



Nav-CARE

Making Connections, Making a Difference

Community Impact Report

June 2023 – June 2025



The Nav-CARE Journey

Nav-CARE was developed from research conducted in rural areas by Dr. Barbara Pesut from The University of British Columbia – Okanagan and Dr. Wendy Duggleby from the University of Alberta.

Through their research they discovered that rural persons living at home were not receiving the support that they needed, particularly as their health began to decline. They also discovered that there were many resources in rural communities that few people knew about but could benefit from. In addition, they found that although there were many skilled volunteers willing to help, getting them connected to persons who needed help was challenging. This led to the development of Nav-CARE.



South West District Palliative Care Board and Nav-CARE

After countless hours of research, discussion, and endless phone calls and meetings, South West District Palliative Care was notified of a successful \$60,000 grant award via Health Canada to bring Nav-CARE to our region.

Nav-CARE Milestone	Activities	Done
June 1, 2023	<ul style="list-style-type: none"> MOU Signed Initial Implementation installment 	✓
December 1, 2023	<ul style="list-style-type: none"> Trained 10 volunteers Identified 2 Satellite Sites Providing services to 20 clients Given 4 presentations to health & social care providers 	✓
June 1, 2024	<ul style="list-style-type: none"> Training 20 additional volunteers Satellite sites confirmed Providing services to 40 additional clients Given 2 presentations to health & social care providers 	✓
December 1, 2024	<ul style="list-style-type: none"> Satellite sites are established 30 volunteers are trained Providing services to 60 clients Participated in 1 continuing education Community of Practice 	✓
June 1, 2025	<ul style="list-style-type: none"> Program Sustained 	✓

Proudly the first Hub in Manitoba. Starting from nothing – we have grown to a robust program achieving designated program goals as criteria of the award. Offering support to more than 60 clients by nearly 40 specially trained volunteers, in our first two years. With confidence we expect to see continued growth.

The Nav-CARE program is generously supported and sponsored by the South West District Palliative Care Board (SWDPC), and over seen by the Nav-CARE Committee.

Raising funds to deliver Nav-CARE and other valuable programs is the focus of SWDPC.



South West District Palliative Care

Mission Statement

Our mission is to enhance the quality of life for clients by facilitating comprehensive, compassionate programs for clients experiencing a chronic or terminal illness and their families or significant others/caregivers.

Philosophy

Palliative Care is an approach of care focused on improving the quality of life and overall wellbeing of people (clients) with chronic, life altering illnesses that are possibly life threatening.

Palliative Care may also involve support for their families or significant others/caregivers.

