



Annual Report

2016
2017



compassion
& care

Agréé par:
CQA

The CQA logo graphic consists of three stylized, wavy lines in blue and gold, positioned below the letters "CQA".



Marie-Claude Mainville
Executive Director

A MESSAGE FROM THE EXECUTIVE DIRECTOR

for the fiscal year of April 1, 2016 to March 31, 2017

***"Our passions, when well exercised, have wisdom;
they guide our thinking, our values, our survival."***

Daniel Goleman

This year was marked by the implementation and completion of two major projects that required significant time and energy on behalf of our staff and Board members. The first of these projects was the writing of our strategic plan for 2016-2019. The creation of this plan allowed us to review and update our organization's mission and vision statements, our core values, and our communications and membership recruitment strategies. Our second major project was the revision of our policies, procedures and protocols in order to renew our accreditation with the Conseil québécois d'Agrément (CQA). These two projects were fully completed all while we continued to uphold the high quality of the in-home services for which we are known.

In this report, you will find our revised mission and vision statements as well as our revised core values. In addition, you will learn the numerous ways in which these values have been put into practise in our programs and services. The revision process proved to us that everyone at NOVA is united in their desire to give the best of themselves in order to improve the daily lives of our clients.

In October 2016, NOVA Montréal received a 5 year accreditation from the CQA, an accomplishment of which we are extremely proud. The accreditation process helped us to review our core values and underscored our commitment to providing quality services to the community. It also showed us that we define ourselves as an organization that maintains an efficient, responsible and goal-oriented management system that continually monitors and updates the quality and safety standards of our services. In addition, we were very pleased with the overwhelmingly positive feedback of the satisfaction surveys that our clients and their caregivers completed.

In October 2016, we launched a year-long recruitment drive for new members. Our clients, their caregivers, our donors and our volunteers are at the heart of our organization, and we want to register as many of them as possible as official NOVA members.

The major points of our strategic plan will also be outlined in this report.

This year we also received a two-year grant from L'Appui Montréal for a new project that will begin in April 2017 and end in March 2019. This grant will allow us to continue to help defer the costs of our home support and palliative care services for low-income members of our community. It will also allow us to expand the number of hours of service that we can offer to low-income and terminally-ill seniors and their caregivers.

One of the major challenges that we will face in 2018 is the very pressing issue of an aging population that is growing more rapidly than the number of public services required to meet this need.

This is why we need your help more than ever. Some of our other challenges include the constant increase in the cost of hiring qualified workers and the importance of retaining the loyalty of our donors and increasing the amount of their donations.

Gratitude starts with a simple THANK YOU! And the more we share, the more we gain in return. Therefore, I would like to express my gratitude to all our volunteers, donors, staff members, and community partners for their expertise, skill and financial support. It is thanks to them that we have been able to ensure our continued longevity.

Special thanks to our generous individual donors, the foundations, and the business people who actively encourage and support our cause.

"One should not cling to one's values. They must constantly evolve, lest they perish." Christian Boiron

Have a pleasant read!

VISION

To consistently deliver high quality, compassionate home health care that supports and guides the clients and their families.

MISSION

NOVA Montréal is a community-based, not-for-profit organization whose mission is to provide compassionate, high-quality, personalized in-home care to people who are ill or nearing the end of life, as well as to the families who support them.



CORE VALUES

COMPASSION

Our employees show compassion, care, empathy, and dedication at all stages of contact with the people we serve.

QUALITY

Our professional and reliable care is what distinguishes us and our services create an atmosphere of trust with our clients.

RESPECT

All people are treated with consideration and dignity, honouring their diversity and their individual needs.

COLLABORATION

We work side by side and in collaboration with many organizations and foundations in order to better meet the needs of our clients.

NOVA MONTRÉAL TERRITORY

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

PORTRAIT OF THE POPULATION

We work for members of our community who qualify for our charitable programs, i.e., adults and their caregivers, as well as preschool-aged children and their families who live within our territory. This clientele has a history of ethnic, cultural, and economic diversity and our registered nurses, home health aides, and volunteers are able to expertly adapt to their needs so as to provide quality care.

