Compassionate COMMUNITY

QUADRA ISLAND

We honour and express gratitude as uninvited guests living and working on the traditional territories of the Coast Salish Indigenous People, including the traditional lands of the Wei Wai Kai and Wei Wai Kum Indigenous People.

Compassionate COMMUNITY

QUADRA ISLAND

Nav-CARE

Making Connections, Making a Difference

TRAINING

Workshop

Definition of 'Volunteer Navigator':

This term refers to a Nav-CARE Volunteer,
which is the focus of this training.

For the purposes of this course,
a 'Volunteer Navigator' includes anyone
who is navigating a caregiving relationship.

This can encompass family members, friends,
loved ones, and those in caregiving roles.

Connecting to Community Resources

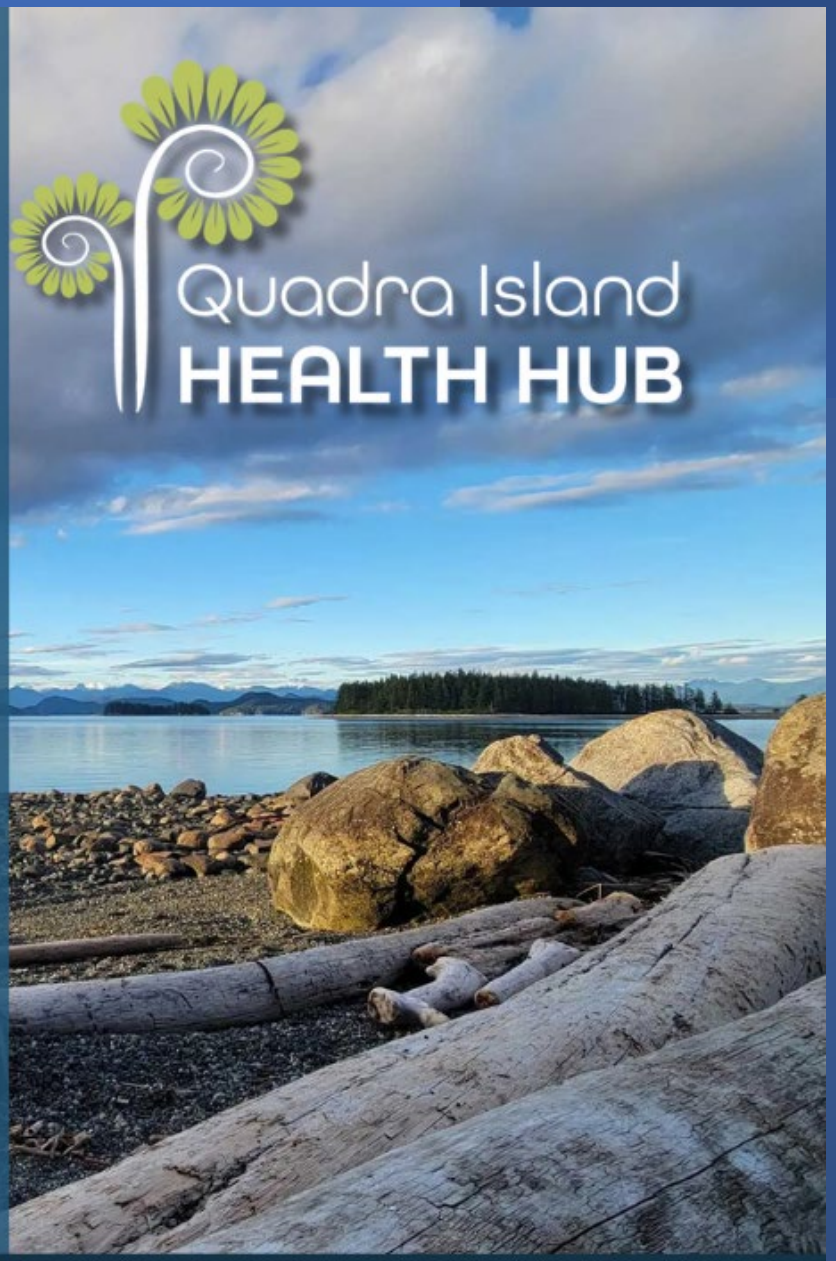
Learning Objectives

1. Conduct a survey of resources in your community.
2. Discuss ways to locate resources for those living with life-limiting illness.
3. Outline the major access barriers experienced by those with life-limiting illness.
4. Apply creative problem solving to a typical volunteer navigation challenge.

