



A NuVo World

TRANSFORMING NDG

NuVoWay LifeStyle Coaches

A community-wide network of trusted connectors,
encouragers and guides



No one should have to navigate life alone.

A practical invitation to build a healthier, kinder, more connected community.

A NuVo World: from vision to daily life

A NuVo World begins with a simple conviction: communities change when ordinary people choose to care for one another, consistently and practically. NDG is the proving ground - a place where residents, businesses, schools, faith communities and organizations can build a model of belonging that can eventually be adapted elsewhere.

Every person matters. Every act of kindness matters. Every neighbourhood can become extraordinary.

This program brief turns one part of the larger NDG Transformation Plan into an actionable community initiative. It is designed to be shared with prospective Champions, partners, volunteers, donors and residents.

NuVoWay LifeStyle Coaches

One caring person who listens, encourages, connects and walks alongside another person can change the direction of a life.

The vision

The long-term NDG vision is approximately 600 trained NuVoWay LifeStyle Coaches - roughly one coach for every 100 residents. Coaches are not replacements for physicians, psychologists, social workers, financial advisers or spiritual leaders. They are trusted connectors who help people navigate life and find the right support before challenges become crises.

The whole-person approach

- Physical health and healthy daily habits
- Mental and emotional well-being
- Relationships and family life
- Spiritual life and meaning, according to each resident's own beliefs
- Employment, skills and financial stability
- Purpose, recreation, friendship and community involvement

What a Coach actually does

- Builds a consistent, respectful relationship with residents who choose to participate.
- Listens first and helps a person identify what matters most to them.
- Helps turn broad goals into small, realistic next steps.

- Knows the community resource map and makes warm referrals when professional help is appropriate.
- Checks back, encourages progress and helps reduce the friction of navigating multiple services.
- Invites residents into community life - volunteering, recreation, learning, friendship and service.

A safe and credible coaching network

Boundaries are essential

Coaches do not diagnose, prescribe, provide psychotherapy, manage medication, give legal advice, or present themselves as licensed professionals unless they separately hold the relevant credential and are acting within that professional role. Urgent health, safety and crisis concerns are referred immediately to appropriate professional or emergency services.

Training framework

- Active listening, motivational conversation and strengths-based support.
- Privacy, consent, documentation and appropriate boundaries.
- Recognizing when a concern requires professional referral.
- NDG resource navigation and warm hand-offs.
- Basic mental-health and crisis-response awareness.
- Cultural humility, accessibility and inclusion.
- Volunteer ethics, safeguarding and conflict resolution.

Pilot before scale

Begin with a carefully supervised cohort of 10-20 Coaches serving a limited number of volunteer participants. Learn what residents actually need, refine the referral network, test training and supervision, and only then expand. The ambition can remain 600 Coaches; credibility comes from growing responsibly.

Measures that matter

Measure	What it tells us
Coaches trained & active	Capacity of the network.
Residents choosing support	Reach and trust.
Warm referrals completed	Whether people successfully connect to appropriate services.
Resident-defined goals	Progress on what participants themselves value.

Measure	What it tells us
Retention & satisfaction	Quality and continuity of relationships.
Partner feedback	Whether the program strengthens rather than duplicates existing services.

THE INVITATION: Become the person who notices, listens and helps someone find the next right step. The human heart of A NuVo World is one person caring for another.