



# ANNUAL REPORT 2020-2021



SOINS À DOMICILE ♦ HOME CARE

## A MESSAGE FROM OUR EXECUTIVE DIRECTOR

Nova Home Care: A continuously regenerative organization.

Nova Home Care is rich in its history, experience and presence in the community. Today, the organization is a model for its adaptation and management of the health crisis, and for its fiscal management, since we're ending our fiscal year in the black, putting an end to six consecutive years of deficit.

Nova Home Care takes a human approach with patients and their loved ones, while respecting their dignity and wishes. We work in the homes of our clients while honouring the culture, religion, language and customs of diverse communities throughout our territory.

Nova Montréal has become Nova Home Care—a change sought by both employees and partners and supported by the Board of Directors. The Board is still present and involved in reforms, especially in the current context, which we have been navigating since March 2020. Four new members have joined Nova Home Care and are bringing valuable professional experience and assets to the organization's Board of Directors.

Since last year, we have welcomed and integrated 11 new people with the skills and drive needed to form a cohesive team dedicated to achieving our mission with our patients. A huge thank you to our health care staff (nurses and aides) who have been working tirelessly, providing exceptional care with exemplary dedication, since the beginning of the pandemic.

Nova Home Care has developed and signed working agreements with our CIUSSS partners. We also have agreements with other health or support organizations (Little Brothers, the Quebec Cancer Foundation, The Lighthouse Children and Families) and are in discussions with others to shape future



projects (SSPAD, CHU Sainte-Justine, the Dr. Clown Foundation). In these difficult times, cooperative and communicative alliances are essential to providing services to our clients.

I'm extremely proud to be part of this organization, to be surrounded by outstanding people with strong human values, and by nurses and staff who work with families, providing care every day. I would like to express my gratitude to our new and faithful donors, without whom nothing would be possible.

**Patrice Geairon,**  
Executive Director



## A MESSAGE FROM THE PRESIDENT OF OUR BOARD OF DIRECTORS

I was President of the Nova Home Care Board of Directors for three busy and rewarding years. As I leave this position, I'm reflecting on some of the opportunities and challenges I encountered during my tenure. Not only did Nova Home Care manage to survive through significant administrative changes and recurrent waves of COVID-19, but it also prospered and reinvented itself.

Among other changes this year, we updated our logo and changed our name from Nova Montréal to Nova Home Care to communicate more effectively about what we do.

Our Executive Director, who has only been with us for two years, has successfully built a highly qualified and forward-thinking administrative team to manage both the operations and services of the organization. Nova Home Care is now able to position itself as a key player in the delivery of home health care working in collaboration with the public system. Our "super nurses," in collaboration with our social worker and health aides, have developed an integrated palliative care approach for patients and their caregivers, allowing even the very sick to stay at home in a familiar environment.

Our clinical team provides personalized and compassionate care to help our clients carry out their wishes to spend their final days at home rather than in hospital. Over the past year, 65% of our patients have died at home, as they wanted, compared to the 11% Quebec average.

As the frightening and exhausting COVID-19 pandemic has descended upon us, the dedicated clinical team has continued to provide home care and respite services to those in need while following public health guidelines. We've successfully adapted our home-based services to minimize risks to our patients, their families and our staff. To date, none of our employees have tested positive—a great success!

Our Communications and Community Outreach Project Manager has promoted Nova Home Care via social media and developed a communications plan to continue informing the community and our partners about the organization and services available. This has brought us increased visibility and a new generation of donors.

None of this would have been possible without the financial support of our loyal donors over the years. I'd like to highlight our partnerships with the Grace Dart Foundation, Québec Blue Cross®, L'Appui, and the CIUSSS du Centre-Ouest-de-l'Île-de-Montréal, du Centre-Sud-de-l'Île-de-Montréal and de l'Ouest-de-l'Île-de-Montréal.

In closing, I would like to express my gratitude to the Nova Home Care team and our Board of Directors for your support over the past three years. The commitment, breadth of experience and generosity you bring to this outstanding organization allow it to flourish and grow. Randy Witten, our Vice President, will assume the role of President at the Annual General Meeting. I wish him well, and I know he will receive the valuable and ongoing support I have received.

**Susan Magor,**  
President of the Board of Directors





## OUR MISSION

Nova Home Care 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 and families who support them. We are aiming at consistently delivering quality compassionate home healthcare that supports and guides the clients and their families.

