



PAGEMA PEER NAVIGATION: AN INNOVATIVE SUPPORT MODEL TO BETTER SERVE CAREGIVERS FROM ETHNOCULTURAL MINORITY GROUPS

SUMMARY

Written by : Lara Paiement Nadeau and Anaïs El Amraoui

[Read the full guide \(French\)](#)

PAGEMA caregivers (caregivers who belong to an English-speaking and/or ethnocultural minority group) share many needs with all other caregivers, particularly in terms of respite, emotional support, and services tailored to their daily lives. They also face specific challenges, which may be linked to their migration experiences, the lack of support networks in Quebec, and linguistic, cultural, and structural barriersⁱ.

The specific support needs of PAGEMA caregivers are all the more pressing given their representation among caregivers in Quebec. According to studies:

- Between 16.3 %ⁱⁱ and 41.3%ⁱⁱⁱ of immigrants in Quebec are estimated to be caregivers.
- Approximately 17% of English-speaking people living in Quebec provided unpaid care to a vulnerable or dependent person in 2019^{iv}.

PAGEMA peer navigation is an innovative support model designed to adapt to the unique needs of PAGEMA caregivers and to better support them throughout their caregiving journeys.

This summary¹ presents the key components of the peer navigation model for PAGEMA caregivers, developed by IU SHERPA as part of the *Plan d'action gouvernemental en proche aide* (PAG-PPA 2021-2026). It was developed in collaboration with PAGEMA caregivers and stakeholders involved with them.

Please consult the complete design and implementation guide (In French only) – [La navigation par les pair·e·s : Un modèle d'accompagnement novateur pour mieux soutenir les personnes proches aidantes appartenant à un groupe ethnoculturel minoritaire \(PAGEMA\)](#)

¹ To make this summary more concise, we have omitted most of the numerous sources and references that support this project. Several references have been added at the end of this document, particularly for the statistics presented. We encourage you to consult them in the full guide.



WHAT IS PAGEMA PEER NAVIGATION?

PAGEMA peer navigation is an intervention model that aims to improve access to health and social services as well as to various benefits and forms of assistance for caregivers who belong to an ethnocultural minority group.

This approach to navigating the health and social services network is inspired by **the principles of both health navigation and peer support**. These two intervention approaches have demonstrated their effectiveness in a number of fields, including infectious disease prevention, addiction, and mental health.

▶ **Health navigation** is a person-centred approach to improving health care delivery with the help of a navigator. This person helps service users overcome barriers to accessing the care and services they need in a timely manner^v. As there is no single model, these programs are developed to meet the specific needs of different populations and contexts.

▶ **Peer support** has no officially recognized definition^{vi}. It refers to mutual support offered by individuals who have gone through similar experiences. Peers use their experiential knowledge to create more authentic connections with others^{vii}.

Peer navigation aims to provide personalized, holistic support, with lived experience playing a central role. Peers provide support not only on an emotional level but also by guiding and accompanying service users through the complexities of the health and social services system.

For organizations that work with caregivers, this type of program offers many benefits, as documented in evaluations of peer support and health navigation programs^{viii}.

Improved client satisfaction	Reduced distrust of the health and social services network among service users
Better referral to appropriate services and resources	Greater ease in identifying the needs of service users
Closer, ongoing collaboration between the health and social services network and the community sector	Strengthened service continuum
Reduced risk of caregiver burnout	Enhanced expertise of various stakeholders
Improved coordination between public and community services	Identification of isolated caregivers, including those who are PAGEMA caregivers
Increased cultural competence among health and social services teams	Improved awareness of community-based activities and services



WHAT TYPES OF ACTIVITIES ARE OFFERED IN A PAGEMA PEER NAVIGATION PROGRAM?

Various activities and services can be offered as part of a PAGEMA peer navigation program. When designing the activities of a peer navigation program, it is essential to **assess the specific needs of the target population**. It is important to ensure that the program and its activities effectively meet service users' expectations².

