

# **Exploring the Use of Navigators to Advance Access to Federal Programs and Services for People with Disabilities: A Jurisdictional Scan**

A partnership between the University of British Columbia Canadian Institute for  
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People First of Canada.

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**Canadian Institute for Inclusion and Citizenship**



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of CANADA



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D'ABORD  
du CANADA

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## Introduction

This jurisdictional scan attempts to provide a comprehensive lens into the existing landscape of navigator services for individuals with disabilities across Canada. We've examined how these services operate in various provinces and territories, including details about eligibility criteria, accessibility, funding, and geographic distribution. Gaining a holistic understanding of how navigator services operate in different regions allows for the identification of best practices, potential gaps, and areas for improvement, which informs our current research.

## Methodology

The jurisdictional scan covered all 13 provinces and territories in Canada, despite there being a lack of services found in a few areas. An online search was conducted, involving keyword searches with terms such as, “service navigation”, “independent facilitation”, and “disability resources in [Province/Territory Name]”, among others, to identify relevant programs and services. We supplemented these general web searches with the exploration of specific websites such as Inclusion Canada and others across the country dedicated to disability resources. Additionally, we tapped into the extensive 211 resource databases in each province for a deeper search. The jurisdictional scan (Table 1) is organized by province/territory, and we aimed to capture all of the essential information needed to provide a comprehensive understanding of each service – in this case, this included *Services Offered, Eligibility Requirements, Accessibility Considerations, Limitations, and Funding*. We've also included a point of contact for each service, in case it is required for future reference or future research - related inquiries.

## Navigation vs. Advocacy

While conducting this review, it was observed that many services blur the lines between advocacy and service navigation, often using the terms interchangeably. For the purposes of this project, we are specifically looking at services that a) help direct individuals with disabilities and their family members to relevant disability-related federal resources or supports, b) help them navigate accessing these supports, or c) support them in the application process. While our research is particularly focused on individuals with intellectual disabilities, this jurisdictional scan covers programs that cater to individuals with all disabilities, to broaden our understanding.

The various navigator services identified in this scan share a common objective in helping individuals with disabilities and their family members navigate the intricate landscape of disability-related support systems and resources. For the most part, most services play an active role in helping individuals access *specific* federal services (most commonly, the Disability Tax Credit (DTC) and the Registered Disability Savings Plan (RDSP). A few services also offer specialized navigation assistance for young individuals with developmental disabilities transitioning into adulthood. Additionally, we found several navigator services catering to specific populations, such as Indigenous communities or newcomers with disabilities, emphasizing inclusivity and tailored support. Clearly, many of these services go beyond just being conduits of information, by actively making the process of accessing resources more efficient for those that need them.

## **Geographic Distribution of Services**

As may be expected, there was a higher concentration of available services in some provinces than others. British Columbia and Ontario were two provinces that had a particularly significant number of services available, offering more variety and giving individuals more options to choose from. The presence of so many different services in these provinces also means that each organization has a chance to specialize in specific areas. For example, in BC, projects such as Access RDSP were specifically designed to help individuals apply for the RDSP, while organizations such as Services to Adults with Developmental Disabilities (STADD) specifically focus on young people with disabilities. This level of variety and specialization can allow for more comprehensive and substantial care.

Meanwhile, there was a marked absence of navigator services in a few provinces— notably, Nunavut, Yukon, and the Northwest Territories. Some navigation might be occurring through the provincial government’s official health authority (such as in the Northwest Territories), or as a part of an organization’s unofficial supports (such as the organizations found in Nunavut) but we were not able to find any independent programs or services specifically dedicated to service navigation. This is of particular concern due to the fact that around 30% of Indigenous peoples in Canada are living with a disability, which is higher than the national average<sup>1</sup>. Still, there is a

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<sup>1</sup> <https://www150.statcan.gc.ca/n1/pub/89-653-x/89-653-x2019005-eng.htm>

marked lack of participation in programs such as the RDSP and DTC by Indigenous communities, likely due to the scarcity of resources available to help them navigate these systems<sup>2</sup>.

Provinces like Nova Scotia, Prince Edward Island, Newfoundland and Labrador, Quebec, Alberta, New Brunswick, Manitoba, and Saskatchewan fell in the middle when it comes to service distribution, with 1-3 navigator services found in each. This distribution highlights regional disparities, emphasizing the need for increased accessibility and support in certain areas of the country.