## OUR VALUES

COMPASSION

QUALITY

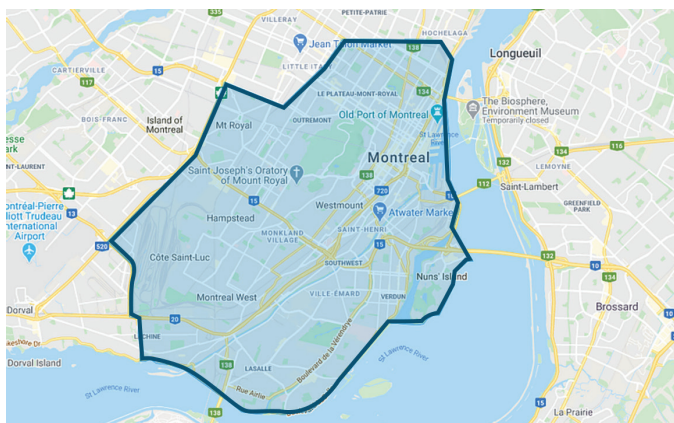
RESPECT

COLLABORATION



## WHAT MAKES US A STRONG ORGANIZATION

- ◆ The quality of our services provided by home-care skilled nurses or home care aids
- ◆ 24/7 service hours
- ◆ Free access to all our palliative care services
- ◆ Attendant beneficiary services costs indexed to the patient family income
- ◆ Home care services always offered by the same nurse or health aids for one patient
- ◆ Our close collaboration with the CLSCs
- ◆ Our Quebec Blue Cross® Home Palliative Care Mentorship Program offered to all home care nurses across the Quebec province



## 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

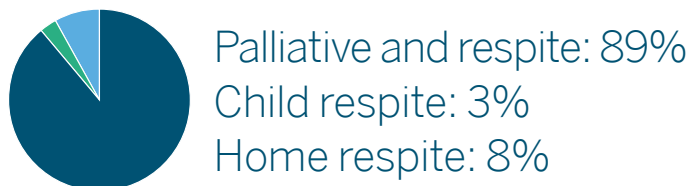


# NOVA HOME CARE BY THE NUMBERS

## Sources of referral for all programs:



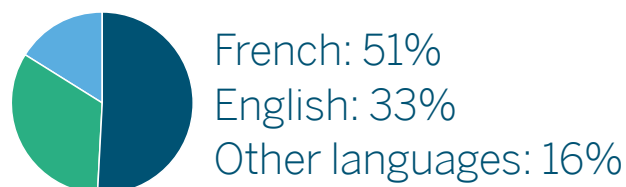
## Total patients:



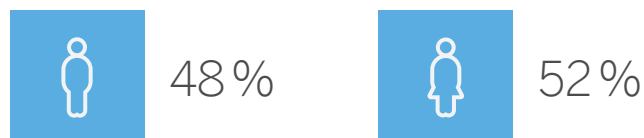
## Primary patient diagnosis:



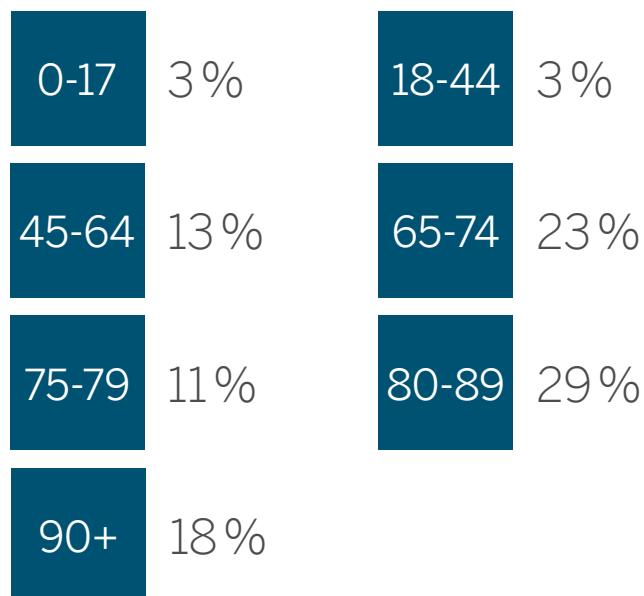
## Language:



## Gender:



## Patient age range:



# YEAR OF COVID-19

*"In the past year, Nova nurses have had to work in difficult conditions—wearing masks and protective equipment, managing worried patients and families, isolated people living alone and staff shortages, not to mention worrying about catching the virus...The nursing care, aid and support we provided this year were all the more appreciated by patients and their families. We were there to make up for the reduced medical visits, and our patients were able to stay home and receive our services until the last moment. We managed to ensure continuity of care despite all the challenges of the pandemic."* - **Hélène A, Nova Home Care nurse**