THIS PAST FISCAL YEAR:

Gender: 54% of our clients were women and 62% of caregivers were also women. 39% of our caregivers worked outside of the home in addition to the responsibility of caring for a loved one.

Age: 78% of our clients were over 60 years old and 36% were over 80 years old.

Languages: 52% of our clients were Francophone, 47% were Anglophone, and 1% spoke neither English nor French. 9% of our allophone clients came from over 20 different cultural communities.

A MESSAGE FROM PRESIDENT OF THE BOARD OF DIRECTORS

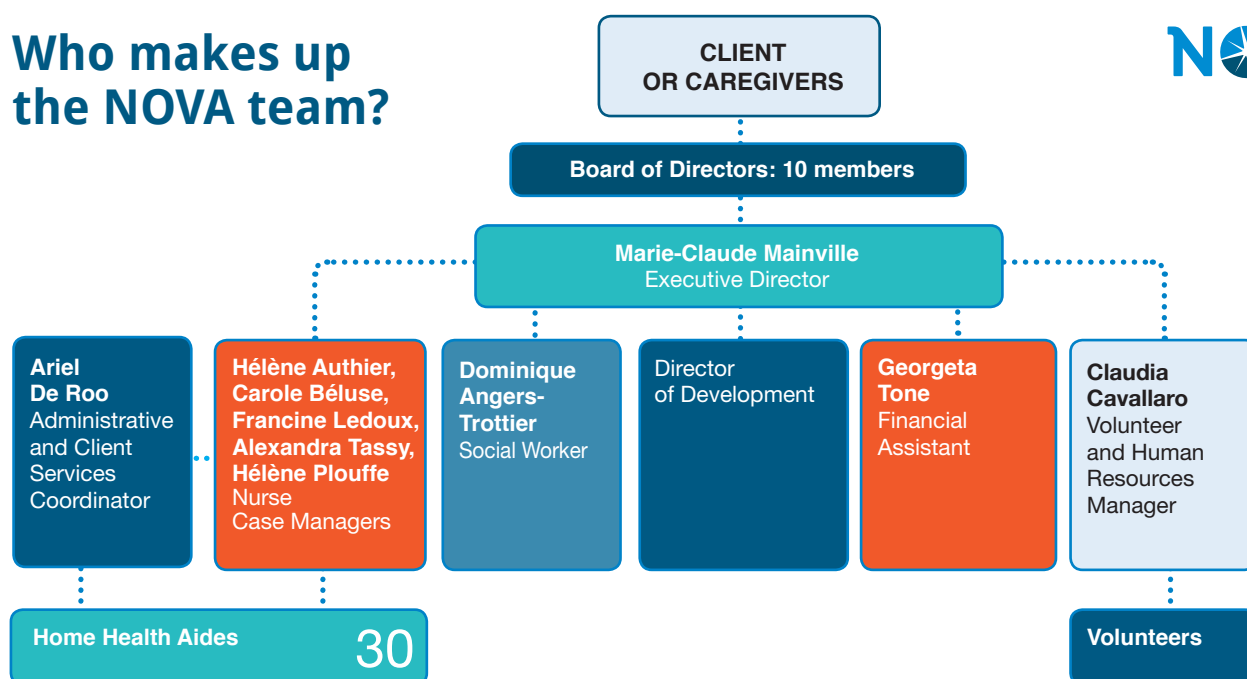
On behalf of the Board of Directors, I would like to thank all of our staff and volunteers for another year of caring service to our community. Our staff work extremely hard, and with a passion that is hard to match. We are also blessed with so many wonderful volunteers, each contributing in their own way, and given our resource challenges, we would not be able to provide the quantity and quality of service without them. At the Board level we have 12 very dedicated members who have made an important and ongoing contribution to the management of the organization and its governance.

