

# WELCOME

---

## Peer Support Navigators: Easing Health Systems Navigation for Individuals Experiencing Homelessness in Niagara

Webinar hosted by Niagara Connects, in partnership with Quest  
Community Health Centre and Niagara HELPS Project Partners  
September 02, 2020, 1:00 to 2:00 pm



# Niagara Homelessness Emergency Liaison & Peer Support

(Niagara HELPS)



HE  RT

❖ **Scott Cronkwright**

Peer Support Navigator (PSN)

❖ **Dr Rahat Hossain**

Resident Physician

Department of Psychiatry

University of Toronto

❖ **Shilpee Rana**

Project Coordinator

Quest CHC



PARTNERSHIP



**United Way  
Centraide**  
Canada

**NIAGARA**  
**COMMUNITY FOUNDATION**



**Ontario  
Trillium  
Foundation**



**Fondation  
Trillium  
de l'Ontario**

  
**NIAGARA**  
Prosperity Initiative

**Niagara**  **Region**

An agency of the Government of Ontario  
Un organisme du gouvernement de l'Ontario

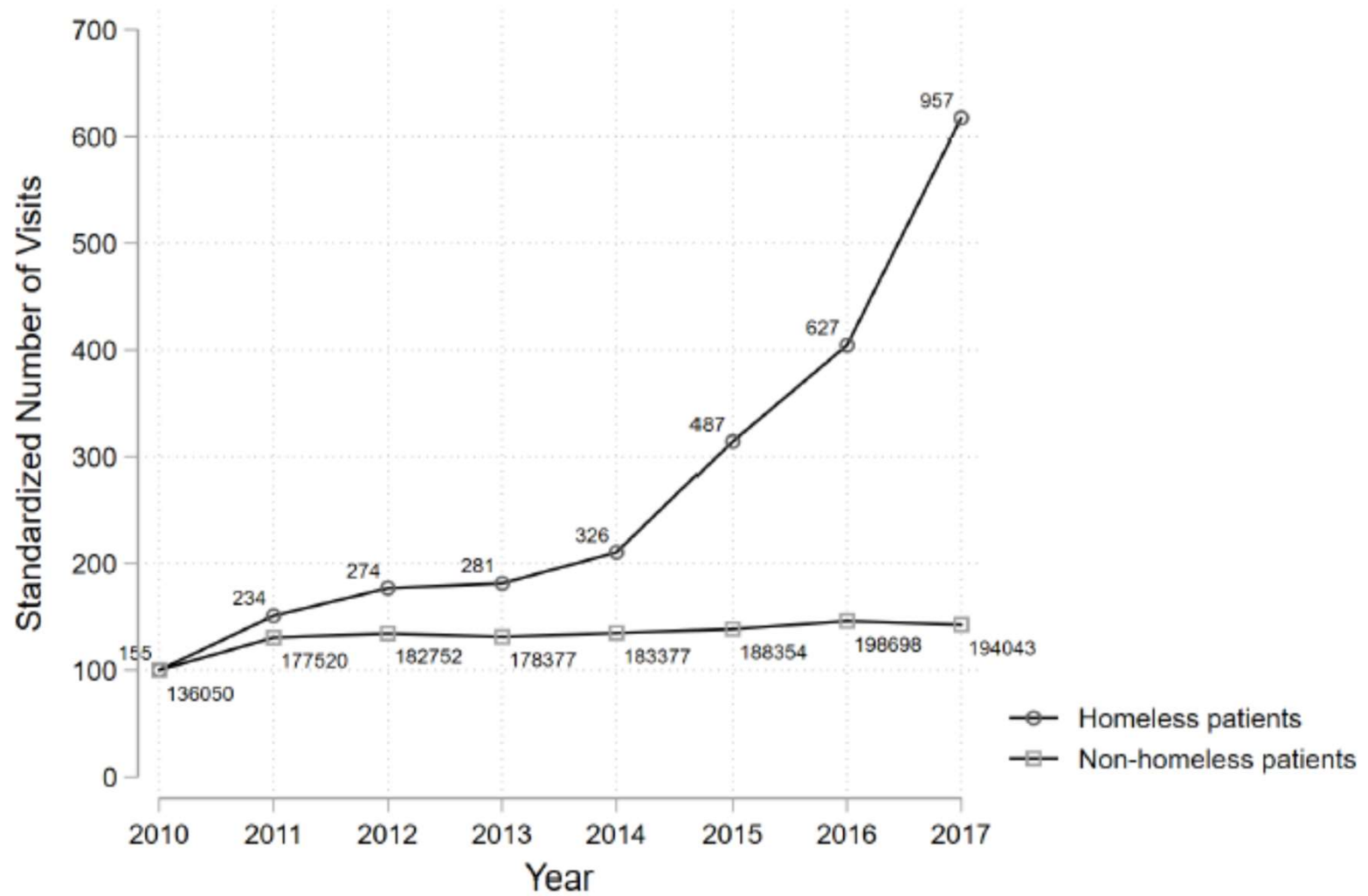
**Quest**  
Supporting Health Care  
Every One Matters