*"My name is Valérie Martineau, and I have been employed by Nova Home Care for 13 years now. Caring for seniors in their homes is not only about supporting them, but also about bringing happiness into their day. With children, it's the same thing; we go outside when the weather permits, and the respite offered to parents is always greatly appreciated. Nova Home Care is a flexible organization with very endearing staff. Despite a relatively difficult year in the health field, they have remained very present, they have supported us by finding solutions for everything. They're always listening. Making a difference with the people I encounter is a very important part of our lives—for both myself and Nova."* - **Valérie M, Nova Home Care aide**

# THE FACES BEHIND NOVA HOME CARE

Nova Home Care staff and volunteers are our greatest asset. It's thanks to the dedication and expertise of our clinical team, administrative team, directors and our committed volunteers that our organization continues to provide high-quality services for the community.

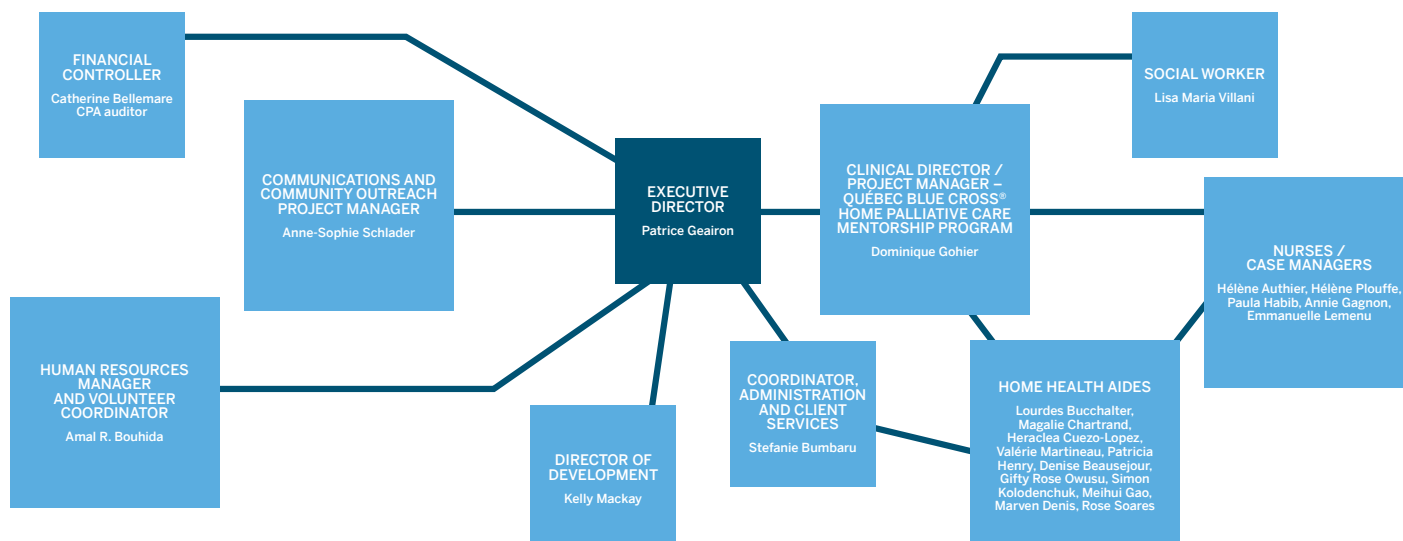
In 2020–21, Nova Home Care grappled with the challenges of a workforce shortage in the health sector, compounded by the COVID-19 global pandemic. Nevertheless, we were able to recruit new members who believe in our mission and are motivated by a desire to contribute.

Nova Home Care welcomed eight new clinical team members:

- ◆ One clinical nurse
- ◆ One social worker
- ◆ Six home health aides

The Nova Home Care administrative team also experienced several changes with the arrival of new members:

- ◆ Communications and Community Outreach Project Manager
- ◆ Financial Controller
- ◆ Human Resources Manager and Volunteer Coordinator
- ◆ Director of Development
- ◆ Administrative Coordinator



# VOLUNTEERS

Volunteers are integral to Nova Home Care. They act as board members, contribute to office work, and accompany our clients through palliative care, home support and respite programs for children. Without this gift of their time, our services would be limited and costly.

