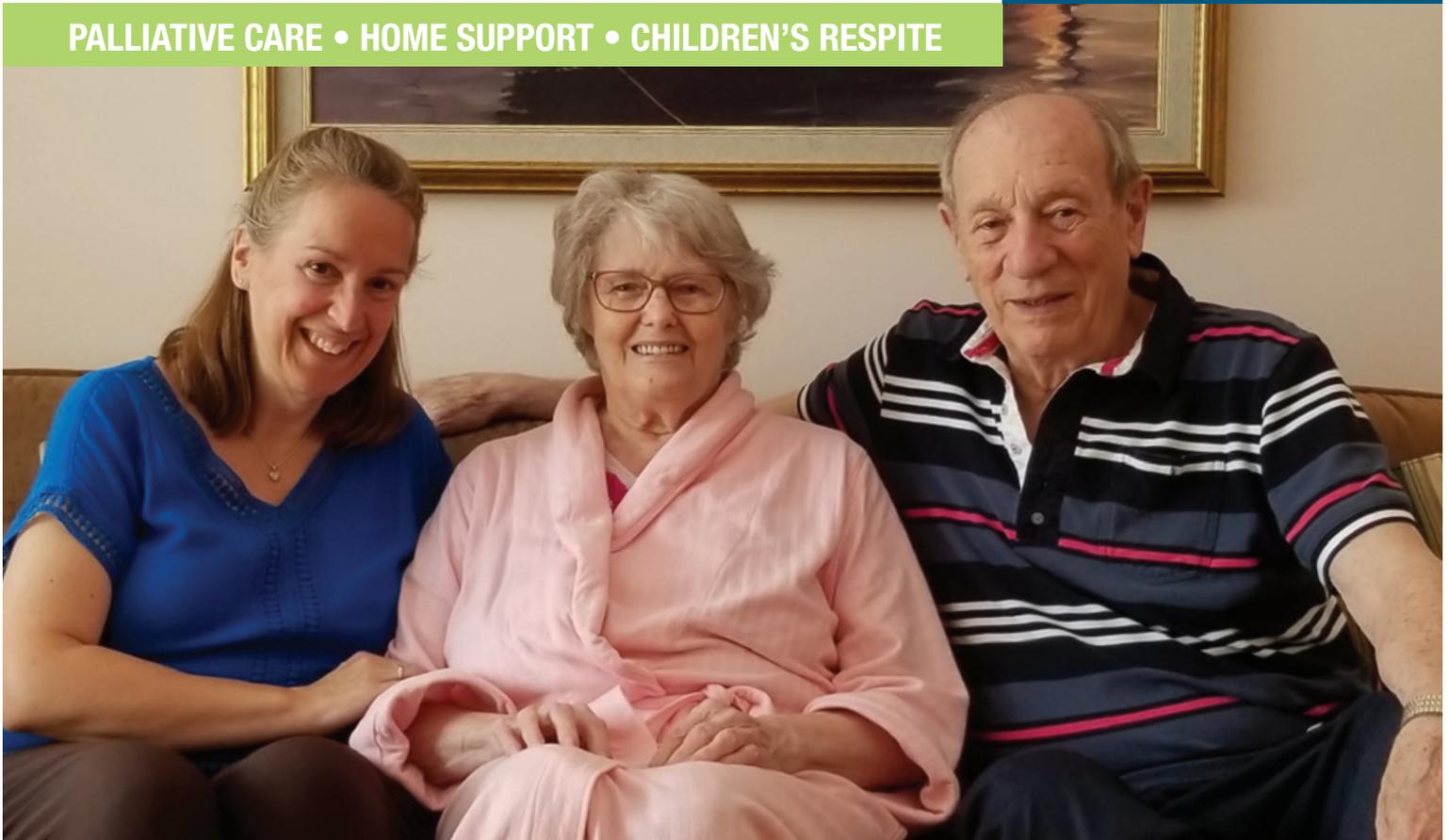


# NOVA

montréal

ANNUAL  
REPORT  
2017  
2018

PALLIATIVE CARE • HOME SUPPORT • CHILDREN'S RESPITE



Hélène Plouffe RN, Yolande McLaughlin (client) and Adrien Landry (husband)