Funding our operations remains a constant stress. We count on our hundreds of donors, individuals, foundations and corporations to help us to maintain a level of service to the community, but we could do more! Our partnership with l'Appui has been very successful in reaching out to caregivers, and helping families to keep their loved ones at home. I urge you to continue to support our organization as we work with partners to fill ever-growing needs for home care, palliative care and respite care for caregivers of very young children. Thank you



Nancy Wells
President of the
Board of Directors

Who makes up the NOVA team?



BOARD OF DIRECTORS

President
Nancy Wells

Treasurer
Lois Miller

Secretary
Susan Magor

Directors
Dr. Tanya Fitzpatrick
Dr. Patricia Forbes
Jean-Pierre Picard
Christopher Pickwood
Dr. Patricia Riley
Valérie Schwartz
Victoria Trim

CLIENT SURVEY RESULTS FOR THE CONSEIL QUÉBÉCOIS D'AGRÉMENT (CQA)

Client satisfaction for NOVA Montréal

INDICATORS (2016 Survey)

RESULTS:

Client Relations 96,68

Professional Performance 94,52

Service Organization 95,36

COMMUNITY SERVICES



STATISTICS 2016-2017

5

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

275

clients seen this year

200

new clients

3,837

home nursing visits

4,090

hours of service (visits, phone calls, coordination)

119

clients received 378 hours of services during on-call times on week-ends, nights or evenings

47%

of the clients in the palliative care program died at home

PALLIATIVE CARE PROGRAM

This free service caters to 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 registered nurse case manager and a 24-hour, 7-days-a-week on-call nursing service.

Caregivers of clients who are 65 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 2016-2017 fiscal year, 275 clients received 4090 hours of in-home service. Among them, 119 clients received 378 hours of 24-hour emergency service on evenings, nights, and weekends.

This year, with the help of our nurses, **a record-breaking 47%** of our palliative care clients passed away at home.

A total of 200 new palliative care clients were referred to Nova Montréal.

Source of palliative care referrals (2016-2017):

REFERRALS FROM CLSCS

LaSalle	50
Verdun	42
St-Henri	18
CLSC René-Cassin	17
Point-Saint-Charles Community Clinic	8
Metro and CDN	6
Other	8

REFERRALS FROM HOSPITALS

Jewish General	19
Montreal General	8
St. Mary's	5
Other referrals (family)	19

"Thank you so much for the care you provided my son shortly before his death. You are angels on earth!"

COMMUNITY SERVICES



STATISTICS 2016-2017

30
Home support workers

144
clients received personalized services according to their needs and the needs of their caregivers

4,673
homes visits

20,675
hours of services

“Without hesitation I would encourage others to contact Nova for your tremendous help and your support.”

HOME SUPPORT PROGRAM

Home health aides provide our home support services. Following a request, a registered nurse case manager provides a free assessment of the needs of the client and their caregiver(s) and develops a care plan.

This program provides services such as basic care (bathing, exercises, etc.), cognitive stimulation activities, and custom respite to caregivers. The service costs \$23 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 our services to low-income families, as well as to caregivers who shoulder a particularly heavy burden, at the reduced rates of \$10 and \$17 per hour. In some special cases, we can also provide services free of charge.

Nine families also received an additional 275 hours of support from ten trained volunteers.

30 home health aides provided a total of 20,675 hours of direct service to 144 clients this year.

On the Island of Montreal, 29% of caregivers providing 20 or more hours per week of care or assistance are aged 65 and over. (L'Appui)

Breakdown of Referrals	
This year, 71 new clients were referred to NOVA Montréal.	
Self-referrals or family members	43
Various CLSCs	49
AGI Alzheimer Groupe Inc.	21
Hospitals	14
Groupe des Aidants du Sud-Ouest	6
L'Appui Montréal	4
Websites and other sources	7

In comparison, it should be noted that this program experienced a major growth in the previous years. This can be explained by the fact that this year, we have reached our limit of hours for the lower rates.