HEALTH & WELLNESS RESOURCES

ALL IN ONE PLACE

- Newcomers Guide to Quadra
- Emergency Resources
- Healthcare
- Mental Wellness
- Living Well
- Seniors Support
- Family Support
- Social & Community Services



WWW.QUADRAISLANDHEALTH.CA

The term “community” can have diverse meanings.

What is Community?

- Encompasses family/friends, neighbourhoods, towns, and beyond.
- Built upon emotional support, shared values, and connectedness.
- Extends to social connections, local businesses, and shared spaces.

Self-Reflection

How well do you know your community? Name three words, phrases or adjectives that best describe your community.

How does your community best show its support for individuals and families living life-limiting illness?

What resources do you think are missing?

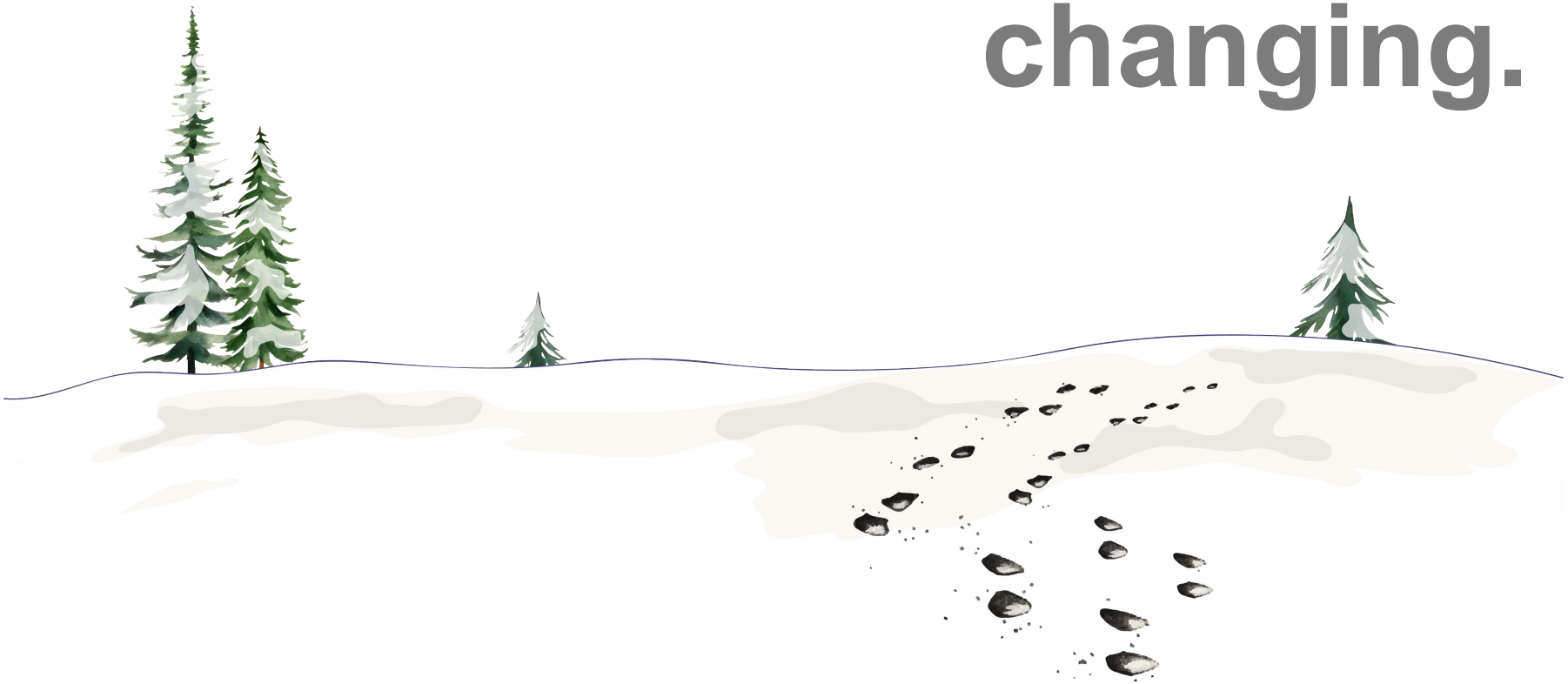
Seeing Your Community in a New Way

- Pay attention to available social networks, resources, services, and infrastructure.
- Identify community strengths as well as areas for improvement.
- Utilize unique community assets to support quality-of-life priorities and foster community well-being.

