

In-home nursing, care & respite.

*info*NOVA

VOLUME 6 • FALL/WINTER 2018 • novamontreal.com



Celebrating 120 years
of compassion and care
for our community

ABOUT US

NOVA Montréal is a non-profit charitable organization that offers health care services to the Montreal community. These services are provided according to a sliding scale based on the client's revenue, ranging from free to \$25/hour.

Our dedicated nurses, home-health aides and volunteers provide compassionate, personalized, and professional in-home care to people who are ill or nearing the end of life.

WE OFFER

PALLIATIVE CARE: with access to specialized Nurses 24 hours/day, 7 days/week

HOME SUPPORT: for adults with chronic illness

RESPIRE SERVICES: for caregivers of seniors and children

NOVA MONTRÉAL TERRITORY

Our services are offered in the territory bordered by St-Denis Street to the East; 32nd Avenue, Lachine, to the West; Metropolitan Boulevard to the North; and the St. Lawrence River to the South, including Verdun, Nun's Island and Ville LaSalle.

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Happy 120 years NOVA Montréal!

We are both honoured to hold our respective positions as President and Executive Director of this extraordinary organization. With NOVA Montréal having such a long and important history, we, in collaboration with the Board of Directors, are dedicated to ensuring NOVA Montréal's continued growth and important caring in the community.



Over the last 120 years, the organization has evolved and undergone many changes, but has always stayed true to the mission of its founders - the Victorian Order of Nurses - which is to provide in-home nursing support to those who need it the most.

One of the key elements that continues to set NOVA Montréal apart is our ability to provide 24/7 palliative care nursing expertise with an on-call support program for clients at the end of life. We have also witnessed first-hand the great benefit that clients and caregivers receive through our home-support and children's respite programs. Through the support of L'Appui - Montréal, as well as our generous donors, we can provide respite services to these caregivers, who play such an important role in the lives of those who are ill.

In this newsletter, Dr. Geneviève Dechêne's article on NOVA Montréal's essential role as part of the palliative home care team in Verdun and the South West boroughs of Montreal, describes how NOVA Montréal stays current with the needs of the community and plays a significant role in shaping palliative care in Montreal.

We wish to thank Nancy Wells who recently completed her four-year term as President of the Board of Directors. We are grateful for the dedication and leadership that she provided to NOVA Montréal.

We, along with the Board of Directors, the staff at NOVA Montréal, as well as the clients and caregivers sincerely thank all of those who have supported us. It is only through donations, grants, and volunteers that we can continue to provide compassionate in-home palliative care and respite services.

Susan Magor, President and Rosemary O'Grady, Executive Director

Supporting Caregivers in our Communities

NOVA Montréal continues to receive vital support from L'Appui Montréal which allows us to provide critically important respite to caregivers within our territory. L'Appui estimates that about 300,000 people take on a caregiver role for a person aged 65 and over within the island of Montreal. Compared with all of Québec, caregivers of seniors on the Island are younger and 17% of caregivers live below the low-income line. Providing respite care at a reduced rate has become an essential element within the palliative and home support programs offered by NOVA Montreal.



"NOVA's services provide me with security because I know that, when I go out, I leave my wife with someone who will take very good care of her."
- Mr. Landry

L'APPU POUR LES PROCHES AIDANTS D'AINÉS

NOVA Montréal: A Key Partner in Palliative Home Care in the South West Borough



**“Thanks to NOVA Montréal’s involvement, patients do not fall between the cracks as is unfortunately the case in many other areas of the healthcare system”
– Dr. Geneviève Dechêne**

For the past 20 years, I have worked as a medical doctor specializing in palliative home care for the Verdun and South West boroughs. Given that I am also one of NOVA Montréal’s Board members, I am very pleased to have the opportunity to explain the important role that NOVA Montréal plays in our community.

By continually evolving with the changing needs of the community, NOVA Montréal, formerly the Victorian Order of Nurses has remained one of the foremost providers of in-home palliative care for the past 120 years. NOVA Montréal’s present-day nurses lead the way in setting best practices in palliative care and in training CLSC nurses to provide the best possible care to clients.

