

Fact sheet: Alberta's Navigation and Support Centres

Unique approach to coordinated service delivery



Alberta's Navigation and Support Centres take an innovative approach to ensure vulnerable people have quick and efficient access to critical supports and services.

The centres in Edmonton and Calgary bring a wide range of supports normally found in multiple locations across cities under one roof making it easier for people to get the help they need, all in one place.

What types of supports are available? (statistics as of August 15, 2025)

- Income Support, including emergency financial benefits (over 6,900 connections made)
- Onsite/same day Alberta Identification (over 8,500 pieces of ID provided)
- Help finding shelter and housing supports (about 5,000 connections made)
- Connections and referrals to medical supports (over 2,750 connections made)
- Connections to mental health and addiction supports (over 3,000 connections made)
- Connections to Indigenous cultural supports

Combined with the Calgary centre, staff have helped more than 13,700 unique individuals access supports and services.

Making a difference for vulnerable Albertans – Edmonton success stories

Health Supports

A man came into the Navigation and Support Centre with a leg infection. The Radius Health team was able to get a prescription for antibiotics paid for by the Alberta Supports team, which he was able to start that same day. Having the Alberta Supports team on site allowed for much quicker processing of the request.

Reconnecting families

A woman who had been staying in the shelter system came to the Edmonton Navigation and Support Centre asking for help reconnecting with her sister in a small northern Alberta town. Staff reached out and discovered the family had believed the woman had been missing, and likely deceased, for over a decade. The sister came and picked up the woman and arrangements were made for her to enroll in a recovery program near her home community. The woman received ID and financial supports from the centre.

Supporting people with pets

An important service provided by the Edmonton Navigation and Support Centre is arranging pet care for vulnerable people. In one instance, a client put her cats in foster care while working with staff to find housing. Months later, when she was in a more stable situation, she was happily reunited with her pets, which had been well-cared for.

