

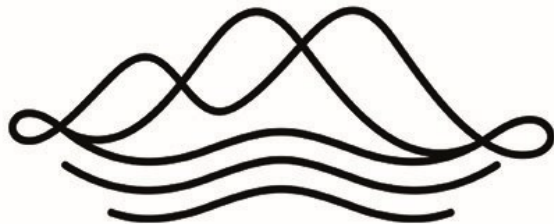
Compassionate COMMUNITY



QUADRA ISLAND

We honour and express our gratitude as uninvited guests living and working on the traditional territories of the Coast Salish Indigenous People, which include the traditional lands of the Wei Wai K'ai 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.

2

MODULE

Addressing Quality of Life

What is Quality of Life?

Quality of life refers to each person's understanding of how good or bad their life is at a certain moment in time in the context of their culture and value systems, communities, and environment.

What is Quality of Life?

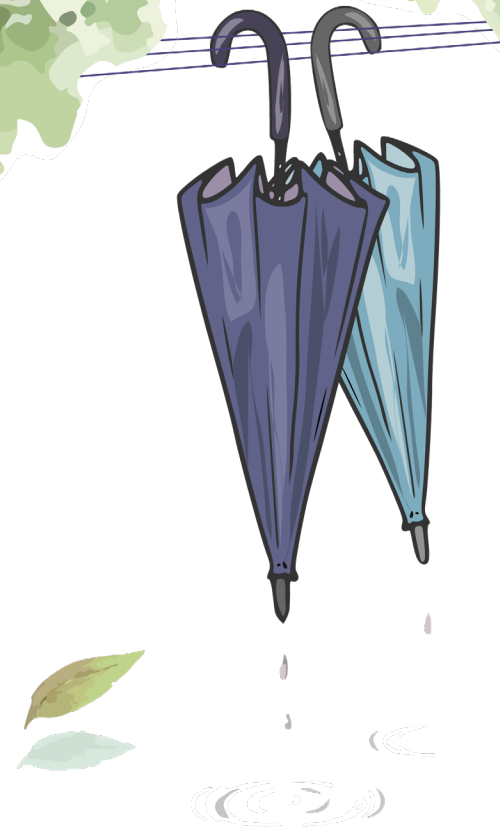
Quality of life is a broad concept made up of six areas:

1. Physical
2. Psychological
3. Independence
4. Social
5. Environmental
6. Spiritual well-being



Domain	Examples of Quality-of-Life Concerns
Physical	Pain, lack of energy, lack of sleep, and loss of senses.
Psychological	Sadness, anxiety, memory concerns, loss of hope, and worry.
Level of Independence	Mobility challenges, dependence on medicinal and nonmedicinal substances.
Social Relationships	Social isolation, difficulty with personal relationships, lack of social support.
Environment	Feeling unsafe physically and emotionally, inaccessible health and social care.
Spirituality	Challenges to spirituality and personal beliefs, spiritual distress.

**Quality-of-life
concerns have
a ripple effect.**



What is Quality of Life?

- Quality-of-life concerns occur within the context of relationships with others, communities, and the environment.

Families and communities play an important role in addressing quality-of-life concerns.

Addressing Quality-of-Life Concerns

- **Compassionate communities:** Respond to local needs and empower community members to be involved in supporting a person with declining health.
- **Age-friendly communities:** Support older adults through the development of social policies and programs to help them age in place.

Quality of life is impacted by relationships, community, and the environment.

Self-Check

True or False:

1. Quality of life stays stable for each person over time.
2. Quality of life has multiple domains.
3. Quality of life can be rated objectively by others.
4. People tend to weigh the different quality-of-life domains differently over the course of their lives.
5. Compassionate Communities focus on improving quality of life for those living with declining health.



Self-Check


Answers:

1. **FALSE:** Quality of life **does not** stay stable for each person over time.
2. **TRUE:** Quality of life has multiple domains.
3. **FALSE:** Quality of life **cannot** be rated objectively by others.
4. **TRUE:** People tend to weigh the different quality-of-life domains differently over the course of their lives.
5. **TRUE:** Compassionate communities focus on improving quality of life for those living with declining health.



Quality-of-Life Concerns for Families

- Families often experience stress when caring for the person with declining health.
- A family caregiver can be a family member or friend who supports persons with declining health physically, emotionally, spiritually or financially.