Seeing Your Community in a New Way

- **Windshield Survey:** A method of community assessment that helps people to see the community from a wider perspective.
  - Reveals hidden community features.
  - Involves driving or walking around and making note of important community features.

Resources and services are continually changing.



Doing a Windshield Survey

- Involves considering how the physical and social environment work together to enhance or diminish people's strengths and capacities.

Doing a Windshield Survey

Examples of questions to guide your community assessment:

- Are there accessible public parks and spaces?
- What is the age demographic of residents?
- Is transportation accessible?
- What kinds of churches are there in the community?
- Are there health care services available to the community that are accessible?

What you don't see is just as important as what you do see.

Doing a Windshield Survey

Assess community assets according to the **four A's**:

- **Affordability**: Price of resource; perceptions of worth; hidden costs.
- **Accessibility**: Geographical proximity; transportation; cultural, spiritual, mental health, and functional accessibility.
- **Availability**: Capacity to meet needs.
- **Acceptability**: Eligibility requirements; inclusion and exclusion criteria.

Self-Reflection

Think about a time when you needed a community service or resource. How did the four A's influence your ability to connect to those services?

There are important considerations when assessing resources/services for persons living with dementia. Environments that are ‘dementia friendly’ are those where people living with dementia are understood, respected, and supported.

Self-Check

True or False:

1. Community includes social relationships such as family, friends, and neighbours.
2. A Windshield Survey can only be conducted by driving around in your car.
3. Community assessment should focus only on the physical environment of the community.
4. Affordability of services is an important aspect to consider when evaluating services in your community.
5. Community assessment also includes what you don’t see.

Self-Check

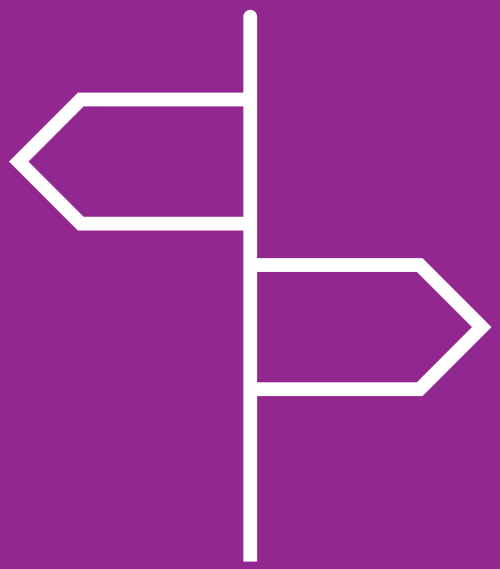
Answers:

1. TRUE: Community includes social relationships such as family, friends, and neighbours.
2. FALSE: A Windshield Survey can be conducted by **driving** or **walking**.
3. FALSE: Community assessment **should not** focus only on the physical environment of the community.
4. TRUE: Affordability of services is an important aspect to consider when evaluating services in your community.
5. TRUE: Community assessment also includes what you don't see.

Other Sources of Information to Help Identify Resources

- The Windshield Survey gives you the overall feel of your community.
- Other sources of information can help identify available resources.
- Navigators help people do detective work.

The internet is a valuable way to locate resources.



Refer to Module 6 (Supporting Virtual Navigation) to learn how to assess the quality of internet resources.

Other Sources of Information to Help Identify Resources

Health region websites:

- Provide resources for particular age populations and health conditions.
- Include information about long-term care and assisted living, respite services, and home health services.

Other Sources of Information to Help Identify Resources

Municipal or town council websites:

- Include information about clubs, organizations, places of worship, recreation, and services for older persons.
- Watch for "age friendly" or "dementia friendly" designations.