COMPASSION  
& CARE

FINANCÉ PAR

**L'APPU** POUR LES  
PROCHES AIDANTS  
D'AINÉS  
MONTRÉAL

[lappuimontreal.org](http://lappuimontreal.org)

Agréé par:  
**CQA**



**Rosemary O'Grady**  
Executive Director

## A MESSAGE FROM THE EXECUTIVE DIRECTOR

This past year has been an exciting time of transition and growth for the team at NOVA Montréal. I proudly assumed the position of Executive Director in November of 2017 after the retirement of Marie-Claude Mainville - a passionate and dedicated leader who accomplished so much during her 21 year career at NOVA as ED and as a nurse.

Prior to working with the organization, I had always known of the important role that NOVA played within the health care community. However, it was only once I started being on the inside, experiencing the day to day requests, that I came to comprehend the tremendous need within the community for our services.

Each week we receive referrals from our health care partners or from family members in distress, often adult children calling to find out about home care help for their aging parents. We also receive telephone calls from overwhelmed parents needing assistance for their chronically ill children at home. It quickly became apparent how important NOVA is in the community.

One of the key elements that continues to set NOVA apart is our ability to provide palliative care nursing expertise 24/7 with an on-call support program for patients at the end of life. Nurses provide excellent and timely symptom management, evenings, nights and weekends, through home visits and/ or through telephone support when needed. The client and family know that they can call and the NOVA nurse will respond quickly. The provision of quality symptom management through our qualified palliative care nursing team is critically important at the end of life and remains a priority objective for the organization.

I have also witnessed first-hand the great benefit that clients and caregivers receive through our Home Support and Children's respite programs. Family members, friends and neighbours often fill in the gaps that our health and social systems are unable to meet. Over time, this can create situations of fatigue and at times exhaustion. Through the support of L'Appui as well as our generous donors, we are able to provide respite services to these caregivers, who play such an important role in the lives of those who are ill.

The Board of Directors, the staff at NOVA as well as the clients and caregivers sincerely thank all of those who have supported these programs over the past year.

In closing, I would like to express my deep gratitude to the Nurses, Home Health Aides, Volunteers, Social Worker and Administrative Assistant who work daily with our clients and families. Their caring approach, professionalism, clinical expertise and for always putting the needs of our clients and families first, I thank you. We are very fortunate to have them on the team at NOVA. 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 - to provide compassion and care for the less fortunate in our community.





**Nancy Wells**  
President of the  
Board of Directors

## A message from the President of the Board of Directors

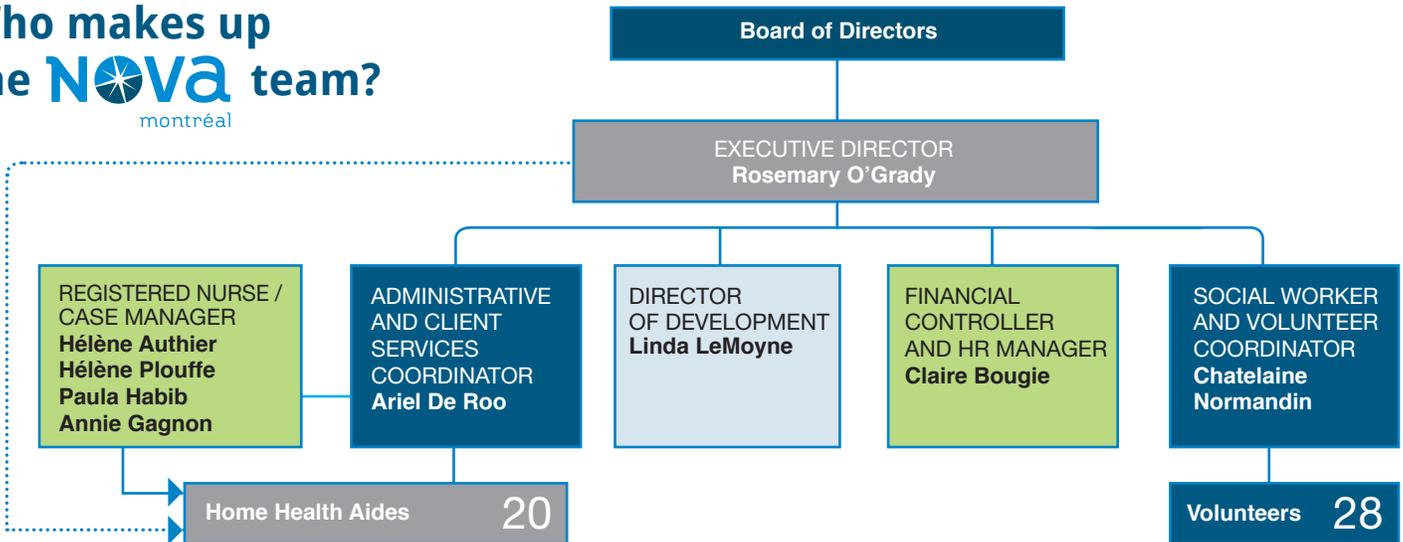
It has been a year of change here at NOVA Montréal. Led by our new Executive Director, Rosemary O’Grady, the staff and Board have worked diligently to maintain the high quality of home health care offered to our diverse client base. We continue to face funding challenges, but thanks to our many generous donors, including individuals, foundations and corporate donors, we have managed to increase levels of financial support and slightly decrease our annual operating deficit.

