



ANNUAL REPORT 2021-2022



SOINS À DOMICILE ♦ HOME CARE

*All of the photos in this report were taken at the homes of Nova Home Care patients by Thibault Carron. Thank you for allowing us to capture these moments of your daily lives!

A WORD FROM THE PRESIDENT OF THE BOARD OF DIRECTORS



This is my first opportunity to address the Nova community as President. I joined Nova's board in early 2017, and later joined the board's Executive Committee, first as Secretary and then as Vice-President. Finally, when Susan Magor stepped down as President at the last annual general meeting, I took over the role.

It was a year full of significant changes and challenges at Nova, including a search for Nova's next Executive Director. During this transitional period, Nova's administrative staff displayed exemplary teamwork by seamlessly keeping the organization going. And special thanks are due to Dominique Gohier, Nova's Clinical Director, who stepped up to lead Nova extraordinarily as Interim Executive Director.

The pandemic continued to bring extra changes and challenges. Perhaps it's become a cliché to say, "out of crisis comes opportunity." Nevertheless, the pandemic has laid bare for all to see many shortcomings in our healthcare system, and the resulting greater-than-ever need for Nova's at-home services. For example, this year Nova's home health aides increased the number of hours of respite under Nova's palliative care and home support programs by more than 13% compared to last year, to more than 11,540 hours.

This year, Nova also implemented a new five-year strategic plan, with a focus on improving Nova's financial situation, planning for organizational sustainability, and increasing stakeholder awareness.

Nova's nurses, home health aides and social worker continued to provide services at an exceptional level, and like all front-line workers, they gave endlessly, including inevitably in some cases by contracting COVID-19 through their work. It's only from my vantage point as President that I've truly come to appreciate how much Nova's cause drives the team members to be so committed and motivated.

Nova could not provide its invaluable services without the support of so many loyal organizations and individual donors. I wish to express gratitude to the Grace Dart Foundation, Quebec Blue Cross®, L'Appui, the CIUSSS du Centre-Ouest-de-l'Île-de-Montréal, the CIUSSS du Centre-Sud-de-l'Île-de-Montréal and the CIUSSS de l'Ouest-de-l'Île-de-Montréal. Even with this support, Nova faces unprecedented expense pressure. This will require an extra focus on fundraising in the immediate future.

I would like to take this opportunity to also thank the members of Nova's board of directors for volunteering their time and expertise, and for supporting me in my role.

As we approach Nova's 125th year of existence, I see Nova continuing to provide vital services to our vulnerable clients and their families, with the highest standard of quality, and with the respect and compassion that they have come to know and expect. With the ongoing help of everybody in the Nova community, I have every confidence that we can carry on fulfilling Nova's mission for a long time to come.

Randy Witten

President of the Board of Directors



A WORD FROM THE INTERIM EXECUTIVE DIRECTOR

I am pleased to present Nova Home Care's annual report and add my voice to those of my colleagues. Over three years ago, I joined a dynamic, resilient and compassionate team, and I accepted the position of Interim Executive Director at Nova Home Care with great enthusiasm.

The importance of home care has been at the heart of much discussion in the public arena for several years. For Nova, reassessing our home care services and the role our organization plays in providing this type of care in collaboration with the public healthcare system became vital. Knowing that a large number of Quebecers wish to remain at home until the end of their life, with care adapted to their needs, our team has acquired the necessary expertise and always strives to become more specialized in order to deliver the highest quality care.

This insight, along with our corresponding vision for the future, led us to decide not to renew the parental respite program after 2022-2023. Despite great efforts to promote the program, not many people used it and there have been significantly fewer referrals in recent years. We therefore stopped accepting new referrals last November, and moving forward we'll concentrate on our home support and palliative care programs.

For the second straight year, the pandemic continued to put added pressure on our clinical team. And they have, once again, adapted in order to protect their own health and that of vulnerable people and their families.

Reconnecting with our partners in the community has been a priority for us this year. Sharing, discussing and consulting with each other allows us to better cater to our

clients' needs with a more holistic and human approach, and also creates a feeling of belonging with our partners. These vital partnerships help us accomplish our mission by providing complementary services and reaching a greater number of people.

I hope that 2022-2023 will be stimulating and enriching for Nova. I'm looking forward to welcoming our new Executive Director, and I'd like to thank my colleagues at Nova Home Care for all of their support during this year punctuated by change. Providing at-home care day after day resonates more than ever for Nova and its team.

Dominique Gohier
Interim Executive Director



OUR STRENGTHS

- ◆ Quality home palliative care provided by staff who are highly qualified in the domain
- ◆ 24/7 service hours in our palliative care program
- ◆ Free services provided by the nursing team and social worker
- ◆ Free palliative care respite services (up to 12 hours per week)
- ◆ The cost of our home health aide services is indexed to the income of the family benefitting from home support
- ◆ Patient care is always provided by the same nurse, social worker or home health aide to strengthen the therapeutic relationship
- ◆ We work in close collaboration with CLSCs and other organizations
- ◆ Our Quebec Blue Cross® Home Palliative Care Mentorship Program is available free for nurses from anywhere in the province

OUR MISSION

Nova Home Care is a community-based, not-for-profit organization whose mission is to provide personalized, high-quality and compassionate at-home care to people who are ill or nearing the end of life and the families who support them.

OUR VALUES

COMPASSION

QUALITY

RESPECT

COLLABORATION



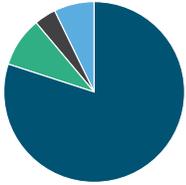
SERVICE AREA

Integrated University Health and Social Services Centres (CIUSSS):

- ◆ Ouest-de-l'Île-de-Montréal
- ◆ Centre-Ouest-de-l'Île-de-Montréal
- ◆ Centre-Sud-de-l'Île-de-Montréal

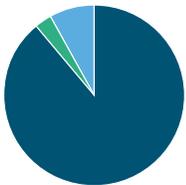
NOVA HOME CARE IN NUMBERS*

Reference sources for all programs:



CLSC: 73%
Hospital: 12%
Family/Friend: 8%
Others: 7%

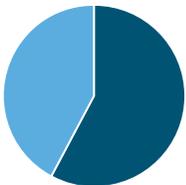
Breakdown of patients per program:



Palliative and respite: 87%
Child respite: 3%
Home respite: 10%

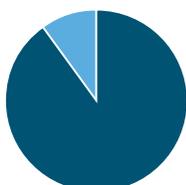


Main patient diagnosis:



Cancer: 58%
Others: 42%

Client satisfaction rate for care and services received:



Always satisfied: 90%
Often satisfied: 10%

Patient gender:



47%



53%



Patient age group:



3%



14%



1%



28%



14%



21%



19%



*Data gathered via responses to a patient satisfaction questionnaire.

NOVA HOME CARE PROGRAMS

Nova Home Care draws on the extraordinary expertise of a multidisciplinary team of nurses, home health aides, a social worker and massage therapists. Serving Montrealers for more than 120 years, we work in close collaboration with our clients' CLSCs and multiple community organizations that work in our area. We've built solid partnerships that ensure our clients receive services of impeccable quality.

HOME PALLIATIVE CARE

Our home palliative care program includes active, holistic and comprehensive healthcare services to meet the various needs of our clients and their families who are facing an illness with terminal prognosis, and particularly those nearing the end of life.

Nova nurses work closely with CLSC nurses to provide assessments, education, symptom management and psychological support.

Our nurses ensure the patient's symptoms are managed around the clock thanks to a 24/7 phone consultation service and home visits, if required, while accompanying patients and their families through the end-of-life process.

"I heard about Nova from my CLSC. From the start, the Nova nurse inspired our total confidence. She anticipated our needs and knew exactly what was necessary for my partner's well-being. Without alarming us, she informed us of our situation with the utmost emotional intelligence. She helped me feel more comfortable in my role as caregiver, and shared her knowledge. She was reassuring, and gave me a lot of confidence. When my wife passed away, she even provided me with after-death support. My experience with Nova was an immense comfort. I can't express just how important it was to me!"

- The wife of a patient who benefitted from the Nova home palliative care program

"I really appreciated the humanity, compassion and availability of the Nova staff who worked with my CLSC. These services allowed me to keep my husband at home until the end. They were provided with dignity, as we wanted them to be."

- The wife of a patient who benefitted from the Nova home palliative care program

HOME PALLIATIVE CARE PROGRAM: 2021-2022 STATISTICS



24/7 assistance

5

home nurses

59%

of program clients died at home

521

clients served this year, including **375 new clients** (a 21% increase compared to 2020-2021)

2,774

home nurse visits

1,725

home health aide visits

5,058

nursing service hours (including home visits, telephone follow-ups and coordination)

6,874

home health aide hours (a 58% increase compared to 2020-2021)

465

visits on weekends, evenings or nights, for a total of **556 nursing service hours**

320

service hours for psychosocial support provided by a social worker

HOME SUPPORT

Nova's home support program is provided on a regular and defined basis by a Nova home health aide, who is trained for and works exclusively in at-home care. A social worker and/or a nurse are involved in establishing the support plan for our health aides. The support aims to assist the person who is ill to carry out everyday tasks and give caregivers a break. It includes help with personal hygiene, physical well-being, mobility, mental stimulation and other activities around the home. We seek to ensure continuity of care for our clientele, so we do our utmost to guarantee that it is the same health aide who provides care week after week.

This service is offered to people with frail health, who have had a stroke, or who have a chronic illness such as Alzheimer's disease, multiple sclerosis or cancer.

HOME SUPPORT PROGRAM: 2021-2022 STATISTICS



10 home health aides



58 clients received personalized services based on their identified needs or those of a caregiver



918 home health aide visits



11 home nurse visits



3,246 nursing and home health aide service hours



543 service hours for psychosocial support provided by a social worker

"We've been using Nova Home Care services since 2016, and we have always been treated with dignity and respect. The home health aide helps us through periods of stress with her kind words and contagious good humour. Our drama is replaced with laughter. All tasks related to my husband's care are performed precisely and effectively. I often hear them laughing, and it is a joy for me to have someone like that in our lives. I can leave the house or work in my office worry-free, allowing me to take full advantage of my break. Thank you to the Nova team for being there for us!"

- Odette and Jacques Di Muro, a family who benefits from the home support program



CAREGIVER SUPPORT PROGRAM



Caregivers of patients in palliative care can benefit from free respite services (day, evening and night), provided by our health aides trained in palliative care thanks to contributions from L'Appui. During respite service, the health aide responds with compassion to the needs (physical, psychological and social) of the person based on a support plan developed with the caregiver and the nurse manager or social worker who's handling the file. Respite hours are offered free of charge for a minimum of 3 hours per week and a maximum of 12.

"I was a caregiver for 14 years. I don't know what I would have done without Nova's services, which they provided with empathy, in the final years of my husband's life."

- A caregiver who benefitted from Nova's respite services subsidized by L'Appui

The main goal of these services is to allow caregivers to take time for themselves and reduce their stress and mental load by providing stability in terms of schedule and personnel. Caregiver support is especially important for its preventative aspects. The downside of a loved one's devotion can be that they forget themselves. Gradually, the lack of balance resulting from caregivers being overloaded and sacrificing so much of themselves can lead to compassion fatigue and exhaustion.

A total of **5,768** hours have been provided to caregivers of patients in palliative care. In keeping with our agreement with L'Appui, we're continuing our caregiver services for clients from the previous year with home support for a maximum of 6 hours per week for a total of **1,177** hours.

PSYCHOSOCIAL SUPPORT FOR CAREGIVERS

While the COVID-19 pandemic continues in Quebec for another year, it also causes major repercussions for caregivers and on services available to them. Caregivers still experience isolation and physical and mental exhaustion. Psychosocial support for caregivers is more indispensable than ever, and Nova is proud to be part of the solution thanks to a social worker who shares her precious time.

Caregiver support is offered as part of our palliative care and home support programs. In 2021-2022, our social worker provided **864** hours of psychosocial support to patients and caregivers. On a day-to-day basis, the social worker visits the supported caregivers, sometimes speaking with them virtually. She also ensures a connection with CLSCs for certain services, acting as an invaluable resource for caregivers requiring assistance to navigate the public system. In short, she is an unparalleled facilitator for Nova and for caregivers, whom she works alongside to help in their role. This service is financed in part by L'Appui and the Jacques-Bouchard Foundation.

THE TRUST AND SUPPORT OF L'APPUI RENEWED FOR ANOTHER THREE YEARS

Nova Home Care was thrilled to receive confirmation that L'Appui will fund thousands of hours of respite in palliative care and the home support program for the next three years. Financing for hundreds of hours of psychosocial support was also renewed. Nova Home Care has counted on the financial support of L'Appui since 2013, and their generous assistance allows us to provide thousands of hours of services throughout our area free of charge.



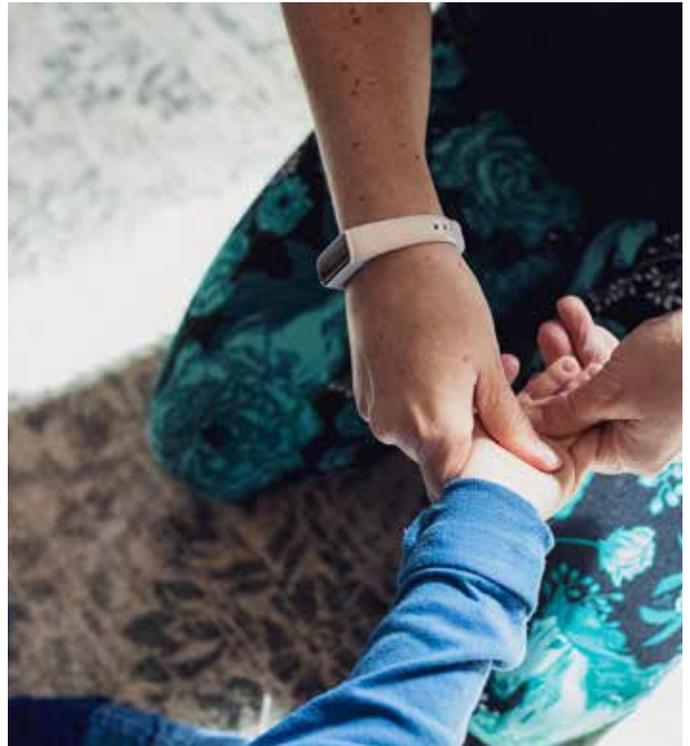


PARENTAL RESPITE PROGRAM

For over 20 years, Nova Home Care has offered a parental respite program to parents of children and teens aged 0 to 17 who have chronic conditions or physical or intellectual disabilities.

In October 2021, Nova Home Care's board of directors made the decision to end this program's activities. Parental respite's popularity had been declining for several years despite major efforts to promote it. The organization is also grappling with a scarcity of qualified personnel to provide services on a consistent basis for its two other programs, at-home palliative care and home support.

Nova Home Care has not accepted new clients to the parental respite program since early November 2021. However, clients who already receive these services will be able to continue benefitting from the program for several more months. Nova will only be ending this program's activities entirely on March 31, 2023. Families served through the parental respite program will have a year to find a replacement service and will be assisted in this by the Nova Home Care team, if needed.



HIGHLIGHTS

A SECOND YEAR OF OPERATIONS IN THE MIDST OF A PANDEMIC

This past year, 2021-2022, was once again unquestionably marked by COVID-19. After over 12 months of pandemic, our clinical and administrative staff learned to live with this reality, which has become our everyday. Protection equipment, social distancing and the technological tools that allow us to work remotely have become a matter of course.

The team that had been spared from COVID-19 since March 2020 did not escape the virus during the fifth wave, which gained momentum in December 2021. Despite our efforts to coordinate schedules, some home visits had to be cancelled or rescheduled because of personnel in isolation. During this period, several patients also had to cancel visits as they had COVID-like symptoms.

Nova Home Care implemented the recommendations from the public health agency and the *Commission des normes de l'équité de la santé et de la sécurité du travail* (CNESST) regarding the health and safety of employees. During the pandemic's first year, an emergency fund was used to quickly purchase necessary materials. Since January 2022, CIUSSS partners in our area have been providing Nova with some of the protective equipment required for employees and clients for free. And since February, the General Services and Urban Partnerships Department has been furnishing protective equipment.



THE JACQUES-BOUCHARD FUND RUN BY NOVA HOME CARE

Nova Home Care was honoured to be entrusted with continuing the legacy and mission of the Jacques-Bouchard Foundation. All donations received by Nova Home Care through the Jacques-Bouchard Fund allow us to fulfill our mandate to offer palliative care services to those who wish to remain at home with their loved ones as long as possible. In 2021-2022, Nova provided complementary assistance to patients, including wellness services like massages and psychotherapy support. The Jacques-Bouchard Fund also helped us offer respite to caregivers and financial support to rent equipment for home care. The entire Nova Home Care team would like to recognize the tireless philanthropic efforts of Caroline Bouchard for the cause of palliative care throughout her life. She will be sincerely missed, and we vow to continue our mission and keep the Jacques-Bouchard Foundation alive through our work every day!



ACTIVITIES THROUGH THE COALITION FOR ACCESS TO PALLIATIVE CARE

In 2019, Nova Home Care teamed up with the Quebec Coalition for Access to Palliative Care, whose mission is to ensure access to palliative care for people nearing the end of life in Quebec. Made up of some 20 organizations and headed by the Quebec Association of Palliative Care, it seeks to improve the quality of life of Quebecers with terminal illness and their loved ones.

Currently, Quebec ranks near the bottom of the pack in terms of at-home palliative care. Barely 11% of Quebecers die at home, the lowest percentage in the Western world. The Coalition argues that it is vital to correct this situation in order to comply with the Act Respecting End-of-Life Care so that the population has access to complete quality palliative care at home.

By joining Nova's voice to this movement, we hope to work together to change things. A series of communications initiatives were deployed to raise awareness of the importance of palliative care in anticipation of the provincial election in October 2022.



THE QUEBEC BLUE CROSS® HOME PALLIATIVE CARE MENTORSHIP PROGRAM

After having to put everything on hold in 2020, the Quebec Blue Cross® Home Palliative Care Mentorship Program got back to work in 2021-2022, and we're both proud and delighted.

This program has a proven track record, and the response from professionals has been unanimous. Not only does it foster best practices for at-home nursing care, but it also promotes the right of Quebecers to receive palliative and end-of-life care.

Our communications efforts and the newfound prominence of home care have allowed us to train over 235 nurses in Quebec since the program launched. The program calendar is already full through 2021-2022.

Over the past year, Nova assessed the impact of this mentorship program by analyzing how many Quebecers receiving palliative and end-of-life care benefitted from the new insights of their nurse who'd recently been trained in the Quebec Blue Cross® Home Palliative Care Mentorship Program.

On top of this, of course, is the impact of such care on all the families and friends of people receiving palliative care—the cornerstone of home care.

The research project "Creating a research protocol to evaluate the impact of a palliative and end-of-life care mentorship program on the clinical practices of home care nurses," with which Nova is involved, was also able to resume this year. This project's conclusions will be presented in 2022-2023 during several national conventions. Financing for this project was provided by the *Réseau québécois de recherche en soins palliatifs et de fin de vie* (RQSPAL).

Lastly, the digital shift brought about by the pandemic has allowed 90% of our training to happen online, which makes it much easier to organize in areas across Quebec. From Gaspé to Amos, and as far as Blanc-Sablon, training was offered to nurses working in the field and for whom quality care matters deeply.

On behalf of Nova Home Care, the nurses trained throughout the province and, most importantly, the people receiving palliative and end-of-life care in Quebec, we'd like to thank the Quebec Blue Cross® for financing this program since 2019.

"The program was very educational and simply amazing. I believe that all palliative care professionals should take your course, to be better equipped, to better understand, to better act. It really provides a dignified end of life for the patient, and also allows the nurse to feel dignified, by feeling their knowledge and ability to do their assessments is more complete. Thank you. I'll contact you if I have any questions, that's for sure!"

- A nurse who participated in the Quebec Blue Cross® Home Palliative Care Mentorship Program





NOVA HOME CARE AT THE HEART OF THE COMMUNITY

This year, the Nova Home Care team has set itself the goal of being more active within the community in the area it serves. This wish has led to partnerships with community organizations offering services to our target clientele that are complementary to our own. We've made some extraordinary discoveries and have been incredibly touched by how much an array of community players within our area is able to accomplish, graciously delivering an immense variety of services that can benefit our clientele and through which Nova can also make a difference.

THE JEANNE-MANCE FOUNDATION

In July 2021, we began discussions with the Jeanne-Mance Foundation in order to create a partnership between our two organizations. The Jeanne-Mance Foundation provides professional at-home support services to people at the end of life and their loved ones, with a focus on spiritual needs. The goal of this agreement is to optimize the services available to people nearing the end of life. The result is that Nova Home Care offers its palliative care clientele the spiritual support delivered by the Jeanne-Mance Foundation. In turn, the latter refers patients who can benefit from our palliative care program for people at the end of life in our area. This partnership is in its infancy, but these service exchanges and this visibility have already led to singular moments for our respective patients.



THE QUEBEC CANCER FOUNDATION

Since March 2021, Nova Home Care has benefitted from a solid partnership with the Quebec Cancer Foundation. This partnership aims to optimize the support we provide people dealing with cancer. Last November, Nova gave the first of four free webinars in a series explaining palliative care to oncological patients and, especially, caregivers. Our organizations also hope to work to break down taboos and to highlight the importance of the right to palliative care.

LE BALUCHON

Le Baluchon is a province-wide non-profit that provides respite, support and assistance to caregivers who wish to keep their loved ones with Alzheimer's disease or another related illness at home. In September 2021, the organization contacted Nova in order to present palliative care to its personnel, known as *baluchonneuses*. Nova shared its expertise free of charge with Le Baluchon during two training sessions in which the palliative approach and support were central to discussions.

DISTRIBUTION OF BROCHURES ABOUT NOVA HOME CARE'S SERVICES

Several community organizations generously distribute Nova Home Care's service brochure to their clients. Thank you to Santropol Roulant, Groupe des aidants du Sud-Ouest, SLA Quebec, Contactivity Centre, the Alzheimer Society of Montreal and the Support Centre for Immigrant Communities.

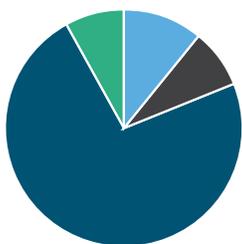
COMMUNITY COUNCILS

Over the past year, Nova Home Care participated in a series of meetings of the *Table de concertation des aînés de l'île de Montréal*. Nova also joined the Peter-McGill community council about a collective recovery process in our post-COVID communities. These community initiatives allow us to participate in rich exchanges in addition to meeting key partners and collaborators in the achievement of our mission.