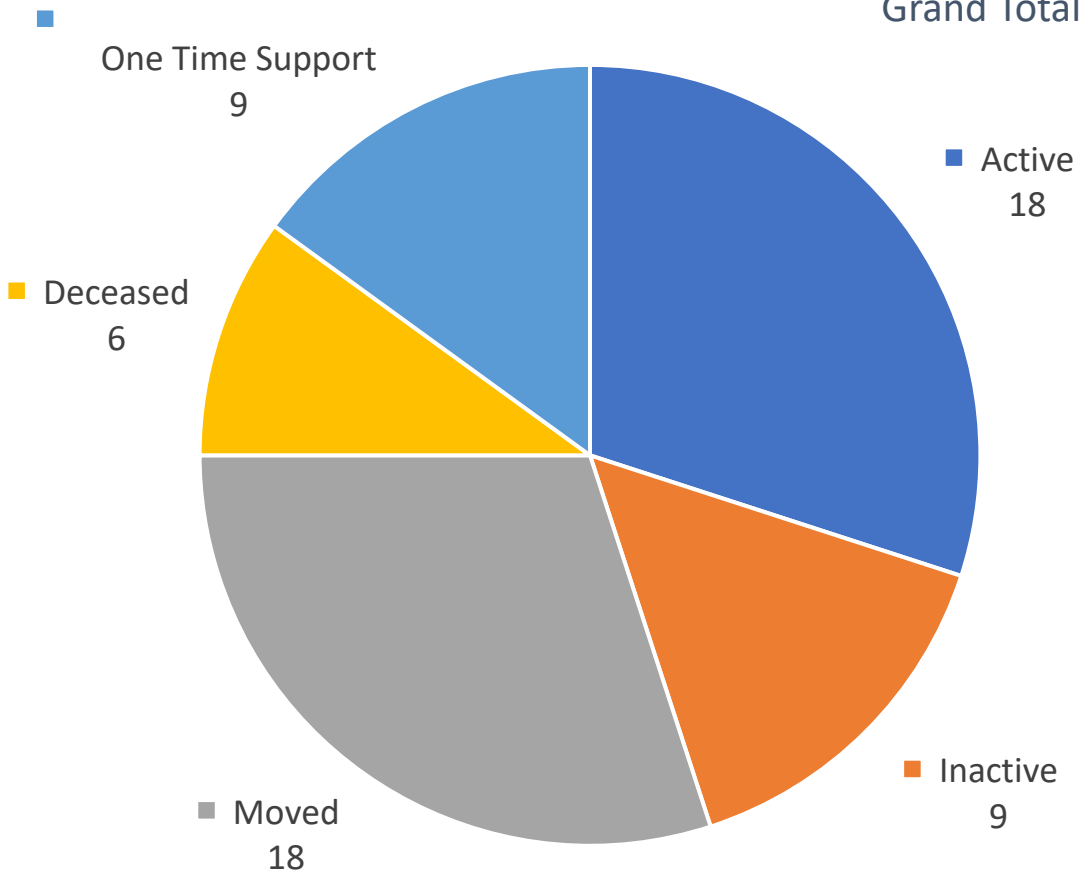
Palliative Care is a continuum of care that begins with the diagnosis of an incurable, possibly life-threatening condition and follows through with the resolution of grief for the family after death.