As we begin the 2018-2019 fiscal year we will persist in our efforts to source new funding opportunities and continue to work to be as efficient as possible in delivery of services.

After 4 years as President, my mandate has come to an end. I look forward to continuing on as an active board member and supporting NOVA. I wish to thank my fellow board members and all the wonderful and dynamic staff at NOVA for allowing me to have this opportunity. I have learned so much during this time and broadened my knowledge of home health care. It has been a pleasure to work alongside such a dedicated group of employees and volunteers.

Nancy

## Who makes up the NOVA team?



### BOARD OF DIRECTORS

- President**  
Nancy Wells
- Treasurer**  
Lois Miller
- Secretary**  
Susan Magor
- Directors**  
Dr. Geneviève Dechene  
Mélanie Drew  
Dr. Tanya Fitzpatrick  
Dr. Patricia Forbes  
Jean-Pierre Picard  
Christopher Pickwood  
Dr. Patricia Riley  
Valérie Schwartz  
Victoria Trim  
Randy Witten

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

### CLIENT SATISFACTION FOR NOVA MONTRÉAL INDICATORS (2017 Survey)

**RESULTS:**

Client Relations .....	<b>93 %</b>
Professional Performance ...	<b>94 %</b>
Service Organization .....	<b>82 %</b>

## 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.



## VISION

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

## 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:** 58% of our clients were women and 68% of caregivers were also women.

**Age:** 48% of our clients were over age 65 and 26% were over age 75.

**Langues:** 45% of our clients were Francophone, 46% were Anglophone, and 9% were Allophone. The Allophone clients came from over 13 cultural communities.

# NOVA MONTRÉAL PROGRAMS



## STATISTICS 2017-2018

**4**

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

**207**

clients seen this year

**127**

new clients

**3,294**

home nursing visits

**4,080**

hours of service (visits, phone calls, coordination)

**83**

clients received 204 hours of services during on-call times on week-ends, nights or evenings

**44%**

of the clients in the palliative care program died at home

# PALLIATIVE CARE PROGRAM

This program addresses the needs of individuals diagnosed with cancer or other advanced chronic illnesses who are at the end of life and who wish to remain at home 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. All nursing visits are free of charge.

Caregivers of clients who are 65 years of age and over can also receive respite services (day, evening and night) provided by our competent home health aides who are trained in palliative care. The cost of service is based upon a sliding scale and ranges from free service to \$10/hour, \$17/hour, and \$23/hour. Clients with a lower revenue base can qualify for the reduced rates. Rates will be modified for the 2018-2019 fiscal year.

In the 2017-2018 fiscal year, 207 palliative clients received 3,294 hours of in-home service. Among them, 83 clients received 204 hours of 24-hour emergency service on evenings, nights and weekends.