Three types of activities have been identified as essential components of a PAGEMA peer navigation program. These are: direct intervention with PAGEMA caregivers, information dissemination and referral, and intervention and awareness-raising with partners and stakeholders:

- ▶ Direct intervention with PAGEMA caregivers;
- ▶ Information dissemination and referral;
- ▶ Outreach and awareness-raising with partners and stakeholders.

DIRECT INTERVENTION WITH PAGEMA CAREGIVERS

Direct intervention activities with PAGEMA caregivers are at the heart of PAGEMA peer navigation services. They are divided into two main areas:

Practical support and navigation assistance activities

These activities meet PAGEMA caregivers' immediate needs by providing them with guidance and personalized support:

- ▶ Help them understand the various players in the health and social services network and how the network functions
- ▶ Explain administrative processes and support them in requesting services and benefits
- ▶ Identify their needs and the barriers they face in accessing services
- ▶ Provide accompaniment and support related to medical appointments
- ▶ Make home visits
- ▶ Provide support during care and life transitions, particularly to prevent service disruptions
- ▶ Facilitate access to interpreters
- ▶ Facilitate access to respite and psychosocial services
- ▶ Refer them to resources and services suited to their needs
- ▶ Advocate for and support their rights

² In the context of this program, the term "service users" refers to PAGEMA caregivers, not to care recipients, as the program was developed for caregivers

Educational activities

Group workshops on topics relevant to PAGEMA caregivers can be offered in collaboration with peer navigators, health and social services workers, and community organizations. These types of activities help strengthen the knowledge and skills of service users with a view to empowering them.

Topics may include human rights, how the Quebec health and social services network functions, linguistic accessibility of services, and specific illnesses or conditions.

INFORMATION DISSEMINATION AND REFERRAL

Some of the program's activities should focus on identifying and analyzing the needs of PAGEMA caregivers in order to direct them effectively to appropriate services. The program should also actively disseminate information about the resources available in the public ecosystem, as well as about the services offered through the program.

Suggested activities

- ▶ Identify available services, particularly local and culturally appropriate resources for PAGEMA caregivers
- ▶ Facilitate access to interpretation services and documents translated into multiple languages
- ▶ Develop a referral system to the peer navigation program
- ▶ Set up a hotline to guide PAGEMA caregivers and provide basic information about services offered through the PAGEMA peer navigation program

OUTREACH AND AWARENESS-RAISING WITH PARTNERS AND STAKEHOLDERS

Awareness-raising and partnership activities are an important part of PAGEMA peer navigators' work. These activities aim to create an ecosystem of inclusive and safe services for all.

Advocacy activities

Many peer navigation programs include a component that advocates for the rights of the people they serve. This component can set the work of PAGEMA peer navigators apart from that of other service providers in the public sector or certain community settings.

- ▶ Implement ongoing awareness-raising activities
- ▶ Inform service providers about the specific challenges faced by PAGEMA caregivers
- ▶ Develop educational resources
- ▶ Facilitate the assessment of PAGEMA caregivers' needs, particularly by raising awareness among teams about the person-centred integrated health care approach in the context of caregiving, by acting as a mediator to advocate for PAGEMA caregivers' circumstances and needs, and by helping service users identify and express their needs to service providers
- ▶ Collaborate with PAGEMA peer navigators in committees and other decision-making groups

Community engagement activities

Adding community engagement activities to a peer navigation program helps build bridges between PAGEMA caregivers, the health and social services network, and community organizations. While reinforcing the support provided to PAGEMA caregivers, these activities also raise awareness among key community stakeholders of the specific challenges these caregivers face, and strengthen collaboration between the health and social services network and the community network.

- ▶ Build bridges with the community sector
- ▶ Improve the identification of PAGEMA caregivers
- ▶ Co-facilitate support groups
- ▶ Participate in committees, coordinating groups, and communities of practice



WHAT ARE THE RESPONSIBILITIES OF PAGEMA PEER NAVIGATORS?

