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CONGRESS**

**October 18–21 octobre 2022**  
Palais des Congrès de Montréal

## **COMPASSIONATE COMMUNITY PROGRAMS**

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Presented by: Cynthia Lapointe

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de soins palliatifs  
Teresa-Dellar



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# CONFLICTS OF INTEREST DECLARATION

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- I have declared that I have no conflict of interest and I do not have an affiliation (financial or otherwise) with any for-profit/not-for-profit organizations

# LEARNING OBJECTIVES

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At the conclusion of this presentation, participants will be able to:

- Understand what a compassionate community means to The Teresa Dellar Palliative Care Residence
- Better understand each of the compassionate community programs offered at the Residence, how they are implemented within the West Island region and who they support

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# Compassionate Community Programs offered at The Teresa Dellar Palliative Care Residence

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- NAV-CARE
- FAMILY CAREGIVER SERIES
- ADVANCE CARE PLANNING

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# What a Compassionate Community means to us

- A community-based initiative to help people with advanced age, frailty, chronic and/or life-limiting illness to live at home or in the community for as long as possible.
- Strengthening ties between communities and community programs, families and health services.
- Establishing and strengthen partnerships that support community capacity building and resilience in issues surrounding dying, death and bereavement.
- Compassionate communities' programs at the Teresa Dellar Palliative Care Residence support its members and citizens; [Nav-CARE, Advance Care Planning and Caregiver Support Series.](#)



# What is Nav-CARE?

Nav-CARE is a community-based family-centric service that supports seniors living at home who have a chronic illness and/or declining health or those who are experiencing caregiver fatigue

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# How was Nav-CARE Developed?

- ❖ Created in Western Canada, Nav-CARE is the culmination of 12 years of collaborative work between two doctors at the University of BC and the University of Alberta and their work with community, provincial and national knowledge partners.
- ❖ Through conducting studies and building evidence, they developed, tested and refined curriculum for volunteer navigators.
- ❖ Nav-CARE has been implemented in 33 sites across Canada, illustrating its adaptability to different community settings.

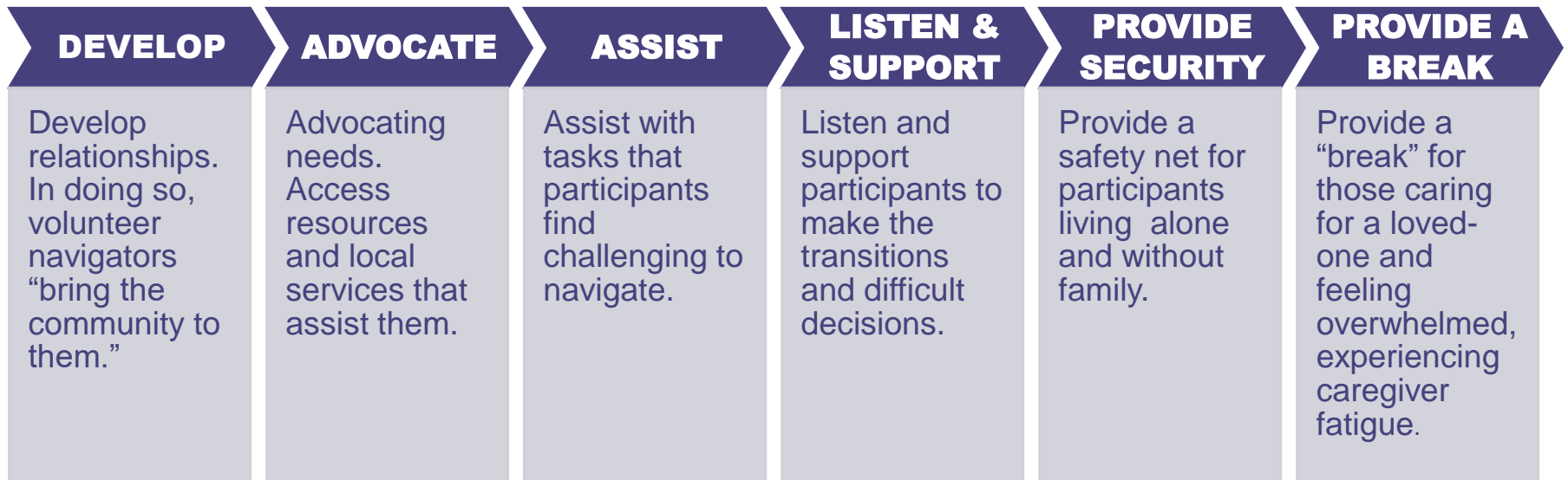
# Nav-CARE Goals

- **Nav** igation: Improving quality of life of persons by assessing needs.
- **C** onnecting: persons with community organisations.
- **A** dvocating: for services needed in the community.
- **R** esourcing: connecting the right resources to meet needs.
- **E** ngaging: Having persons actively engaged in their community.