There is NO
universal
definition of
family.

Quality-of-Life Concerns for Families

The quality of life of caregivers is influenced by:

1. Their relationship with the family member.
2. Their personal values and beliefs about caregiving.
3. Support available to them.
4. Information and timely communication regarding the health of their family member.

**Family
caregiver
support is
essential.**



Quality-of-Life Concerns for Families

Volunteer navigators support family caregivers by:

- Recognizing the importance of their role.
- Listening to their concerns.
- Including them as much as possible.
- Connecting them with community resources.
- Encouraging them to advocate for themselves.

Quality-of-Life Concerns for Families

One resource that may be beneficial is the
Family Caregiver Decision Guide.

Available for download: quadracircle.ca/compassionate-community
CONTINUED LEARNING TAB

This resource gives caregivers the opportunity to think about and plan for their family member's care.

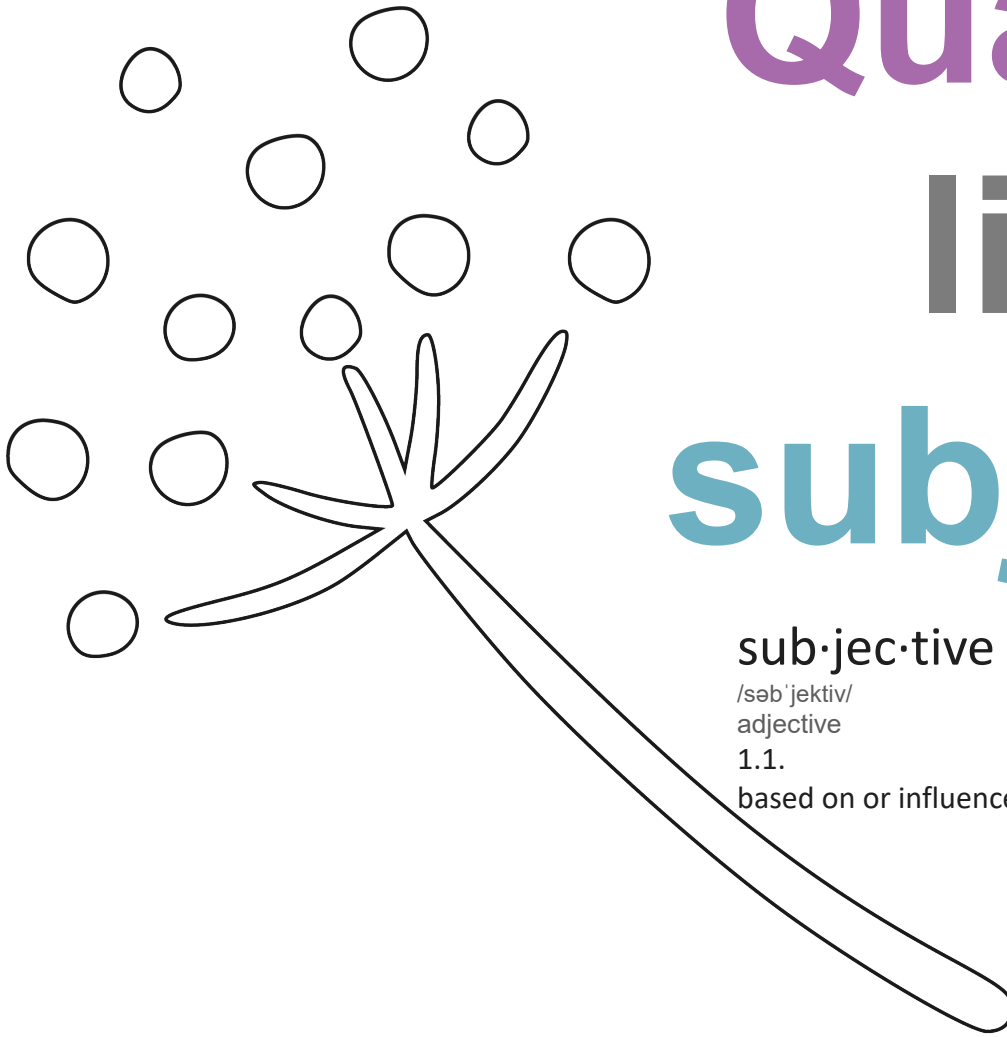
Quality of life is subjective.

sub·jec·tive

/səb'jektiv/
adjective

1.1.

