



The colours of

**NOVA**  
montréal

Agréé par:  
**CQA**

Annual Report

2015



**Marie-Claude Mainville**  
Executive Director

## **Executive Director's Message**

for this fiscal year, April 1<sup>st</sup> 2014 to March 31, 2015

**« You've got to do your  
own growing, no matter how tall  
your grandfather was »**

(Irish proverb)

At 117 years old, NOVA Montréal still has many challenges to overcome, but without question, 2014-2015 has been a year of growth.

A sign of this growth is the accordance of a second grant from l'Appui Montréal that will last for three years. As of this year, we have been able to use this grant to further carry out our mission of meeting the needs of low-income individuals within our community. This grant is specifically intended to help low-income seniors as well as caregivers of gravely-ill seniors who face particularly heavy burdens. Because of this funding, we have been able to provide free services in our Home Support and Palliative Care programs which has made it possible to greatly expand on the number of hours of respite that we can provide. We are very proud of this accomplishment.

From an organizational standpoint, we have restructured our care teams. The nurse case managers work with qualified home health aides and volunteers to offer services that have concrete and positive effects on the lives of our clients and their caregivers. Our client satisfaction surveys and the word of mouth feedback we have received attest to the success of this restructuring.

One of our main challenges for 2016 will be to contend with the gap between the rate at which the population is aging and the rate at which government is increasing public services to deal with this increase in demand. Our community's need for home support services is increasing exponentially, and we are in a prime position to help meet this need.

Despite challenges such as the ever-increasing costs of maintaining a qualified workforce, and the need to retain existing donors and increase donations, NOVA Montreal is staying the course. This year, thanks to the generosity of our donors, personal donations to NOVA Montreal have increased by 4.4%. In addition, we have received the financial support of a number of new foundations.

**I would like to extend  
a special thank you to the generous donors,  
foundations and businesspeople that greatly encourage us  
through their proud support of our cause.**

This year, we have also increased our efforts to strengthen our relations with our public and community partners. Overall, our staff members met with more than forty different organizations.

It is with great pride that I would like to highlight the devotion and hard work of everyone who wholeheartedly gives of their time to NOVA Montréal, namely, our administrative team, our healthcare team, our Board of directors and our precious volunteers. A big thank you to all!

**Please enjoy all of the dazzling colours that make up NOVA!**



## VISION

NOVA Montréal will be a primary resource for the promotion and delivery of quality community based health care.

## MISSION

NOVA Montréal is a community based, not for profit, charitable, organization whose mission is to respond to identified but unmet needs of the community, through the development and delivery of high quality innovative health care services.

## FUNDAMENTAL VALUES

**Respect:** All people must be treated with consideration and dignity, honouring their diversity.

**Caring:** We serve with empathy and compassion.

**Participation:** All members of our team, employees, volunteers, clients, family members, community organizations and public health care agencies; work together in an effective helping relationship.

**Courage:** We have the strength to be independent and unique.

## NOVA MONTRÉAL TERRITORY

Our services are offered in the territory bordered by St-Denis Street to the **East**; 32<sup>nd</sup> Avenue in Lachine to the **West**; Métropolitain Boulevard to the **North** and the St. Lawrence River to the **South**, including Lasalle, Verdun and Nun's Island.

## PORTRAIT OF THE POPULATION

We work for the population of our community who answer to the criteria of our charitable programs, that is adults and their caregivers, children of kindergarten age and their families, who live within our territory. This clientele has a history of ethnic, cultural, and economic diversity. We underline our nurses and client care attendants who adjust to suit this very diverse clientele so as to provide quality care.

### FOR THIS FISCAL YEAR:

**Gender:** 56% of our clientele are women and 75% of caregivers are also women

**Age:** 68% of our clientele is of more than 65 years of age and 37% is more than 80 years old.

**Languages:** 55% of our clients are Francophone, 42% are Anglophone, and 3% do not speak English or French. 12% of our allophone clientele comes from 20 different cultural communities. The most common languages spoken being: Italian (12), Mandarin or Cantonese (5), Greek (5), Spanish (4), Arabic (4), Romanian (2), Punjabi (2), Urdu (2), etc.