At any given time in the Verdun and the South West, we follow an average of 60 end-of-life clients. This is a large number of unstable patients, many of whom wish to die at home or stay at home as long as possible. The CLSC nurses go above and beyond the parameters of their job, but without the support of NOVA Montréal, we would not be able to make it possible for so many clients to remain at home and out of the hospitals.

The medical team at the Verdun CLSC has developed a palliative home care model, which has been featured in many

news reports and published in numerous medical journals including in the *Actualité Médicale*, *Médecin de famille Canadien* 2015. This model has enabled 60% of our end-of-life patients to die at home. The comprehensive services provided to these patients have served as a model to the rest of the province, as most regions do not provide such services.

The success of this model would not have been possible without the invaluable guidance of NOVA Montréal’s nurses who have been excellent mentors to the CLSC palliative care nurses.

In addition to sharing their skills and best practices, the NOVA Montréal nurses ease the load of the CLSC nurses by sharing the frequent visits that are required for most patients at the end of life.

This model is truly an interdisciplinary one in that NOVA Montréal nurses not only work closely with CLSC nurses but also with many other CLSC professionals. After visiting a patient, NOVA Montréal nurses regularly update CLSC pivot nurses as well other professionals such

as doctors, social workers, occupational therapists and physiotherapists. Hence, all the professionals involved in a patient’s care receive frequent updates thus avoiding treatment delays and unnecessary hospitalizations.

Another indispensable service provided by NOVA Montréal’s palliative care nurses is the 24-hour, on-call emergency line. What differentiates NOVA Montréal’s emergency service from the regular on-call nursing line is that because NOVA Montréal nurses are palliative care experts they can quickly grasp and resolve patient crises at all hours of the day or night. Having access to such specialized nurses 24 hours a day allows families and other caregivers to feel less anxious and prevents unnecessary hospitalizations.

Simply put, NOVA Montréal’s palliative care nursing service is an outstanding and essential support to the palliative home care team at the CLSC Verdun/ South West and to many other CLSCs. Without NOVA Montréal’s involvement, we would not be able to so successfully provide care to such a large number of unstable patients requiring complex care. We hope to be able to work with NOVA Montréal for many years to come.

Palliative Care

Although more people are dying in a healthcare institution than at home, a survey by the Canadian Cancer Society reveals that eight out of ten Quebecers would like their lives to end in the comfort of their homes. Only two of them will see that desire realized.

In 1992, NOVA Montréal introduced a palliative care service in the home to respond to needs that were not being met by the healthcare system. Thanks to your donations and the assistance of our nurses 44% of our palliative clients were able to end their days peacefully at home, surrounded by their families.

NOVA Montréal relies exclusively on the generosity of donors like you and funders such as L'Appui Montréal to provide this integral service helping people spend their last days in the comfort of their homes and supporting their caregivers.

Thanks to your donations, this service is offered free of charge.



Proud to be accredited by



Bereavement Support

Dying is the most universal human experience. It can also create the most profound sense of isolation and loneliness. Though reaching out may seem like a daunting effort, seeking help can be beneficial.

Created in 2017 in memory of Connie Moisan, NOVA Montréal and The Montreal Museum of Fine Arts have partnered together to host a free English-speaking bereavement support group. It is intended for those who would like to learn new and supportive ways to reclaim moments of contentment and happiness while honouring those who have died.

The eight bi-weekly, two hour meetings (offered free of charge) are facilitated by NOVA Montréal's social worker and the Montreal Museum of Fine Arts' art therapist.

To find out more, please call Chatelaine Normandin at 514-866-6801, #227.



CHILDREN'S RESPITE PROGRAM

In Montréal, there is little support for parents of children with a chronic illness or with physical or intellectual disabilities. Eighteen years ago, NOVA Montréal decided to fill the gap left by the healthcare system by setting up its children's respite program to give parents a little break.



Hospitals, CSSSs and CLSCs in the territory served by NOVA Montréal refer families who need its help. First, a NOVA Montréal nurse visits the home to evaluate the care needed, based on the child's condition. A volunteer or health aide then takes over, still and always continuing under the supervision of the nurse.