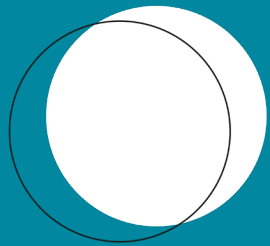
based on or influenced by personal feelings, tastes, or opinions.





Volunteer navigators can ask open-ended questions to understand what is important:

- What is most important to you today?
- What three things may help you today?



How to Uncover Quality-of-Life Priorities

- Ask each family member about their quality-of-life priorities.
- Think about their responses and consider how to work with them to meet their needs as individuals and as family members.

Creating a Safe Place

“

It was, ‘How are things going?’ And then I opened up my mouth and we started to talk about what I felt we needed to talk about. It didn’t seem like they were on this or that or ‘We must talk about this today’. It was more fitting my needs each time.

”

Nav-CARE participant

Self-Reflection

Think about how your quality-of-life priorities shift over time and according to different circumstances.

- Have you ever been faced with declining health?
- How did your quality-of-life priorities change during that time?
- How did your family's quality-of-life priorities change?
- How did you feel when your quality of life was less than you wanted it to be?
- What steps did you take to solve that challenge?



The Power of Story

Through stories, a volunteer navigator can learn about a person's quality of life, including:

- What is most important and meaningful to them.
- How their values have changed over time.

The Power of Story

When listening to a person's stories, consider:

- What their stories are about.
- If they tell you about significant others.
- How they describe their identity and strengths.
- Whether or not they express hopes or fears.
- What brings them joy.
- What values and beliefs they reveal.

Self-Reflection

You have an opportunity to write your memoir.

- **What stories will you tell?**
- **Why did you choose those stories?**
- **What might others learn about you from those stories?**
- **What do those stories teach you about yourself?**



Approaches to Addressing Quality-of-Life Concerns

- Relational
- Cultural humility
- Family centric
- Best-fit

Relational

Relational practice puts relationships at the forefront, recognizing that meaningful connections are crucial for effective outcomes. It involves intentionally building and maintaining relationships, showing empathy, and understanding the perspectives of others.

It promotes trust and empowerment by engaging in genuine interactions and fostering a sense of partnership.

Relational Approach

- Views the individual in terms of relationships with others, culture, organization, communities and environment.
- Volunteer navigators explore quality-of-life priorities with special consideration of relationships.

Relational Approach

Vital aspects of the relational approach:

1. Considers a broad social context.
2. The volunteer navigator needs to be self-aware.
3. Learning and change flow both ways.
4. Requires active listening and courtesy.

Listening

is vital.



“

**It's nice to have someone we
could tell our whole situation
to without feeling like we
were burdening our friends
and family.**

NC Participant

”

Forming strong
relationships is
foundational.



Self-Reflection

- Can you think of a situation in which your own relationships with others, your community, and your environment influenced your quality of life?
- How did they influence it?
- Keep asking yourself questions such as, did your relationship with your friend or family member make you feel better or worse?
- Why?



Cultural Humility

Cultural humility involves an ongoing process of self-exploration and self-critique combined with a willingness to learn from others. It means entering a relationship with another person with the intention of honouring their beliefs, customs, and values.

It means acknowledging differences and accepting that person for who they are.

Cultural Humility Approach

- Essential to using the relational approach.
- The volunteer navigator learns from the person with declining health and their family.
- Requires building a relationship with another person that honours their beliefs, customs, and values.

Cultural Humility Approach

Cultural humility requires the volunteer navigator to:

- Be curious and open minded.
- Understand what they are comfortable with.
- Communicate over language barriers.
- Be flexible.
- Validate the person's journey.

Self-Reflection

Have you ever felt that someone made an assumption about you based on your appearance, background, or cultural upbringing?

How did this make you feel?

Have you made these assumptions about others?

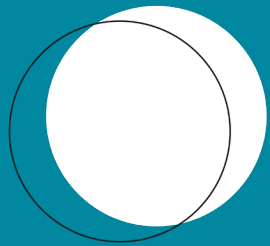
How might you become more aware of your assumptions?



