



RFP Frequently Asked Questions

1. Can the funding be used for purposes other than the Volunteer Coordinator salary? For example, in rural areas volunteers may need to travel out of their communities to visit clients. Can this funding be used to pay for their mileage?

Research to-date has indicated that the volunteer coordinator is probably the single most important person during the implementation phase of Nav-CARE. The volunteer coordinator needs dedicated time to educate the public about Nav-CARE and to identify, educate, and mentor volunteers. That is why this money is targeted for Volunteer Coordinator salary support.

2. We are planning to hire a Volunteer Coordinator who is outside the organization to support the satellite sites. Should we hire this person as an employee or on contract?

Volunteer coordinators who are not employees of your organization may feel like they are not fully part of the “team.” Further, contract employment may suggest that the program is time-limited when the intent is to make Nav-CARE sustainable in your organization over the long haul.

3. How was the role of the Volunteer Coordinator from the Hub site envisioned in relation to the satellite sites who may have a coordinator already?

The role of the Volunteer Coordinator from the Hub site is to assist in building capacity in the satellite sites. This could include mentoring the satellite site volunteer coordinator, assisting in organizing the development of policies and procedures if needed, organizing volunteer education, creating common education and a community of practice among sites, helping with community awareness raising of the program, and assisting with sustainability plans.

4. Our hospice/palliative care organization has implemented Nav-CARE in the past. Do the current Nav-CARE volunteers need to take the online training? Can these re-trained Nav-CARE volunteers be counted towards the reporting target?

The Nav-CARE education was revised extensively in the fall of 2020. Therefore, any volunteer who received their education prior to that would benefit from the new curriculum. Yes, these volunteers are counted toward the reporting targets.

5. We envision that we could partner with more than two satellite sites, given our own capacity and the satellites’ eagerness to implement Nav-CARE. Is this permissible?



*Financial contribution from
Avec le financement de*



Health
Canada

Santé
Canada

The goal of this funding is to scale out Nav-CARE as widely as possible. So yes, we welcome as much participation as possible.

6. Can satellite sites be community organizations such as Family and Community Services, rather than hospice palliative care organizations?

This funding was targeted toward hospice palliative care organizations. Please discuss other possibilities with the Nav-CARE team.