COMMUNITY SERVICES

CHILDREN'S RESPITE PROGRAM

The objective of this charitable program is to offer in-home respite to families of chronically ill preschool-aged children with physical and/or intellectual disabilities.

Following an in-home assessment, a registered nurse case manager creates a care plan to be used by our Home Health Aides (HHA) during their visits. The HHAs provide an average of three hours per week of respite care.

In the 2016-2017 fiscal year
34 families received **3,557 hours**
of service

11 of these families received an additional
288 hours of support from
9 volunteers.

Most of the referrals for this service were received from CLSCs (49%), the Montreal Children's Hospital (23%), and the McKay Centre (23%). The remainder of the referrals came from parents and other organizations.

This year, the number of referrals has remained stable because the total funds collected for the program limit the potential hours that can be offered.

STATISTICS 2016-2017

34
families received an average of
of 3 hours of respite
per week

983
Home visits

3,557
hours worked

11
families also received
288 hours
of support from volunteers



The home palliative care and respite programs offered by NOVA Montreal provide valuable support to those in need. In my time volunteering with NOVA, I have had the pleasure of making meaningful impacts in the lives of those with which we work.

Support for volunteers has consistently been excellent, and opportunities are made to continue to learn and grow.

I am grateful for having had the opportunity to work with NOVA, and am hopeful they will continue in their excellent service to Montreal.

Said

COMMUNITY SERVICES

CHILDREN'S RESPITE PROGRAM



Wardah Lone Rehman

I am the mother of Fajar Murtaza, a grateful client of Nova Montréal since 2013.

I am the mother of Fajar Murtaza, a grateful client of Nova Montréal since 2013.

I am writing this short message to acknowledge the priceless services provided by your team during this long-term relationship. I would like to express my gratitude especially to my social worker, Dominique, and caregiver, Lea, for their selfless and heart touching services.

Since my family is going through the toughest phase in our lives as our daughter Fajar is inching towards the inevitable. Apart from services, Dominique is helping us with much needed moral support and empathy. I have no words to explain how good and light we feel when we talk to her. As she always takes care of us and even visits Fajar during her hospitalizations, which are more frequent nowadays. It is her openness and professionalism that have enabled even my husband, who is somewhat of an introvert, to open up to her. She is always there to guide us through this ordeal with her advice and material help, whatever is in her grasp and we need. Please accept my heart felt appreciation for the service rendered by your excellent team. Sincerely yours,

Wardah Lone Rehman, mother of Fajar Murtaza, 8.



AUGUST 2016 ACTIVITY

The goal of our first activity for the Children's Respite families was providing them with an opportunity to spend quality time together, while meeting other families going through similar circumstances. Indeed, the daily life of these families is filled with stress: hearing the diagnosis of their child's disease, trips to and from the hospital, hours of providing care.

This activity allowed parents to share precious advice and words of encouragement. One mom did henna for other moms so that they could feel pretty. Two dads shared thoughts regarding their child's diagnosis and one of them succeeded in encouraging the other not to despair. The children played foosball, did crafts, danced and played soccer. All of this was made possible, thanks to Nova's precious volunteers who led every activity. Also, Subway provided us with a delicious lunch of sandwiches and cookies.

Families left the Westmount Recreation Centre with smiles on their faces. What a day!

Dominique Angers-Trottier
Social worker

"Very grateful to Nova for their wonderful staff."

HUMAN RESOURCES FROM APRIL 1, 2016 TO MARCH 31, 2017



87 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))

2,700 hours of volunteer work this year

41 employees

30 home health aides

(Home Support, Palliative Care, Children's Respite) upon availability

5 registered nurses

(2, 3 or 4 days per week)

1 social worker

(2.5 days per week)

5 administrative employees

(3 full-time and 2 part-time at 4 days per week)

NOVA Montréal's human resources bring together all the skills, talents, qualifications, and experience acquired by its staff members and volunteers. This is NOVA Montréal's most important resource in helping fulfil its mission and offer its renowned quality service.