## **Eligibility Requirements**

The eligibility requirements varied greatly across navigator services, with many programs opting for an inclusive approach by having no explicit criteria, ensuring accessibility for a broad spectrum of individuals. For those services that do specify eligibility, common criteria included having an intellectual or developmental disability, sometimes requiring an official diagnosis endorsed by a psychologist or psychiatrist. This raises some accessibility concerns, as individuals may not be able to obtain this diagnosis, or may have to wait lengthy periods of time before being able to meet with a professional. Other services, however, are willing to accept an individual's self-disclosure. Additional criteria that were observed included eligibility for regional funding, age considerations (ranging from 18+ to specific age brackets), residency in a designated geographic region, internal motivation or defined goals, and Canadian citizenship.

Understanding these diverse eligibility requirements is crucial in assessing the inclusivity and accessibility of navigator services, as they directly impact the reach and effectiveness of support provided to individuals with disabilities.

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<sup>2</sup> Bkent. (2017, November 20). *Issues for indigenous people with disabilities*. Plan Institute. <https://planinstitute.ca/2017/11/10/issues-indigenous-people-disabilities>.

## **Accessibility Concerns & Limitations**

In continuing to examine the accessibility of these navigator services, we specifically looked at the application process, navigation modalities, languages offered, as well as other limitations and concerns. There is a notable lack of formality in the application process for many services across organizations. Many will encourage individuals to simply contact their organization for more details, while others will have more rigid application procedures. Of those that do have an official application route, the application process varies, with some organizations employing forms that may pose accessibility challenges. For example, one organization exclusively accepts faxed forms, presenting potential accessibility barriers for individuals that may not have anyone to help them fax the forms or fill them out. In terms of navigation modalities, services generally offer phone, email, or in-person meetings with navigators or facilitators. Some organizations exhibit flexibility, allowing a client-led approach based on individual preferences. However, the availability of services in languages other than English remains limited, although a few organizations bridge this gap by providing access to interpreters.

## **Funding**

Fortunately, most navigator services found in this scan operate as government-funded entities that individuals can access at no cost. Since these services are sustained entirely by government funding, this eliminates the need for individuals to undergo a separate application process just to access the services. Some services do necessitate individuals to meet eligibility criteria for funding through specific organizations (such as Community Living BC) but this is less common. Additionally, we also identified a distinct category of service navigators who are not operating under any organizations or governmental services. These individuals, who offer navigation services independently, often require that clients pay them for these services directly. While we have not included these individuals in the scan, we thought it was worthwhile to mention them to provide further context to the service navigator landscape in Canada.

**Table 1**

P/T	Name of Navigator Service	Services Offered	Eligibility Requirements	Accessibility Considerations, Limitations, and Funding	Points of Contact
ON	CILT Service Navigation Program	Services people with disabilities, service providers, family members and researchers with information and referral for just about anything pertaining to disability issues.			Andrea Rae Service Engagement Coordinator <a href="mailto:andrea.rae@cilt.ca">andrea.rae@cilt.ca</a>
	LIGHTS Facilitators	<p>With the help of a LIGHTS Facilitator, you will create a holistic plan for what your life will look like. Which neighbourhood you'd like to live in, renting or owning, and choosing roommates will all be considered. And families can begin networking with other like-minded families.</p> <p>Also connect families with federal programs and resources that might be relevant to their specific plan, for example, the City of Toronto Rent Geared to Income Subsidy program.</p>	<ul style="list-style-type: none"> <li>• have an intellectual disability and be eligible for supports in the developmental services sector as assessed through Developmental Services Ontario</li> <li>• Toronto Region (DSOTR)</li> <li>• be at least 18 years of age</li> <li>• live within and be seeking residential opportunities within the city of Toronto</li> <li>• want to connect with other families and individuals</li> <li>• want to explore future living arrangements, options and partnerships</li> <li>• be willing to develop a comprehensive plan and budget</li> <li>• be prepared to self-manage a living situation</li> </ul>	<p><b>How to apply:</b> Families or individuals who contact them either through their website, e-mail, or phone number will be connected with a facilitator. The next step is to set up an initial consultation phone call to discuss what the individual or families goals are pertaining to housing. We also ask questions with respect of what services they may be connected to, what wait lists they may currently be on etc.</p> <p><b>Modalities Offered:</b> Phone, email, in-person</p> <p><b>Languages Offered:</b> English, but interpreters available upon request.</p>	Tom Gaspar Senior Facilitator <a href="mailto:tom.gaspar@cltoronto.ca">tom.gaspar@cltoronto.ca</a>