Client Statistics

Nav-CARE Clients June 2023 - June 2025

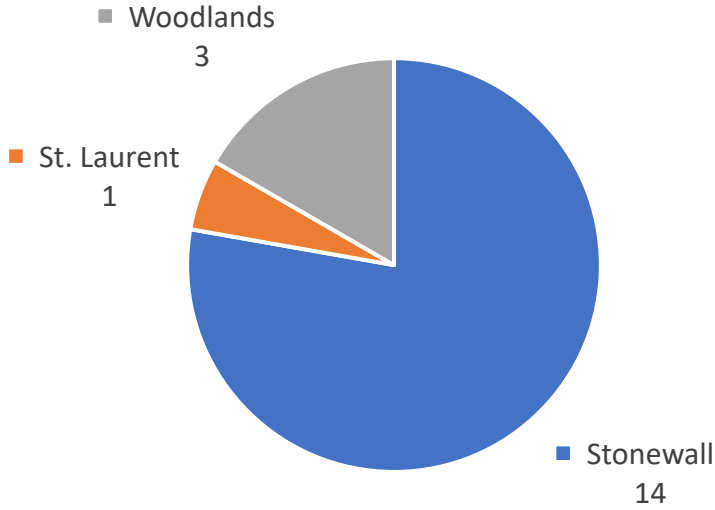
Grand Total: 60



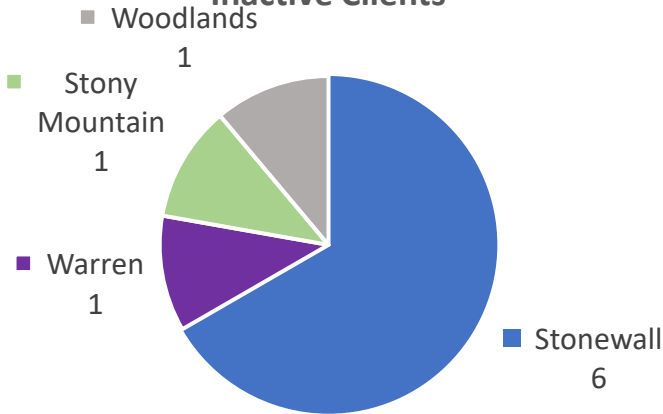
Nav-CARE Numbers at a Glance

By Region

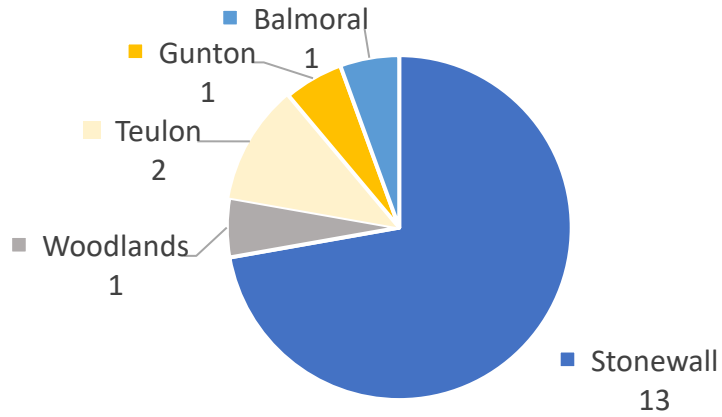
Active Clients



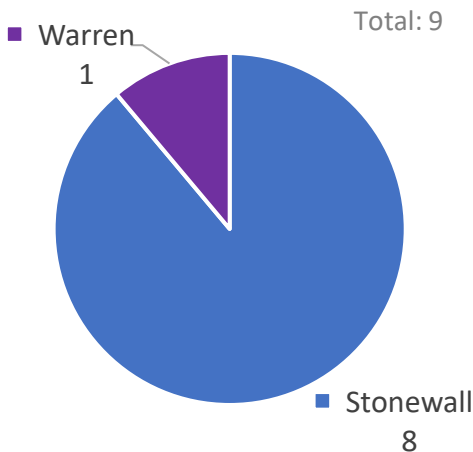
Inactive Clients



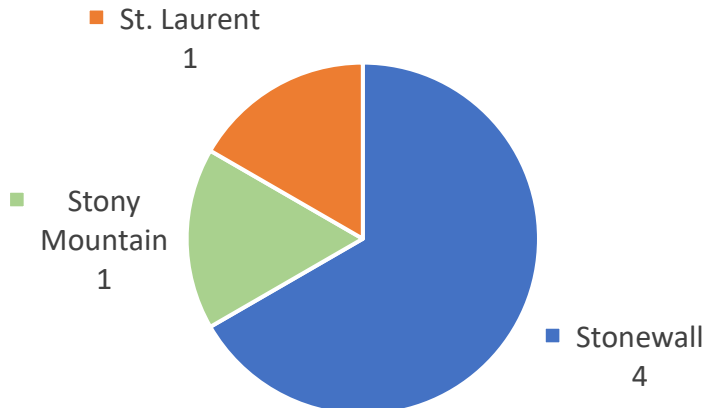
Moved out of the Catchment



One Time Support Clients

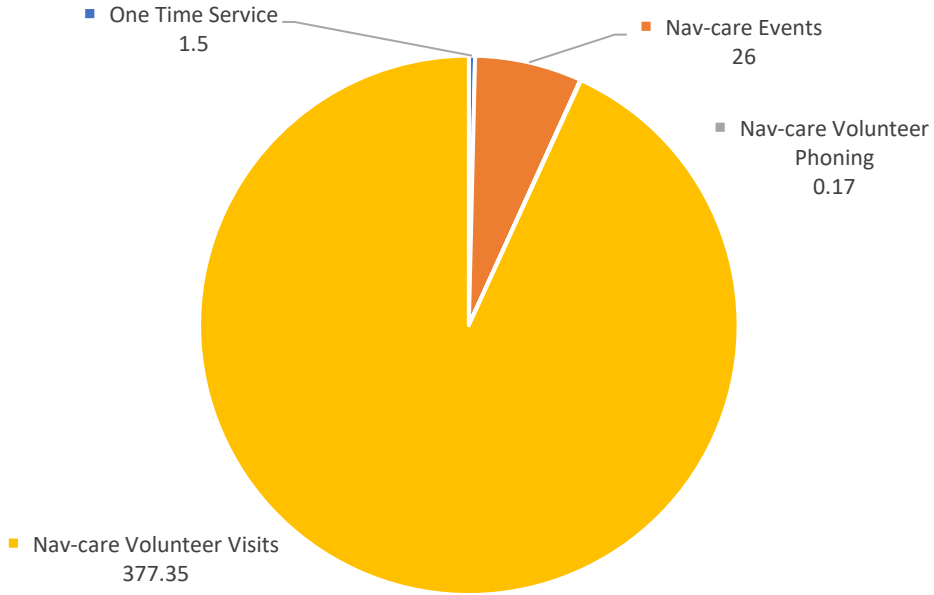


Deceased Clients

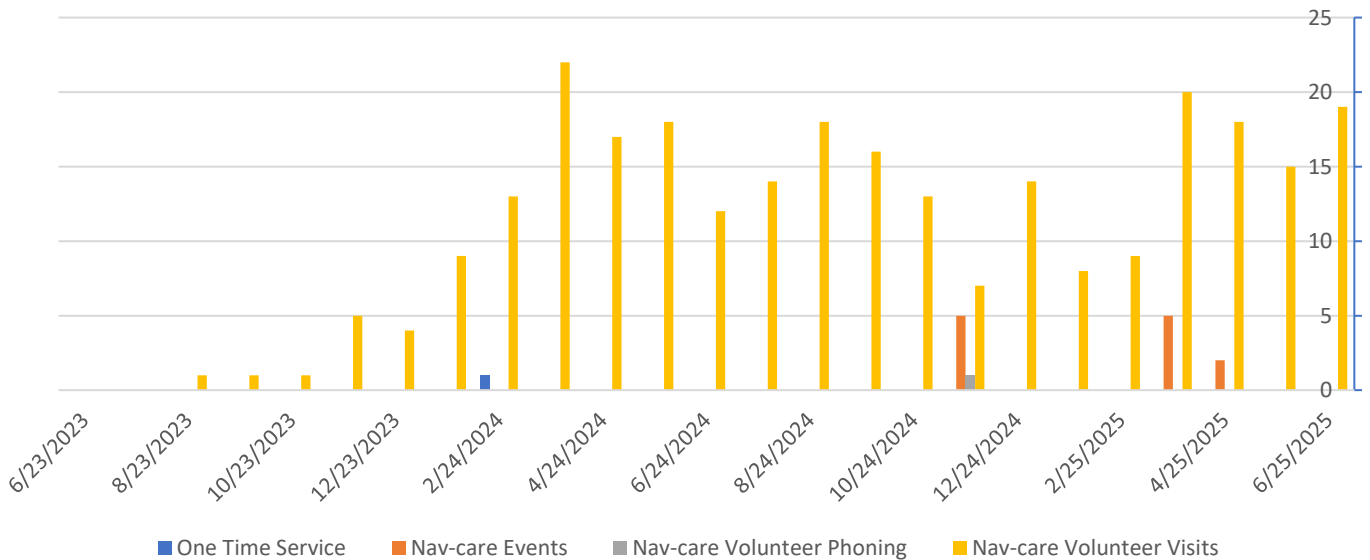


Volunteer Statistics

Nav-CARE Volunteer Hours of Service June 2023 - June 2025 (hours)



Nav-CARE Volunteer Visits June 2023 - June 2025



Message from our Volunteer Coordinator

Greetings from the desk of Gwen Sharp, Nav-CARE Volunteer Coordinator

South West District Palliative Care was proud to introduce the first Nav-CARE program in Manitoba. It has been both a pleasure and an honour to be part of this meaningful work.

Building our volunteer team and client base from the ground up has been both rewarding and challenging, and we continue to learn and grow every step of the way.

Your support—through referrals, participation, and financial contributions—has been essential in shaping Nav-CARE into the robust and compassionate service it is today.

Thank you for walking alongside us as we continue to expand and strengthen this vital program.



Who Benefits from Nav-CARE?

Persons and their families living with declining health often have unmet needs resulting in poor quality of life.