Their roles and responsibilities are strongly shaped by the activities involved. Their roles may accumulate and must be regularly redefined and adjusted as the project evolves. Defining the responsibilities of PAGEMA peer navigators is an important step, as it also helps establish clear parameters regarding the boundaries of the practice.

While PAGEMA peer navigators take on diverse roles, some responsibilities remain common to all:

- ➔ Provide support and build a relationship of trust by placing the service user at the centre of the intervention
- ➔ Use one's experiential knowledge appropriately and at the right time
- ➔ Empower caregivers by providing them with tools and information
- ➔ Build bridges and identify needs in order to reduce structural barriers to accessing and using services
- ➔ Adopt a professional approach and support program implementation by carrying out the required tasks while respecting the institution's policies
- ➔ Collaborate actively by adopting a team-oriented approach
- ➔ Adopt an approach conducive to personal development by learning about best practices in peer navigation and participating in continuing education
- ➔ Promote peer navigation within one's organization and the local ecosystem
- ➔ Commit to self-care as both a peer navigator and a caregiver



HOW SHOULD PAGEMA PEER NAVIGATORS BE REMUNERATED?

Remuneration of peer navigators must be carefully considered based on several key factors, including the duration and level of their commitment, the type of activities performed, the vulnerability of certain individuals, and the emotional and psychological impact of peer navigation work. Remuneration encourages engagement and accountability, particularly in programs that seek to be sustainable. It also provides concrete recognition of the time, effort, and expertise contributed by peer navigators.

Best practices to facilitate the remuneration of peer navigators^{3 ix}

- ➔ Be transparent about payment terms from the outset
- ➔ Be clear about payment deadlines, as certain methods (such as payment by cheque) may cause delays
- ➔ Cover incidental costs related to the position and tasks of peer navigators (travel, accompaniment costs, etc.)
- ➔ Discuss the impact of remuneration on the social benefits received by peer navigators
- ➔ Discuss tax implications and income reporting requirements

Although volunteer-based peer support does exist, **not remunerating** peer navigators would raise several issues in the context of a PAGEMA peer navigation program, particularly in terms of managing and retaining peer navigators, as well as their level of commitment. Given the demands of the PAGEMA peer navigation program and the services it entails, peer navigators should not be volunteers.

Like many researchers and clinicians^x, **we recommend that PAGEMA peer navigators be granted employee status (with a title) and be paid fairly and equitably:**

- ➔ So they receive institutional recognition grounded in equity and integration
- ➔ To reduce the number of intermediaries between PAGEMA caregivers and the health and social services network, thereby promoting a more integrated continuum of services
- ➔ So they receive salaries comparable to those of other professionals in the teams with which they collaborate

In the health and social services network, peer navigators are often hired under the title of “educator” (job code 2691), class 02. In most cases, job postings state that they are looking for a peer support worker or use the title “peer support worker/educator.” Class 2 educator status allows peer navigators to access jobs with clearly defined working conditions governed by collective agreements. In some cases, these jobs may even be permanent positions

Alternatives to salaried remuneration

Although hiring is the preferred option, there are **alternatives to salaried remuneration**, such as contract-based pay, daily pay, or financial compensation. These alternatives should be **used for occasional tasks or activities**, such as facilitating workshops on specific topics or participating in awareness-raising initiatives. Peer navigators paid on a contract basis (or volunteers) should not replace the hiring of employed peer navigators, but rather diversify both the backgrounds of peer navigators and the types of activities offered through the program..

³ Whether they are salaried employees or peers hired on a contractual basis.



WHAT CRITERIA SHOULD BE USED TO RECRUIT PAGEMA PEER NAVIGATORS?