The beginning of 2020–21 saw a total shutdown of volunteer activities due to the COVID-19 pandemic. However, when the lockdown measures were eased, some volunteer activities were gradually resumed, while respecting all safety measures.

These activities were mainly related to volunteer office work, which allowed us to update our digital records, making it easier to work remotely, and update our policies and procedures.

Our volunteers also helped organize free mask distribution and promote our essential services to community members.

We're grateful to our volunteers for the 307 hours of work (excluding the hours of our Board members). Motivated wholeheartedly by our mission, our volunteers are proud ambassadors of our organization at all levels, and their involvement makes a huge difference in the community.

*"Nova is like a family, a loving, generous and welcoming family. Being able to volunteer there gave meaning to my life during the months I was off work. The afternoons at Nova were privileged moments, allowing me to feel useful and to rub shoulders with deeply human and grateful people. I was fortunate to know them, and I thank life for putting them in my path."*

**- Mylène B, volunteer**

*"My experience volunteering with Nova Home Care has been outstanding. This made me feel useful and able to work during these difficult times with COVID-19. The work is varied and interesting and the staff at Nova Home Care have treated me with care and attention from day one. I would recommend Nova Home Care to anyone looking to volunteer."*

**- Rocío de la Infiesta Rollán, volunteer**

Board members, home support and palliative care aides, administrative support aides (satisfaction survey, translation, etc.)

Nova Home Care is very fortunate to be able to count on the expertise and dedication of the directors on our board. Coming from different backgrounds, they guide us in carrying out our mission and go above and beyond to support the organization in the challenges it faces



## 28 volunteers

## BOARD OF DIRECTORS

### President

Susan Magor

### Treasurer

Lois Miller

### Vice-president

Randy Witten

### Secretary

Dre Patricia Riley

### Directors

Samy Amar

Emilie Blouin

Linda Bambonye

Stéphanie David

Dre Geneviève Dechêne

Dre Tanya Fitzpatrick

Dre Patricia Forbes

Jean-Pierre Picard

Thomas Schlader

Mathieu Sirois

Nancy Wells



# HIGHLIGHTS

## NEW NAME, NEW LOGO ... FRESH START!

It was with great pride this year that NOVA Montréal changed its name to Nova Home Care. Repositioning our brand has also let us review and modernize our visual identity. As a non-profit organization, we needed to reconsider our identity to showcase our mission and clarify its message. Our ultimate goal is to raise our profile to help more people.



## “AT HOME WITH CARE” FUNDRAISING CAMPAIGN

Last December we launched the “At home with care” campaign on Facebook. Our goal was to raise the profile of our organization and mission to increase donations and help more people in need. We wanted to highlight that there are options for people who are ill, that care can be provided in the comfort of one’s own home, and that dignity shouldn’t be a luxury.

- ◆ Our campaign was a real success in terms of visibility
- ◆ Over 150,000 people viewed the campaign’s promotional video
- ◆ Thousands of new users have visited our website
- ◆ We have benefited from the generosity of dozens of new donors

## NOVA DURING THE COVID-19 PANDEMIC

The COVID-19 pandemic has challenged our health care system over the past year. Staying in one’s home to receive care has made sense for most of the population.

Many patients admitted to CHSLDs this year could have received their care at home. According to the CIHI, it’s clear that most seniors in Canada want to stay at home as long as possible. [La Presse 2020-08-06](#)

Nova Home Care has worked and continues to work with great care to avoid any risk of infection for our staff, À particularly members of our clinical team in the field. Being in direct contact with the public, the safety and health of all have always been our top priority. Thanks to our many partners in the public system, Nova has surrounded ourselves with professionals who give us access to updates on health measures and best practices. The clinical team has therefore been able to quickly implement them in the field to ensure everyone’s well-being.

Support from our many donors helped us procure the necessary protective equipment in sufficient quantities to provide the maximum number of services to the population that has faced a decline in access to home support services during the pandemic.

Nova Home Care is privileged to have such a physically and psychologically strong clinical team. They deserve our admiration!

## ONE YEAR IN PARTNERSHIP WITH THE CIUSSS CENTRE-SUD-DE-L’ÎLE-DE-MONTRÉAL

Nova Home Care has completed the first year of our agreement with the CIUSSS Centre-Sud-de-l’Île-de-Montréal. We solidified our partnership with the Centre Sud (South Central) area and were able to develop collaboration with the Jeanne-Mance area. Because of this agreement, close to \$100,000 was paid to our organization. The expertise of our palliative care nurses enhances the availability of services in these areas and helps keep clients in their homes.

“The nurses at Nova Home Care are a major asset in keeping palliative care patients at home. They work closely with nurses and physicians at CLSCs. Nova nurses stand out for the quality of care they provide, their great empathy and professionalism. They’re also the best emergency hotline to provide support to families accompanying a loved one in their final days.”

- Dr. Élise Royer-Perron, collaborating doctor

## SHIFTING TO THE DIGITAL AGE

Nova Home Care has adapted to the digital age and virtual communication. For example, our organization migrated its paper records to electronic medical records last year, and the clinical team is very pleased with the results. Taking care of clients and their families during emergency calls via our 24/7 line is much more efficient.

## MEDIA COVERAGE FOR QUALITY PALLIATIVE CARE



*Tous les Québécois ont droit à des soins adaptés à leurs conditions, 21 novembre 2020, **Le Devoir***



*Nova Home Care invites Quebecers to give the gift of in-home care, 6 décembre 2020, **The Suburban***



*Cri du cœur pour améliorer les soins palliatifs à domicile, 24 mars 2021, **Journal de Montréal***

Last March, Dr. Geneviève Dechêne, a member of Nova Home Care’s Board of Directors, gave an interview with Sophie Durocher of QUB radio following the Journal de Montréal article. This forum was offered to highlight the underfunding of home palliative care and reaffirm that Nova is part of the solution.



## FUTURE ASPIRATIONS

Nova Home Care has precise ambitions for our development. The desired and successful return to balanced budgets is a first step towards the stability we want for the organization.

Stability, reliability and efficiency will be our key words for the coming year.

Since 90% of our client referrals come from the public health system, we will work to maintain and improve our relationships with the various stakeholders in the field. We will optimize our partnerships with the CLSCs and work to develop new ones to:

- ◆ Increase our palliative care referrals for seniors and services for children
- ◆ Highlight the importance of our organization to the provincial health care system
- ◆ Grow the public system’s contribution to our organization
- ◆ Roll out a communications plan to promote the organization, its mission and activities throughout the coming year

“Home care services, like those offered free of charge by Nova, are critically important and bring ease and dignity to illness, pain, and death. Yet, our government offers no direct funding to this organization, which is a simple and dignified solution to the current health care system overwhelm.”

- Dr. Geneviève Dechêne, member of Nova Home Care’s Board of Directors

# NOVA HOME CARE PROGRAMS

## IN-HOME PALLIATIVE CARE PROGRAM

Nova Home Care is a multidisciplinary team that has been operating in Montréal for 120 years.

We work in collaboration with our clients' CLSC teams. Our strong partnership ensures the highest quality of care to our clients.

Our nurses take a holistic approach to care and respond to the various needs of patients and their loved ones using assessments, symptom management education, and psychological support.

We work closely and continuously with oncologists, palliative care physicians and other specialists, and hospital and CLSC nurse navigators.

We provide evening, night and weekend on-call service through a dedicated phone line.

We can assign an aide to provide safe personal hygiene and comfort care.

We offer a night support service with either a nursing assistant or health aide in the client's home to allow for constant patient supervision and rest for family members.

We provide a support service through our social worker, and a psychotherapist for the patient and their family.

This year, thanks to the support of our nurses, 65% of our palliative care clients passed on at home as they wished.

«*"I am a family doctor practicing in a palliative home care team in a CLSC. In carrying out my duties, I worked with nurses from Nova who are an integral part of home services. I was pleasantly touched by their approach to patients and their families, their interpersonal skills and their respect. In addition, their technical knowledge in palliative care is remarkable."*

**- Dr Benoît Lapierre, collaborating physician**

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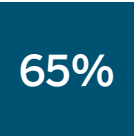
## 2020–2021 in-home palliative care program statistics



24/7 support



in-home nurses



of program clients passed on in their home



clients followed this year including **330 new clients** (33% increase over 2019–2020)



visits by in-home nurses



visits by home health aides



hours of nursing services (32% increase over 2019–2020) (home visits, telephone follow-ups, coordination)



hours of services by home health aides (22% increase over 2019–2020)



visits were made for a total of **570 hours of nursing services** on weekends, evenings or nights



Since 2013, L'Appui Montréal has been funding Nova Home Care for a home respite project for caregivers of seniors. We understand the reality of caregivers who support someone receiving palliative care at home. Our financial support is particularly aimed at offering them a few hours of rest and quiet while a qualified team takes over. Nova Home Care proudly partners with the caregiver support community to improve seniors' quality of life.

**Lucie Gagnon**  
Executive Director  
L'Appui Montréal

## CAREGIVER SUPPORT PROGRAM (L'APPUI)

Palliative care patient caregivers can receive respite services free of charge (day, evening and night) from our home health aides trained in palliative care, thanks to the contribution of L'Appui, for a maximum of 12 hours per week.

The importance of helping caregivers is based on prevention, since devotion to a loved one can lead caregivers to neglect themselves. Over time, the lack of balance caused by providing care and sacrificing one's needs can lead to compassion fatigue and exhaustion.

A total of 3,274 hours were worked for caregivers of palliative care patients. Building on our agreement with L'Appui, we continued offering caregiver services for home support clients from the previous year for up to 6 hours a week for a total of 2,662 hours offered for 15 patients.

«A huge thank you for all the care you gave to Jean. For him, it was a time of peace and relaxation. I will always be grateful. Keep up the good work.» - **Ms. P, spouse of a patient who benefited from the palliative care program**



## SOCIAL WORKER FOR CAREGIVER SUPPORT

The past year has been tough for most caregivers due to the COVID-19 pandemic's impacts on the services offered. Caregivers are experiencing a significant increase in physical and mental exhaustion. Coaching and psychological support have always been an essential practice for Nova in offering services.

Nova Home Care welcomed a new social worker to the clinical team in the last quarter of the year. Support for caregivers is provided through our palliative care and home support programs. Since starting her role, the social worker has provided nearly 200 hours to patients and caregivers. This support is funded in part by L'Appui and the Jacques-Bouchard Foundation.

## COMPLEMENTARY APPROACHES, RESPITE AND HOME SUPPORT

The generous donation from the Jacques Bouchard Foundation in the previous fiscal year allowed us to offer complementary home care services to patients, including wellness services, such as massage and psychotherapist support. It also provided respite for caregivers and financial support for home support equipment rental.

This year, 77 clients received 205 massages, 10 clients benefitted from 48 hours of psychotherapy, 4 clients benefitted from a wheelchair rental, and more than 517 hours were provided in overnight and weekend respite for caregivers.

## CHILDREN'S RESPITE FOR PARENTS

Nova Home Care has been graciously delivering its parental respite program for the past 20 years and filling the void left by the public health care system.

In-home respite services for parents of children and youth up to 18 years of age with chronic medical conditions or physical and/or intellectual disabilities.

A Nova Home Care nurse case manager will conduct an in-home assessment and develop a care plan for the Home Health Aide (HHA) trained in this clientele and assigned to the family.

The average duration of the respite offered is three to six hours per week. These services are available free of charge and indexed to household income for additional services.

To ensure continuity of care, the same HHA will visit the child weekly.

The child's parent or other family member or public network professional can contact us by phone or email for care.

A medical referral from a health care professional is required.

Services include assisting with hygiene, movement and nutrition, and providing treatments and medications.

This unusual year saw a dramatic decline in the number of children followed.

Two findings explain the reasons for this drop in patients:

- ◆ Telework allowed parents to be more present at home and more available for their children
- ◆ Fear of an outside responder who was a potential source of COVID-19 infection

Since the beginning of 2021, we have received new intake requests. Although the pandemic conditions remain the same, families are exhausted and isolated. To respond to this resumption of the parental respite program, we have had to hire and train qualified staff.

“My son and I have benefited greatly from the parental respite service provided by Nova. They were the first to offer us this much-needed support in these moments of unimaginable difficulty. In 2018, my son Zen-Luka was diagnosed with Rasmussen syndrome and was hospitalized 220 days in addition to having multiple brain surgeries. He was only two years old at the time. The arrival of Valérie, this extraordinary attendant, was the greatest blessing. My son immediately bonded with her, and that gave me a few hours to sleep, buy groceries and have quiet moments. Being a single mother of a special needs child means that I work 16 hours a day, seven days a week. We went through so many hardships in such a short time, and we did it on our own. I don't know what we would be like today without the support of Nova and its dedicated and experienced team.”

**- A mother who benefited from the parental respite program**







## 2020–2021 Children's respite for parents program statistics



During the 2020–2021 fiscal year, **15 families** received **901 hours of service**

**15**

children received an average of **3–6 hours of respite per week**

**208**

home health aide visits

**888**

hours of service provided by our home health aides

**17**

in-home nurse visits

**13**

hours of nursing service





## HOME SUPPORT PROGRAM

Following an assessment of an applicant's needs, an aide is designated and trained for the home, assists in carrying out daily activities, either to help a person living alone or to support their caregiver.