Other Sources of Information to Help Identify Resources

Disease specific organizations or charities:

- Include organizations such as the Cancer Society, the Alzheimer Society, and the Heart and Stroke Foundation.
- Provide public education, resources and support.

The Alzheimer Society of Canada provides a wealth of information on topics related to dementia and caregiving, including information about programs and support services available.

Other Sources of Information to Help Identify Resources

Agencies that support older adults:

- Committed to improving the lives of seniors.
- Often have targeted resources for carers and individuals living with dementia.
- Resources vary across Canada.

Other Sources of Information to Help Identify Resources

Need-specific organizations or charities:

- Assist people with declining health with non-health related needs.
  - E.g., free legal societies, CNIB.
- Can cater to the unique needs of the individual.

Other Sources of Information to Help Identify Resources

Caregiver associations:

- E.g., Family Caregivers of BC, Caregivers of Nova Scotia and the Ontario Caregiver Association.
- Offer information and support to caregivers.
- Canadian Virtual Hospice offers resources on topics such as palliative care and emotional health.

Other Sources of Information to Help Identify Resources

Networking and word of mouth:

- Contact local individuals who are knowledgeable about their community (e.g., social workers, pharmacists).
- May help the volunteer navigator find resources or confirm which resources are not available.

Other Sources of Information to Help Identify Resources

Local papers and bulletin boards:

- Includes services and resources that are led by local citizens and volunteer groups.
  - E.g., private driving services.
- May be located in community centers and doctors' offices.

Self-Check

The volunteer navigator recognizes that the person living with declining health may be needing homecare services sooner than later. The volunteer navigator is aware that there are multiple care providers available in the community but is uncertain about the suitability of those homecare services and how to best access them. What do you think might be the most effective approach out of the ones listed above that will help the volunteer navigator gather more information about the suitability of these homecare services?

Self-Check

Answer: Networking and word of mouth will probably be the best strategy in this case, along with checking health region websites.

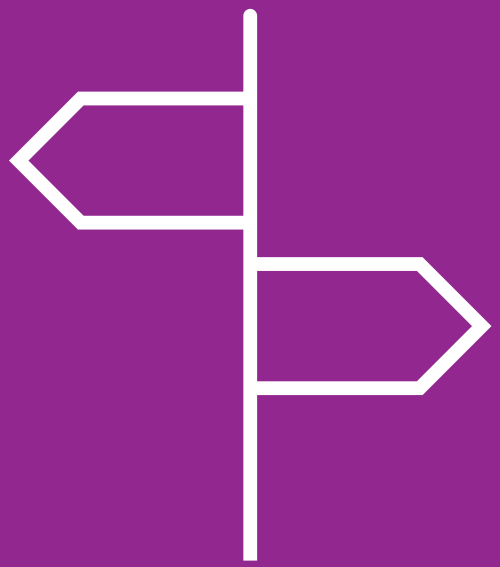
Supporting People to Access Resources

- Volunteer navigators help people overcome barriers to accessing resources.
- People may experience challenges in accessing resources.

Challenges to Accessing Resources

Technology challenges:

- It is almost impossible to navigate health and social care without some technology literacy.
- Volunteer navigators can help individuals access internet services.



You will learn more about supporting persons in their use of technology in Module 6 (Supporting Virtual Navigation).

Challenges to Accessing Resources

Mobility limitations:

- Many services can be brought to the home.
- Travelling for health care is required.
- Volunteer Navigators can help individuals get to appointments and other resources.

Challenges to Accessing Resources

Finding and making sense of information:

- Individuals are often flooded with conflicting information with little time to process it.
- Volunteer navigators can help individuals review, consider, and ask questions about health care information.

Challenges to Accessing Resources

Timely access to health care providers:

- The majority of older adults...
  - Have difficulty accessing health care in a timely manner.
  - Don't feel confident in managing their health problems.

Volunteer navigators can help individuals be proactive about, and engaged in, their health care.

Challenges to Accessing Resources

Financial restrictions:

- Persons living with declining health are often living on a limited income.
- Volunteer navigators can help individuals identify and access free or cost-effective resources.

Challenges to Accessing Resources

Communication barriers:

- Individuals may be experiencing declining hearing or vision, speech impairments, and language difficulties.
- English may not be a person's first language.
- Volunteer navigators can help people access and use assistive devices and language interpreters.

