



## **YOUTH SUPPORT NAVIGATION SUPPORT (YSNS)**

The ROC  
PEC Youth Centre  
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### **PROGRAM SUMMARY**

ROC's Youth Support Navigation Service (YSNS) is a zero-cost, barrier-free service providing immediate navigation support to vulnerable youth in PEC (ages 12 – 18) who are experiencing physical, emotional, social and mental health needs that have been amplified through the pandemic. Our navigators are trained staff who play a critical role in building trusting relationships with at-risk youth to help secure housing, mental health support, food & hygiene products, education, employment and more!

#### **Navigators will:**

- Travel to meet youth and community service providers in their neighbourhoods, schools, parks and other agency settings and can accompany participants to community appointments and assist with transportation as needed to ensure a safe arrival home.
- Help youth experiencing isolation make positive connections, build resilience and increase safety and well-being.
- Provide immediate one on one support and advocacy to build community connections and positive youth development.
- Utilize a youth-centred and holistic approach in collaborating and facilitating community connections. Community resource processes, rights and responsibilities and timelines for services will be thoroughly explained to the youth.
- Be flexible and provide confidential and safe services to all participants with the framework that youth are the experts of their own lives. Youth voice is strongly encouraged and empowered throughout the navigation of services in their community and circle of support.

#### **What do youth get out of YSNS?**

- Increased youth engagement within their communities
- Stronger community connections are built, therefore reducing barriers to participating in local agency and services offered
- Increased personal responsibility, social and civic competence, self-efficacy and self-esteem
- Family and natural support engagement with the goal of strengthening relationships
- Engagement in skill development and increased problem-solving skills
- Access to timely and appropriate services and supports within their own cultural, environmental and community context

## How it works

1. **No referral is required.** A **phone call, email or text** is all that is needed to **get started** – whether it is a service provider, parent/guardian or the youth themselves. We will respond within 24 to 72 hours to offer a rapid response when assistance has been requested.
2. Youth Contact Information will be collected - this includes the youth's name, date of birth and the best way to get in contact with them.
3. Youth are partnered with a Navigator (Ben, Claudia or Lindsay) who will connect directly the youth to discuss areas of needed for support.
4. Navigator will continue to check-in with youth to monitor and track progress, facilitate community connections, empower youth to engage in problem-solving and make informed decisions that are right for them.

## What if I need more intensive or long-term services?

Navigators will support the transition into ROC's Youth Inclusion Program (YIP) or community services for case management and ongoing navigation of systems. This includes providing referrals for necessary services relevant to the care and need of the youth.

Navigators are committed to developing and enhancing their relationships with community organizations through community outreach and creating awareness through promotional means.

## To learn more about the services offered in this program, please contact:

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