



Welcome to the Navigator Program

The Navigator Program is intended to help parents who are caring for a child with complex medical needs. It provides non-medical supports to help parents in their caregiving role. Every family with a medically complex child will have access to services, supports and information to help them thrive.

What can Parents Expect from the Navigator Program?

System Navigators:

Can connect parents to the supports and services they need; Ensure families have access to funding and services they qualify for, advocacy, counselling, visiting with families during admissions and in the community, ensuring siblings have access to needed pro- social resources, etc; Offer therapeutic support groups geared toward the needs identified by families. 'Caring for the Caregiver' is a support group focused on the trauma and chronic stress related to caring for a child with complex medical needs.

Parent Navigators:

Parent Navigators bring their own personal, lived experiences in caring for a child with complex medical needs. They will offer "peer-to-peer" support in areas such as: Peer to peer support where parents need it; Informal coffee and chat meetings in the community; "A Day in the Life" Awareness Campaign of parents of medically fragile children; Peer support during admissions and clinic visits; Social gatherings (paint nights, annual family fun day) promoting caring connections intent to cultivate community of support for families

What can Parents Expect from the Navigator Program? (continued)

Program Evaluation:

- We collect information from all of the families that participate in the Navigator program for program evaluation purposes.
- In your first intake, we will ask you basic demographic information in categories such as basic family information education, employment, financial, housing, transportation and your support network.
- In the future we will contact you to send this demographic survey again to see if there are any differences since you've been in our program.
- We also use brief measures (Outcome Rating Scale - Session Rating Scale) to track client functioning. We will use these tools in your first intake, and as needed.
- We will also send periodic participant experience surveys to see how we are doing as a program.
- The information collected will be used to better inform us of the population that we are serving and is completely voluntary. The care you get at CHEO will not be affected in any way whether you take part in this evaluation or not.
- We are currently using a secure online system and a password-protected database to gather this information; as such your responses will be kept confidential. Only select members of the navigator team will have access to your confidential data. We may share analyzed data from the program as posters, infographics or communications directed to the public or shareholders; we will never reveal your identity.
- If at any time you have any questions, don't hesitate to ask us.

Meet the Team

Lillian Kitcher, Parent Navigator



Lillian is well known to CHEO. She has an eight year old son who is followed by multiple clinics. Prior to being a Special Needs Mom Lillian worked at the Kurashiki Board of Education in Japan as an Elementary school teacher specializing in EFL. In 2015 Lillian worked as an Instructor Therapist to children with autism. She will be offering peer to peer support to families in the program as well as hosting workshops/events.

l.kitcher@pqchc.com | (613)820-4922 ext 3364

Teresa MacMillan, Parent Navigator



Teresa is well known to CHEO and the community and has a teen daughter that is followed by multiple specialists. Prior to being a Special Needs Mom Teresa worked at a local Community Health Center as a community developer and in the Nursery School system. She will be offering peer-to-peer support to families in the program as well as hosting events/workshops.

t.macmillan@pqchc.com | (613)820-4922 ext 3352

Guylène Robichaud, Social Worker/System Navigator

Guylène is the Social Worker/System Navigator. She provides assistance in linking and accessing key resources, including advocacy support. She also provides goal oriented and solution focused individual or family counselling. In addition to this, she leads a support group for parents/caregivers on trauma using a narrative approach.

GRobichaud@cheo.on.ca | (613)737-7600 ext 3511

Inventory of Resources

The Navigator Program has developed an inventory of resources for families of medically complex children and youth! The resources are aimed to assist families in navigating the complex web of local resources and support for families.

To take a look and start browsing now, [click here!](#)

Find Us On Facebook

The Navigator Program has a Facebook page with all of our upcoming events, workshops, Family Fun Days, support groups as well as any cancellations. We will also share any information that we think will be relevant to our families. The page is run by the two Parent Navigators. Find us on Facebook @ <https://www.facebook.com/TheNavigatorProgram/>

Bulletin Board in the MDU

The Navigator Program has an informational bulletin board located in the Medical Day Unit (MDU). We encourage you to take a look for program information, upcoming events, promotional material, and there are always stickers for the kiddos.

Financial Resource

Find out more about financial supports by accessing the following document:

[Financial Tips Special Needs](#)

Watch this video to learn more about the program!

