



**ANNUAL
REPORT**
2018
2019

PALLIATIVE CARE • HOME SUPPORT • ADULT & CHILDREN'S RESPITE



**COMPASSION
& CARE**



L'APPUÏ



A MESSAGE FROM THE PRESIDENT



SUSAN MAGOR

CELEBRATING 121 YEARS OF COMMUNITY SUPPORT

A year ago, I assumed the position of President of the Board of Directors of NOVA Montréal. Nancy Wells, now continuing as Past President had completed a challenging four-year mandate providing exceptional leadership and commitment for which we are extremely grateful. At that time we welcomed two new board members, Thomas Schlader and Mathieu Sirois each of whom brings valuable expertise and experience.

2018-2019 was a year of transition and growth. From staff changes, including the resignation and recruitment of an Executive Director to exceptional donations and challenging projects, NOVA Montréal has embraced the evolution. I wish to thank especially the administrative staff for ensuring that the day to day operations flowed effortlessly and the Board members who rolled up their sleeves to help with this transition.

After a far too short a time with us, Rosemary O'Grady our Executive Director stepped down in January to pursue a new career opportunity as the first Executive Director of St Raphael's, a new Palliative Care Hospice in Outremont expected to open this summer.

On April 8, after an exhaustive search, we welcomed our new Executive Director, Patrice Geairon. Originally from Paris, Patrice brings extensive experience as a nurse manager in both Montreal and Paris. He is a clinical nurse specialist, certified in organizational management with twelve years of experience in team management in oncology, intensive care, palliative care and mental health.

We also welcomed new staff members to our team: Susan Crawford, Financial Controller and HR Manager, and Dominique Gohier, Clinical Nurse who will be leading the NOVA team in the Blue Cross Programme.

With our aging population many of whom suffer from chronic diseases, palliative care is becoming one of the most pressing issues in our society.

This past year Québec Blue Cross approached NOVA Montréal to develop and launch a credited training and mentoring palliative care program to home care nurses in

the public health system across the province. With a pledge of \$1.25 Million over a period of five years the goal is to provide quality nursing care to support patients and their families wishing to spend their final days at home.

Along with our excellent reputation, one of the key elements that continues to set NOVA apart from CLSCs and private home care businesses is our ability to provide on-call 24/7 palliative care nursing to patients at the end of life.

We are very grateful for the continued funding by L'Appui. This past year we were 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 seniors as well as the caregivers of gravely ill who face particularly heavy burdens. Thanks to this funding, we have been able to provide free or subsidized 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.

The Board of Directors, the staff at NOVA Montréal and the clients and caregivers we serve sincerely thank all who have supported us over the past year.

In closing, I would like to express my pride and gratitude to our NOVA team, the nurses, our social worker, Home Health Aides and Administrative Staff who work daily with our clients and their families. For your caring approach, professionalism, clinical expertise and always putting the needs of our clients and families first, I thank you. It is you who make NOVA Montréal the great organization that it is and has been for the past 121 years.