Getting around the community and maintaining community connections can become challenging, and many do not know the services that are available to assist them.

Some must make life changing decisions to adjust to new realities. These losses can result in feelings of loneliness and isolation.

All of these things influence how people manage their health and how they feel about life.

If you know someone who is living with declining health who could benefit from extra support, Nav-CARE volunteer navigators are trained to help.

Nav-CARE Volunteers & What they Do



Nav-CARE Volunteers pictured at the SWDPC AGM Meeting – May 2025

They are persons with a passion to contribute to their community and who receive *specialized training* for the Nav-CARE role.

- Spend time with persons and their families to better understand their needs
- Help locate services and resources
- Assist with getting access to those services and resources
- Support persons and their families in identifying, and participating in, what is meaningful to them
- Talk through important decisions and future plans
- Relieve feelings of loneliness, and isolation



Community Collaboration

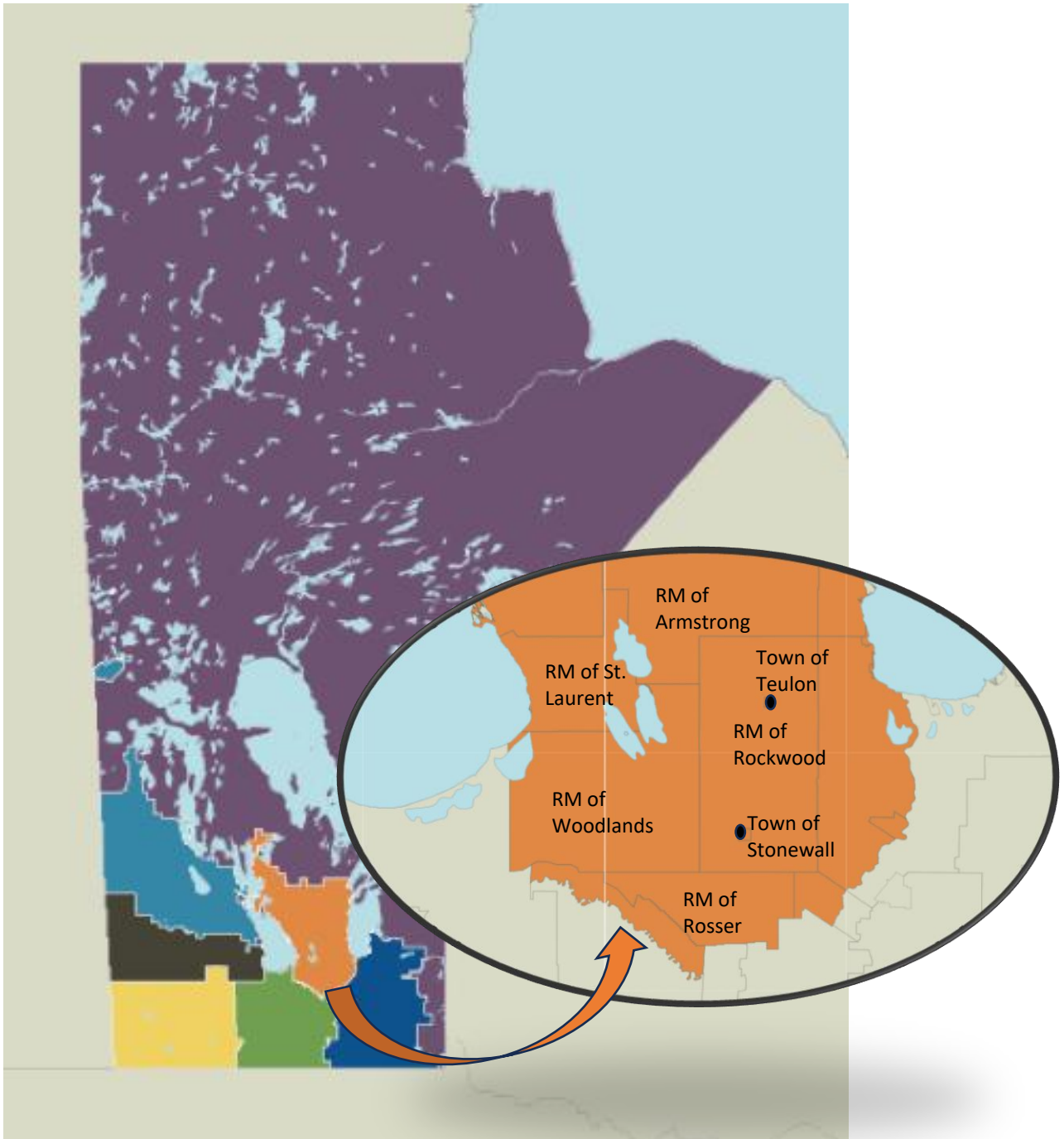
- Age Friendly Stonewall
- Lions Manor Stonewall
- South Interlake Seniors Resources Council
- South Interlake Fifty-Five Plus
- Stonewall and Area Mobility Services
- St. Laurent Seniors Resources Council
- IERHA Spiritual Care Volunteer Program
- Teulon Healthcare Foundation
- Interlake Healthcare Sustainability Committee