Recruiting a peer navigator may take longer than recruiting a non-peer staff member, due to the specific nature of the position. Belonging to the group being served is the primary distinguishing criterion in the recruitment of peer navigators, as their personal experience is what sets them apart from other health and social services network staff. In the context of a navigation program for PAGEMA caregivers, candidates must meet **two fundamental criteria**:

1. Belong to an ethnocultural and/or linguistic minority group in Quebec
2. Have had significant experience as a caregiver

However, these criteria alone are not sufficient to ensure that the people hired will be able to effectively support program users. Since PAGEMA peer navigators will be working directly with PAGEMA caregivers, the human dimension of their work is particularly important. The following is an overview of the **qualities to seek in a PAGEMA peer navigator**:



Several professional and technical skills must also be considered, such as proficiency in spoken and written French and English, as well as adequate digital literacy (computer skills, social media, Microsoft Office, etc.). Specific knowledge of how the health and social services network and the community sector operate, as well as professional experience, should also be considered assets.

People who apply for peer support positions often come from more privileged backgrounds, particularly because of higher levels of education or more favourable psychosocial conditions^{xi}. The lack of engagement from other potential peer navigators is often more closely tied to structural constraints than to a lack of interest in the position^{xii}. Il est donc essentiel de reconnaître ces inégalités d'accès, non seulement aux postes, mais aussi à l'information et aux processus de candidature. Les organisations gagneraient à innover dans leur approche de recrutement afin de garantir un processus inclusif et équitable, et ainsi rejoindre des candidat·e·s hors des réseaux classiques d'embauche.



BEST PRACTICES FOR MANAGING A PAGEMA NAVIGATION PROGRAM

The implementation of a navigation program relies on structured and context-appropriate management. Managers must have a clear understanding of the role of peer navigators and the specific nature of the intervention being offered in order to maximize the program's positive impact and provide peer navigators with appropriate support. Key management practices and considerations are outlined below.



Recognize that peer navigators may belong to vulnerable populations and avoid reproducing dynamics of exclusion or marginalization



Offer support for professional integration, particularly to peer navigators who have never worked in Canada or in the public sector



Adopt a proactive approach to valuing lived experience and facilitating its professional recognition



Demonstrate flexibility and openness to innovation in practices



Recognize and prevent compassion fatigue



Adjust management practices to strike a balance between flexibility and supervision

Several types of expertise are essential to ensure the program runs smoothly, provide adequate supervision, and support PAGEMA peer navigators throughout their time in the role. An effective navigation program relies on a broader team with complementary skills, including at minimum a navigation team, coordinators, clinical supervisors, and support structures to provide strategic guidance and ensure continuous improvement.

SUPPORT AND SUPERVISION ACTIVITIES FOR PAGEMA PEER NAVIGATORS

Support activities are particularly important, especially in the first few months after peer navigators begin their roles. They support peer navigators when they face integration issues, challenges related to their interventions or their dual role, difficulties becoming familiar with the organization's culture, or, at times, personal challenges. These support activities are varied and can take many forms, as presented below.



Individual support

Personalized administrative follow-ups

Mentoring activities

Internal or external psychological support

Informal support spaces

Asynchronous tools for professional development

Internal or external clinical supervision



Group support

Weekly team meetings

Monthly peer meetings / Intervention

Participation in communities of practice or peer support networks



HOW TO TRAIN PAGEMA PEER NAVIGATORS ?

Training ensures both the quality of services and the development of the skills necessary for their practice. Training should enable peer navigators to acquire essential knowledge and structure their lived experience into an effective intervention tool, thereby strengthening their impact on the individuals they support.

