



Community Liaison Model

1. Information

- Promoting an up to date directory of available services in English.
- Responding to information inquires from English clients.
- Ensuring key information documents are available in English and accessible.

2. Referral

- Understanding English-speakers needs and barriers.
- Participating at outreach events to build trust and relationship.
- Referring English clients to services based on their needs.

3. Navigation

- Increasing health literacy and educating English clients on how the system works.
- Helping clients navigate the health and social services system and make their own appointments.
- Addressing concerns and barriers to ensure follow through.

4. Accompaniment

- Accompanying English clients to ensure they have accessed necessary support resources such as interpretation services.
- Ensuring English clients have understood their medical treatment plans.
- Providing emotional support to English clients and ensuring family and caregiver support if necessary.

5. Brokering

- Informing health professionals/system of particular needs and barriers facing English clients.
- Responding to questions health professionals may have about serving English clients.
- Acting as a go between and support resource between health professionals and English clients.