Family-Centric

"Family-centric" means prioritizing and focusing on the needs, well-being, and perspectives of the family unit, rather than solely on individual members. It emphasizes collaboration, respect, and the involvement of families in decision-making related to their loved one's care and support.

It acknowledges and builds on the strengths of both individuals and families, fostering a sense of empowerment and support.



Family-Centric Approach

- Helps volunteer navigators identify family quality-of-life priorities.
- Allows volunteer navigators to make the most of family strengths and available resources.

Working with Families as a Volunteer Navigator

Key points to remember about family conflict:

- Family conflict is normal.
- Families usually recover from conflict.
- Listening is appropriate; advice on family conflict is not.
- Resolving family conflict is not the role of the volunteer navigator.
- If requested, the volunteer navigator may provide information and resources to access assistance in resolving conflict.

Working with Families as a Volunteer Navigator

- All family members can have a relationship with the illness with which the person is diagnosed.
- Families may experience burden when trying to balance life and illness.

“

It is two illnesses fighting here, you know, there's two sick people and once in a while you say things that you'd never say normally and it takes you back again and again. Is this the person I have become? You know it's not a nice way to feel.

Nav-CARE Family Member

”

Identifying Family Strengths

- Volunteer navigators need to be able to identify family strengths and assets.
- Engage family members in conversation about past events to identify strengths.
 - What do you think your strengths are as a family?
 - How have you solved problems in the past?

Best-Fit

"Best fit" generally means the most appropriate or suitable choice, often from a group of options, that aligns well with specific needs or requirements.

Suitability:

"Best fit" emphasizes that something is the most suitable or well-matched choice for a particular situation.

Appropriateness:

It highlights that the chosen option is the most appropriate based on the specific context.

Optimality:

In some cases, it can also imply that the chosen option is the most optimal or favourable.

Best-Fit Approach

- Involves addressing quality-of-life concerns by connecting persons and their families to resources that best meet their needs and are acceptable to them.
- Because every person is unique, people need to find what works best for them within their community.



**What is
best for this
person at
this time?**

Best-Fit Approach

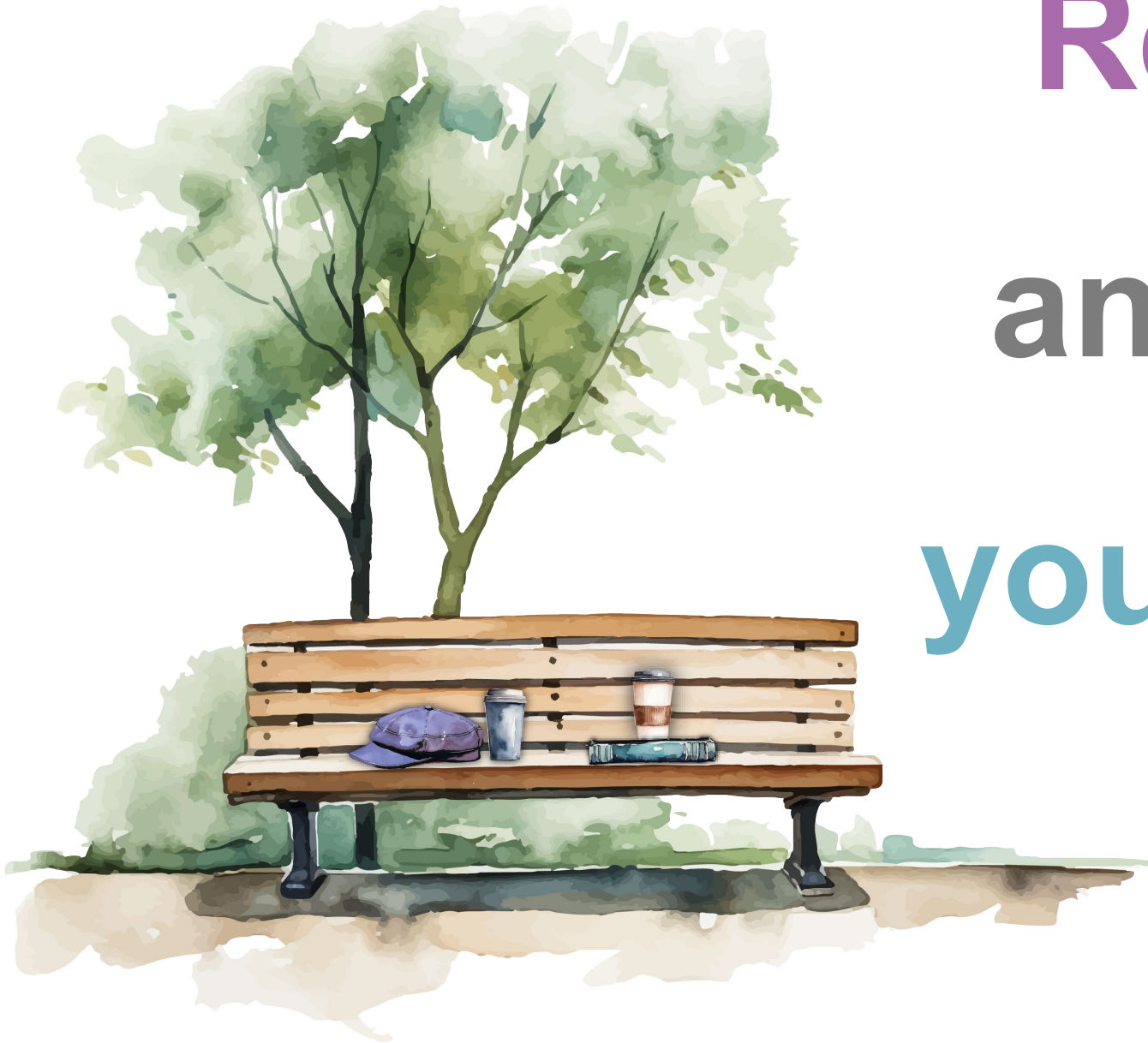
- Best-fit is influenced by personal preferences and the circumstances in which people live.
- Volunteer navigators must understand what is important and acceptable to the individual.
 - Volunteer navigators must not ascribe their own priorities to the individual.

