

HEALTH • WELLNESS • CONNECTION

The Role of the Health & Wellness Navigator

Supporting resident well-being, independence, and care coordination

SEPTEMBER 25, 2026



ROLE AT A GLANCE

A trusted guide in a complex care journey.

The Navigator combines relationship-building, practical problem solving, and care coordination—always honoring resident choice.

TRUST	Builds strong relationships with residents and families
CONNECT	Links internal and external services to reduce barriers
EMPOWER	Personalizes support to maximize health and independence



International Council on Active Aging Foundation of Wellness Certification

A framework that supports whole-person wellness, consistent navigation practices, professional development, accountability, and continuous improvement.



Whole-person wellness

Supports a holistic approach that honors physical, emotional, and social well-being.



Consistent standards

Promotes consistent navigation practices that residents and families can trust.



Ongoing growth

Encourages professional development, accountability, and continuous improvement.



Eight dimensions. One whole life.

The Navigator sees wellness as interconnected—not a checklist.



RELATIONSHIPS ARE THE WORK

Trust turns resources into real support.

The Navigator stays close to the resident
while bringing the right people closer.

**RESIDENT
NEEDS + PREFERENCES**

**HEALTH & WELLNESS
NAVIGATOR**

**CARE NETWORK
FAMILY + STAFF + SERVICES**

Community-Based Support Options



Innovative Home Solutions

NON-MEDICAL ASSISTANCE

Innovative Home Solutions helps residents access practical, non-medical assistance that supports daily living and independence.



BAYADA Home Health

THERAPY SERVICES

BAYADA Home Health provides therapy services that support recovery, function, and wellness goals.



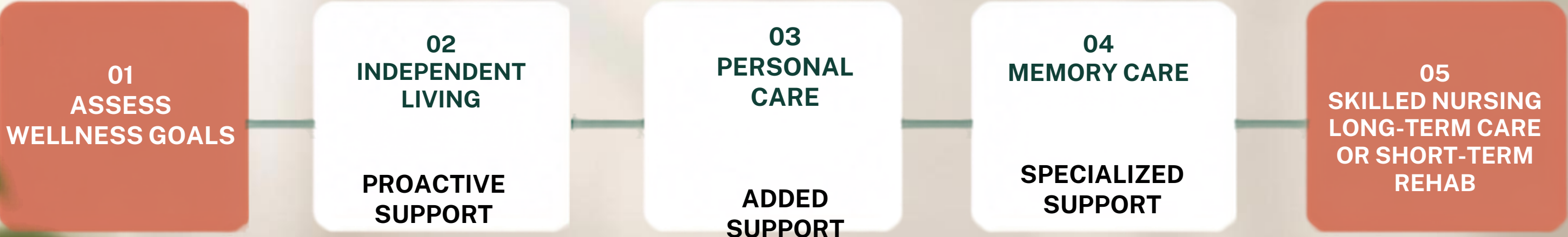
Choice first. Solutions second.

Respect personal decisions
Identify barriers to wellness
Tailor assessments and care plans
Coordinate consultations and services
Offer emotional and psychosocial support

CONTINUUM OF CARE

A steady guide through every transition.

Assessment, communication, admissions, discharge, recovery — coordinated around the right level of care.



Continuous communication with residents, families, caregivers, and stakeholders

CLINICAL + POST-ACUTE

Care continuity without the gaps.

Oversee post-acute services
Support vitals and physician visits
Coordinate hospitals, hospice, and LTAC
Connect chronic and transitional care programs
Monitor changes before they become emergencies



One shared view of the resident.

The Navigator turns meetings into coordinated action and clearer outcomes.



From unclear access to active belonging.

BEFORE

Lower engagement
Unclear service pathways
Missed opportunities

AFTER

Higher satisfaction
More participation
Stronger continuity

**Navigator-led initiatives inspire a
community of thriving, active residents who
enjoy lasting independence and wellness.**



Prepared for the urgent. Trusted with the private.

- 01 Lead the Caregiver Emergency Action Plan
- 02 Update confidential medical information annually
- 03 Review incidents and reduce future risk
- 04 Coordinate room checks and safety follow-up
- 05 Protect all resident health information



Progress that can be seen—and sustained.

Certification creates a visible pathway for growth; reporting turns that progress into accountability.

BRONZE

SILVER

GOLD

- Set annual goals and performance standards
- Report monthly outcomes to the Executive Director
- Develop revenue-generating concierge services
- Lead policies affecting resident health and wellness

A group of people, including a caregiver and several seniors, are walking along a paved path in a lush garden. The scene is set during the golden hour, with warm sunlight filtering through the trees. In the background, there are rolling hills and a body of water. The overall atmosphere is peaceful and supportive.

THANK YOU

Wellness navigation is human connection put into action.

Thank you for learning about the Health & Wellness Navigator role.
Questions or next steps?