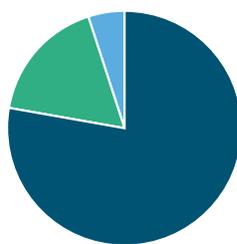
FINANCIAL AND FUNDRAISING HIGHLIGHTS

FINANCIAL STATS



L'Appui Montréal grant: 17%
Program revenue: 8%
Donations: 73%
Other: 2%

FEES PER PROGRAM STATS



Palliative care: 78%
Home support: 16%
Children's respite: 6%

During some of the darkest days of this past year, in the depths of winter and amid the forced cancellation of holiday plans due to a COVID-19 variant, hope came to Nova Home Care: it arrived in several hundreds of big and small donations to support our mission. Our donors' enduring generosity makes our mission possible: to provide compassionate, high-quality, personalized, at-home care to people who are ill or nearing the end of life and the families who support them. This year, 511 individual donors gave \$101,420 and 101 organizations gave \$575,000. As well, a donor who made 18 donations during his life made a bequest (initial disbursement) of \$49,000. The impact of these donations on the lives of our patients is immeasurable.

Furthermore, Nova Home Care is immensely proud of its recent partnership with first-time donors, including the J.A. DeSève Foundation, the Leonard Sanders Family Foundation, the Trottier Family Foundation, and a significant donation from the R. Howard Webster Foundation.

Lastly, our fundraising annual review would not be complete without acknowledging the bedrock of our donor support, including the Quebec Blue Cross®, the George Hogg Family Foundation, the Grace Dart Foundation, and the Louise and Alan Edwards Foundation. Our work would not be possible without your help.

To all of our donors, please accept the heartfelt thanks from our patients and their families, frontline workers, administrative staff, and board members.

FOUNDATION AND CORPORATE DONORS GIFTS OF \$1,000+ | AN EXAMPLE OF GREAT GENEROSITY

\$1,000 to \$4,999

Edifice 310 Victoria
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 Hay Foundation c/o Scotia Wealth
 Highwater Foundation
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\$5,000 to \$9,999

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\$20,000 to \$34,999

Altru Foundation
 Blain-Favreau Foundation
 Cole Foundation
 J.A. DeSève Foundation
 Tenaquip Foundation

\$35,000 to \$99,999

George Hogg Family Foundation
 John R. McConnell Foundation
 R. Howard Webster Foundation
 Trottier Family Foundation
 Jean B. MacLeod Estate

\$100,000 - \$249,999

Grace Dart Foundation
 Louise and Alan Edwards Foundation

\$250,000 and more

Quebec Blue Cross®

A special thanks to our donors who were committed partners with our Children's Respite Program:

Cole Foundation
 Hylcan Foundation
 Louise and Alan Edwards Foundation
 Zhubin Foundation

Each member of the Nova team is driven by dedication, energy, commitment and passion, allowing them to make a huge difference in the lives of our patients every day. Thank you to everyone for giving the best of yourselves!

ADMINISTRATIVE STAFF

Interim Executive Director

Dominique Gohier

Director of Development

Kelly Mackay

Financial Controller

Catherine Bellemare

Communications and Community Outreach Project Manager

Sarah LeBlanc

Administrative Coordinator

Stéphanie Bumbaru

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Nursing Team

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Emmanuelle Lemenu

Hélène Authier

Hélène Plouffe

Paula Habib

Social Worker

Lisa Maria Villani

Home Health Aides

Lourdes Bucchalter

Magalie Chartrand

Heraclea Cuezo-Lopez

Meihui Gao

Mia Guanhua Su

Patricia Henry

Valérie Martineau

Gifty Owusu

Martine Philo

Sophia Shan Zhao



Nova Home Care benefits from the invaluable expertise of the members of our board of directors, who share their knowledge to promote the organization's mission to provide high-quality at-home care every day. They are dedicated and committed to making a difference, and we are fortunate to count on their vital contribution.

EXECUTIVE COMMITTEE

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Randy Witten

Past President

Susan Magor

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Samy Amar

Secretary

Dr. Patricia Riley

Directors

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Fondation J. A. DeSève



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