# The Navigator role is to...



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## At The Residence, with support from our volunteers, we serve seniors experiencing...

- Mobility or sensory challenges
- Difficulty making decisions
- Difficulty accessing resources
- Recent loss and bereavement
- Increased disengagement
- Caregiver fatigue
- Loneliness or social isolation

*\* Or those who express the need for this support*



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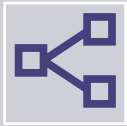


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# Priorities of building a Nav-CARE program



Making solid connections



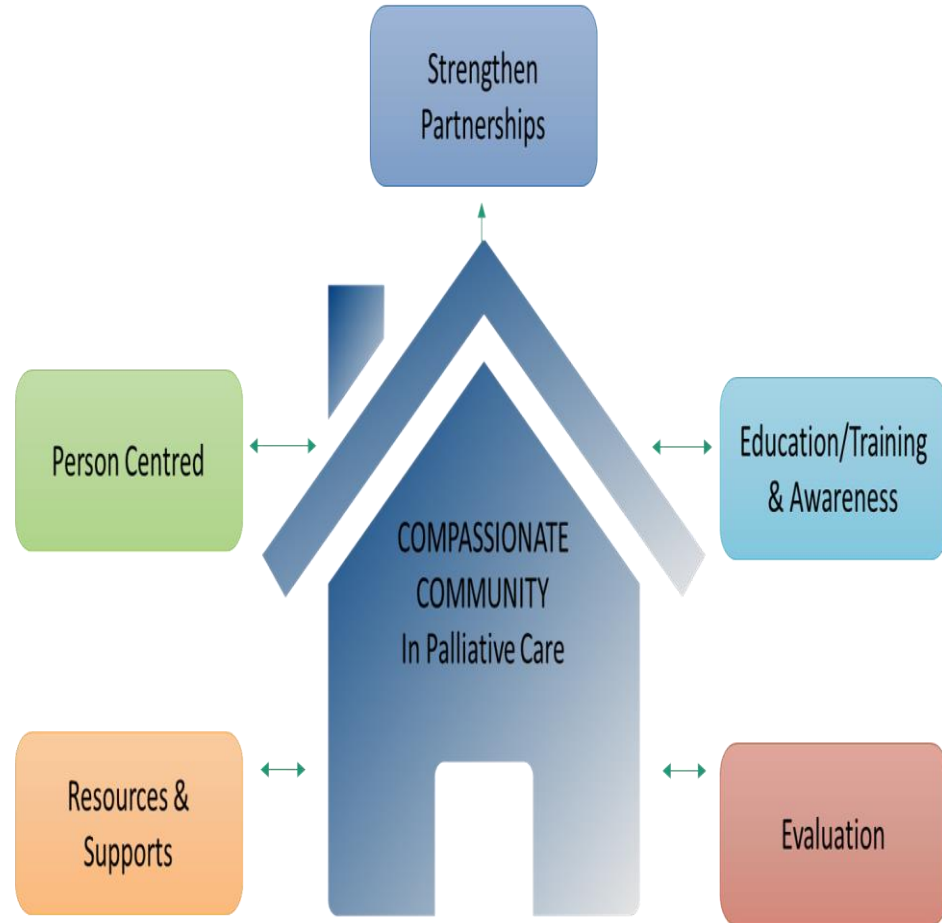
Establishing partnerships



Caring for our participants



Full training  
Ongoing support



## Our Volunteer Navigator Training Includes

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- Completion of our volunteer training.
- Completion of our online 6-module orientation training.
- Completion of the UBC online 5-module Nav-CARE certification training.
- Ongoing attendance of our monthly Nav-CARE workshops & support groups.



# Important Considerations when building a Nav-CARE program



The commitment and the in-depth training required



Recruiting and maintaining volunteers - balancing matches



Initiating first contacts with leaders and organizations



The “Double Service” dilemma in non-profits



## A few of our other Compassionate Community programs offered at The Residence

- Grief & Bereavement:  
Support groups and calls
- Caregiver Support Series:  
Caring for those who care  
for another
- Advance Care Planning:  
Being aware, being  
prepared, feeling secure





# Our Caregiver Support Series

- Advance Care Planning

- Living and Palliative Care: Implications

- Caring for Self When Caring for Others

- Symptom Management and Psychosocial Support

- Family Member Grief and Bereavement

- Helping Children Cope



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# We Prepare for Everything in Life...Why not it's End? Advance Care Planning - Starting the Conversation



## Our ACP Workshops cover:

- **THINK** – What are your values? What is most important to you?
- **LEARN** – The pros and cons of procedures and/or treatments and the implications of accepting, or not accepting them.
- **DECIDE** – Qualities of a good substitute decision maker.
- **TALK** – Encourage conversations about end of life wishes.
- **RECORD** – Document your decisions and wishes.





“Helping one person might not change the world, but it could change the world for one person.”

-Anonymous

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ANY  
Questions?

## Digital images

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