



Integrated Coordinated Access (ICA)

Tier 1 System Navigation

ARE YOU SOMEONE WHO GETS ASKED FOR HELP A LOT?
BEING A SYSTEM NAVIGATOR CAN SUPPORT YOU IN
HELPING OTHERS!

A Tier 1 System Navigator assists individuals who are looking to access services within the community. This may include general requests for information or if someone is looking for something specific, but doesn't know where to start.

Examples of system navigators: Business owners, coaches, HR professionals, program leaders (i.e. Girl Guides, Scouts, 4H), bus drivers, factory workers, religious/spiritual leaders, primary health care staff, frontline workers, customer service representatives, parents, and more...

Tier 1 System Navigators can help by:

- Listening and responding to requests in a non-judgmental, inclusive, and compassionate manner
- Providing accurate information and supporting individual choice
- Recognizing crisis vs. non-crisis situations
- Understand when situations are over and above a Tier 1 System Navigator and refers to a Tier 2 or 3 System Navigator
- Using ICA Referral Pathways

For example: Someone is wondering how to find out about different sporting activities in Lethbridge. The System Navigator can provide information about HelpSeeker, City of Lethbridge Recreation and Culture Guide and/or Lethbridge Sport Council.

Benefits of being connected to the ICA network:

As a Tier 1 System Navigator in the ICA network, you will have access to;

- Current community resources to assist you in supporting residents of Lethbridge
- Support from the ICA Program Lead at Canadian Mental Health Association, Alberta South Region (CMHA, ASR)
- Learning opportunities to increase your knowledge about system navigation
- The ICA Referral Pathways

Interested in becoming a Tier 1 System Navigator?

Join us for a 45-60min ***no cost*** training session and learn more about the role you play in Lethbridge ICA!

Your participation is important to us.

Visit our website at www.lethbridgeica.ca for more information

Contact Info:

ICA Program Lead

Kala Beers, MSW, RSW

403-317-0686

kala@cmhalethbridge.ca

In partnership with:

