



ANNUAL REPORT 2016

The values of

NOVA
montréal

Agréé par:
CQA



Marie-Claude Mainville
Executive Director

A MESSAGE FROM THE EXECUTIVE DIRECTOR

for the fiscal year of
April 1, 2015, to March 31, 2016.

“For me, participation means working in order to achieve the desired goals – and I personally feel responsible for the outcomes,”
as expressed by a NOVA Montréal employee.

This year, we had a debate concerning NOVA Montréal’s core values, in which the board of directors and employees at all levels of the organizations participated. We asked what these values represented to them in their work and the results are becoming clear. These values are in the process of being revised and discussed, and so far, we are proud of the results. This experience proves to us that we all share the desire to give our best in order to improve the daily lives of our clientele. Upon reading this report, you will see the variety of ways in which these values are put into practice in the programs and services that we offer to the community.

This year, we have also undertaken the process of renewing our accreditation with the Conseil Québécois d’Agrément (CQA). A revision of our policies and procedures will be followed, in October 2016, with an evaluation by the CQA. In this manner, NOVA Montréal plans to define its values and commitment in terms of quality, thereby maintaining an efficient, responsible, and goal-oriented management system, all without losing sight of continued improvements in the quality and safety of the services offered. Our clients and their caregivers were able to provide feedback on their level of satisfaction for the services they received and we were very pleased with the results detailed in this report.

The two grants that we have received from L’Appui Montréal will enable us, in the context of our mission, to meet the needs of low-income members in our community until March 2017. Consequently, we have been able to expand our free-of-charge respite services for caregivers of low-income seniors, and for those who carry the heavy burden of caring for the terminally ill. These services fall under our Palliative Care and Home Support programs and, here too, we are very proud of the results that we have obtained.

From an organizational standpoint, we have welcomed a new recruit, a social worker, into our healthcare team, so that we can offer additional support to our clientele. She has joined our Program Manager Nurses who work in collaboration with the qualified Home Health Aides and the devoted volunteers. Together, they aim to perform actions that have concrete, practical, and positive outcomes on the quality of life and health of our clients and their caregivers.

Our challenges for 2017: we face several economic and social issues, such as an aging population, which is increasing more rapidly than the availability of public home support. The demand is great, but we are well positioned to face these challenges!

Nevertheless, we still need your help more than ever; our challenges include the incessant increase in the costs of hiring qualified workers, as well as retaining the loyalty of our donors, and finding ways to increase the amounts donated. This year, thanks to the generosity of our donors, there has been a noticeable increase in donations from individuals and we have received financial backing from additional foundations.

A special thank you to our generous individual donors, to the foundations, and to the business people who actively encourage and support our cause.

It is with a great deal of pride that I wish to highlight the dynamic energy of our teams who spare no effort, at every level of the organization: our office employees, healthcare teams, members of the board of directors, and, of course, our invaluable volunteers. A big Thank You to one and all!

**Discover how NOVA’s core values are put into practice!
Wishing you a pleasant read!**



VISION

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

MISSION

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

FUNDAMENTAL VALUES

RESPECT

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



COURAGE

We have the strength to be independent and unique.



PARTICIPATION

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



CARING

We serve with empathy and compassion.



NOVA MONTRÉAL TERRITORY

Our services are offered in the territory bordered by St-Denis Street to the **East**; 32nd Avenue, 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 the members of our community who qualify for 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 and our nurses and client care attendants are able to expertly adjust so as to provide quality care.

THIS PAST FISCAL YEAR:

Gender: 53% of our clientele were women and 64% of caregivers were also women.

Age: 76% of our clientele were more than 65 years of age and 43% were more than 80 years old.

Languages: 57% of our clients were Francophone, 42% were Anglophone, and 1% did not speak English or French.

12% of our Allophone clientele came from 18 different cultural communities. The most common languages spoken amongst them were: Italian (17), Mandarin or Cantonese (4), Greek (6), Spanish (5), Polish (4), Romanian (2), Punjabi (4), Urdu (2), etc.

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



GENERAL INTRODUCTION

This concerns the second accreditation of the CQA. The survey took place between February 5 and February 21, 2016. A total of 90 clients or caregivers agreed to participate in the survey.

PROFILE OF THE RESPONDENTS

The majority of respondents were between the ages of 45 and 64, or else 75 and over; 78,89% of respondents were female, and 78,89% were either the spouse or a child of the person receiving care. A further breakdown of the numbers reveal that 81,11% of respondents benefitted from palliative care services.

THE FINDINGS

STRENGTHS

We are very proud of the results obtained, particularly with respect to client relations, the professionalism of services provided, and the organization of the services. The results are superior to those obtained in 2011.