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	Compass Community Services - AIR	<p>Acts as the single point of access to developmental services for children and youth in Guelph and Wellington County.</p> <p>AIR will collect information and determine eligibility for children and youth under the age of 18 for MCCSS funded developmental service programs.</p> <p>We provide information and assistance in accessing developmental services to parents and care providers of children between the ages of birth and 18 years. We also provide information to community members and professionals regarding developmental supports and services in our regions.</p>	<p>Must have one of:</p> <ul style="list-style-type: none"> <li>• Diagnosis of an intellectual disability confirmed and signed by a psychologist</li> </ul> <p>OR</p> <ul style="list-style-type: none"> <li>• Diagnosis of an autism spectrum disorder confirmed and signed by a physician or psychologist.</li> </ul>	<p><b>How to Apply:</b> Individuals can self-refer to AIR or be referred by their physician/healthcare team. The full referral must include the initial referral form which is found on our website, a diagnostic document/psychological assessment, proof of Canadian citizenship/immigration status, and any custody agreements (if applicable).</p> <p>If the family meets our criteria and is deemed eligible for AIR, they are placed on a 3-5 month waitlist for an intake appointment with our AIR Service Coordinator; this 1-hour meeting can occur in-person, over the telephone, or on Microsoft Teams. If the family is simply inquiring about MCCSS funded services and supports, they can discuss these options with the AIR Service Coordinator.</p> <p>If they require further support with completing these forms, or if the child is struggling with behavioural challenges, they may then be referred to a Service Coordinator within Compass.</p>	<p><b>Kendra Fitzgerald</b> AIR Coordinator</p> <p><a href="mailto:kfitzgerald@compasscs.org">kfitzgerald@compasscs.org</a></p>



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				<p><b>Modalities Offered:</b> Phone, in-person, Microsoft Teams</p> <p><b>Languages Offered:</b> English, but if a family requires/prefers completing the intake in another language, AIR will hire an interpreter to accommodate this.</p>	
	Facile Perth	<p>We offer Service Navigation to assist you in gaining a better understanding of adult services available including DSO, ODSP, RDSP, Passport Funding etc.</p> <p>We are a fee for service agency (non-profit charitable organization) and people can use their Passport funding (MCCSS funding) or Special Services at Home.</p> <p>People can access our service without referrals, they can just call or email us.</p> <p>We are always looking for grants to help people access our service who are not receiving funding from the government. Currently we have a grant that will help people access services (ODSP, DSO, RDSP,</p>		<p><b>How to Apply:</b> No application. Very informal process. People can call or email and we will book a meeting (virtual, phone or in person) to see how we can help and if our service fits with what people are looking for.</p> <p><b>Modalities Offered:</b> Phone, email, zoom, in-person</p> <p><b>Languages Offered:</b> English, and one facilitator speaks Dutch.</p>	<p>Mirjam Schut Lead Independent Facilitator</p> <p><a href="mailto:mirjam@facileperth.ca">mirjam@facileperth.ca</a></p>

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		Housing etc.). This includes helping people apply for these services, explain how adult services work, connecting them to community resources etc. We offer our service in Perth and Huron County.			
	Developmental Services Ontario	Home, Assistance for Children with Severe Disabilities, and services through the Ontario Autism Program end. This means that you must apply through DSO to see if you are eligible to receive adult MCCSS funded supports available in your community.	<ul style="list-style-type: none"> <li>• have a developmental disability</li> <li>• live in Ontario</li> <li>• are 18 years old or older</li> </ul>	<p><b>How to Apply:</b> Navigate to application page on their website.</p> <p>You will receive a letter from your area DSO telling you if you are eligible to receive MCCSS funded services. If you are, you will be connected to a DSO assessor in your area. The assessor will set up 2 meetings with you to help you complete an application package and determine the level of support you need.</p> <p>Each meeting will be about 3 hours long and you will need to have at least 2 people who know you well (e.g., parent, guardian, teacher, etc.) with you at the meetings. Once the assessor knows your needs, you will be connected to services that are available in your area.</p>	