This support includes personal hygiene, physical well-being, mobility aid, mental stimulation and other home activities. We're working to ensure continuity of care for our clients, so we try as much as possible to have the same aide providing the care every week.

This service is available to people with frail health or chronic diseases, such as Alzheimer's, multiple sclerosis, stroke and cancer.

The cost per hour is indexed to household income.

### 2020–2021 home support program statistics



**11 home health aides**

**36**

clients received personalized services based on client and caregiver needs

**796**

home health aide visits

**68**

in-home nurse visits

**3,243**

hours of nursing and health aide care

“Nova is truly a gift from heaven. All staff provide reliable and caring services. Over the past few years, I have had the opportunity to work with various services through the CLSC, a private residence, hospital staff and CHSLD for both my parents; no one has provided services like Nova has.” - **Child of a patient who benefited from the home support program**













# QUÉBEC BLUE CROSS® HOME PALLIATIVE CARE MENTORSHIP PROGRAM

The Québec Blue Cross® Home Palliative Care Mentorship Program has had a year of communications development. Faced with the reality of the COVID-19 pandemic, all training planned in spring 2020 by the various CLSCs was postponed at their request.

A portion of the amount allocated by Québec Blue Cross® was used to purchase protective equipment for the clinical team working in homes. Many thanks to Québec Blue Cross® for their financial support during this time.

During 2020–2021, a strategic communications plan was developed and put forward to reach health professionals who could potentially benefit from the training program. Since this communication campaign in March 2021, training has been in high demand. Training scheduled for spring 2021 is full, and registration for fall 2021 is well underway.

All the while, trainers have adapted and developed their teaching via videoconferencing; some training has taken place since the fall of 2020.

Thanks to the Université de Montréal faculty of nursing's valuable support, an evaluation of the implementation of the mentoring program through an educational lens is underway. Nova Home Care will receive educational recommendations to improve the program and thereby enhance training. This opportunity lets us participate in the well-being of communities.

Nova Home Care is a collaborator in the research project, "Exploration des retombées d'un programme de mentorat en soins palliatifs et de fin de vie sur les pratiques cliniques d'infirmières à domicile." The idea of the project is to synthesize knowledge about the impacts of continuing education on palliative and end-of-life nursing practices and then identify the best strategies to assess the impacts of the mentoring program. This is therefore a preliminary project to a larger one!

Nova Home Care is very proud to be collaborating on this project and we look forward to reading the results.

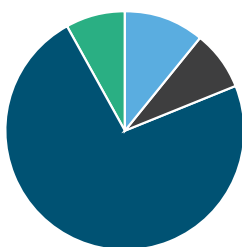
« Québec Blue Cross® is proud to partner with the Home Palliative Care Mentorship Program. By helping to improve the quality of care for those choosing to live out their last moments at home, this program has a direct impact on patients, their caregivers and the health care professionals who support them. Such programs are essential to supporting the well-being of the public, who are at the heart of our mission. »

- **Sylvain Charbonneau, President and CEO, Québec Blue Cross®**



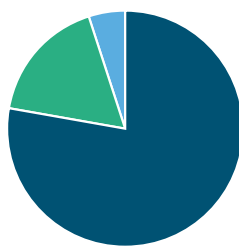
# THE NUMBERS AT A GLANCE

## SOURCES OF FUNDING STATISTICS



**L'Appui Montréal grant:** 11%  
**Program revenue:** 8%  
**Donations:** 73%  
**Other:** 8%

## BREAKDOWN OF COSTS BY PROGRAM



**Palliative care:** 78%  
**Home support:** 17%  
**Children's respite:** 5%

Our donors are exceptional; and this year, despite the pandemic and insecurity, you were even more numerous (537 individual donors) and even more generous. The contribution of many foundations is also vital to Nova Home Care's survival and the pursuit of our mission. The past year has further demonstrated the importance of the home care and services we provide to patients thanks to you—our precious donors and supporters.

We're also very grateful for the generosity of our new donors, the J. R. McConnell Foundation, which funds care for patients with diabetes and kidney disease, and Dorma Filtration, which provides our clinical team with complimentary personal protective equipment.

Nova Home Care is proud to have the unwavering support of organizations and individuals who give so generously year after year. Thank you so much for your commitment!

