



Your Guide to Living Safely at Home

Find and access the health, social supports and services that you need to live safely and independently in your community.



Winnipeg Regional Health Authority Office régional de la santé de Winnipeg



What's our goal for today?

To help you know how to find and access the health, social supports and services that you need to live safely and independently in your community.

By the end of this presentation, you should be able to:

- ✓ Find system navigators to connect you to community resources
- ✓ Reflect on specific questions related to your health and well-being
- ✓ Explore topics to discuss with your family or caregiver
- ✓ Locate resources you can use and share with others

System Navigators

Can guide people through the health care maze, connecting them with the right supports and resources and helping them gain access to available programs and services, including health therapies.

Navigators provide a measure of familiarity and security for people who are looking for health and well-being information.

Source: Walkinshaw, E. (2011). Patient navigators becoming the norm in Canada. Canadian Medical Association Journal, 183(15).

What are System Navigators?

They are people who can help you find resources.

Why are System Navigators important?

It can be hard to know where to go to find specific supports available in your area.

System navigators are there to help you find the programs and services that may vary by neighbourhood.



How will System Navigators help me?

Organizations dedicated to helping the general public find a wide range of programs, resources and services to meet their physical and mental health, social, and economic needs.

Who do they find resources for?

System Navigators find resources for older adults who are looking for supports. This may include:

- Older adults or caregivers who are experiencing addictions or mental illness
- Those with a low or fixed income
- Newcomers
- Members of 2SLGBTQQIA+ community
- Those in circumstances of domestic abuse
- Anyone who is uncertain where to go

Where do they find resources?

Community-based programs and public/private health care delivery.

Connection with formal health care services, support groups, community organizations, private services, volunteer services, etc.

The 6 Dimensions of Well-Being

Wellbeing is not just the absence of disease or illness. It's a complex combination of a person's physical, mental, emotional and social health factors. Wellbeing is strongly linked to happiness and life satisfaction. In short, wellbeing could be described as how you feel about yourself and your life.



Health

Get answers to physical and mental health questions and finding the services that you need when you need them.



Home

Take care of your home, inside and out, renovations or learning about housing options.



Transport

Find transportation services in your area to meet your needs.



Finances

Learn about financial assistance options, tax services and programs to help you to afford the things that you need.



Social

Try a new activity or life-long hobbies. Participate or volunteer to build your social connections.



Equity & Inclusion

Find resources that that relate to your diverse and unique needs and experience.

Source: Public Health Agency of Canada. (2021, November 9). The Safe Living Guide—A guide to home safety for seniors. Canada.ca.

It's important to remember:

- 1 Planning to maintain health and well-being means knowing how to find help when you need it.
- 2 Your needs may change over time.
- 3 Planning for living well and safely at home is a choice every person makes based on what feels right for them at the time.
- 4 Use constructive communication when talking to family members and loved ones.





Health

- I work with my doctor to manage any medical conditions and have my medications re-evaluated annually.
- I have regular appointments for physical, vision, dental and hearing check ups.
- I am as active as possible and have ways of getting exercise that I enjoy regularly.
- I have access to healthy food including fruit and vegetables and protein sources.
- If I had to, I know where to get help with activities of daily living such as bathing, dressing, cooking or cleaning.
- I know where to find mental health resources if I need it.
- I am able to balance my own needs with any caregiver responsibilities that I have.
- I have an Emergency Response Information Kit (ERIK).



Health System Navigators can help you find:

- A doctor or access dental, vision, or hearing resources
- Meal programs, delivery and grocery options
- Public and private home care options
- Respite services, adult day programs
- Counselling, addictions and mental health resources
- Emergency Response Information Kit (E.R.I.K)
- Exercise programs
- Fall prevention information and mobility devices
- Foot care
- Health care services
- and more...



Home

- I have thought about safety risks in my home and have taken steps to fix them.
- If my mobility changes in the years ahead, I will still be able to get around my home, or will be able to modify it e.g. ramps, doorways.
- If I am no longer able to stay in my current home, I know where to look for other housing options in my community.