**Nancy Wells**  
President  
of the Board

*I look forward to another year of working closely with my fellow Board members and the staff at NOVA as we all pull together to provide care and support to our clients...*

## President's Report

### 117<sup>th</sup> Annual General Meeting

The team at NOVA Montreal had a busy 12 months. Thanks to our second round of grants from l'Appui (a partnership between the Quebec government and the Chagnon Family Foundation), our employees have been able to offer 60% more home support service hours than in 2014, a remarkable increase. We are in the early days of our second three-year grant from l'Appui, much needed funds which allow us to further extend our services to caregivers in families with limited financial resources. Marie-Claude Mainville, in her second year as Executive Director, has successfully overseen the growth in home support services while managing a dynamic human resource situation. I wish to congratulate Marie-Claude and her entire team on a year of hard work and service to the community.

In my first year as President of the Board, I have worked together with the other directors to renew our Board membership. We are welcoming four new Board members; Tanya Fitzpatrick, Jean-Moise Jeanty, Lois Miller and Valerie Schwartz. I would like to thank these new members for stepping up to support our organization, and also thank those who continue to serve both on the Board and on the various committees. We are also working at the Board level to review and renew our by-laws, and I wish to thank Suzanne Crawford for her efforts in this area.

While Marie-Claude and her team expertly run the day to day operations of NOVA Montreal, members of the Board and its fundraising committee have been working to create and implement a plan to continue to move towards a balanced budget. A few of the projects we are working on include solidifying the funding of our children's respite program. This essential service was launched in 2000 in conjunction with the Montreal Children's Hospital, and was supported by a handful of generous foundations. Over time, the program has grown and the financial support has diminished. We are confident that with a renewed effort to attract funding for this critical community service, we will be able to maintain and further grow the program.

Other activities of a "friend-raising" and also fund-raising nature are being considered, and I look forward to working with staff and volunteers to continue to raise the awareness in our diverse community of the need to support NOVA Montréal. We are actively looking at more ways that volunteers can be recruited and trained to support our various programs, and are always very happy to accept any offers – everyone has their talents! Please contact us if you have a calling for our cause and we will be pleased to meet with you to discuss how you can help make a difference.

Looking back on a busy year, we should all be very pleased with the progress the organization has made and I personally would like to thank our donors for their continued support. I look forward to another year of working closely with my fellow Board members and the staff at NOVA as we all pull together to provide care and support to our clients; those afflicted by illness and those who care for them.



## STATISTICS 2014-2015

**3,5**

Registered nurses  
working part-time,  
available on call  
24hrs/day, 7 days/week

**300**

clients seen this year

**191**

new clients

**2876**

home nursing visits

**4110**

hours of service (visits,  
phone calls, coordination)

**148**

clients received 405 hours of  
service during on-call times on  
week-ends, nights or evenings

**37 %**

of the clients in the  
palliative care program  
died at home

# Palliative Care Program

This free service is for terminally ill individuals diagnosed with cancer or other severe chronic illnesses who wish to remain at home for as long as possible. The service consists of regular visits by a nurse case manager and a 24 hour, 7 day a week on-call nursing service.

Caregivers of clients who are 65 years old and over can also receive free respite (day, evening, and night) provided by our competent home health aides who are trained in palliative care.

In the 2014-2015 fiscal year, 300 clients received 3 822 hours of service. Among them, 148 clients received 405 hours of emergency service during on-call periods: evenings, nights and weekends.

**This year, 37% of our palliative care clients passed away at home.**

**191 new clients were referred to NOVA Montréal:**

### REFERRALS FROM CLSCS

LaSalle	49
Verdun	31
St-Henri	16
René-Cassin	10
Pointe-St-Charles	8
Metro and CDN	5
Lachine	2
Other CLSC	2

### REFERRALS FROM HOSPITALS

Jewish General	28
Montreal General	14
Mount Sinai	11
St. Mary's	5
Other Hospitals	2
<b>Other references</b>	<b>8</b>

A special thank you must be extended to our nurses who had to deal with the absence of one of their four-person nursing team, due to a long-term leave. The process to replace the nurse was arduous and long, and the nurses agreed to work more hours and cover more of the on-call periods. Thank you for your outstanding devotion!

Please note that the slight decrease in hours of service in the Palliative Care program is due to the above explanation.

## STATISTICS 2014-2015

**37**

Home support  
workers

**98**

clients received  
personalized services  
according to their needs  
and the needs of  
their caregivers

**39**

new clients

**4449**

home visits

**21,580**

hours de service

**61% increase**

in the number of hours of  
service offered to caregivers

# Home Support Program

Home health aides provide our home support services. Following a request, a nurse case manager assesses the needs of the client and their caregiver(s) and develops a care plan. This assessment is done without charge to the client.

Home health aides provide services such as basic care (bathing, exercises, etc), stimulation activities and respite to caregivers.