Best-Fit Approach

Finding best-fit requires:

- A balance of skills.
- Problem solving.
- Creativity.

Relax
and be
yourself.



Self-Check

Identify if the strategy used by the volunteer navigator is the **relational**, **cultural humility**, **family-centric** or **best-fit** approach:

1. Working with the person to identify who family members are and the helping role they play.
2. Using the Family Caregiver Decision Guide to help persons and their families to identify the best decisions for their situation.
3. Exploring customs and traditions that are different than their own.
4. Practicing self-reflection to better understand how they impact others in both positive and negative ways.

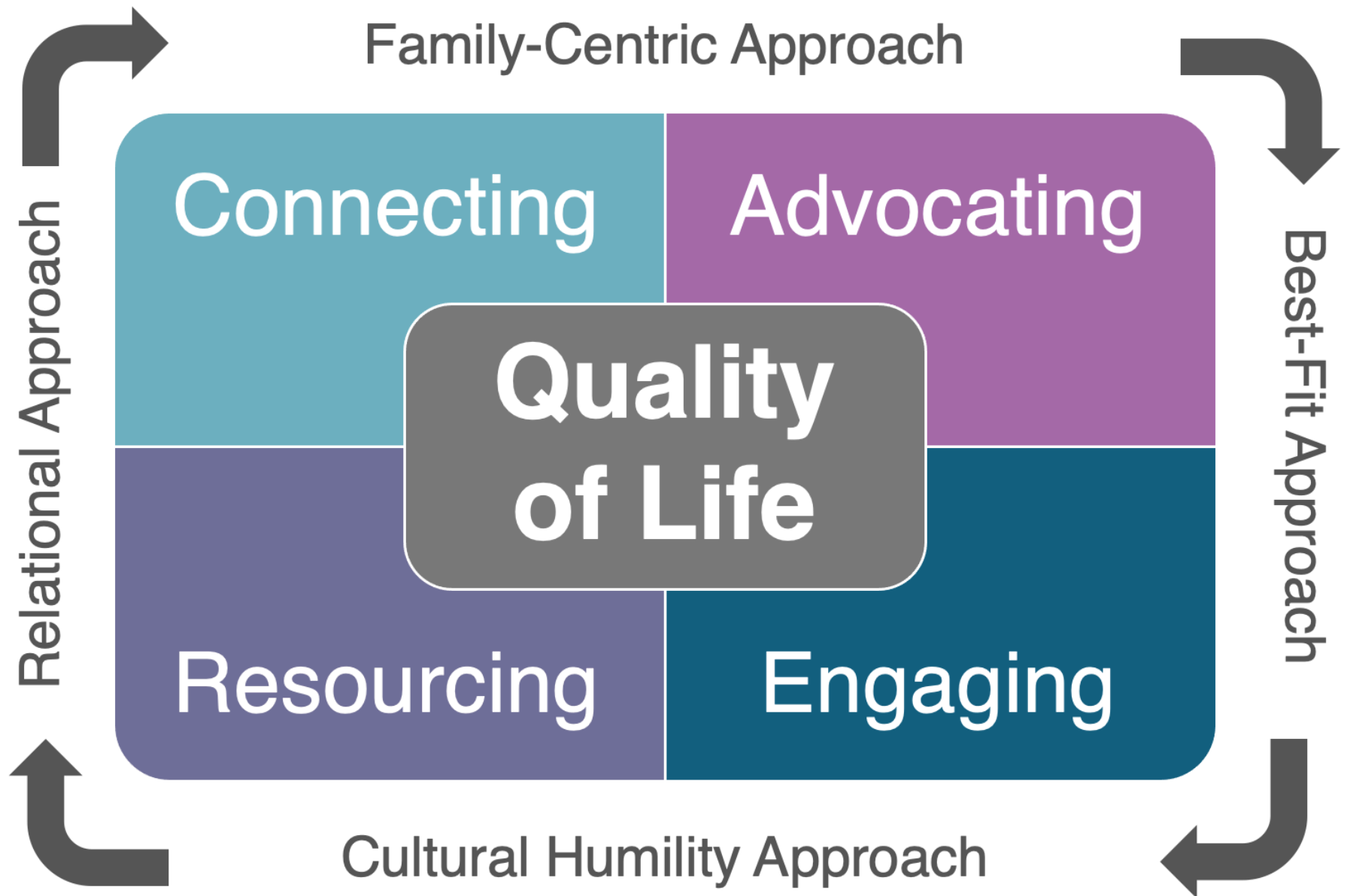


Self-Check

Answers:

1. Family-centric
2. Best-fit
3. Cultural humility
4. Relational





Ways to Address Quality-of-Life Concerns