Challenges to Accessing Resources

Lack of confidence:

- Individuals who have been unwell for a long time may have experienced challenges and lost confidence in the health care system.
- Volunteer navigators can advocate for persons and empower them to advocate for themselves.

Never underestimate the positive impact of walking alongside someone.

Challenges to Accessing Resources

Lack of appropriate resources:

- Some services may not be suitable for an individual.
- Consider "best-fit" for the individual by understanding what is important and acceptable to them.
- Volunteer navigators help people prioritize their concerns and connect them with the necessary resources.

Self-Check

Determine the barriers that may be at play in the following statements:

1. “As soon as I get into the doctor’s office, I forget what I needed to tell her. My brain seems to draw a blank and I come out without getting what I need.”
2. “I used to like to go to church, but it just doesn’t work for me anymore. I am afraid to drive, and I can’t hear the speaker anyway.”
3. “I know I am going to have to move out of my house soon, but I have no idea where to go.”
4. “I used to go to the senior’s centre, but I have stopped going. Honestly, I am afraid that I will embarrass myself when it is time to do activities.”

Self-Check

Answers:

1. Confidence, making sense of information, access to health care providers, communication barriers.
2. Confidence, mobility, communication.
3. Financial restrictions, finding and making sense of information, variability in health care resources.
4. Confidence.

Creative Problem Solving

- Connecting people to resources can be challenging.
- Volunteer navigators must be able to creatively problem solve.
- Creative problem solving requires volunteer navigators to always consider whether the resource is a good fit for the individual.

Self-Check

Arrange the following problem-solving steps in appropriate order:

1. Draw up an action plan.
2. Research the problem.
3. Clarify the problem.
4. DO IT!
5. Generate ideas.
6. Formulate a creative challenge.
7. Combine and evaluate ideas.

Self-Check

Answer:

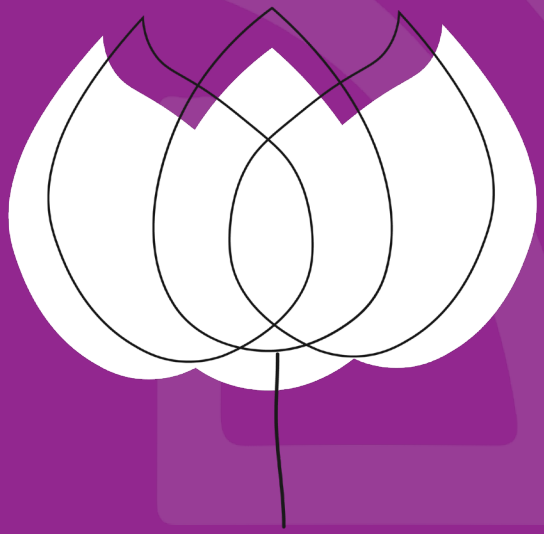
3, 2, 6, 5, 7, 1, 4

Frame the problem-solving process in compassion and deep listening, travelling alongside the person.

Challenges rarely get solved in a linear fashion.

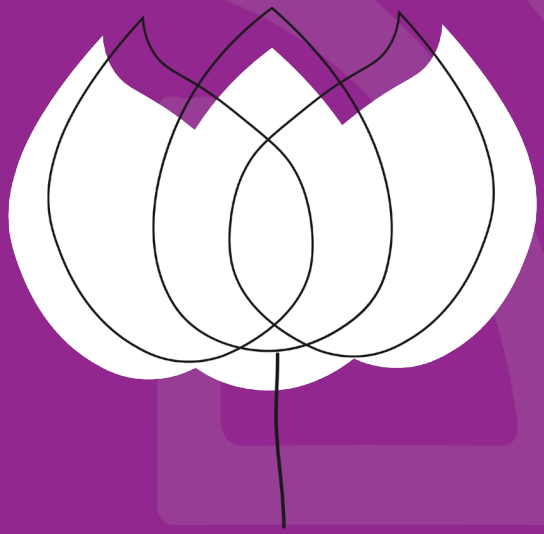
Key Points

- Community includes the social connections with family, friends, neighbourhoods, towns, and beyond.
- Volunteer navigators become skilled at understanding what community means to people.
- Volunteer navigators identify resources and help people access those resources.