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				<p><b>Modalities Offered:</b> In-person.</p> <p><b>Languages Offered:</b> Interpreters are always available.</p> <p><b>Additional details:</b> Each district / municipality has their own DSO. Provincial only.</p>	
BC	Services to Adults with Developmental Disabilities (STADD)	If you're a young person with a developmental disability, moving to adulthood can be a challenge. If you're the parent, guardian, or caregiver of a young person with a developmental disability, helping them move towards adulthood can be just as challenging. A Navigator can help you and your family with this transition.	<ul style="list-style-type: none"> <li>• have a Developmental Disability, Autism Spectrum Disorder (ASD) or Fetal Alcohol Spectrum Disorder (FASD)</li> <li>• are between 16 and 24 years old</li> <li>• would like help planning for your future</li> </ul>	<p><b>How to Apply:</b> You can request a referral to a Navigator yourself at 1-855-356-5609, or by following "Applying for a Self-Referral."</p> <p>You can also get someone to make a referral for you.</p> <p><b>Modalities Offered:</b> In-person or phone (unless it's a remote area).</p> <p><b>Languages Offered:</b> English, but can access interpreter services where needed.</p>	<p>Carmen MacNemera Communications Analyst</p> <p>236-478-3961</p>
	Disability Alliance BC	Through the Access RDSP program, we provide free support to help people access the Registered Disability Savings Plan (RDSP). Our goal is to reduce barriers, spread awareness, and support people with disabilities across the country to save for their future.	<ul style="list-style-type: none"> <li>• Eligible for RDSP.</li> </ul>	<p><b>How to apply:</b> Call 604-872-1278; 1-800-663-1278 or email <a href="mailto:rdsp@disabilityalliancebc.org">rdsp@disabilityalliancebc.org</a>.</p> <p>Individuals can connect to our program by phone, email, or through referrals from our partner organizations. We</p>	

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		<p>Access RDSP is a province-wide partnership between Plan Institute, Disability Alliance BC (DABC), and BC Aboriginal Network on Disability Society (BCANDS). These initiatives are made possible with generous support from the BC Ministry of Social Development and Poverty Reduction and the Vancouver Foundation.</p> <p>Our support includes:</p> <ul style="list-style-type: none"> <li>• DTC Support</li> <li>• Disability Tax Credit Tool</li> <li>• Help with the RDSP</li> <li>• RDSP Webinars</li> <li>• Indigenous RDSP Navigation</li> <li>• \$150 Grant for BC Residents</li> </ul>		<p>usually have a waitlist that runs anywhere between two weeks to two months at our most busy periods. Once connected, we hold one-on-one interviews with individuals to discuss daily restrictions and use this interview to create sample materials for medical practitioners that are helping patients with the DTC. At DABC, we are able to provide extensive support through applications, renewals, denials/appeals, and any correspondence with the CRA. Our Disability Law Clinic can also provide services for people who are going through the Tax Court system after a denial. All of our services are free of charge.</p> <p><b>Modalities Offered:</b> We try to hold appointments that meet individuals where they are at. That means clients can choose from in-person, phone, video chat, email, or by mail. Most common in this program is in person or over the phone.</p> <p><b>Languages Offered:</b> While DABC services are in English,</p>	

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				we do have a budget to provide interpretation service in any language. We usually connect with MOSAIC, CanTalk or Wavefront Centre for Communication Accessibility	
	Planned Lifetime Advocacy Network (PLAN)	Our Family Advocate provides customized planning and advocacy support to people with disabilities and their families. Most of their time is currently focused on helping people who use CLBC funded supports to receive the appropriate allocations of funding and suitable service provision. They also work closely with health and mental health services, legal and other community based service options. The Family Advocates work is a mix of service coordination, community navigation and advocacy.		<p><b>How to Apply:</b> Family can call or email their office.</p> <p><b>Modalities Offered:</b> In-person</p> <p><b>Languages Offered:</b> English, or other if needed, but we typically ask them to bring in a member of their network to translate</p>	<p><b>Rebecca Pauls</b> Executive Director</p> <p><a href="mailto:rpauls@plan.ca">rpauls@plan.ca</a></p>
	BCANDS Indigenous Registered Disability Savings Plan Navigation Services	The BCANDS RDSP Navigators work with Indigenous individuals and families living with disabilities to complete the requirements necessary to enroll in the RDSP and provides supports as needed with financial institutions once the	<ul style="list-style-type: none"> <li>• be a Canadian citizen</li> <li>• be eligible to obtain the Disability Tax Credit</li> <li>• have taxes filed and up-to date</li> <li>• have a social insurance number</li> </ul>	<p><b>How to Apply:</b></p> <p><b>Modalities Offered:</b> Phone or email</p> <p><b>Languages Offered:</b></p>	<a href="mailto:rdsp1@bcands.bc.ca">rdsp1@bcands.bc.ca</a>

