Are you interested in becoming a Nav-CARE Hub?

We are seeking Hospice/Palliative Care Organizations who are interested in developing a Hub for an innovative program called Nav-CARE (Navigation: Connecting, Advocating, Resourcing and Engaging) to develop volunteer navigators to support persons living at home with declining health. With a contribution from Health Canada, we are seeking to provide financial support to Hospice/Palliative Care Organizations who will serve as Nav-CARE Hubs and develop Nav-CARE satellite sites.

The overall goal of the Nav-CARE program is to improve the quality of life for individuals and families living with declining health. With Nav-CARE, specially trained volunteer navigators conduct regular visits, either in-person or virtually, with clients in the home or homelike setting such as long-term care. Volunteer navigators provide support, education, and connection to resources in the community which helps clients improve their quality of life and remain in their communities.

Nav-CARE is implemented through an evidence-based toolkit that includes step-by-step implementation instructions for your organization; a Volunteer Coordinator manual to support the leader of the Nav-CARE program; and everything you need to train your volunteers including online self-paced learning modules, a volunteer training manual, and an education facilitator's guide.

As a Nav-CARE Hub, Hospice/Palliative Care Organizations will be required to build a robust and sustainable Nav-CARE program while providing mentorship for two additional societies to do the same. Nav-CARE Hubs will be required to:
1) hire a dedicated Volunteer Coordinator for the program,
2) design a sustainability plan for Nav-CARE,
3) identify and facilitate the development and implementation of Nav-CARE in two other hospice/palliative organizations (satellite sites),
4) train a minimum of 30 volunteers (total) between the Hub site and satellite sites over a 2-year period using the online training,
5) develop partnerships with healthcare and community service providers who can help with Na-CARE implementation and sustainability,
6) provide services to a minimum of 60 persons (total) living with declining health between the Hub and satellite sites over the 2-year period,
7) complete and submit twice-yearly performance indicators and budget reports (see Appendix 1), and,
8) participate in a National Community of Practice that will provide ongoing education for volunteers.

In return, the Hospice/Palliative Care Organization will receive half-time Nav-CARE coordinator support for a period of two years ($30,000/year, subject to satisfactory program development). *Note that we will also accept applications from partnerships of rural sites who may not have the capacity to meet these organizational targets individually. We will also accept applications from currently existing Nav-CARE sites interested in building further capacity.*

For further information about the Nav-CARE program visit please visit www.nav-care.ca.

Please email Gloria Puurveen for a copy of the Implementation Manual at nav.care@ubc.ca

Proposal Guidelines

We invite you to respond to the following questions to determine if being a Nav-CARE Hub is a good fit with your organization. Click in the gray box to type your responses (NB: the textbox will not show a cursor, rather it will change to a blueish-gray. Be sure to save the form as you go along). Please answer questions in section 1 and 2 even if you currently have a Nav-CARE program.

Section 1: Organizational Capacity

1. Describe your organizational context (e.g., urban/rural, geographic area of coverage, other palliative resources in your community). (250 words max).

2. Describe your current organizational programs (e.g., what programs are you running? How many clients do you serve in each program?) (250 words max).

3. Describe a recent successful organizational initiative. What were the measures of success? (250 words max).

4. Describe the extent of your relationship with social and health networks (e.g., community stakeholders, primary care nurses, physicians, etc.). (100 words max).

5. What is in place for evaluation for your programs? (100 words max).

Section 2: Volunteer Pool

6.   Describe your volunteer base. Include the number of volunteers typically trained in a year and how many go on to actively volunteer; why you think trained volunteers do not remain

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active; and whether volunteers are trained to support individuals and families in the community (100 words max).

Section 3: Capacity for Implementing Nav-CARE <u>or</u> Current Success with Nav-CARE

Please answer the following questions in relation to whether you are a current Nav-CARE site or whether you are planning to become a new site. If you are a currently existing Nav-CARE site please address these questions in relation to expanding your program.

7. How many volunteers do you anticipate could take Nav-CARE training? How would you identify these volunteers? Additional questions *for current sites*: Describe how many Nav-CARE volunteers you have trained to date. How many are currently volunteering with clients? (100 words max).

8. How does Nav-CARE align with your organization's strategic plan? Please describe, and append your strategic plan to your application (250 words max, excluding strategic plan).

9. Tell us something about the uniqueness of your organization that makes Nav-CARE a good fit (100 words max).

10. Describe the population that you would focus on with the Nav-CARE program (e.g., isolated people in the community, people living in residential care or assisted living, etc.). Additional questions *for current sites*, please describe your strategies and successes with identifying clients (100 words max).

11. Outline a specific plan that will enable you to connect with the population described above. How will you get access to this population? Do you have support from the social and health networks described above who would help facilitate access? (100 words max).

12. Do you have a person who could serve as the volunteer coordinator? Please describe the characteristics of that person that make them a good fit for the role (see Volunteer Coordinator job description in the Implementation Manual). *For current sites*: Please tell us about your current volunteer coordinator. How long have they been in the role? What additional responsibilities do they carry in addition to the Nav-CARE program? (100 words max).

13. What is your sustainability plan for Nav-CARE after the 2-year volunteer coordinator funding runs out? Additional question *for current sites*: How have you sustained Nav-CARE to date? (250 words max).

Section 4: Partnerships with Satellite Sites

14. Please identify two organizations in your geographic region who might also be willing to consider a Nav-CARE program as satellite sites or as a partner with you in a Hub. Please append letters of support from these organizations (100 words max).

Selection criteria

The Nav-CARE advisory committee will evaluate the proposals based on the following criteria:

- Is Nav-CARE a good fit with the organizational strategic plan?
- Does the organization have capacity to start and sustain a Nav-CARE program and support at least two other sites?
- Is there evidence that the organization can achieve volunteer and client targets? Has the organization clearly identified a group of clients in their community in need of services?
- Can the organization find a volunteer coordinator to champion the program?
- Is there a sustainability plan?
- Are partnerships in place to support the Hub and satellite model?

Please attach letters of support from your Board and from your proposed satellite sites along with this completed application.

Send the application to nav.care@ubc.ca

RFP Deadlines:

Request for proposal issuance: October 1, 2021
Deadline for proposal submission: March 1, 2022
Notice of decision: March 31, 2022

Other Important Dates
Implementation start date: June 01, 2022

Health Canada   Santé Canada

Appendix A: Performance Measures

Minimal reporting indicators will include the following*:

- Number of satellite sites recruited
- Number of volunteers trained
- Number of clients served
- Number of community presentations given
- Number of partnerships established with healthcare and community service providers
- Number of continuing education activities conducted

Reporting dates:
December 01, 2021
June 01, 2022
December 01, 2022
June 01, 2023

a reporting template will be sent to you upon approval of RFP