Our Service Area

- RM of Rockwood
- RM of Rosser
- RM of Woodlands
- RM of St Laurent
- RM of Armstrong (Inwood area)
- Stonewall
- Teulon





Graphics from: [AMM - Association of Manitoba Municipalities | Interlake](#)

Clients Testimonials

“

After arriving in my new community and home, I was lonely. Having a Nav CARE Volunteer visit me weekly made the transition much easier. I encourage all my friends to seek volunteer support from Nav CARE. (Client)

”



“

Visiting with my Nav CARE volunteer every week without distractions from my friends and family, is wonderful! (Client)

”

“

I was hesitant at first to accept the support of a Nav CARE volunteer, however, after meeting with the Volunteer Coordinator, I felt at ease about inviting someone into my circle. Now I look forward to our weekly visits! (Client)

”

“

Knowing my volunteer will be stopping by on a specific day gives me something to look forward to. (Client)

”



Clients Testimonial



“

In 2023, my husband’s Parkinson’s condition started to deteriorate to the point that it was not safe to let him be alone in the house. It became apparent that I would need some help for respite when I went out to attend weekly Parkinson’s support group meetings in Winnipeg. I needed someone for 3 hours in the evening.

My friends at the Southwest District Palliative Care Board suggested that I contact Nav-CARE – a newly formed respite program to get some support. They gave me the number for the volunteer coordinator. I called, booked an appointment and she came to our home to evaluate our needs

I asked if they had any male volunteers, she said “yes” and soon we were matched with a volunteer. He arrived on Wednesday evening to visit with my husband. They hit it off right away. This was a very big relief for me knowing my husband would be safe while I was away.

We also had a lady volunteer for a couple of hours during the day. She too was excellent. This program has been so valuable to me and I am sure that if other people knew about it and how great the service is they would take advantage of having such a tremendous program in our community. We are so blessed to have this organization. There is no such program in Winnipeg. We need to count our blessings.