The service costs \$22 per hour for a minimum of three hours per visit (day, evening or night).

Thanks to funding from l'Appui Montréal, we are currently able to offer a reduction in fees to low-income families as well as to caregivers who shoulder a particularly burden. The reduced rates are \$17 or \$10 per hour. In some special cases, we can also provide services free of charge.

**This program has grown the most out of all of NOVA's programs. During the 2014-2015 fiscal year, 37 home health aides provided 21, 580 hours of service to 98 clients.**

### BREAKDOWN OF REFERRALS:

**Overall, 39 new clients were referred to NOVA Montréal.**

Self-referred or family member	11
CLSC LaSalle	8
Alzheimer Groupe Inc.	7
CLSC Metro	5
Hospitals	3
Groupe des Aidants du Sud-Ouest	2
L'Appui Montréal	2
Ass. des personnes aphasiques	1

It should be noted that this year, we increased the number of hours of service offered to caregivers in our community by 61%. Last year, we also had an increase in the number of hours of service.

## STATISTICS 2014-2015

**12**

Home support  
workers

**41**

families received  
an average of 6 hours  
of respite per week

**1133**

Home visits

**4544**

hours worked

**8**

families also received  
151 hours of support  
from volunteers

# Children's respite program

The objective of this charitable program is to offer in-home respite to families of chronically ill, preschool age children who are physically and/or intellectually handicapped.

Following an in-home assessment, a nurse case manager creates a care plan to be used by the home health aides during their visits. The respite care is provided on a scheduled basis for a maximum of 6 hours per week.

During the 2014-2015 fiscal year,  
**41 families** received  
**4 544 hours** of service.

**Eight families** have received an additional  
**151 hours** of support from seven volunteers.

Most of the referrals for this service were received from CLSCs (50%) and the Montreal Children's Hospital (34%). The remainder of the referrals came from other institutions.

This is a stable program that provides more or less the same number of hours of service to clients every year.



In-home nursing,  
care & respite.



# Human Resources for the 2014-2015 Fiscal Year

**800** hours  
provided by volunteers this year

**40** volunteers  
(Board members, aides in the Children's Respite, Home support and Palliative Care programs, members of the Fundraising Committee, office helpers (translation, graphic design, etc))

**46** employees

**37** home health aides  
(Home Support, Palliative Care, Children's Respite)  
upon availability

**4** registered nurses

- 3 part-time palliative care nurses
- 1 palliative care nurse on long-term leave  
(a replacement has been found)

**5** administrative employees  
(3 full-time and 2 part-time)

## Challenges

A major challenge for our organization continues to be securing adequate financing and stable human resources to meet the demands for our services.

## Volunteer Services

**Volunteers are integral members of our organization.**

They act as Board members, translators, graphic designers, office assistants, fundraising committee members and aides in our Children's Respite, Palliative Care and Home Support programs. Without the gift of their time, our services would be limited and costly.

**This year, our volunteers provided  
more than 800 hours of service.**





*When we come into this world, we are all the same colour: violet.*

**Yvon Deschamps,**  
Tout Deschamps

# Human Resources

## Hélène, NOVA Nurse

Three years ago, when I stopped working as a nurse in the public sector, I was sure of only one thing: the working conditions in hospitals no longer suited me. Soon after, I was privileged and honoured to start work as a palliative care nurse at NOVA Montréal. Even though it is not always easy and sometimes very demanding, I feel very lucky to be working at an organization whose mission is in line with my personal convictions.

NOVA's driving force is the vision that lies at its core: the mission to help underprivileged people in the safety of their own home. NOVA helps those who have often been neglected by society, namely individuals nearing the end of life, sick children and the families and caregivers who selflessly take care of these people.

