an individual's right to make their own decisions. This includes:
 - Accepting or refusing the services offered
 - Negotiating service arrangements from available resources
 - Taking risks that may not align with professional recommendations
3. We value involvement from family, friends and/or informal support
4. We value partnerships with community agencies. Collaboration between individuals, families, community partners results in the delivery of person centred services.

All supports are individualized, seniors-centred and align with population specific best practices.

 **Offer community outreach:** If you are unable to come to any of the agencies who provide Seniors System Navigation, our team can even meet you in your home or another comfortable community location.

 **Advocate within complex systems:** Seniors System Navigators can meet with you, and members of your health care team (doctor, home care case manager) for important appointments/discussions and support you to ensure your needs are considered.

 **Offer education:** Seniors System Navigators offer a variety of information sessions and workshops to help increase awareness and understanding of seniors related issues.