Despite being a small, non-profit organization, NOVA's human resources account for over 39,200 paid hours of service and around 2,700 hours of volunteer work this year. Everyone works with wholehearted dedication and are proud ambassadors of our organization at all levels.

Below are the results of a survey created during our accreditation that was provided to staff members and volunteers.

This survey of all members of our personnel was conducted at the end of February 2016 and generated a response rate of 89%.

RESULTS

I feel involved at NOVA	92%
My environment fosters a good spirit of collaboration	95%
I feel supported in my work	96%
Communications are clear	90%
I am satisfied with the organization's leadership	91%
I am satisfied with the leadership shown by management	93%
Volunteers are treated with respect and consideration	97%
I am satisfied with the safety and quality of my work environment	95%

* Median score based on each indicator relating to staff and volunteer mobilization

VOLUNTEER SERVICES

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 year, our volunteers provided over 2,700 hours of service.

OUR ACHIEVEMENTS. OUR CHALLENGES.



Several significant events occurred this year, the first undoubtedly being the renewal of our third allocation of funds by the organization L'Appui pour les proches aidants d'ainés de Montréal. This grant primarily enables NOVA Montréal to provide support to caregivers of elderly clients whose financial means are limited or who bear a heavy load. In keeping with its mission, NOVA Montréal can help even more members of the community, a feat we are very proud of.

Our accreditation by the Conseil Québécois d'Agrément (CQA) have been renewed for another 5 years (2016-2021). It is based on our mastery of the procedures and policies in the management and quality of our services. This marks a great success for our small organization, with results exceeding our expectations for the recognition of the quality of our services and client satisfaction.

Furthermore, we have dedicated much time and energy to developing our 2016-2019 strategic plan, while simultaneously revising our vision, mission, core values, all of our services and programs, etc.

HERE ARE THE KEY FEATURES OF THE PLAN:

- To continue to increase NOVA Montréal's visibility
- To make sure the community we serve and the partners who support us have a solid understanding of our mission and vision, as well as the role we play as a local community organization that offers in-home care within the public health care system
- To generate enough funds annually by 2019 to cover operational costs so that NOVA can expand our service offer to meet our prime objective



Nova Montréal has a good handle on the means by which to ensure its evolution and longevity.

In light of this, this year we have already met with or contacted around 40 public and community organizations and organized a benefit concert attended by 300 people.

Additionally, we have devoted considerable time and effort to networking with our partners and we are present at several of their round tables, with the primary aim of helping the elderly and caregivers in our community.

Thank you to all our partners and volunteers! The challenges we encounter are constant and unrelenting. It is important that we remain proactive in our search for precious donors who are generously willing to help us. Although our efforts have been greatly rewarded, costs continue to rise exponentially and we still face a great challenge.

Overall, the 2016-2017 fiscal year was very busy, but we are energized by what we've accomplished. Despite the challenges that await us in the future, we persevere in our quest to continuously improve the services we offer to our clients.

IN SUMMARY: THE KEY PRINCIPLES OF OUR LONG-TERM PLAN ARE:

- To build on our strengths—notably, our quality care, rapid and professional responses, and ability to reliably meet the needs of our clientele.
- To promote and provide in-home care centred on the needs and safety of our clients and their caregivers.
- To continue to promote, collaborate, and network with the different CIUSSSs, hospitals, and other organizations in our territory.
- To increase our visibility in the community in order to solidify our fiscal foundation and increase donations to our charitable services.
- To recruit and maintain quality human resources in order to satisfy a growing need for services.
- To maintain our visibility with governmental and para-governmental representatives associated with the financial aid we have already received or could potentially receive.



OUR PARTNERS



We also work in collaboration with several hospitals and CIUSSs, including the Montreal Children's Hospital, the Montreal Jewish General Hospital, the Montreal General Hospital, as well as with the CLSCs of Lasalle and Sud-Ouest-Verdun, the McKay Children's Centre and several other partners.

