

Peer Navigator Program Frequently Asked Questions (FAQ)

What services do you provide?

The Peer Navigator program is a recovery-oriented service that works to build rapport and trust with you. We provide links and resource connections related to:

- ✓ Health
- ✓ Housing
- ✓ Income
- ✓ Community Connections
- ✓ Legal Issues

Together with you, we develop a personalized navigation plan to meet your specific goals. We focus on the transfer of knowledge, building on your strengths and work together with you to access services.

What is a Peer Navigator?

Peers have lived experience with mental health and possibly substance use concerns. We work with and beside you to identify and achieve your goals.

Do you do advocacy work?

We are not advocates, but we work alongside you to connect you with resources and services related to your specific needs. We encourage you to have a voice. We empower you in making decisions that affect your own healthcare, your overall health and self-management.

Where are you located and what are your hours?

Peer Navigators are accessible at different sites across Vancouver excluding the DTES. We work Monday to Friday 9-4pm.

Who can access these services?

Vancouver residents 19 years and older who identify themselves as struggling with issues related to mental health and addictions can access the Peer Navigator services. At some host sites, youth aged 16 to 18 years can be accommodated.

Is there a cost?

No, services are free of charge.

What is the amount of time I can spend with you in one visit?

Meetings with the Peer Navigator vary from person to person. The allotted time with a Peer Navigator can range from 20 minutes to an hour. However, in rare circumstances we can extend the length of the appointment based on extreme need.

How are intakes dealt with?

We prioritize urgency for health and housing needs first. For example, if someone is facing immediate homelessness, we would do our best to assist them right away. This will be reassessed once we determine client needs. Otherwise intake is on a first come, first served basis.

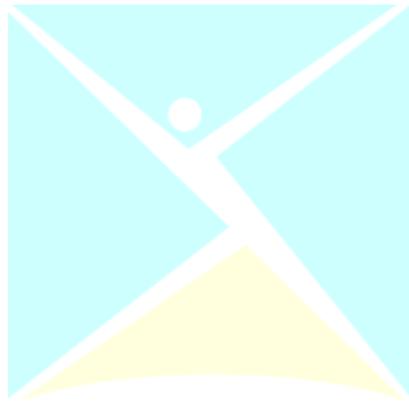
How do I access your program?

Your worker can refer you or you can refer yourself in the following ways:

- 1) Email us at peer.navigators@cmha.bc.ca
- 2) Telephone our **central line voice message** at 604-872-3148.

How do I connect with a Peer Navigator?

Your Peer Navigator will give you their phone number and email address. Otherwise, contact us at peer.navigators@cmha.bc.ca or phone 604-872-3148 and leave a message.



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