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		RDSP is opened.			
	Penticton Access Centre Society - Community Advocacy Program	<p>Our on-site Disability Advocates are able to assess and provide support for those applying for Income Assistance, Disability Assistance (PPMB and PWD) and/or Canadian Pension Plan Disability.</p> <p>At The Access Centre we assist, inform, and make referrals to help individuals living with disabilities in our community. We aim to assist them in moving forward with their lives. Not only that, we connect those needing help with those agencies and supports in the community that provide help.</p>	<ul style="list-style-type: none"> <li>we attempt to remain accessible in our programming, we help any and all folks that are low income either within our Resource and Referral or Disability capacities in Penticton and surrounding area.</li> </ul>	<p><b>How to Apply:</b> Give them a call during business hours.</p> <p><b>Modalities Offered:</b> In-office, outreach, phone, and virtual appointments, as well as through a weekly drop-in.</p> <p><b>Languages Offered:</b> English only (but have some devices in our office that assist with translation.)</p>	<p>Alexandria Johnstone Community Advocate</p> <p><a href="mailto:resourceadvocate@accesscentre.org">resourceadvocate@accesscentre.org</a></p> <p><a href="mailto:support@accesscentre.org">support@accesscentre.org</a></p>
	Victoria Disability Resource Centre	The Victoria Disability Resource Centre (VDRC) is a useful point of contact for individuals looking for information about disability-related supports and programs both locally and provincially.		<p><b>How to Apply:</b> No application needed; simply call or text them during their business hours.</p> <p><b>Modalities Offered:</b> Email, phone, text or Zoom.</p> <p><b>Languages Offered:</b> Only English.</p>	<p><b>Rowan Yates &amp; Lomie Coleman</b></p> <p><a href="mailto:information@drcvictoria.com">information@drcvictoria.com</a></p>

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	Steps Forward Inclusion Facilitators	<p>Support students with disabilities who don't meet entry requirements to enter university.</p> <p>Facilitate admissions and enrolment in courses, work closely with faculty to modify coursework.</p> <p>Support students to find work during study breaks (during summer).</p> <p>Working with federal government on increasing accessibility for student financial aid/funding.</p>	<ul style="list-style-type: none"> <li>• have a developmental disability</li> <li>• eligible for Community Living BC funding</li> <li>• 19 years old +</li> </ul>	<p><b>How to Apply:</b> Limited number of students to support based on funding. Will announce on website in September for openings in following year. Info sessions, then interview everyone that applies at each campus.</p> <p><b>Modalities Offered:</b> In-person or virtual; very flexible and student-centered.</p> <p><b>Languages Offered:</b> Only English.</p>	<p><b>Arden Duncan Bonokoski</b> Inclusion Facilitator <a href="mailto:arden@stepsforward.org">arden@stepsforward.org</a> 778-223-3721</p>
	North Shore Disability Resource Center - Information & Advocacy Program	We provide free assistance with applying for services, filling out forms, reconsiderations, appeals and more.		<p><b>How to Apply:</b> Contact the Resource Assistant</p> <p><b>Modalities Offered:</b> Telephone, email, or in-person</p> <p><b>Languages Offered:</b></p>	<p><b>Gillian Burns</b> Resource Assistant 604-904-4085</p>

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AB	Calgary Alternative Support Services PossAbilities Program	We offer personal empowerment through support and advocacy with systems navigation and access and community connections as well as case management and service coordination. The domains of focus include: assessment, finance, housing, justice, employment, education, parenting, relationships, and health.	<p>We offer services to:</p> <ul style="list-style-type: none"> <li>Adults with Complex Needs arising from combinations of diagnoses</li> <li>Adults with FASD (or suspected of having)</li> <li>Youth with FASD (or suspected of having) transitioning into the adult world</li> <li>Systems &amp; individuals that interact with the above populations</li> </ul>	<p><b>How to Apply:</b> Fill out CAPA referral form and email it to <a href="mailto:capa.intake@c-a-s-s.org">capa.intake@c-a-s-s.org</a></p> <p><b>Modalities Offered:</b> In-person</p> <p><b>Languages Offered:</b> English only.</p>	<p><b>Stacy Schikowsky</b> Program Director</p> <p>403-283-0611</p>
	Inclusion Alberta			<p><b>How to Apply:</b></p> <p><b>Modalities Offered:</b></p> <p><b>Languages Offered:</b></p>	<p><a href="https://inclusion.alberta.org/what-we-do/individual-family-advocacy/">https://inclusion.alberta.org/what-we-do/individual-family-advocacy/</a></p>
NB	Ability New Brunswick	Ability NB offers reliable disability related information. If you have questions, we should be your first call. We offer information on topics from travel, recreation, transportation, adapted equipment, vehicle modifications, funding programs to universal design standards. We make links, connections and referrals to programs and		<p><b>How to Apply:</b> Please contact us at 1-866-462-9555 or <a href="mailto:info@abilitynb.ca">info@abilitynb.ca</a> to schedule a referral time. Our services are free and are confidential.</p> <p><b>Modalities Offered:</b></p> <p><b>Languages Offered:</b></p>	<p><a href="mailto:info@abilitynb.ca">info@abilitynb.ca</a></p>