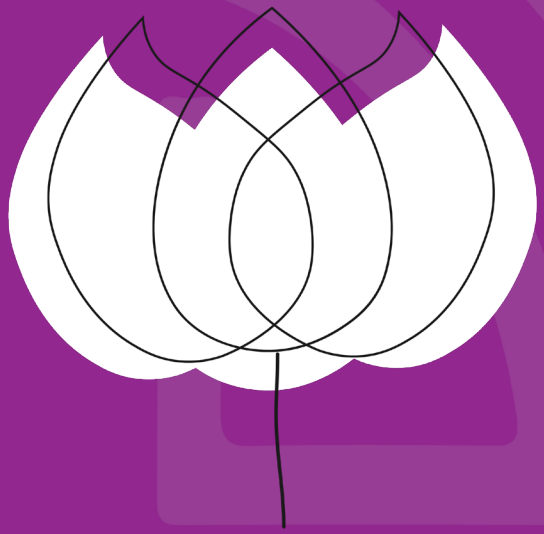
Key Points

- A Windshield Survey is a structured way to better understand your community's resources and service gaps.
- When evaluating a community resource, you should consider affordability, accessibility, availability, and acceptability.



Key Points

- Information about available resources can be found through the internet or in the community.
- Volunteer navigators assist individuals in accessing resources by considering access challenges.
- Volunteer navigators must creatively problem solve.



Ongoing Learning Activity

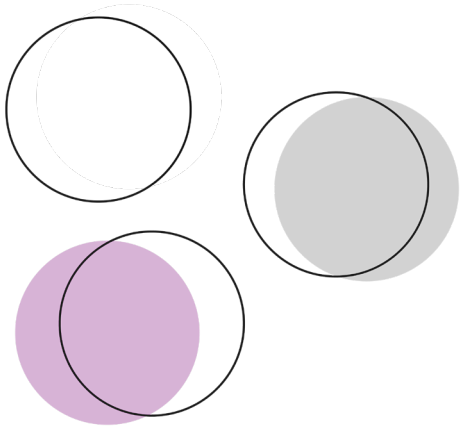
Communities are so much more than the resources they contain – they are all about building connection through compassion. Enjoy a TEDx Talk by Dr. Julian Abel entitled "Why Compassion Matters".

Self-Care Activity

Studies have consistently shown the positive health effects of green spaces.

- Take some time to walk about the green spaces in your community.
- As you walk, take deep breaths and focus your attention on the details of nature.

Digging Deeper



- Watch a video about dementia friendly communities.
- Are you interested in learning how to assess how dementia friendly your community is?
  - Check out this checklist from the Alzhiemer's Society UK.

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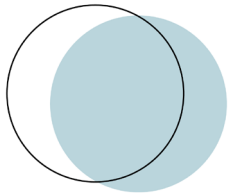

If you would like information about becoming a rewarding Nav-CARE volunteer,

Please contact Kathleen at

navcarequadracircle@gmail.com

778-874-8187

https://www.quadracircle.ca/nav-carevolunteer

Compassionate Community

CONTINUED LEARNING SERIES

QUADRA ISLAND

Wednesday | June 25th | 5:30-7:30pm

What is Palliative Care?

It's Benefits and How to Get it on Quadra

Join us for an important community discussion.

with special guest

Jeanna Krestinski, RN
Palliative Care Nurse Consultant

FREE PIZZA

WINE SPIRITS AND OTHER BEVERAGES AVAILABLE FOR PURCHASE

SouthEnd Farm Winery
219 Sutil Road
Quadra Island

Reserve your seat now - 30 available

Email: compassionatecommunityqi@gmail.com

Nav-CARE
Making Connections, Making a Difference

TRAINING Workshop

Workshop on June 25th and July 23rd are cancelled due to Events in our 'Continued Learning Series.'

NEXT WORKSHOP

Wednesday – July 2nd

7pm-8pm

Module 4: Advocating for Clients and Families

Compassionate COMMUNITY

QUADRA ISLAND

WAY TO GO QUADRA ISLAND

thank You

Quadra Circle
Community Connections Society

Nav-CARE
Making Connections, Making a Difference

THE UNIVERSITY OF BRITISH COLUMBIA
School of Nursing