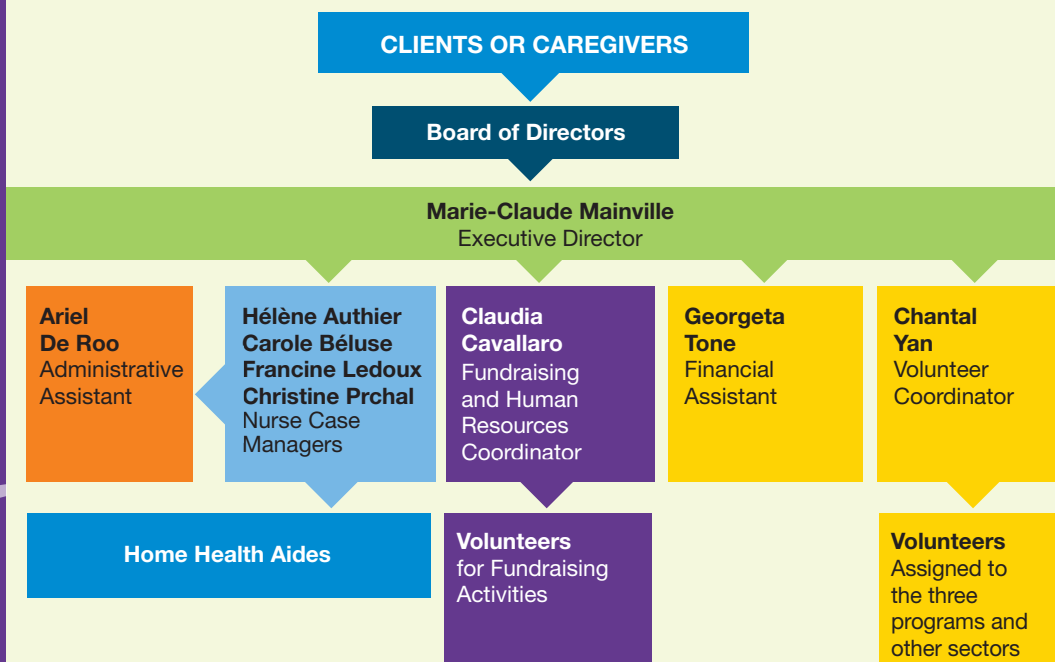
As a palliative care nurse, the privilege of accompanying patients and their families during the end of their lives is one of the most beautiful gifts that I have ever received. Over the years, I have shared many intensely special moments with my patients. These moments call to mind the deepness of the ocean and the vastness of the skies. The sense of fulfillment and gratitude that I feel during such times serves to convince me of the sanctity of life.

Yes, I sometimes find myself crying because I have become too attached to certain clients. Yes, I often feel powerless when facing life's flagrant injustices such as the death of a 27 year-old, a 42-year-old or a 54 year-old woman; the struggles of a terminally-ill child; or the grief of a young son, a father or a brother. And yes, sometimes I get to a point where seeing so much sadness makes me so angry that I see red.

In the end however, from within all of these blues and reds that dance within me, a rich and beautiful colour is born, one that has a personality as generous as life itself, violet.

## ORGANIZATIONAL CHART

### Who makes up the NOVA team?



# Testimonials



*« When my husband died, we were accompanied with sensitivity and empathy. I have only positive things to say. »*

## Client Testimonial

## Thank You to NOVA



I am of such an age that I remember the V.O.N. nurses who spent their days visiting the homes of those in need. So when one of my friends suggested that I join her on NOVA Montreal's Board of Directors, I enthusiastically said yes.

For five years, I worked on NOVA's annual fundraising campaign. It was a wonderful project that I took on during my retirement and it is now in extremely competent hands.

NOVA's Palliative Care and Children's Respite programs are particularly close to my heart because I spent part of my professional career working for cancer organizations. The Children's Respite service allows the parents of young children with serious illnesses to receive a break for a few hours each week.

I continue to represent NOVA on the Board of directors of the Quebec Cancer Coalition. I also help out whenever I am needed.

Retirement is a special time in life when one can afford to give back to the community. My time spent volunteering for NOVA Montreal has been a most joyous experience.

**Nicole Mireault**  
Volunteer since 2004

A few years ago, I started a well-desired retirement after an almost forty year career in telecommunications. I decided to start volunteering for community organizations because I was still energetic and wanted to meet new people.

During my time at NOVA, I worked with the nurses at the foot care clinic, translated documents and occasionally helped out at the main office. Throughout the years, I had the privilege of sharing moments with many different people. However brief my time with them was, I always enjoyed discovering the interesting, rich and sometimes surprising lives of everyone I encountered. I made some longstanding friends during my NOVA years that I still meet up with to this day. It is without question that everyone I met enriched my life and helped me to grow as a person.

**Carole Delisle**  
Volunteer

## Volunteer Testimonial

NOVA's volunteering program fosters understanding and breeds compassion, and I am proud of have joined them for my three year tenure as a child respite volunteer.

The program itself is well-directed, as the volunteer coordinator and organization offers chances for evaluation and self-assessment.

[Volunteering] challenged [me] to move outside [my] comfort zone and get goofy with kids, to communicate and teach in unconventional ways, and to hold [myself] to a standard of excellence in care to maintain that relationship.