Home System Navigators can help you find:

- Home equipment options
- Home maintenance programs
- Home modification services
- Information about housing options
- Safety alert device information
- Yard maintenances services



Transport

- I talk to my doctor and/or pharmacist about how my health and medications can impact my ability to drive.
- I am aware of delivery and/or online shopping services that I can use if I cannot drive.
- I have thought about how I would get around if I were unable to drive myself.

Transport System Navigators can help you find:

- Delivery services
- Information about driving assessments
- Ride sharing services
- Transit options
- Volunteer drivers



Finances

I have a financial plan.

I will be able to maintain my standard of living in the future.

I have a power of attorney, a will and a health care directive.

Finance System Navigators can help you find:

- Benefits programs
- Financial counselling
- Legal resources
- Tax services

Health

Home

Transport

Finances

Social

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Social

- I have family/friends that I can rely on who will be there if I need urgent help.
- I have social activities that make me feel fulfilled.
- I know where I can go to find social opportunities in my community.

Social System Navigators can help you find:

- Clubs and programs to suit your interests
- In-home activities and socialization programs
- Seniors Centres
- Volunteer opportunities



Equity & Inclusion

- I have experienced harm or trauma from the medical system in the past because of my cultural, religious, ethnic or sexual identity.
- I want specific spiritual or cultural practices honored and respected.
- English is not my first language.
- I identify as First Nations, Métis or Inuit.
- I identify as a newcomer, immigrant or refugee.
- I identify as 2SLGBTQQIA+.



Equity & Inclusion

Health

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Transport

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Social

**Equity &
Inclusion**

Equity & Inclusion System Navigators can help you find:

Indigenous Health provides:

- Language interpretation
- Resource coordination
- Discharge planning & coordination
- Advocacy
- Spiritual/cultural care
- Indigenous medical transportation coverage

A & O Support Services for Older Adults provides:

- Settlement Orientation workshops
- Formal and informal language classes
- Volunteer opportunities
- Language Buddies

System Navigator & Resource Directory

211 Manitoba



- Available 24/7 in 150 languages
- Home health care
- Income tax clinics
- Food and clothing services

Phone: 211

Email: 211mb@findhelp.ca

Website: mb.211.ca

Online chat: available

Seniors Resource Finders



Refers you to resources such as:

- E.R.I.K (emergency response information kit)
- Transportation options
- Yard and home maintenance
- Meal programs

Website: wrha.mb.ca/seniors-resource-finders

A & O Support Services for Older Adults



- Connect to community resources
- Specialize in safety and security, social engagement and counselling

A & O Support Services for Older Adults also provides settlement support and formal and informal English language classes for newcomers.

Phone: 204-956-6440

Email: info@aosupportservices.ca

Website: aosupportservices.ca

Canadian Mental Health Association (CMHA) Service Navigation Hub



Referral service for mental health and addiction resources, including but not limited to CMHA programs

Phone: 204-775-6442

Email: hub@cmhawpg.mb.ca

Website: mbwpg.cmha.ca

Family Doctor Finder



To access many health care programs and services, you need a primary care provider. If you do not have one, staff will work with you to find a home clinic, which will then connect you to appropriate health services.

Phone: 1-866-690-8260 (Toll Free)

Website: forms.gov.mb.ca/family-doctor-finder

**Registration form required.*

Supports for Indigenous Communities



The WRHA Indigenous Health Centralized Support team is available to help connect Indigenous older adults to various support services.

Phone: 1-877-940-8880 (Toll Free)

Email: Indigenoushealth@wrha.mb.ca

Website: wrha.mb.ca/indigenous-health

Manitoba Seniors Guide (Winnipeg Region)

- Relunched in the fall of 2023
- The guide lists a wide range of community, health, and government programs in place to assist older adults.

Website: mb.211.ca/wp-content/uploads/Winnipeg-Region-Seniors-Guide.pdf



Notes:

Notes:

For more information, scan
the QR code, visit our website
and follow us on Facebook:



wrha.mb.ca/support-services-to-seniors/system-navigators



**Winnipeg Regional
Health Authority**