Every week, the designated person goes to the home to take care of the child for up to six hours per week so that the parents can take a break.

Your donations also serve to offer this respite service to families free of charge. **This past year 29 families received 3,408 hours of free respite service.**

Home Support

The older we get, the more we risk suffering from health problems or from physical limitations that often lead to a loss of autonomy.

The aim of the service is to help clients independently remain in their homes with NOVA Montréal's support.

A referral from a doctor is not required. A NOVA Montréal nurse visits the home to evaluate the situation and, in agreement with the family, establishes a care plan. A trained health aide then proceeds with the implementation of the care plan.

Through this service, NOVA Montréal can assist with personal care and medication administration for the client - as well as provide respite for family members. While there is a charge for this service, your donations help keep this cost to a reasonable level.

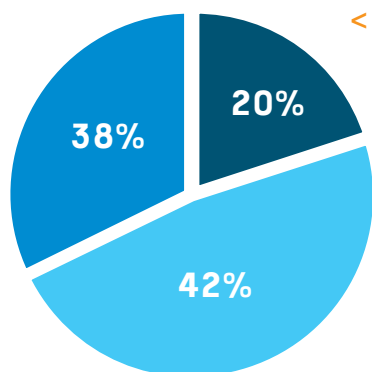
20 home health aides provided a total of 15,010 hours of direct service to 94 clients this year.



FUNDRAISING

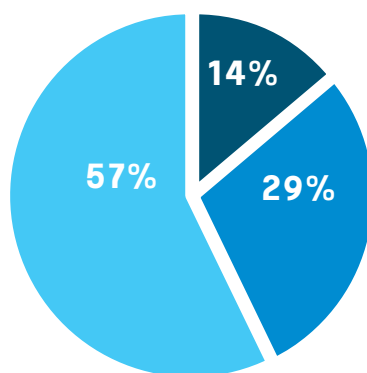
As a not-for-profit, NOVA Montréal relies and survives on the generosity of money donated to fund its programs. This past year, 42% of NOVA Montréal's operating budget came from individuals, foundations, and corporate donors. Without this level of support, our organization simply cannot function. The total operating budget for 2018-2019 is \$1,170,000

< SOURCE OF FUNDS



- Grant from L'Appui-Montréal
- Revenue from programs with fees
- Donations

PROGRAM COST ALLOCATION >



- Home Support
- Children's Respite
- Palliative Care

A gift that keeps giving!

In honour of NOVA Montréal's 120th birthday, we invite you to join our **GIVE 20 Monthly Giving Program** to help us over the long term. Once you sign up for the program, we will automatically charge \$20 per month representing \$240 per year (or more if you wish!) to your credit card so you do not have to worry about annual gifts or last-minute donations.



- \$120** Provides **five free hours of respite care** by a skilled and fully-trained professional to a family with a preschooler suffering from a chronic illness.
- \$240** Provides **six free nursing hours** for clients at the end of life.
- \$500** Provides **twelve free nursing hours** for clients with chronic illness.
- \$1,000** Enables us to cover the costs of an **on-call palliative care nurse (24/7) for an entire week.**

To make your secure and easy online donation today, please visit our website at www.novamontreal.com

THANK YOU

to the following donors for their significant gifts to NOVA Montréal during the past fiscal year [April 1, 2017- March 31, 2018].

Louise and Alan Edwards Foundation
George Hogg Family Foundation
Fondation Blain-Favreau
The Cole Foundation
Mr. Michael Price
Queen Elizabeth Community Cancer Fund
The Auxiliary Montreal General Hospital
Adair Family Foundation
Zeller Family Foundation
Zhubin Foundation
Hylcan Foundation
Altru Foundation Inc.
Birks Family Foundation
Peacock Family Foundation

Tributes and celebrations

When Michael Price learned about the Connie Moisan Bereavement Program, he remarked on how nice it was to have Connie – who dedicated herself to parapublic and community causes in Montreal – recognized and remembered. Mr. Price was inspired to donate stocks to NOVA Montréal - in part to honour Connie, and also to recognize a past NOVA Montréal President, Dr. Robert Faith, who also made significant contributions to NOVA Montréal and the community.