Strategies for volunteer navigators to address identified quality-of-life concerns:

- **C**onnecting people to supports and resources.
- **A**dvocating to address quality-of-life concerns.
- **R**esourcing to fulfill identified needs.
- **E**ngaging individuals and families in meaningful activities.

Ways to Address Quality-of-Life Concerns

- It is important to find resources that will enhance hope and joy.
- Ask questions to better support and understand the person's fulfillment.
 - Describe when you experienced joy.
 - What gives you joy?
 - What would give you joy at this moment?

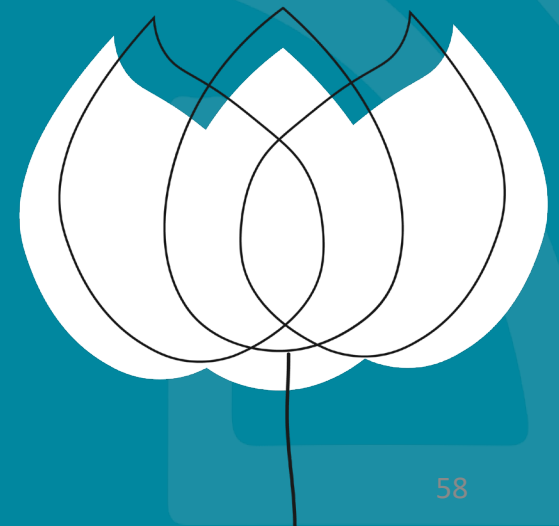
Ways to Address Quality-of-Life Concerns

Complete the 'Everyday Hope' activity to help persons with declining health and their families to understand hope:

- **Think about what will give you hope today.**
- **Think about one big or small thing you would like to do today.**