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		services. We provide in-services, workshops, information displays and other learning opportunities on various topics. We also offer an accessibility review service where we review facilities and community spaces and offer recommendations.			
	Inclusion NB - Independent Facilitation Supports	Independent Facilitation is a way for people with disabilities to get information, advice, and help to: Identify goals, requirements for disability support services, and different ways to have supports and services provided; and Develop a disability support plan and negotiate with government ways to use individualized funding to receive disability supports and services.		<p><b>How to Apply:</b> Call the numbers listed on the website.</p> <p><b>Modalities Offered:</b></p> <p><b>Languages Offered:</b></p>	<p><b>Andrea Randon</b> Program Director</p> <p><a href="mailto:ARandon@inclusionnb.ca">ARandon@inclusionnb.ca</a></p>

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SK	Inclusion Saskatchewan - Inclusion Consultant	<p>The work of the Inclusion Consultant is incredibly varied and differs from person to person. We can't provide a fully comprehensive list of everything we do, but this list should provide some insight into the work that we typically do:</p> <ul style="list-style-type: none"> <li>• help clearly identify issues or problems.</li> <li>• attend meetings.</li> <li>• provide research on rights, policies, procedures, options, programs, etc.</li> <li>• navigate appeals.</li> <li>• provide information about community programs and resources</li> <li>• ensure you are being valued, supported and included.</li> </ul>	<ul style="list-style-type: none"> <li>• Intellectual disability (including FASD, autism, ADHD, etc.)</li> </ul>	<p><b>How to Apply:</b> A support request form is submitted online, then the individual is called for an intake and then, when appropriate, they are linked to an Inclusion Consultant working in their region.</p> <p><b>Modalities Offered:</b> First contact is usually by telephone or email and thereafter it could be in person, by telephone, by email or by video conference</p> <p><b>Languages Offered:</b> Service is primarily in English. If the client needs an interpreter, we will arrange for that.</p>	<p><b>Marie Lindenschmidt</b> Inclusion Administrator</p> <p><a href="mailto:MarieL@inclusionsk.com">MarieL@inclusionsk.com</a></p> <p>Info@inclusionsk.com</p>
	Saskatchewan Association for Community Living Community Inclusion Consultants	The Saskatchewan Association for Community Living (SACL) provides support in a variety of ways to individuals, parents, siblings, other family members, friends and community based organizations. The team is available to facilitate and mediate where barriers prevent individuals from realizing full citizenship in their community.		<p><b>How to Apply:</b></p> <p><b>Modalities Offered:</b></p> <p><b>Languages Offered:</b></p>	<p><a href="mailto:sacl@sacl.org">sacl@sacl.org</a></p>

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		They work collaboratively with the government and community based organizations to ensure that citizens of Saskatchewan who have intellectual disabilities are valued, supported and included members of society and have opportunities and choices in all aspects of life.			
QC	Autism Montreal Parent Support and Advocacy	<p>Autisme Montréal provides information on autism as well as a support service to all parents, students and professionals.</p> <p>We provide the following information, either by phone or in person (by appointment):</p> <ul style="list-style-type: none"> <li>• what are autism spectrum disorders</li> <li>• how to obtain an official diagnosis and what to do afterwards</li> <li>• what government subsidies are available for parents of children with autism</li> <li>• which therapies / treatments help people with autism</li> <li>• what educational approaches are helpful to individuals with autism</li> <li>• what services are offered</li> </ul>		<p><b>How to Apply:</b> Call or book an appointment.</p> <p><b>Modalities Offered:</b></p> <p><b>Languages Offered:</b></p>	<a href="mailto:accueil@autisme-montreal.com">accueil@autisme-montreal.com</a>