When developing a training program adapted to PAGEMA peer navigators, several elements drawn from best practices in the literature must be taken into account:

REGARDING THE IMPLEMENTATION OF THE TRAINING PROGRAM

- ▶ Integrate the training program into the official program structure and provide the resources necessary for its implementation
- ▶ Take into account the time required to train PAGEMA peer navigators
- ▶ Prevent peer navigators and their experiential knowledge from being used merely as tools during the training program
- ▶ Evaluate the training program

REGARDING TRAINING MODALITIES

- ▶ Highlight the strengths of peer navigators using a reflective approach
- ▶ Vary learning formats
- ▶ Avoid information overload
- ▶ Produce an onboarding guide to support the training program
- ▶ Make the training sessions motivating
- ▶ Take advantage of meetings and informal interactions
- ▶ Develop partnerships and mobilize existing resources

REGARDING THE TRANSFERABILITY AND ADAPTABILITY OF THE TRAINING PROGRAM

- ▶ Develop a flexible continuing education program
- ▶ Offer training to other members of the organization

A **training plan** covering the basic skills and knowledge that PAGEMA peer navigators should minimally develop has been prepared. Its implementation must be flexible, taking into account the profile of the peer navigators to be trained, the characteristics of the population supported by the peer navigators, and the experience and skills of the training teams.

Table 1 : Training Plan

SECTIONS	MODULES
Section 1: Basic Knowledge	1. Introduction to Quebec's Health and Social Services System 2. Introduction to Caregiving 3. Introduction to the Circumstances of PAGEMA Caregivers 4. Introduction to Peer Support and PAGEMA Peer Navigation
Section 2: Integration into the Receiving Organization	5. Roles and Responsibilities of PAGEMA Caregivers 6. Workplace Integration 7. Ethics, Confidentiality, and Accountability
Section 3: Skills Related to Navigating Services	8. Navigating Quebec's Health and Social Services System 9. PAGEMA Caregivers' Experiences within the Health and Social Services Network: Referral, Information, and Navigation Challenges 10. PAGEMA Caregivers' Rights 11. Working in Partnership with the Community Sector
Section 4: Skills Specific to Working with Program Participants	12. Communication Skills 13. Helping Relationship Skills 14. Needs Assessment 15. Working in an Ethnoculturally Diverse Context 16. Self-Care as a Peer Navigator 17. Working in Crisis Situations 18. Working with and Facilitating Groups

Opportunities for ongoing professional development must be offered on a regular basis, accompanied by clear mechanisms to ensure their dissemination to and accessibility for all peer navigators. This would allow PAGEMA peer navigators to deepen their understanding of the challenges experienced by the

service users they support. Specific continuing education topics could be offered, such as mental health intervention, developing skills related to support resources, or computer skills.



SOME RECOMMENDATIONS FOR APPLYING THE PROPOSED MODEL TO THE HEALTH AND SOCIAL SERVICES NETWORK

Several steps and best practices can be implemented to facilitate the integration of PAGEMA peer navigators within the health and social services network. They are summarized here.

ASSESS THE NEEDS OF THE TARGET POPULATION, AS WELL AS THE INTEREST AND CAPACITY OF CLINICAL TEAMS TO INTEGRATE PAGEMA PEER NAVIGATORS

This assessment aims to ensure that the services developed **meet expectations, needs, and challenges on the ground**. It can be carried out in various ways, including the analysis of statistical indicators, consultation with key informants, and the development of specialized surveys. It is also essential to examine how the program can be **aligned with existing initiatives** to avoid duplication and identify gaps in service provision. At this stage, particular attention must be paid to the **resources and capacities** available within the organization. The **commitment of health care teams** is also a key factor in the successful implementation of programs. It is therefore important to engage managers so that they support and promote the program within their teams. Finally, consulting professionals ensures that they perceive the program as a **lever for intervention** rather than an additional burden.