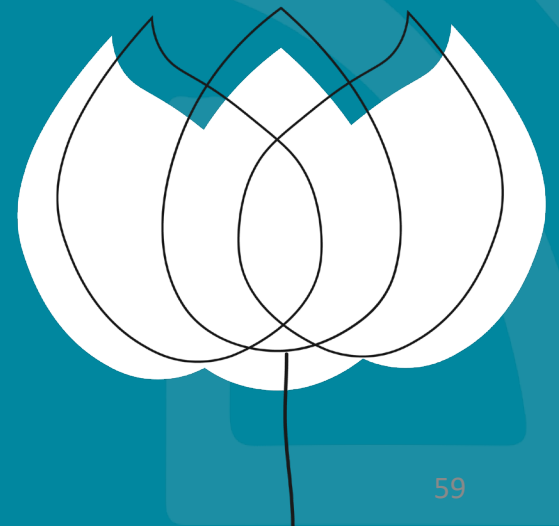
Key Points

- Persons with declining health and their families have many quality-of-life concerns.
- Volunteer navigators help to identify priority quality-of-life concerns and values.



Key Points

- Relational, cultural humility, family-centric and best-fit approaches help to identify quality-of-life concerns.
- Connecting, advocating, resourcing, and engaging strategies address quality-of-life concerns.
- Addressing positive aspects of quality of life is important.



Continued Learning Activity

For more information about hope in older persons with serious illness, view the film [“Living with Hope”](#).

Available on:
<https://www.quadracircle.ca/continued-learning>



Self-Care Activity

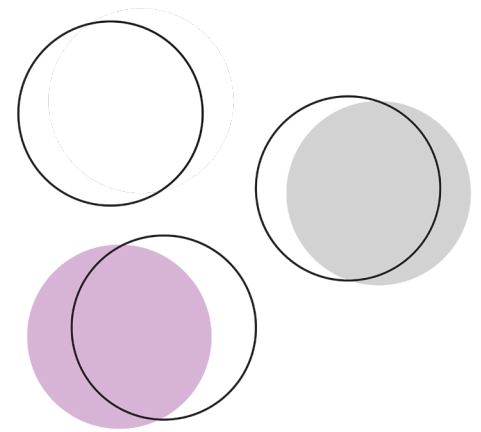
- Take care of yourself.
- There is a lot to think and be hopeful about.
- Focus on what gave you hope today and what will give you hope tomorrow.
- Watch [“Volunteering Brings me Joy”](https://www.quadracircle.ca/continued-learning).

Available on:

 <https://www.quadracircle.ca/continued-learning>



Digging Deeper



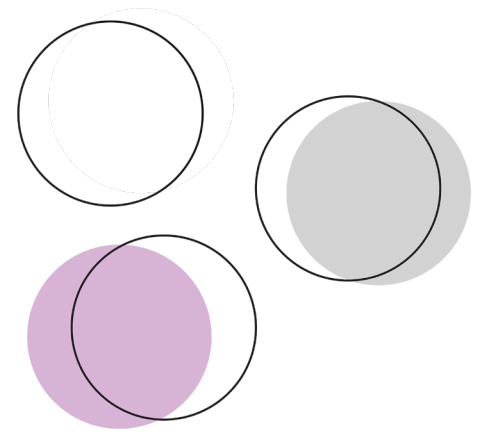
- Interested in how Canadians view their quality of life?
 - [See Statistics Canada Quality of Life Hub.](#)
- Do you want to learn more about the types of decisions caregivers need to make as their family members' health declines?
 - [See the Caregiver Decision Guide.](#)



Available on:

<https://www.quadracircle.ca/continued-learning>

Digging Deeper



- Are you interested in more resources for caregivers?
 - [See the Canadian Center for Caregiving Excellence.](#)
- Are you interested in learning more about cultural humility?
 - [See Living My Culture at Canadian Virtual Hospice.](#)

Available on:

 <https://www.quadracircle.ca/continued-learning>

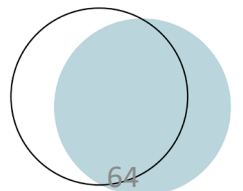
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It Takes an ~~Village~~ Island.



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>

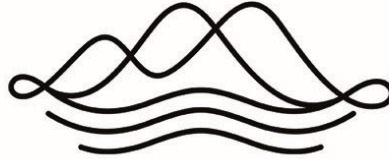


NEXT WORKSHOP

Wednesday – June 18th
7pm-8pm

FOCUS: Connecting to Community Resources

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WAY TO GO
QUADRA ISLAND

Thank You



Quadra Circle
Community Connections Society



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THE UNIVERSITY
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School of Nursing