We work together with several community organizations as well, notably Alzheimer Groupe Inc., Le groupe des aidants du Sud-Ouest and Centre Évasion, etc.

Furthermore, NOVA Montréal is part of several networking groups and round tables, such as TCRAV (Table de concertation des ressources pour aînés de Verdun), and Table des 50 ans et plus de Dorval-Lachine, etc.

OUR CONTRIBUTORS

“ We ourselves feel that what we are doing is just a drop in the ocean. But the ocean would be less because of that missing drop.”

Mère Teresa

Because each drop of water counts—for us and for the needs of our clients and caregivers—a thousand thank yous are in order to our precious donors, foundations, businesses, and sponsors who have continued to support us this year. Without their financial aid, NOVA Montréal would cease to exist. I want to personally thank each and every one of them.

A special thank you is owed to the Fondation de L'Appui pour les proches aidants d'ainés de Montréal and the Fondation des Soins palliatifs Jean Cameron for their generous contributions.

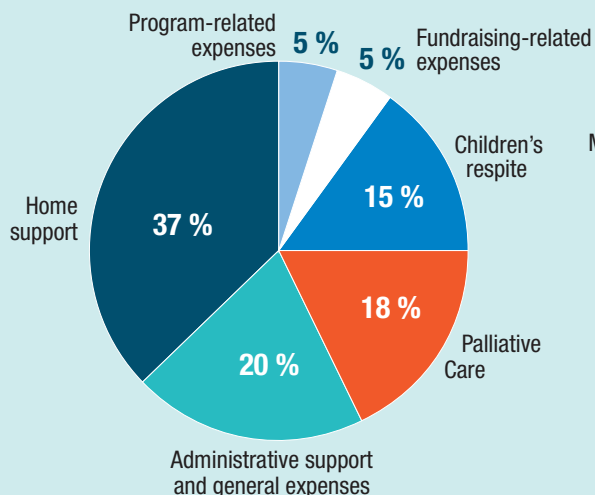
YOU HAVE OUR UTMOST GRATITUDE!



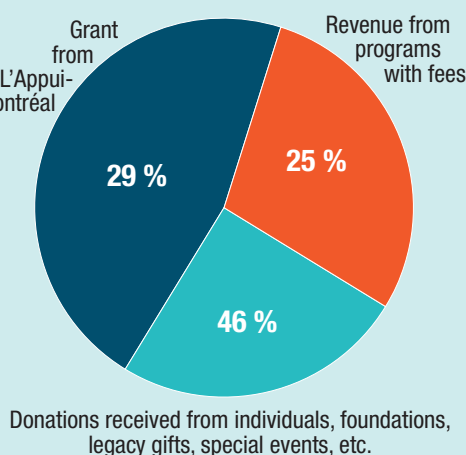
You have our utmost gratitude!

STATISTICS 2016-2017

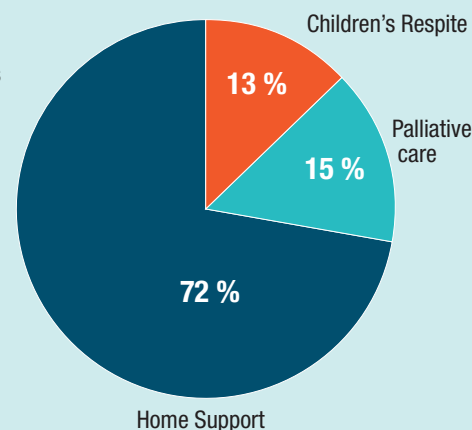
EXPENDITURES OF FUNDS RECEIVED



SOURCE OF FUNDS



HOURS OF CARE AND DIRECT SUPPORT PER PROGRAM





310 Victoria, Suite 403, Westmount, Quebec H3Z 2M9
T: (514) 866-6801 • F: (514) 866-4902
info@novamontreal.com
www.novamontreal.com

THANKS TO
OUR CONTRIBUTORS



Les Auxiliaires de LGM