PREPARING THE RECEIVING ORGANIZATION FOR THE INTEGRATION OF PEER NAVIGATORS

In the absence of processes and practices supporting the integration of PAGEMA peer navigators, several challenges may arise and compromise the sustainability of the program. However, organizations can create **conditions conducive to their integration** at various stages:

Before the arrival of PAGEMA peer navigators

- ▶ Raise awareness, inform members of the receiving team, and answer their questions
- ▶ Invite peer navigators to share their experiences with teams to raise awareness about the benefits of the approach
- ▶ Clearly define the roles and responsibilities of those involved in integrating PAGEMA peer navigators
- ▶ Adapt organizational policies and documents to ensure the recognition of peer navigators
- ▶ Hire several peer navigators at the same time to promote group integration
- ▶ Draw on the expertise of consultants who specialize in peer intervention and health navigation
- ▶ Pair team members with peer navigators to facilitate their integration and strengthen collaboration

After PAGEMA peer navigators enter their positions (daily measures)

- ▶ Create consultation spaces for PAGEMA peer navigators, so they can exchange ideas and support one another
- ▶ Encourage dialogue and the resolution of emerging issues by creating discussion spaces
- ▶ Establish a monitoring plan to measure the integration of peer navigators, help identify difficulties, and support continuous improvement
- ▶ Include peer navigators in clinical meetings to enrich discussions and strengthen their role within the team
- ▶ Define clear collaboration methods between PAGEMA peer navigators and other professionals in the receiving organization

DEFINING CRITERIA FOR ACCESSING THE PROGRAM'S SERVICES

To establish these criteria, organizations can draw on their existing practices while considering the specific needs of the service users concerned, the urgency of requests, and the processes in place to optimize resource allocation.

It is essential to define these eligibility criteria according to the urgency of PAGEMA caregivers' needs. Indeed, certain issues, such as limited knowledge of French, the absence of a local social network, or recent arrival in Canada, may be considered priority criteria for access to PAGEMA peer navigator services. It is equally important to define service ineligibility criteria, particularly regarding the roles that peer navigators should not perform.

DEVELOP AN APPROPRIATE COMMUNICATION STRATEGY TO RAISE AWARENESS OF THE SERVICE

To ensure effective dissemination of the services offered by the peer navigation program, a **multichannel communication strategy** is required. It should combine direct and indirect approaches tailored to the various contexts of intervention. Here are some possible courses of action.



Ways to reach PAGEMA caregivers directly



Referral by professionals



Engagement of religious and community leaders



Use of digital media

As the program evolves, PAGEMA peer navigators and program managers will be able to assess how effective the approaches are in meeting the emerging needs of PAGEMA caregivers and suggest appropriate adjustments. This flexibility will ensure a relevant and inclusive communication strategy.

ENSURING THE DEPLOYMENT OF THE RESOURCES NECESSARY FOR PROGRAM IMPLEMENTATION

Implementing a navigation program requires significant financial resources adapted to the specific features of this type of intervention. **Limited budgets will only allow for partial implementation** of the various activities proposed by this model.

In addition to operating, salary, and activity expenses (intervention, materials, supervision, etc.), several types of **additional expenses** should be considered within a PAGEMA peer navigation program in the health and social services network. For example :

- ▶ Translation expenses: to ensure linguistic accessibility
- ▶ Research expenses: to ensure data collection and program evaluation
- ▶ Expenses related to caregiving coordination support: to ensure embedded and collaborative implementation with other caregiving activities in the organization.

The lack of comparable data in Quebec highlights the need for a clear budgetary framework to ensure the sustainability of navigation programs and provide effective support to caregivers.

EVALUATING THE PROGRAM

Program evaluation and accountability mechanisms are as essential as the services themselves, as they demonstrate the organization's commitment to continuous improvement. In particular, the evaluation processes put in place must:

- ▶ Systematize data collection and evaluation
- ▶ Promote collaboration among stakeholders
- ▶ Ensure transparency and awareness
- ▶ Use complementary evaluation methods
- ▶ Leverage existing data to increase the effectiveness of the process
- ▶ Use a logic model
- ▶ Establish research partnerships
- ▶ Plan for the dissemination of results

This evaluation may cover several areas: assessing the integration of peer navigators within the team, the performance and implementation of the program, and the program's outcomes.



