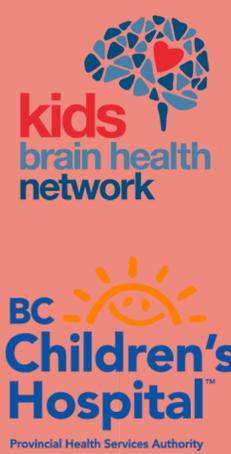


LEARNING FROM THE RESEARCH

What have we learned about "navigation"?



BACKGROUND

There is significant confusion around the terminology used to describe the work of connecting families to supports and services.

We undertook two research activities to begin addressing this issue.

LITERATURE REVIEW

What terminology is used in the research?

Across 33 papers, 20 unique terms were used, reflecting 5 main groupings:

 Coordination	 Navigation
 Key Working	 Coaching
 Family Support	

What descriptions are used in the research?

Providing information, advice, education, emotional support, advocacy

Facilitating integration and coordination within and across agencies and systems; identifying needs and reducing barriers

Being client-directed, family-centred, and collaborative

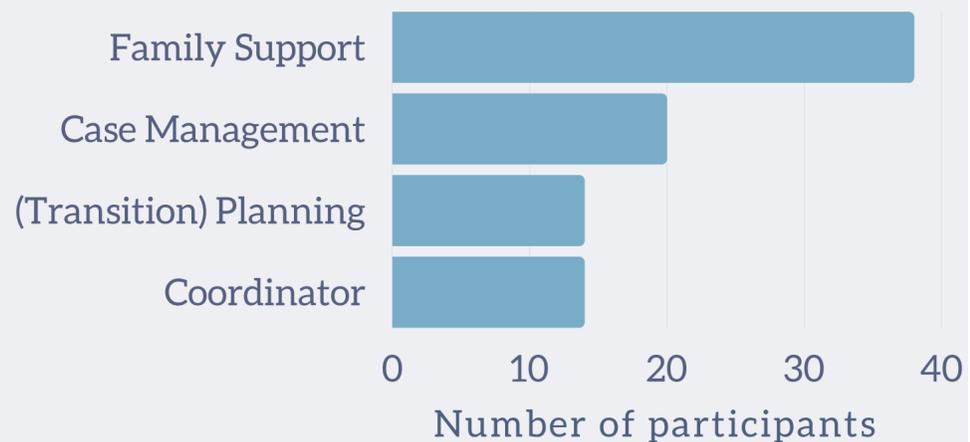
Aiming to improve health, capacity, and satisfaction with services

NAVIGATION PROVIDER SURVEY

Participants reflected on their work connecting families to service, and what they call it



Suggested alternatives:



Participants shared that the term "navigation" may be:

- Unfamiliar to families
- Interpreted as technical / directive

Regardless of alternative term, participants felt it should:

- Be readily understood by families
- Place families at the centre
- Reflect the role's scope and breadth

Participants emphasized the importance of guiding values of safety, strengths, and person-centredness

LEARNING FROM THE RESEARCH

What have we learned about "navigation"?

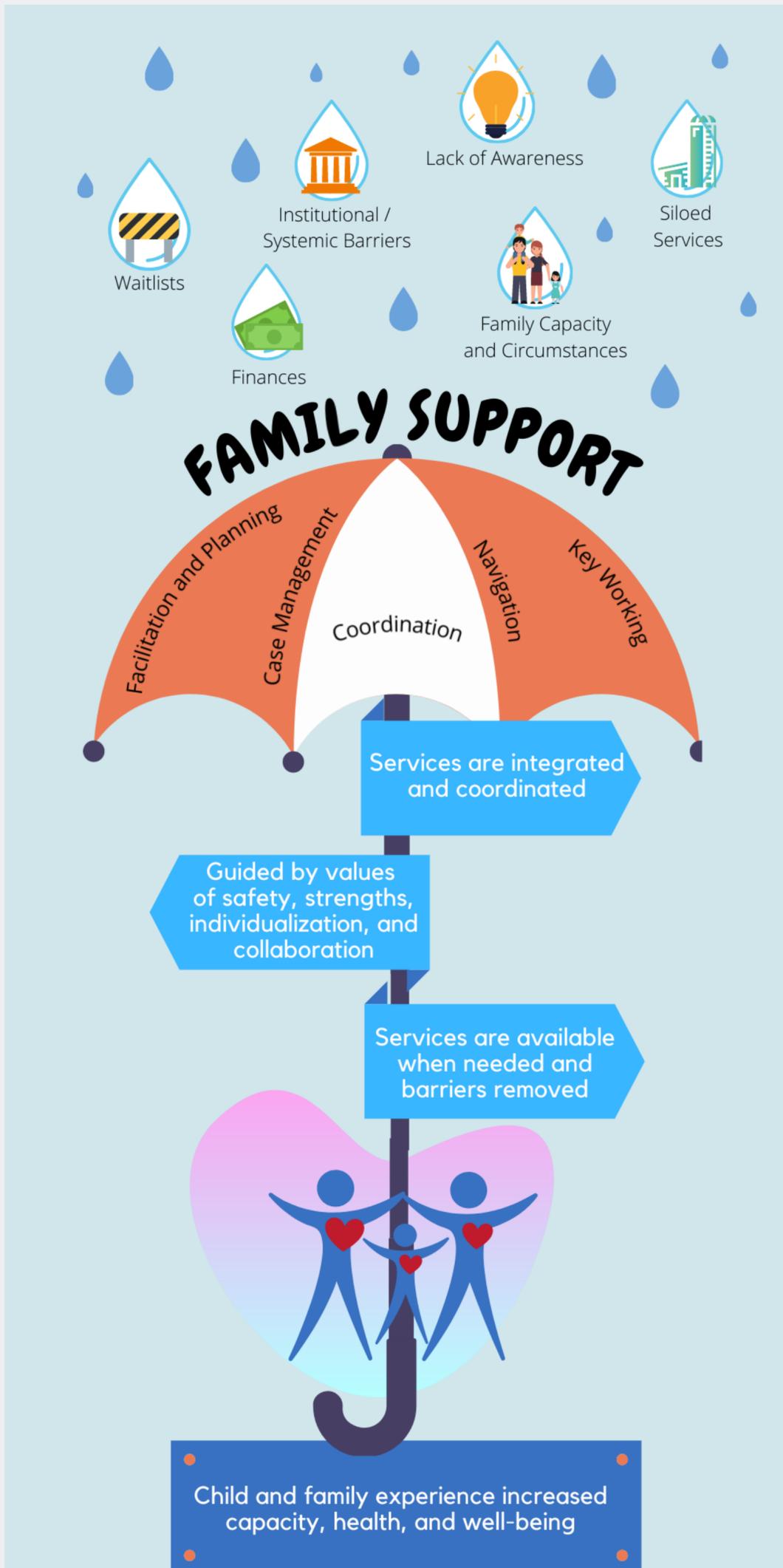


BRINGING IT ALL TOGETHER

This visual integrates our learnings from the research.

It presents "Family Support" as the umbrella term within which the specific ways of connecting families to services take place.

It also outlines the guiding values and practices that help families to experience beneficial outcomes.



QUESTIONS FOR DISCUSSION

1. How do these research findings align with what we have heard about and talked about regarding families' experiences?
2. What are the gaps?
3. How do these research findings fit or align with your practice? How do the terms and descriptions fit with your work?
4. How can we go about devising an inclusive terminology that all stakeholders feel gets to the essence of this kind of family support work, and are comfortable to use and support?
5. What are directions for future research?