WEAKNESSES

Despite positive results, we want to improve on the following:

- Better explanations to clients about security measures and how to prevent falls.
- A clearer presentation of all our client services and programs.
- Better inform clients about illness-related resources and support groups.

Client satisfaction for NOVA Montréal (rounded numbers)

INDICATORS	NOVA Montréal n=90 (2016 Survey)	NOVA Montréal n= 113 (2011 Survey)
	RESULTS	RESULTS
CLIENT RELATIONS	97	95
• Respect	97	95
• Confidentiality	97	97
• Empathy	96	94
PROFESSIONALISM OF SERVICES	95	91
• Reliability	95	93
• Accountability	92	88
• Reassurance	95	92
• Connection	94	89
ORGANIZATION OF SERVICES	95	93
• Ease	95	94
• Continuity	96	92
• Accessibility	96	93
• Rapidity	95	92
• Comfort	98	95



COMMUNITY SERVICES

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 nurse case manager and a 24-hour, 7-day-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 2015-2016 fiscal year, 289 clients received 3 780 hours of service. Among them, 122 clients received 350 hours of emergency service during on-call periods: evenings, nights and weekends.

STATISTICS 2015-2016

4

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

289

clients seen this year

189

new clients

2 523

home nursing visits

3 780

hours of service

122

clients received 350 hours of services during on-call times on week-ends, nights or evenings

39%

of the clients in the palliative care program died at home.

This year, with the help of our nurses, 39% of our palliative care clients passed away at home. We consider this a great achievement as only 11% of patients die at home in Quebec (report from MSSS – fall 2013).

189 NEW CLIENTS WERE REFERRED TO NOVA MONTRÉAL:

REFERRALS FROM CLSCS

LaSalle	37
Verdun	51
St-Henri	12
Pointe-St-Charles	4
Metro and CDN	7
Lachine	3
NDG-Côte-St-Luc	15

REFERRALS FROM HOSPITALS

Jewish General	17
Montreal General	10
Mount Sinai	8
St. Mary's	3
Other Hospitals	2
Other references/family	20

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





COMMUNITY SERVICES

HOME SUPPORT PROGRAM

STATISTICS 2015-2016

33

Home support workers

124

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

71

new clients

6 200

home visits

25 780

hours of services

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 heavy 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 2015-2016 fiscal year, 33 home health aides provided 25 780 hours of service to 124 clients.

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

Overall, 71 new clients were referred to NOVA Montréal.

Self-referred or family member	15
CLSC LaSalle	5
Alzheimer Groupe Inc.	1
CLSCs	8
Hospitals	1
Groupe des Aidants du Sud-Ouest	2
L'Appui Montréal	5
ALS society	2
Web site or other sources	32

It should be noted that last year, we increased the number of hours of service offered to caregivers in our community by 61%. This year, we further had a 17% increase in the number of hours of service. This can be explained by the fact we have reached our limit of hours for the lower rates.

" Thank you so much for the care you provided my mother shortly before her death. Special thanks to Carole."



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 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 six hours per week of respite care.

STATISTICS 2015-2016

12

Home support workers

39

families received an average of 6 hours of respite per week

905

Home visits

3 434

hours worked

8

families also received 271 hours of support from volunteers

During the 2015-2016 fiscal year, **39 families** received **3 434 hours** of service. **Eight** of these **families** received an additional **271 hours** of support from **eight volunteers**.

Most of the referrals for this service were received from CLSCs (50%) and the Montreal Children's Hospital (26%). The remainder of the referrals came from other organizations.

This year has seen a slight decrease in the number of referrals to the program compared to previous years, which can be partially explained by upheavals in the public sector and the relocation of the Montreal Children's Hospital.

*" My thanks cannot be expressed enough to NOVA.
I found the service to be exceptionally caring
and knowledgeable and kindly always and very professional,
open hearted."*





HUMAN RESOURCES

FOR THE 2015-2016 FISCAL YEAR

STATISTICS 2015-2016

1 431

hours provided by volunteers
this year

53% of our clientele were women

64% of our caregivers were women

76% of our clientele were 65 years
old or older and 43% were older
than 80 years old

57% are French speaking,
42% are English speaking and
1% speak other languages

12% of our clientele came from
18 different cultural communities

78 volunteers

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

43 employees

33 home health aides

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

4 registered nurses

1 social worker

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 1 431 hours of service.

BOARD OF DIRECTORS

President
Mrs Nancy Wells

Treasurer
Mrs Lois Miller

Secretary
Mrs Susan Magor

Directors
Mrs Suzanne Crawford
Dr Tanya Fitzpatrick
Dr Patricia Forbes
Mr Jean-Moise Jeanty
Mr Jean-François Legault
Mrs Yvonne Mass
Mr Jean-Pierre Picard
Mr Christopher Pickwood
Mrs Valérie Schwartz
Mrs Victoria Trim

Who makes up the NOVA team?

CLIENT OR CAREGIVERS

Board of Directors: 13 members

Marie-Claude Mainville
Executive Director

Ariel
De Roo
Administrative
Assistant

Hélène Authier
Carole Béluse
Francine Ledoux
Alexandra Tassy
Nurse Case
Managers

Claudia
Cavallaro
Fundraising
and Human
Resources
Coordinator

Georgeta
Tone
Financial
Assistant

Volunteer
Coordinator

Assigned to the three programs
and other sectors: 33

Volunteers: 78





HUMAN RESOURCES

“ An excellent organization, caring, sensitive, thoughtful, professional, etc. Our experience was very positive ”

“We cannot express how helpful it was to have this service available to us and our Mom.”



Hello, my name is Lourdes Buchhalter and I have been working at NOVA Montréal as a Home Health Aide since 2013.

Being part of the NOVA team has given me the opportunity to share and put my values into practice as they are in harmony with those of NOVA Montréal.

Providing in-home care is much more than providing a presence.

First of all, it requires a passion, a love for connecting with others while accepting them for who they are, regardless of the colour of their skin, their beliefs, the way they behave, etc.

Secondly, you need to know how to communicate and, most importantly, how to listen; to be able to understand the needs of the clients as well as those of their families. In this way, I am able to provide individualized quality care, adapted to ensure their safety, while respecting their privacy and their dignity in all confidentiality.

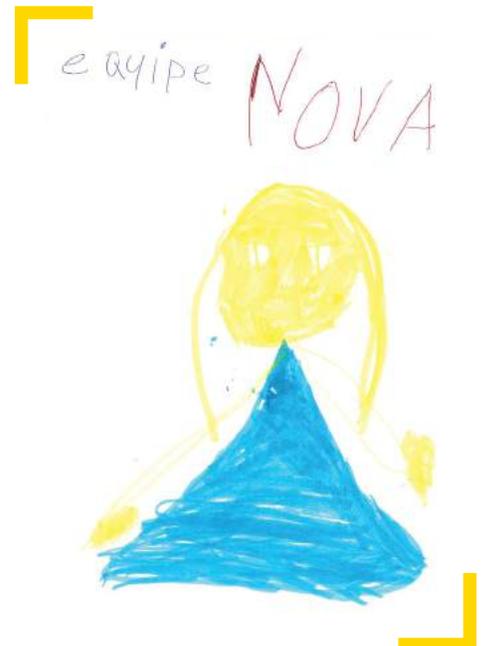
Finally, you need to be empathetic – an important and essential value, when you work with sick children, seniors, or people at the end of their life. Being able to understand their suffering forms the basis for all the rest.

In summary, to work for NOVA Montréal is to work from the heart, out of a love for others. Thank you NOVA for giving me the opportunity to be part of such an ELITE TEAM!

“ Thank you for the excellent service you provided for my Dad!!!”

“ Very grateful to Nova for their wonderful staff—nice to know you can rely on them at a difficult time.”

“ Nova was a wonderful service in our time of need during homecare, the 24 hour availability helped immensely. The nurses were excellent in care and support.”





OUR ACHIEVEMENTS. OUR CHALLENGES.



The most significant event for us this year was, without a doubt, the renewal of our first allocation of funds by the organization *L'Appui pour les proches aidants d'ainés de Montréal*. This financial aid primarily enables NOVA Montréal to provide support to caregivers of the elderly whose financial means are limited or who bear a heavy load.

Our accreditation by the Conseil Québécois d'Agrément (CQA) is based on our mastery of the procedures and policies in the management and quality of service, as well as our five-year strategic plan for 2016-2021, which is undergoing a renewal process this year. The process is comprised of a variety of initiatives, including several meetings for the Board of Directors, focused on elaborating our next strategic plan. NOVA Montréal has a good handle on the means by which to ensure its evolution and longevity. With that in mind, already this year we have met with, or contacted, around 60 public and community organizations, and have published our fourth newsletter, with a distribution of 10 000 copies.



Furthermore, we have dedicated much time and energy to networking with our partners and 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 of our partners and volunteers! There are more challenges ahead! It is important that we remain proactive in our search for precious donors who are generously willing to help us. Our efforts have been greatly rewarded and yet costs continue to rise exponentially with even new challenges to face.

A consistent improvement in the quality of care provided and the expressed satisfaction of clients and caregivers is extremely important to Nova Montréal. Despite the very high level of satisfaction already achieved, Nova Montréal is always seeking to improve its healthcare practices.