Adapting implementation to local contexts

Adapting the peer navigator program to the needs and realities of each community is essential to its success. Each community has its own dynamics, resources, and priorities, and must be able to adjust the program accordingly.

The CIUSSS du Centre-Ouest-de-l'Île-de-Montréal would be a favourable setting for implementing a PAGEMA peer navigation pilot project, given the strong presence of ethnocultural minority groups in its territory, its expertise in interventions in a context of diversity, and its existing collaborations with specialized research centres. The report proposes a pilot project, allowing for gradual implementation within frontline services (DSIPL), with one or two PAGEMA peer navigators, to assess the program's impact and ensure its appropriate and sustainable deployment.



LOGIC MODEL

PURPOSE

Recognition and self-recognition of caregiver status

Cultural accessibility

Information accessibility

Financial accessibility

Isolation

Difficulty navigating the health and social services network

BENEFICIARIES

PAGEMA caregivers

Health and social services staff

Community organizations

ACTIVITIES AND SERVICES

Section 1: Direct intervention with service users

Mapping of health and social services network stakeholders

Support for service requests

Identification of needs and barriers to accessing and using services

Accompaniment to appointments and home visits

Support during service and life transitions

Facilitation of access to services (interpreters, respite, etc.)

Referral to adapted resources and services

Support and rights advocacy

Educational activities (workshops)

Section 2: Dissemination of information and referral

Documentation on resources (in several languages)

Referral system to the program

Hotline

Section 3: Intervention and awareness-raising among partners and stakeholders

Awareness-raising and training for practitioners

Production of educational resources

Awareness-raising about the needs of PAGEMA caregivers

Collaboration within committees

Outreach activities

Facilitation of support groups

Coordination and research activities:

Supervision and training of PAGEMA peer navigators

Production of tools to support sections 1, 2, and 3

Program administration

Follow-up committees (quarterly meetings)

HUMAN RESOURCES

Navigation team:

Peer navigators

Social worker or community organizer – in a supporting role

Management and support team:

Clinical supervision

Project coordination

Caregiver coordination

Research team

Operational or monitoring committee

Material and technological resources to be defined according to the activities implemented

Budget to be determined

OUTPUTS

- Awareness-raising tools – community settings and health and social services network
- Training materials for PAGEMA peer navigators
- Mapping of services and stakeholders
- Referral tools
- Communication and information-sharing tools
- Evaluation report and data

RESULTS

Immediate

- Create a safe space for listening and dialogue for PAGEMA caregivers
- Raise awareness among PAGEMA caregivers of their rights and the services available to them
- Reduce stress, feelings of powerlessness, and the mental load associated with navigating the health and social services network
- Encourage PAGEMA caregivers to seek recognition
- Connect PAGEMA caregivers with various resources (government, community, or other) intended to support them

Medium-term

- Facilitate navigation for PAGEMA caregivers and care recipients (appointments, service requests, etc.)
- Contribute to the empowerment of PAGEMA caregivers
- Improve understanding of the challenges and needs of PAGEMA caregivers among teams in the health and social services network and community organizations

Long-term

- Strengthen collaboration between professionals in the health and social services network and community organizations for the benefit of PAGEMA caregivers
- Improve the quality of life of PAGEMA caregivers (by increasing access to existing services and resources)
- Foster trust among PAGEMA caregivers in the health and social services network and its professionals
- Increase the ability to identify PAGEMA caregivers (through outreach)

IMPLEMENTATION

Key steps

- | | |
|---|---|
| Identification of implementation sites and teams/departments involved | Development of a communication strategy |
| Assessment of the needs and capacities of the settings | Definition of service access criteria and a care pathway |
| Preparation for and integration of PAGEMA peer navigators | Hiring of PAGEMA peer navigators and program implementation |
| Definition of collaboration arrangements with team or service members | Evaluation |

End notes

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