PATRICE GEAIRON
EXECUTIVE DIRECTOR

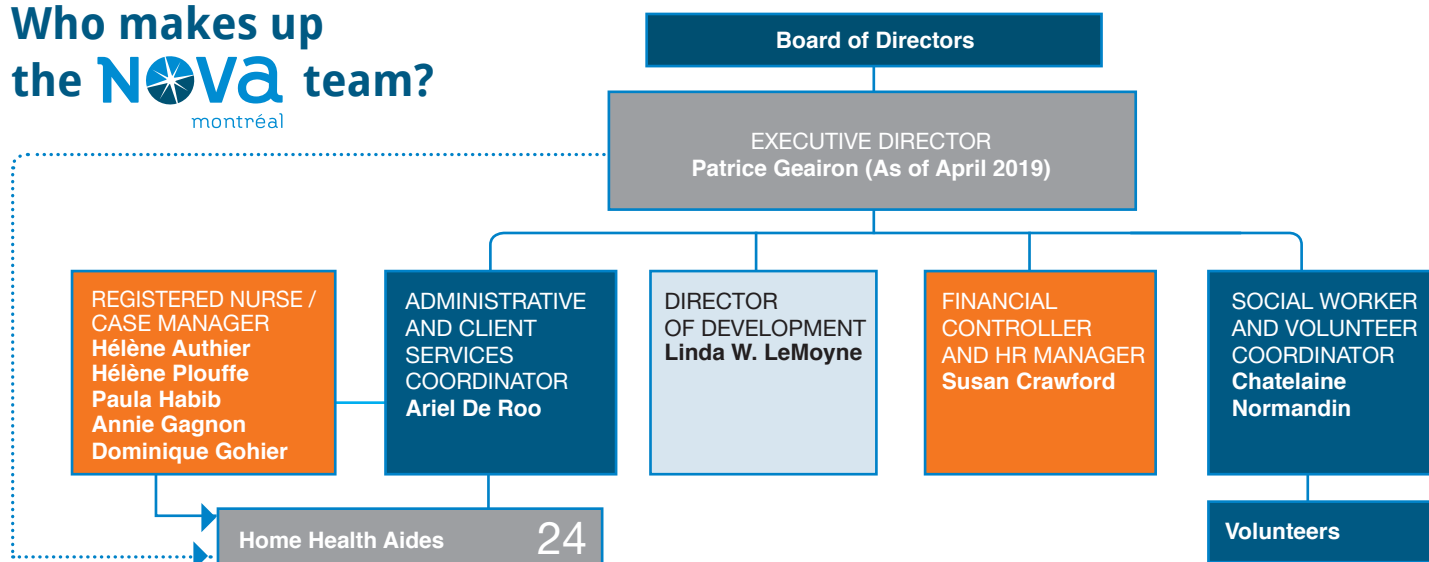
LEADERSHIP AND TEAMS

We are pleased to welcome our newest member to our leadership team, Patrice Geairon, NOVA Montréal's new Executive Director (as of April 2019).

During his career as a nurse at the Curie Institute in Paris, St Mary's and the Lakeshore General Hospitals in Montreal, Patrice specialized in areas including change management, strategic planning, staff development and budget control. In addition, he has been a member of the management committee in oncology and palliative care of the CIUSSS ODIM. He has a positive reputation within the community as a thoughtful and forward-thinking leader.

Welcome Patrice!

Who makes up the NOVA team?



BOARD OF DIRECTORS

President

Susan Magor

Past President

Nancy Wells

Honorary Treasurer

Lois Miller

Honorary Secretary

Randy Witten

Directors

Dr. Geneviève Dechêne

Melanie Drew

Dr. Tanya Fitzpatrick

Dr. Patricia Forbes

Jean-Pierre Picard

Dr. Patricia Riley

Thomas Schlader

Valerie Schwartz

Mathieu Sirois

Nancy Wells

NOVA'S NURSING TEAM WELCOMES PATRICE!

Annie Gagnon,
Dominique Gohier,
Hélène Authier,
Patrice Geairon,
Hélène Plouffe
and Paula Habib



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.



*"This organization was so good to my mother,
I will forever be grateful."*

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: 62% of our clients were women and 65% of caregivers were also women.

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

Languages: 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 2018-2019

30
families received an average of
of 3-6 hours of respite
per week

1,230
Home visits

2,859
hours worked

168
volunteer hours

CHILDREN'S RESPITE PROGRAM

In Montreal, there is little support for parents of children with a chronic illness or with physical or intellectual disabilities. Nineteen years ago, NOVA Montréal decided to fill the gap left by the healthcare system by setting up its 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.

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

The HHAs provide an average of three-six hours per week of respite care
These services are offered free of charge.