This year, with the support of our nurses, 44% of our palliative care clients died in their home. This is a significant achievement, given that within the province of Quebec almost 80% of individuals die in hospital. A strong partnership between the CIUSSSs and NOVA Montréal is a key measure towards improving this reality.

This year, with the help of our nurses,  
**44%** of our palliative care clients  
died in the comfort of their home.

*"I chose to work for NOVA because NOVA is a charitable organization that has pursued - for more than a century - the very challenging mission of bringing help to dying people and sick children as well as their family, going through these very difficult times with them. As a NOVA Palliative Care Nurse, I have the privilege of accompanying these persons and their families and sharing with them moments of unique richness and intimacy. Relieving the pain of a dying patient or listening to the caregiver is an honor that gives a very special meaning to my life. It is not always easy, but I have the invaluable opportunity to work in accordance with my convictions. Thank you to all the families who allow me to enter their homes during these difficult times."*

Hélène, RN at NOVA

### QUOTE FROM A PALLIATIVE CARE CLIENT:

*"What a joy to know NOVA! The care I received from your nurses is invaluable. I thank you for accompanying me in this difficult time of my life. I am very grateful to you."*

From a very satisfied patient,  
Raymond Danis

## 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-six hours per week of respite care. These services are offered for free.

In the 2017-2018 fiscal year  
**29 families** received **3,408 hours** of service

*"We are the parents of Éloïse Baxter, a 6 1/2 year old little girl with a very rare genetic syndrome requiring full-time care.*

*Éloïse spent her first 16 months in the PICU of the Montreal Children's Hospital. Upon her (our) release, NOVA allocated hours to us by way of a Home Health Aide, Valérie, to help us transition from hospital to home and to help manage Éloïse's care.*

*This support was absolutely essential to our week to week routine and NOVA was a pillar of security for our family.*

*We, and more importantly, Éloïse, continue to rely on NOVA and we are grateful for its employees and administration for their support and compassion for people in need."*

Éloïse Baxter

Geneviève Turcotte (Mother) and Graham Baxter (Father)

### STATISTICS 2017-2018

**29**  
families received an average of  
of 3-6 hours of respite  
per week

**1,230**  
Home visits

**3,408**  
hours worked

### Source of referrals 2017-2018 for all programs

REFERRALS FROM CLSCS		Family/friend/self	12
LaSalle	38	Hospitals	9
Verdun	30	Alzheimer Group (AGI)	7
René-Cassin	30	Groupe des aidants de sud-ouest	2
St. Henri	5	Other	3
Pointe St. Charles	5		
Other	10		

## HOME SUPPORT PROGRAM



### STATISTICS 2017-2018

**20**  
Home support workers

**94**  
clients received personalized services according to their needs and the needs of their caregivers

**4,121**  
homes visits

**15,010**  
hours of services

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 lower-income families, as well as to caregivers who shoulder a particularly heavy burden. The cost of service is based upon a sliding scale and ranges from free service to \$10/hour, \$17/hour, and \$23/hour. Clients with a lower revenue base can qualify for the reduced rates. Rates will be modified for the 2018-2019 fiscal year.

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

*"I would like to express my gratitude for the emotional sharing, professional support, caring attention, timely advice, strong links, warm exchanges and the unconditional dedication of the entire NOVA team. Without this service, I know that my mother would no longer live in dignity."*

**Mme. Bournivale's daughter**

Thank  
you to  
our  
donors

NOVA Montréal relies on the generosity of donations and community support to ease the burden that chronic and terminal illnesses have on clients and their families.

This past year 42% of NOVA's operating budget came from our donors. Without this level of support the organization simply could not function. This funding from our loyal donors ensures that our services are available to those who need them most.