A LITTLE HISTORY

When Lady Ishbel Aberdeen founded the Victorian Order of Nurses (VON) in 1898, she wanted to develop a program that would fill an unmet need/gap in the Canadian healthcare system. It was at a time when there was a vast shortage of doctors and nurses - especially in remote areas. Her vision and commitment allowed for the creation of a visiting nursing service to areas without medical facilities.

Over 120 years later, NOVA Montréal, a founding member of the VON, is still driven by her vision to provide home-based nursing service to Montrealers in need.





At a glance

Home care services continued to be available until **1977**, at which time the CLSCs were established and the VON nurses were absorbed into the provincial health system.

In 1988, after a hiatus of ten years, the organization felt there was a need for its services and established the first in-home respite program for caregivers of people with cognitive impairments or those suffering from Alzheimer's.

In 1992, NOVA Montréal initiated palliative care service in the home. This service is free of charge and available 24 hours a day, 7 days a week.

In 2000, the children's respite program began as a pilot project in partnership with the Montreal Children's Hospital. This program provides in-home respite to families caring for children under school age suffering from chronic illnesses. The first of its kind, this was a much-needed service and is offered at no charge to the families.

In 2006, VON Canada decided to centralize all its administrative operations. As a result, our affiliation with the national organization was severed and our name changed to NOVA Montréal. Our services and our commitment to our community remain unchanged.

In 2011, NOVA Montréal received the CQA Accreditation (Le Conseil Québécois d'agrément) to recognize NOVA's application of efficient policies and procedures regarding the management and quality of services.

In 2012, l'Appui-Montréal granted a three-year mandate to Nova Montréal to fund a respite program for caregivers of seniors.

2016, Renewal of the CQA grant

2017, The creation of the Connie Moisan Bereavement program

2018, Celebrating 120 years of community caring!

VOLUNTEERS

Volunteers are an integral part of our organization. They act as board members, help translate and design our documents, and operate our website. They contribute during fundraisers and accompany our clients in the children's respite, palliative care, and home-support programs. Without the gift of their time, our services would be limited and costly. **This past year, our volunteers provided over 600 hours of service.** Please contact us today at 514-866-0801, #227 and speak with NOVA Montréal's Volunteer Coordinator.

Patrons 2018-2019

Dr. Phil Gold
Carol Harrison
Eric Klinkhoff
Dr. Balfour M. Mount
Dr. David S. Mulder
Christopher Pickwood
Mary Ross
Deirdre J. Stevenson
Dr. Michael Thirlwell
Victoria Trim
Philip L. Webster
Boyd Whittall

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Nancy Wells

SPECIAL THANKS!

Thank you to the following merchants of the Westmount Victoria Village and the businesses at 310 Victoria Avenue for lending their support with gifts in kind to many of our activities throughout the year:

Édifice 310 Victoria Inc.
Barry Friedberg



How to make a donation



INDIVIDUAL DONATION:

You can make your donation online at www.novamontreal.com, by mail, or by telephone, as indicated below.

"IN MEMORIAM" AND

"IN HONOUR" DONATIONS:

This is a way of perpetuating the memory of someone who has died or to commemorate a significant event

DIRECT MAIL DONATIONS:

On receipt of the request, you can return your donation by mail or make a donation online.

MONTHLY DONATION OR INSTALMENTS OVER A FEW YEARS:

This is a way of reducing administrative costs and helping us better plan activities, while maximizing the value of your donation.

MAJOR AND PLANNED DONATIONS (BEQUESTS):

These are two ways of assisting humanitarian work, whether as a company or as an individual, while benefitting from tax advantages.

GIFT OF SECURITIES: By transferring publicly traded securities such as stocks, bonds, and mutual funds directly to NOVA Montréal, you will eliminate your capital gains tax and receive a charitable tax receipt for the fair market value of the stock upon transfer.

A receipt for taxation purposes will be issued for any donation of \$20 or more.

Charitable registration number:
13035 0184 RR0001

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