This year, with the help of our nurses, HHAs and volunteers **30 families** received over **3,027 hours** of free service

Source of referrals 2018-2019 all programs

CLSC René-Cassin – Cavendish	60
CLSC Verdun	38
CLSC LaSalle	29
CLSC Benny Farms	18
CLSC NDG-Côte-St-Luc	17
CLSC CDN	16
CLSC St-Henri	10
CLSC Lachine	5
CLSC Pointe-St-Charles	1
Hospitals	33
- St. Mary's (9)	
- Jewish General (8)	
- Mount Sinai (6)	
- Montreal General (5)	
- MUHC Glen (3)	
- Children's (1)	
Family/friend/self/NOVA staff	22
Other	5
- McKay Centre (3)	
- Marie-Enfants (2)	3
Alzheimer Group (AGI)	

NOVA MONTRÉAL PROGRAMS



STATISTICS 2018-2019

5

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

38%

of the clients in the palliative
care program died at home

259

clients seen this year

195

new clients

4,809

home nursing visits

5,235

hours of service
(visits, phone calls, coordination)

83

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

168

volunteer hours

PALLIATIVE CARE PROGRAM

One of the key elements that continue to set NOVA Montréal apart from CLSCs and private homecare businesses is our ability to provide **palliative care nursing expertise 24/7** with an on-call support program for patients at the end of life. This allows our nurses to provide excellent and timely symptom management which is critically important at the end of life and remains a priority objective for our nursing team. No other organization offers this service in our territory.

NOVA Montréal's Palliative Care 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 24/7 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. This service is offered with a sliding scale.

This year, with the help of our nurses,
38% of our palliative care clients
died in the comfort of their home.

BEREAVEMENT SUPPORT GROUP

NOVA Montreal's first bereavement support group was held at the Montreal Museum of Fine Arts. Nine participants meet bi-weekly sessions for a total of 8 sessions.

They actively participated in the goals of the group which allowed those who have lost a loved one to help make sense of their experience, create a safe place fostering mutual aid, and to develop strategies to cope with on a grief daily basis.

The result of the anonymous group evaluation at the very end of the group showed that 100% of the participants appreciated the art therapy activities, the themes chosen, the participation of others, the role of the facilitator and that the group responded to their expectations.

The next Bereavement support group at the Montreal Museum of Fine Arts will begin in August 2019. NOVA Montréal is interested in offering a separate group in French as well.

Connie Moisan
Bereavement Program

MUSÉE DES
BEAUX-ARTS
MONTRÉAL

HOME SUPPORT AND RESPITE



NOVA Montréal's Home Support and Respite program offers respite and support to caregivers of people with chronic illnesses such as Alzheimer's disease, Multiple Sclerosis, strokes, cancer, and frail health.

On a scheduled basis, trained NOVA Montréal home health aides will help with daily activities such as personal hygiene, physical and mental wellbeing, treatment, medication and other activities in the home. Caregivers can take worry-free time off to run errands, keep appointments or simply relax.

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.

Thanks to funding from L'Appui Montréal, we are currently able to offer our services on a sliding scale.

L'APPU

STATISTICS 2018-2019

24
Home Health Aides

73
clients received personalized
services according to their needs
and the needs of their caregivers

4,121
homes visits

12,933
hours of services

This year, **24 home health aides**
provided a total of **12,933 hours**
of direct services

"I'm sharing this because I think great services should be made known, especially in the health and wellness sector. And unfortunately, many of my friends have or know a loved one affected by dementia. I can't say enough about NOVA Montréal, every time my Mom's caregivers walked in the door I knew that she was in good hands. It was never, "what are we going to get today?", as it can be with rotating caregivers. They tried their best to provide the same people and to this day, even though my Mom's not with us now, we still keep in touch with ours like family. From how selective NOVA is with the caregivers they hire to the scheduling and reliability, and the caring, we still have such appreciation for all they provided for Mom, as we did our best to keep her close to us and in her home. Loneliness has got to be one of the worst parts of this stage of life, never mind not being well."

NOVA's caregivers really brought life into the house and we knew the care was always #1, so we could relax if we were not around, knowing she was in good hands."