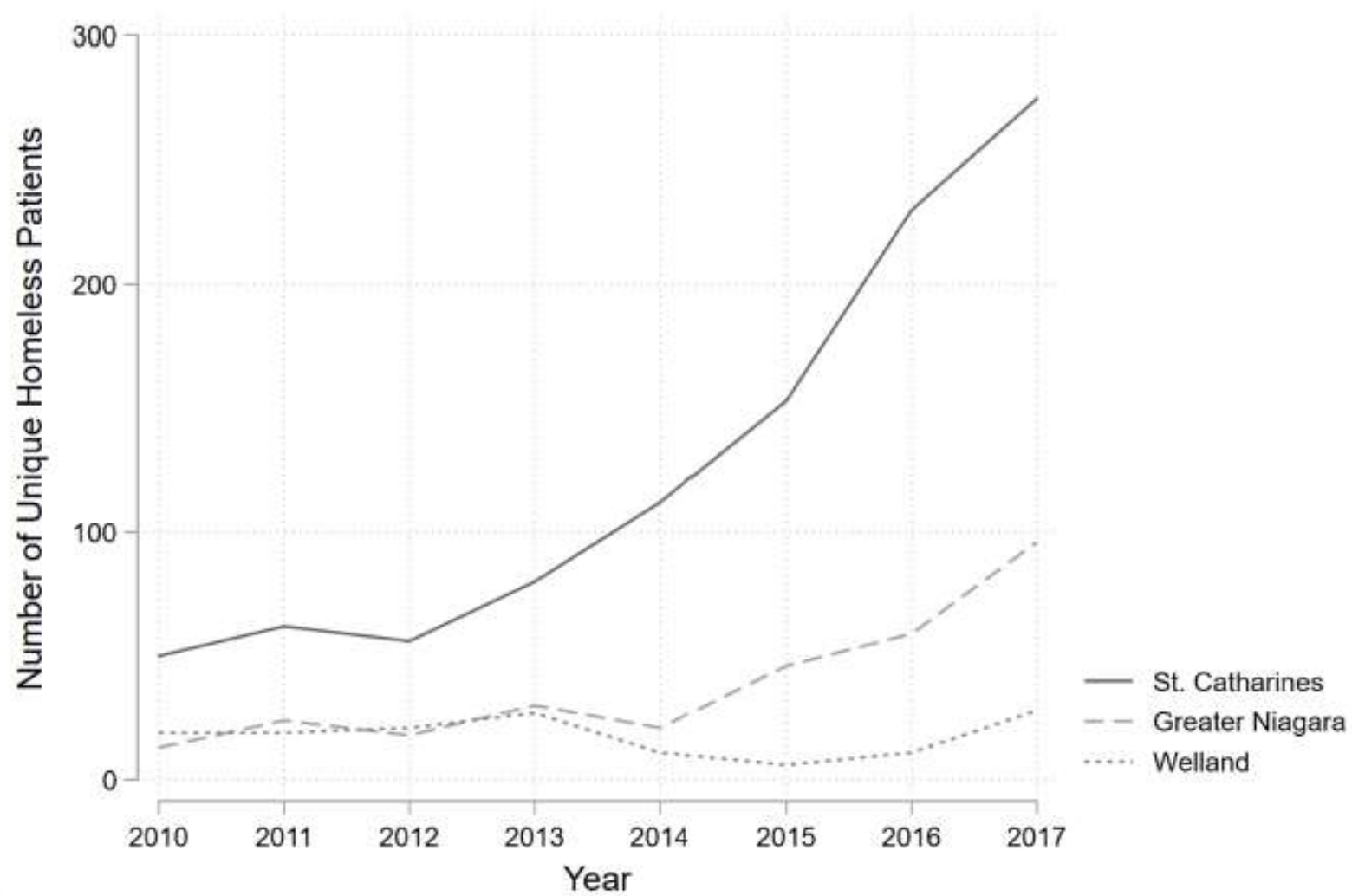
**FUNDERS**



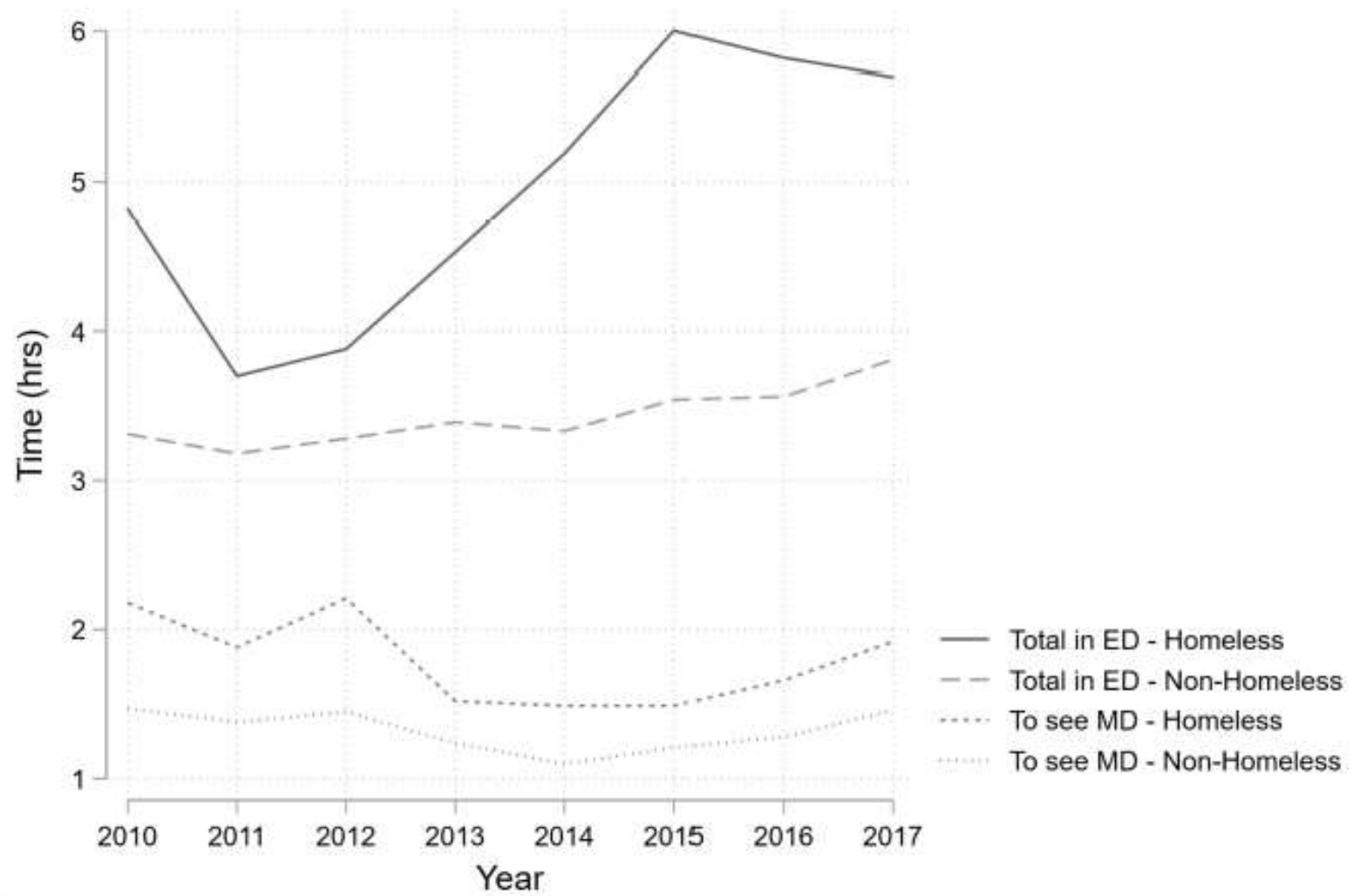
# HEART











Were you surprised to see these statistics?

❖ Yes.

❖ No.

- ❖ Launched on January 9, 2020
- ❖ At Greater Niagara General Hospital (GNGH)
- ❖ About 10 weeks before being paused due to Covid-19



❖ Scott Cronkwright

❖ Glenn Norton

❖ Dr. Rahat Hossain

❖ Shilpee Rana





**SHARED LIVED EXPERIENCES**

**KNOWLEDGE  
OF COMMUNITY RESOURCES**

**COMPASSION**

Navigate  
healthcare  
system

Highlight  
underlying  
issues

Collaborate with  
Emergency  
Department staff

Share community  
resources

Create sense  
of belonging

Improve Emergency  
Department  
experiences

Increase  
comfort with  
healthcare  
system

Reduce social  
isolation &  
exclusion



- ❖ Surgery leading to addiction
- ❖ Downward spiral
- ❖ Stigma in the Emergency Department







❖ Help others  
navigate healthcare  
system

❖ Increase  
awareness re:  
homelessness



❖ Collaboration with  
Emergency  
Department staff

❖ One person's story

## SCOTT'S JOURNEY IN THE PROGRAM



**LEARN  
THEIR  
NAMES**

How do you think the Niagara HELPS project and the Peer Support Navigators benefit our community?

- ❖ By highlighting the barriers, stigma and discrimination often faced by people experiencing homelessness .
- ❖ By increasing awareness about the experience of homelessness with Emergency Department staff.
- ❖ By leveraging the expertise of lived experience.
- ❖ All of the above.



❖ Spread the word

❖ Share this webinar

❖ Advocate for expansion of peer support access



**THANKS!**





Shilpee Rana

Email:

[srana@questchc.ca](mailto:srana@questchc.ca)

Phone:

905-688-2558 X 311



# Webinar Evaluation

---

1. Did this event meet your expectation for quality information?
2. How useful will this information be to you in your work?
3. How much of the information shared on the webinar was new to you?