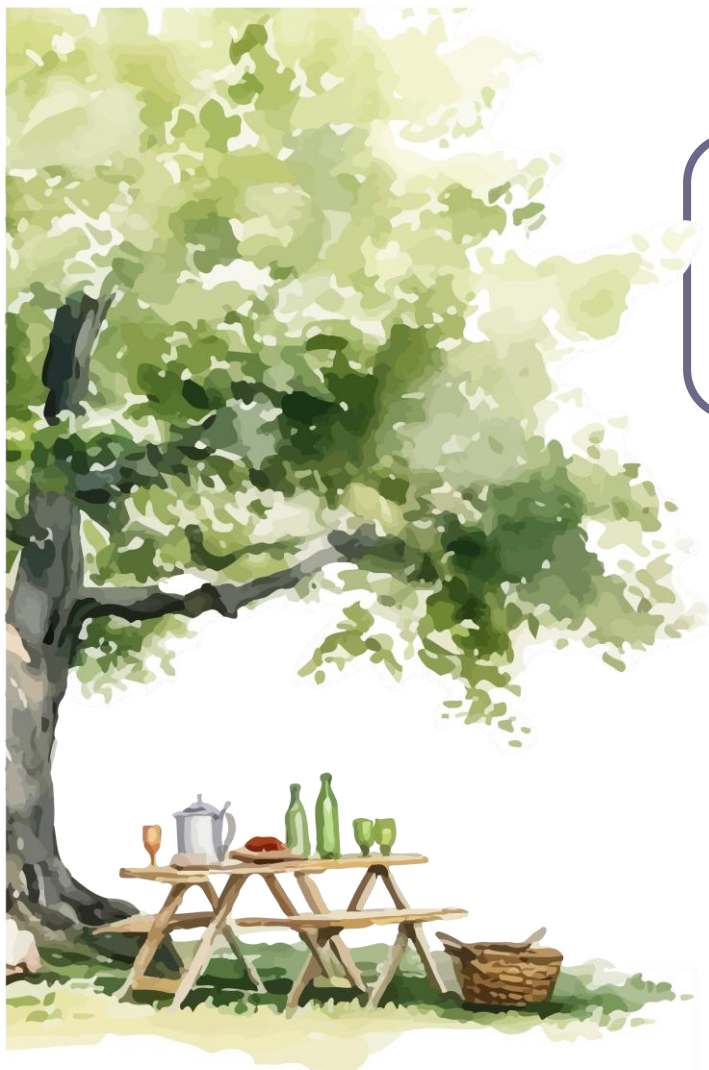
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Volunteer Testimonials

“

We became very attached to each other. It was like we knew each other for a long time. I liked being able to support her staying in her home. She had many services already that she had looked into on her own, but I was able to help her with a few things. But mostly, I just listened. (Volunteer)

”



“

I am not really sure who is benefiting more from my visits. I seriously feel like I have won the lottery when I walk away from visiting. I am so blessed. (Volunteer)

”

“

I think the most that I've been able to contribute to both of these families is just caring about them and giving them an opportunity to talk about things that might be bothering them (Volunteer)

”

Informational Presentations

Education has been a large part of our first two years of operation. In no particular order, listed below are many of the types of places we were invited to share.

- Church groups
- Home Care Coordinators
- Various departments of the IERHA
- Seniors independent living complexes
- Community groups of various types



Looking Ahead

As we enter our third year of service, increased uptake and awareness is expected.

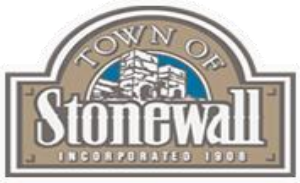
Ongoing education, outreach and follow ups will always be a part of what Nav CARE does in our catchment area.

It is important to be visible and connect with the communities in which we serve.

Collaboration with other service groups will be one of the keys to our continued success.



With Gratitude to Our Sponsors, Funders, and Donors



SUPPORT
 FRIENDSHIP
 CONNECTING
 CANADIAN
 CALLING
 RESOURCING
 ADVOCATING
 ACTIVITY
 COMMUNITY
 SOCIALIZING
 NAVIGATION
 VISITS
 CARING
 FAMILY
 ENGAGING



Roma Connor and Lauritz Jensen Memorial Fund



Health Canada / Santé Canada



We also extend heartfelt thanks to all community members whose generous donations make this work possible.

Photo Gallery



First Nav-CARE Volunteer Training Cohort 2023



SWDPC Gala 2023



Nav-CARE Committee

These pictures represent only a portion of the Community events and opportunities we've had to share Nav-CARE



Memory Tree – Teulon 2024



Photos with Santa 2024



St Laurent Summer Feast 2024



St Laurent Summer Feast 2025



2024 AGM



Volunteer Appreciation 2024



2024 Palliative MB Conference

Lions Pancake Breakfast 2025



Hike for SWDPC 2025



Let No One Be Alone Tea Party 2024



Let No One Be Alone Tea Party 2025



Contact Information



Nav-CARE

Making Connections, Making a Difference

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Coordinator**

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South West District



Palliative Care

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