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		<p>to individuals with autism by the public sector</p> <ul style="list-style-type: none"> <li>what are the services available through the private sector in the Montreal area</li> </ul> <p>We can also support families in advocating for services if they are refused or are unsatisfied with the services they receive.</p>			
	AIDE Canada - Hub Network	<p>The AIDE Canada initiative was founded by the Miriam Foundation in Montreal and the Pacific Autism Family Network in Vancouver. In May of 2020 AIDE Canada expanded our initiative to include four additional regional hubs across Canada, bringing the total to six.</p> <p>These hubs complement the online platform with direct, person-to-person services and resources.</p> <p>Some of the work that the hubs contribute to has included:</p> <ul style="list-style-type: none"> <li>developing and vetting lists of local programs and resources, found in the "Locate" section of our webpage</li> </ul>		<p><b>How to Apply:</b> No application process.</p> <p><b>Modalities Offered:</b> In person, live chat.</p> <p><b>Languages Offered:</b> French and English.</p>	

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		<ul style="list-style-type: none"> <li>creating locally-relevant content that speaks to the needs of community members living in different regions across Canada</li> <li>hosting webinars and online events</li> <li>assisting people who reach out to AIDE Canada to find the resources they need, either in person or through the live chat feature of our website.</li> <li>ensuring all our materials are available in both French and English</li> </ul>			
	Finautonome	Finautonome informs you about programs, measures and even the promotion of rights for people with disabilities and their families in Quebec.		<p><b>How to Apply:</b> Call their office for an appointment.</p> <p><b>Modalities Offered:</b></p> <p><b>Languages Offered:</b> French.</p>	

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MB	Manitoba Possible - Newcomer Navigation and Support Unit	The cultural resource facilitators of Manitoba Possible's Newcomer Navigation and Support assists newcomers living with disabilities in Winnipeg, providing family focused care and case management, helping them to connect with services and supports to enhance their daily living.		<p><b>How to Apply:</b> Request for service form must be filled out and faxed.</p> <p><b>Modalities Offered:</b></p> <p><b>Languages Offered:</b> 24 languages.</p>	General email address: <a href="mailto:info@manitobapossible.ca">info@manitobapossible.ca</a>
	Manitoba Supports for Persons with Disabilities - Community Helper Services *COMING LATER 2023*	Our goal is better and more tailored supports to Manitobans living with severe and prolonged disabilities. The new program will offer two types of assistance: help with daily living expenses, and also help to connect with services in the community.	<p>This program is for Manitobans who:</p> <ul style="list-style-type: none"> <li>• have a severe and prolonged disability that challenges daily living</li> </ul> <p>AND</p> <ul style="list-style-type: none"> <li>• are financially eligible for income assistance</li> </ul>	<p><b>How to Apply:</b> Different steps depending on situation; listed on website.</p> <p><b>Modalities Offered:</b></p> <p><b>Languages Offered:</b></p>	<a href="mailto:disabilitysupport@gov.mb.ca">disabilitysupport@gov.mb.ca</a>
PEI	AccessAbility Supports			<p><b>How to Apply:</b> You will meet with a staff person who will conduct an assessment to determine how disability affects your daily life and how AccessAbility Supports can help meet your needs.</p> <p><b>Modalities Offered:</b></p>	1-877-569-0546

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				Languages Offered:	
	Resource Abilities Community Access Workers				Chantel Arsenault <a href="mailto:Chantel@ResourceAbilities.ca">Chantel@ResourceAbilities.ca</a>  Kerry Duggan at <a href="mailto:Kerry@ResourceAbilities.ca">Kerry@ResourceAbilities.ca</a>  Teresa MacKinnon <a href="mailto:Teresa@ResourceAbilities.ca">Teresa@ResourceAbilities.ca</a>
NWT	GNWT Health and Social Services System Navigator, HSS	The Health and Social Services (HSS) System Navigator can help you with your questions and concerns about how to access services provided by the NWT health and social services system.		<b>How to Apply:</b> <b>Modalities Offered:</b> <b>Languages Offered:</b>	
YK					
NV	Nunavummi Disabilities Makinnasuaqtiit Society (NDMS)	General support		<b>How to Apply:</b> Just contact the office <b>Modalities Offered:</b> <b>Languages Offered:</b> English, French, Inuktitut	<a href="mailto:connect@nuability.ca">connect@nuability.ca</a>