### \$250,000 and more

Québec Blue Cross® (since 2019)  
 Grace Dart Foundation (since 2020)

### \$100,000 - \$249,999

Louise and Alan Edwards Foundation (since 1998)

### \$35,000 - \$99,000

George Hogg Family Foundation (since 1997)  
 Jacques-Bouchard Foundation (since 2019)

### \$20,000 - \$34,999

Altru Foundation (Estate of Keith W. Horsburgh) (since 2015)  
 Blain-Favreau Foundation (since 2014)  
 Cole Foundation (since 1997)  
 Tenaquip Foundation (since 2018)

### \$15,000 - \$19,999

J. F. McConnell Foundation (since 2020)

### \$10,000 - \$14,999

Dorma Filtration (since 2020)  
 Birks Family Foundation (since 1997)  
 Zeller Family Foundation (since 1997)

### \$5,000 - \$9,999

Charitable Gifts Funds Canada Foundation (since 2020)  
 R. Howard Webster Foundation (since 1997)  
 Hylcan Foundation (since 1999)  
 Jacques Nolin Foundation (since 1998)  
 Nancy Wells (since 2009)

### \$1,000 - \$4,999

Ali Ammar (since 2019)  
 Azrieli Foundation (since 1997)  
 John Baker Fellowes Family Foundation (since 2004)  
 Barbara Anne Beaudry (since 2020)  
 Jeniene and Randall Birks (since 2020)  
 Drummond Foundation (since 2010)  
 Stéphanie David (since 2019)  
 Dr. Geneviève Dechêne (since 2017)  
 Andrée Desmarais (since 2020)  
 Emeral Investments Inc. (since 2004)  
 Adriana and Haim Kotler Family Foundation (since 2016)  
 Owen Gibbons (since 2018)  
 Carol Harrison (since 2020)  
 Hay Foundation (since 1997)  
 Highwater Foundation (since 2012)  
 Joan F. Ivory (since 1997)  
 Zhuo Ling (since 2020)  
 Jean-B MacLeod (deceased) (since 2003)  
 Susan Magor (since 2010)  
 Newton Foundation (since 2006)  
 Christopher Pickwood (since 2006)  
 Power Corporation of Canada (since 1997)  
 Raymond James Canada Foundation (since 2019)  
 WCPD Foundation – Papanastasiou Family Foundation (since 2018)  
 Christopher Winn (since 2009)  
 Dr Edith Zorynchta (since 2020)

*"We're proud of the work Nova has done to create and support a caring society. The Cole Foundation has supported the children's respite program for over 20 years, and we commend Nova for their dedication to this cause."*

**- Barry Cole, President and Chair, Cole Foundation**

*"Dorma is proud to support Nova Home Care initiatives through our new partnership. We will continue to support Nova Home Care employees and patients while helping them stay protected through our Quebec-made supply of PPE."*

**- Andrew Sisnett, President, Dorma Filtration**

*"We're proud to support NOVA Montréal in its efforts to reach out to the community and provide home care for seniors. Nursing care and the support they provide to seniors in the comfort of their homes is not only sincere, but also a living and vital part of our health care system."*

**- Elise Nesbitt, President, Grace Dart Foundation**

## A COMMITMENT RENEWED YEAR AFTER YEAR

This year Nova Home Care would like to acknowledge the generosity and loyalty of donors who have supported our organization's mission for over 20 years. We thank you for this beautiful expression of confidence that motivates us every day to pursue our mission.

Sylvia Adams

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André Valiquette

Gerald Wareham

S. Boyd & Susan (deceased) Whittall

Christopher Winn

Henry Yates

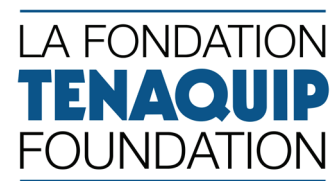
*"When you were known as VON, your organization supported my family by providing palliative care to my father over 20 years ago. That's the most significant support I've received, so I've continued to support your organization over the last 20 years. Thank you for everything you do."*

**- Anonymous donor via CanadaHelps**

## MAIN PARTNERS



## MAJOR PARTNERS



**Dorma** Filtration



SOINS À DOMICILE ♦ HOME CARE

Contact us:

**[novahomecare.ca](http://novahomecare.ca)**  
**514 866-6801**

All photos in this report were taken at Nova patient's homes by Thibault Carron. Thank you for allowing us to capture these everyday moments!