HUMAN RESOURCES 2018-2019

STAFF RECOGNITION FOR YEARS OF SERVICE

Marie-Villette Jourdain,
Ariel De Roo,
Sharlene Olscamp,
Valérie Martineau,
Clive Smith,
Myrna Hutchins



34
Employees

24
Home Health Aides
(Home Support, Palliative Care, Children's Respite) upon availability

5
Registered Nurses

1
**Social Worker/
Volunteer
Coordinator**

4
**Administrative
Employees**

(Executive Director,
Director of Development,
Financial Controller and HR
Manager, Administrative and
Client Services Coordinator)

NOVA Montréal is proud of its diverse, committed and respectful staff and volunteers. Thanks to the dedication and expertise of our nurses, home health aides, administration as well as the devotion of numerous volunteers, we continue to be recognized as a unique resource in the community.

After a short time with us, Rosemary O'Grady stepped down in January as Executive Director to pursue new career opportunity with a soon to be opened Palliative Residence in Outremont.

NOVA's new Executive Director, Patrice Geairon is scheduled to start April 2019. We also welcomed new staff members to our team: Susan Crawford, Financial Controller and HR Manager, and Dominique Gohier, clinical nurse.

This past year saw the challenge of recruiting qualified Home Health Aides especially for NOVA's Francophone clients. NOVA is actively recruiting to fill these important members of the team.

VOLUNTEER SERVICES

35

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

THANK YOU

to our member of Parliament,
The Honourable Marc Garneau,
Notre-Dame-de-Grâce — Westmount



During this year's Nation Volunteer Appreciate Week, NOVA Montréal volunteers were treated to an afternoon at the Montreal Museum of Fine Art for a private tour and activities.

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.

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.



NOVA Montréal is pleased to announce a grant from the New Horizons for Seniors Program which is part of Employment and Social Development Canada.

NOVA Montréal's project, called **Ambassadors for the Support of Elders** will be organized by our social worker/volunteer coordinator. It will encourage citizen participants of all ages, especially independent seniors to get involved in volunteering with vulnerable seniors.

The planning and implementation of the project will be carried out by a group of seniors, senior caregivers and non-seniors. The team will meet regularly over coffee to discuss strategies on how to develop and maintain greater volunteer participation of those aged 55 and up. NOVA's project will help to enhance the quality of life of seniors, break their social isolation and provide them with someone to talk to. The project's overall aim is to sensitize the population to the plight of vulnerable seniors and their needs.

COMMUNITY INITIATIVES:

JOHN MOLSON SCHOOL OF BUSINESS, CONCORDIA UNIVERSITY - COMMUNITY SERVICE INITIATIVE (CSI)

Dave McKenzie,
Founder and Coordinator,
Community Service
Initiative (CSI),

Jean-Simon Castonguay
MBA candidate,

Karolyn Courville MBA
candidate and Chaim

Kuhnreich Phd candidate
Supervisor CSI

NOVA Montréal was honoured to welcome two MBA students - Karolyn Courville and Jean-Simon Castonguay from the Community Service Initiative (CSI) program of the John Molson School of Business (JMSB), Concordia University.



THANK YOU,
Karolyn and
Jean-Simon!

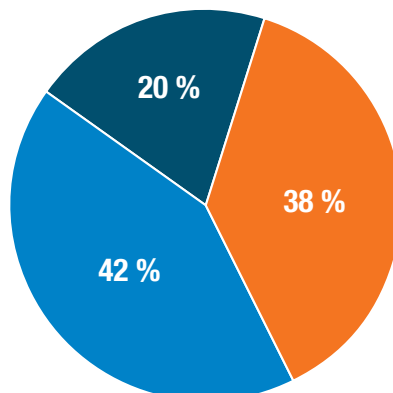
The CSI program encourages and promotes community service and links the resources of the JMSB with the needs of non-profit organizations.

Over a three-month period, Karolyn and Jean-Simon developed a marketing and communications plan for NOVA Montréal. It focused on how to make its brand more visible, create awareness about the positive impact of its programs and services among key stakeholders in the community: e.g. community groups, foundations, and businesses, and to lay the foundation for expanding its donor base and fundraising efforts.