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	Pirquatigiit Resource Center	System Navigation	<ul style="list-style-type: none"> <li>Individuals with FASD.</li> </ul>	<p><b>How to Apply:</b> Contact the office</p> <p><b>Modalities Offered:</b></p> <p><b>Languages Offered:</b></p> <p><b>Additional note:</b> They do not explicitly mention navigation on their website, but they do have a job posting for a “System Navigator”, which I presume means they do offer this service. Reached out to them to clarify.</p>	
NFL	Empower Advocacy Services	<p>Advocacy Services is available to support individuals, provide empowerment, navigate complex processes involved in various systems, and help individuals gain control in order to make informed decisions.</p> <p>Some of the areas that we support people with disabilities in are: income support / financial, housing, transportation,, accessing health services, home support, and many other areas.</p>		<p><b>How to Apply:</b></p> <p><b>Modalities Offered:</b></p> <p><b>Languages Offered:</b></p>	<a href="mailto:info@empowernl.ca">info@empowernl.ca</a>



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NS	Independent Living Nova Scotia - RDSP Project	ILNS helps persons with disabilities and their families open Registered Disability Savings Plans (RDSPs). This project—originally funded by the Poverty Reduction Strategy fund and Maple Tree fund—offers free information session presentations, so individuals can learn about the RDSP, the benefits of having this type of long-term savings plan, the requirements needed to open an RDSP and the steps to making this happen. Through this project, we also provide one-on-one support for individuals who may have questions or need help navigating the RDSP process.	<ul style="list-style-type: none"> <li>Must be eligible for RDSP.</li> </ul>	<p><b>How to Apply:</b></p> <p><b>Modalities Offered:</b> The support can occur in person for those in the Halifax Regional Municipality (HRM), however, I also offer virtual and phone support. We also work with a doctor who specializes in completing the DTC application for individuals who may not have a family doctor, nurse practitioner, or other medical professional who can fill out part B of Form T2201 (DTC application) and he can do virtual or in-person appointments as well.</p> <p><b>Languages Offered:</b> Only English</p>	<p>Kaitlyn Phillips RDSP Program Specialist</p> <p><a href="mailto:kaitlyn@ilns.ca">kaitlyn@ilns.ca</a> <a href="mailto:ilnsadmin@ilns.ca">ilnsadmin@ilns.ca</a></p>
	<b>Inclusion NS - RDSP Assistance</b>	At Inclusion Nova Scotia, we want to make sure that everyone knows about this program. Inclusion Nova Scotia offers an information session for you and your family/support people to learn more about the Registered Disability Saving Plan and how it works.		<p><b>How to Apply:</b></p> <p><b>Modalities Offered:</b> Staff at Inclusion Nova Scotia can meet you in your home, in the office, or in the community, to give you this information and to answer your questions.</p> <p><b>Languages Offered:</b> Only English.</p>	<a href="mailto:inform@inclusionns.ca">inform@inclusionns.ca</a>

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	Autism Nova Scotia - Respite Support & Navigation Services	Through Autism Nova Scotia, individuals and families can onboard Nova Scotia's central region respite database to connect with vetted independent respite providers and other respite resources including: community events, respite funding options, workshops, programs, and educational material.		<p><b>How to Apply:</b> Individuals and families can call or email the Respite Support Coordinator or set up a time to meet with them in person or over Zoom. They can also register on the RespiteNS website and the Respite Support Coordinator will then reach out to them via email within 3 business days of when the registration is complete. The Respite Support Coordinator meets with all individuals/families who register on the RespiteNS database.</p> <p><b>Modalities Offered:</b> Support can be provided in-person or virtually. If virtual, this typically takes place over Zoom. If in person, either at our office or a community centre. Further support happens via email and phone.</p> <p><b>Languages Offered:</b> English Only.</p>	<p>Katie Ellick Respite Support Coordinator</p> <p><a href="mailto:kellick@autismns.ca">kellick@autismns.ca</a></p>

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CA	Plan Institute Disability Planning Helpline	<p>Plan Institute's free Helpline offers one-to-one support and information about the RDSP and DTC. Want help opening an RDSP?</p> <p>Plan Institute's advisors can connect to support you.</p>		<p><b>How to Apply:</b> Call the helpline anytime from anywhere in Canada, leave a message, and one of our family experts will get back to you within 2 to 4 business days.</p> <p><b>Modalities Offered:</b> Phone or email.</p> <p><b>Languages Offered:</b> N/A</p>	<p>Franceska Grantzidis Interim Executive Director <a href="mailto:fgrantzidis@planinstitute.ca">fgrantzidis@planinstitute.ca</a></p>