## Client Testimonial (Volunteer Program)

NOVA's excellent reputation and experienced staff makes us feel comfortable and confident in choosing their services.

With their high standards in volunteer recruitment, screening and training, we felt confident that we would be in good hands.

She [volunteer] was committed to her role and to our family. She always came on time and was consistent with her visits, but would be flexible when we had doctor's appointments... Based on our personal experience and the difference it made for our family, we know first-hand that NOVA will be the best resource in the in-home respite field.

[The volunteer] became good friends with my child and our family. Her time allowed us to relax and spend time on other things. Raising a special needs child is so hard, so any extra help really means a lot to us!

# Our achievements. Our challenges.



This year's highlight is without hesitation the second grant received from l'Appui Montréal. This financial contribution enables NOVA Montréal to mainly support our caregivers of elders with limited financial resources or heavy burdens. NOVA Montréal can, following its mission, help even more our community's people, and we are very proud of it.

Our accreditation with the CQA (Conseil Québécois d'Agrément), based on the command of procedures and policies regarding the management and the quality of services, as well as the strategic planning for 2010-2015, offering different initiatives achieved until now shows that our organization is in complete control of its means for supporting the evolution of our charitable organization and its longevity.



In this context, this year, we have met or made contact with 80 public or community organizations and published our third newsletter, with 10,000 distributed copies. We have put in a lot of time and energy on networking with our partners. Our efforts have paid off, as we have increased by 60% our offer of service in Respite for caregivers.



To continue our efforts in fundraising, we have put together our first artistic event at the beginning of the fiscal year and it was a success. Big thanks to our partners and volunteers!

Our donations have increased by 6% in total, despite this constant challenge to receive precious donations from our donors. Our efforts are rewarded, but costs grow exponentially and remain a major challenge.



The constant improvement of the quality of care and our clients' and caregivers' satisfaction are very important to NOVA Montréal. Home surveys are mailed periodically. Incident reports and clients' complaints are revised and verified in an ad hoc basis. The corrective measures are taken without delay. Despite high level of satisfaction, NOVA Montréal is in a constant search for the best practices in health care. We have upgraded our website; it is continuously changing and we strive to update it regularly.

All in all, this growth year of 2014-2015 has been filled with light, beautiful colours, and also some shadows. The latter is positive, as it enables us to constantly improves ourselves.

## The key points of the long-term planning are:

- **BUILD UP** on our strengths, which are: Quality care, our quick and professional response, as well as our reliability to meet the demands of our clientele.
- **PROMOTE AND PROVIDE** home care centered on the client, the caregiver and their security.
- **CONTINUE** the promotion, good collaboration, and networking with the different CSSSs, hospitals and other different community organizations on our territory.
- **INCREASE** our visibility in the community, in order to solidify our financial basis, and increase donations for our charitable services.
- **HIRE AND MAINTAIN** quality human resources to meet the growing demand.
- **MAINTAIN** our visibility with governmental and governmental bodies related to the granted financial aid or those to come.



Thank you!  
You have our  
infinite gratitude.

### NOVA Montréal

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## Community partners and our donors

Nurses from NOVA Montréal participate regularly in multidisciplinary palliative care meetings at the Jewish General, Verdun CSLC, and LaSalle CLSC or at Mount Sinai Hospital.

In addition, we work in collaboration with many hospitals and CLSCs such as the Montréal Children's Hospital, Montreal General Hospital, Mount Sinai Hospital, CSSS Verdun-Sud-Ouest, CSSS Dorval Lachine LaSalle, CSSS de la Montagne, CSSS Cavendish, McKay Center for children and many others.

We work in harmony with many community organizations, such as:

Alzheimer Groupe Inc.,  
Groupe des aidants de Lasalle,  
ALS Society of Quebec,  
Alzheimer Society of Montreal,  
YWCA Montreal, etc.

### NOVA MONTRÉAL IS PART OF THE FOLLOWING NETWORKING GROUPS:

Professionals Networking for Caregivers; breakfast meeting for all the community organizations supported by l'APPUI Montréal, the *Coalition contre le cancer*, as well as other groups as opportunities arise.

Our long-time supporters include business people and corporations, artists from our community, many well-known Foundations and some who prefer to remain anonymous, as well as hundreds of individual donors. We are thrilled that l'Appui Montréal has recently become a key funder in support of our cause to help people in our community. Without all your financial help NOVA Montréal would not be here today. Thank you! You have our infinite gratitude.