In summary, the 2015-2016 fiscal year has enabled the deeply held core values of our organization to touch more people. Despite the challenges that await us in the future, we persevere in our quest to continuously improve the services we offer our clientele.



THE KEY PRINCIPLES OF OUR LONG-TERM PLAN ARE:

- **TO BUILD** on our strengths, that is; quality care, rapid and professional responses, and our reliability to react to 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 IUHSSCs, hospitals, and other organizations in our territory.
- **TO INCREASE** our visibility in the community in order to solidify our fiscal foundation, and increase the donations to our charitable services.
- **TO RECRUIT AND MAINTAIN** human resources of superior quality in order to satisfy the 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

NOVA Montréal's nurses regularly participate in multidisciplinary palliative care meetings at the Jewish General Hospital, the CLSC of Sud-Ouest-Verdun and the CLSC LaSalle, or at Mount Sinai Hospital.

We also work in collaboration with several hospitals and CIUSSSs including the Montreal Children's Hospital, Montreal General Hospital, Mount Sinai Hospital as well as with the CLSCs of LaSalle and Sud-Ouest-Verdun, the McKay Children's Centre and several others.

We work in harmony with several community organizations as well, notably the Alzheimer Groupe Inc., Le groupe des aidants du Sud-Ouest, the Centre Évasion, ALS Society of Quebec, the Alzheimer Society of Montreal, and the YWCA Montreal, amongst others.

Furthermore, NOVA Montréal is part of several networking groups, which include: Regroupements des professionnels pour les proches aidants (Rppa-Pnc), le Déjeuner des organismes partenaires de L'Appui Montréal, la Coalition Priorité Cancer, in addition to many others. We also work together with the community in round tables: TCRAV (Table de concertation des ressources pour aînés de Verdun), Table des 50 ans et plus de Dorval-Lachine, etc.



You have
our utmost
gratitude.

OUR CONTRIBUTORS

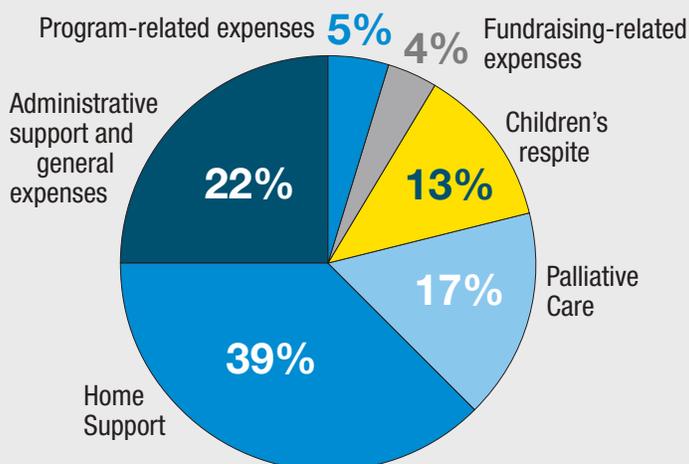
We reap the rewards of our donors' trust and solidarity!

The results of our donor solicitations have enabled us to offer more services and respite to ill members of the community. Thank you to the individual donors, foundations, and businesses who have supported NOVA Montréal year after year! Without their financial aid, NOVA Montréal would no longer exist.

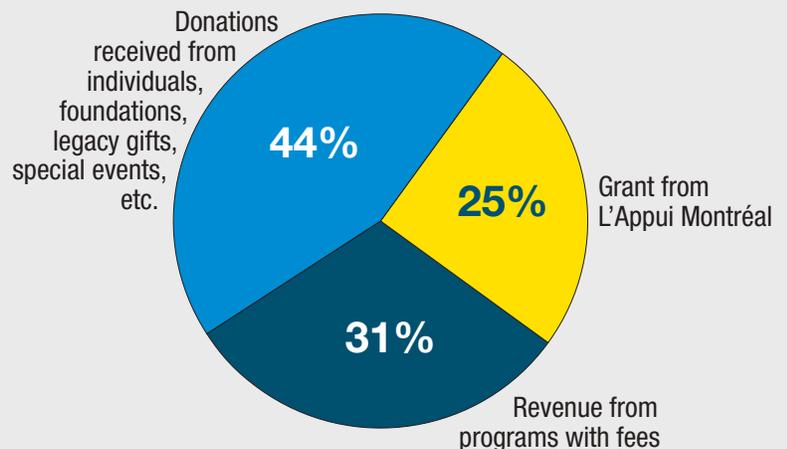
You have our utmost gratitude.

STATISTICS 2015-2016

EXPENDITURES OF FUNDS RECEIVED



SOURCE OF FUNDS





NOVA

montréal

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

FINANCÉ PAR



lappuimontreal.org



the Auxiliaries of the MGH