STATISTICS 2018-2019

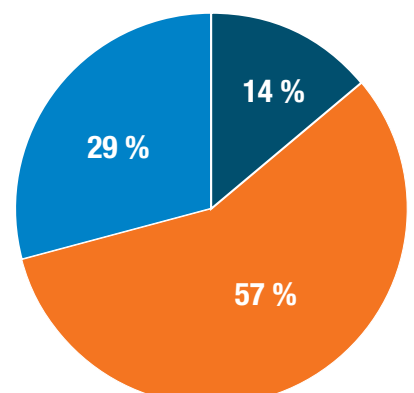
SOURCE OF FUNDS

- 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



DONATION AND FUNDING



We are very proud to share that we have a donor retention rate of **62%**. The Canadian national average is 46%.*

*2018 Fundraising Effectiveness Survey Report 2019

THANK YOU TO ALL OUR DONORS

NOVA Montréal relies on the generosity of donations to fund its in-home nursing care. All the money raised allows NOVA to help seniors, adults and children receive care surrounded by their loved ones, in the peace and privacy of their own homes.

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, 2018- March 31, 2019.

\$250,000 +	\$10,000 - \$14,999	\$1,000 - \$4,999
L'Appui Québec Blue Cross	Adair Family Foundation Altru Foundation Inc. First International Italian Spiritual Temple of Canada Mathieu Sirois Montreal General Hospital Auxiliary of the McGill University Health Centre Zeller Family Foundation Zhubin Foundation	Azrieli Foundation Barry Friedberg Carole Delisle Christopher H Pickwood Christopher J. Winn David L. Torrey Drummond Foundation Edifice 310 Victoria Emeral Investments Inc. Employment and Social Development Canada Gustav Levinschi Foundation Hay Foundation Irish Protestant Benevolent John Baker Fellowes Family Foundation Marchand, Fairchild, Blais Financial Services Inc. Nancy Wells Owen Gibbons Patricia A Forbes Power Corporation of Canada Randy Rotchin Susan B. Magor Turley-Wells Family Fund
\$100,000 - \$249,999	\$5,000 - \$9,999	
Louise & Alan Edwards Foundation	Birks Family Foundation Foundation of Greater Montreal Hylcan Family Foundation Jacques Nolin Peacock Family Foundation	
\$35,000 - \$99,999		
George Hogg Family Foundation		
\$20,000 - \$34,999		
Blain-Favreau Foundation Tenaquip Foundation		
\$15,000 - \$19,999		
Cole Foundation		



Josiane Cousineau, Director of Marketing, Quebec Blue Cross and Patrice Geairon, Executive Director NOVA Montréal

This past year Québec Blue Cross took notice of NOVA Montréal's palliative care program and its important impact on the community. We are delighted to announce that NOVA Montréal has been awarded a pledge \$1.25 Million to development and launch the Blue Cross Home Palliative Care Mentorship Program. This initiative is part of the Blue Cross's commitment to contribute to the health and well-being of our communities across Quebec by supporting organizations that are committed to improving the quality of life of those in need.

The Blue Cross Home Palliative Care Mentorship Program is unique to Québec in offering free, accredited training by NOVA Montréal to palliative homecare nurses across the province. The goal of this program is to enable nurses to receive free training to better support people at the end of their lives at home.

More and more people at the end of their lives express the desire to live their last moments at home. However, to ensure that these patients receive services adapted to their condition, it is important that health professionals are able to provide quality palliative care adapted to the realities of the home outside of hospitals.

This unique program in Quebec will help meet this need by offering free and accredited training for home care palliative care nurses at local community service centers (CLSCs) throughout the province. It will be deployed over a period of 5 years.

This program will commence in September 2019 by videoconference lead by NOVA Montréal's clinical nurse Dominique Gohier. Highlights of the training will include:

- Theoretical training given at NOVA Montréal, CLSCs or by videoconference
- Clinical mentoring for nurses who want to accompany NOVA Montréal nurses home visiting
- Telephone accompaniment for immediate support from NOVA Montréal specialists

Through this program, NOVA Montréal will allow more people at the end of life to receive services that meet their needs, in the environment they have chosen.

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