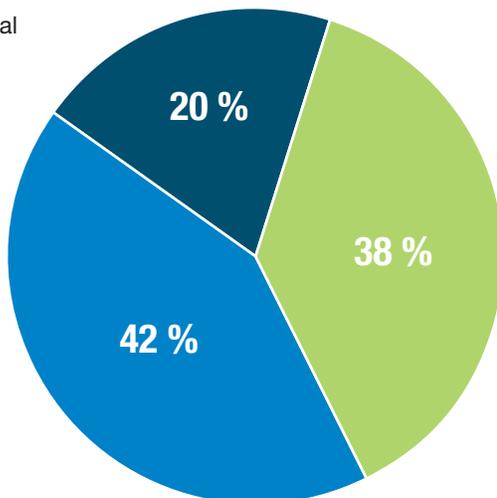
Thank you to the following donors for their significant gifts to NOVA Montréal during the past fiscal year April 1, 2017- March 31, 2018.

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

## STATISTICS 2017-2018

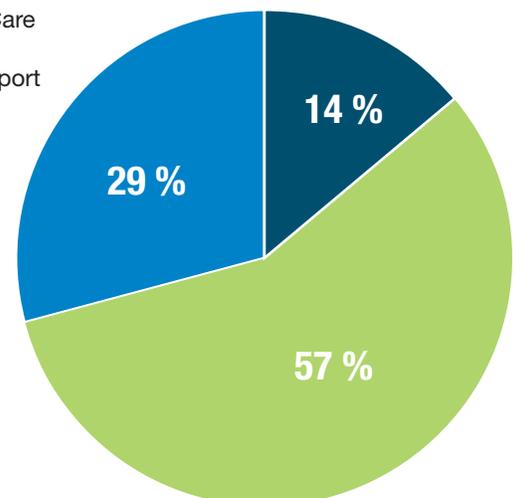
**SOURCE OF FUNDS**

- Grant from L'Appui-Montréal
- Revenue from programs with fees
- Donations received from individuals, foundations, legacy gifts, special events, etc.



**PROGRAM COST ALLOCATION**

- Palliative Care
- Home Support
- Children's Respite



# HUMAN RESOURCES 2017-2018



## 25 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)

## 600 hours of volunteer work this year

## 29 Employees

## 20 Home Health Aides

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

## 4 Registered Nurses

## 1 Social Worker/ Volunteer Coordonator

## 4 Administrative Employees

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.

We are grateful to have received over 600 hours of volunteer work this year. Everyone works with wholehearted dedication and are proud ambassadors of our organization at all levels.

We are very pleased to welcome new members to our clinical team! Paula Habib brings forth a great expertise in home care, having worked in community nursing for over 15 years. Annie Gagnon, brings over 18 years of palliative care nursing expertise to the clients and families at NOVA. In addition, with the continued support of L'Appui, we have a new Social Worker and Volunteer Coordinator. Chatelaine Normandin joined the team in November and has quickly integrated into her new role. She provides compassionate, skilled, psychosocial support to the caregivers of both our palliative care and home support clients. In addition, we have also recruited a number of new professional Home Health Aides, Niasha Jack, Elaine Le, and Marlyn Dalmaceda. We welcome all new staff to the NOVA team!

## 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 600 hours of service.**

## A NEW SUPPORT GROUP



NOVA Montreal is very pleased to announce that the **Connie Moisan Bereavement Support Group** will begin within the next few months. Our new Social Worker, Chatelaine Normandin, has been working very hard to develop and launch this important program. Promotional information, a needs assessment, a pre-screening form, a consent form and a Bereavement support group evaluation form have been created to ensure a positive result.

In conjunction with a NOVA volunteer, Sharyn Katsof, Chatelaine has finalized the details to hold the support group at the **Montreal Museum of Fine Arts (MMFA)**. Louise Giroux and Stephen Legari from the MMFA were instrumental in the development of the partnership with the museum.

Along with providing the space to NOVA for free, the **MMFA** has generously offered the services of Stephen Legari, who is also an Art therapist, to present an art piece combined with a brief activity (encourage thoughts, reflections, emotions, sensations, etc.) during the course of every Bereavement Support Group session. Our team is developing a close relationship before we launch the project. As they expressed: "We want you to feel at home at the Museum".



We have informed our vast community (CLSCs, Hospitals, community organisations, funeral homes) of this new pilot project through social media, email and face to face contact in order to begin the recruitment process. The meetings will commence as soon as we identify a minimum of 8 participants who will benefit from this support group.

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