



2022-2023 ANNUAL REPORT



SOINS À DOMICILE ♦ HOME CARE

Photo by Martin Chamberland – photograph taken for Patrick Lagacé's column published in La Presse in February 2023

WORD FROM THE PRESIDENT OF THE BOARD OF DIRECTORS

After a year of change for Nova, my second year as president of Nova's board of directors was one of progress.

Anne-Sophie Schlader has now been in the role as executive director for one year. In that time, she and her team successfully filled vacancies for all administrative and operational roles. That's been no easy task in what has become a very-challenging employment market.

Anne-Sophie and her new staff fundraiser also planted many funding-related seeds, some of which are already coming to fruition. One of the ways that Nova is working to ensure its long-term financial sustainability is by raising its profile. This includes efforts to build and nurture key stakeholder relationships and increase publicity, as contemplated in Nova's current five-year strategic plan. A wonderful example of recent incredible exposure for Nova specifically and at-home palliative care generally is a La Presse article and 98.5 FM radio interviews by prominent journalist Patrick Lagacé. In addition, Nova participated in a fundraising initiative of la Fondation Québécoise du cancer (la marche de Montréal).

The importance of Nova's indispensable work is reflected in some statistics. [For example, in the past 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 12% compared to the previous year, to more than 12,950 hours.]

In addition to filling staff vacancies, Nova added a number of new board members. These talented and experienced people bring expertise in clinical services, communications, fundraising, human resources and social work. And these new directors nicely complement the returning board members and their areas of expertise, such as accounting, clinical services, finance and legal.



No president's report is complete without recognition of those who participate in and contribute to Nova's success. In addition to thanking Nova's administrative staff, nurses, home health aides, social worker and board members, I wish to acknowledge the many individuals and organizations that provide Nova's funding. The list includes [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].

Later in 2023, we are planning to celebrate the recent achievement of a milestone: Nova's 125th anniversary. This celebration will be fuelled by optimism for Nova's bright future, and will be a great opportunity to highlight the outstanding work of the clinical team. Finally, I would like to recognize Nova's patients and their caregivers, who carry the cause of access to home care close to their hearts.

Randy Witten,

President, Nova Home Care Board of Directors

WORD FROM THE NOVA HOME CARE EXECUTIVE DIRECTOR



It has been a stimulating year for the Nova Home Care team. There is a great need for our services, and the cause of access to home care is more important than ever. I see the positive impact we have on the community, and this is a big source of motivation. It encourages me to aim higher and seize opportunities for further development. Although the health care system is facing major challenges, Nova Home Care is proud to be part of the solution by improving the quality of life of people who are ill and their families.

I feel privileged to work with a dedicated, solid, people-oriented team. I want to help provide a safe and caring work environment. A healthy workplace is a determining factor for our success, as it has a direct impact on the quality of our care.

I am looking forward to this new year, which marks 125 years since Nova was established. My top priority is to secure sustainable public funding. Although our mandate is to support the CIUSSS, with whom we collaborate, we still face the challenge of funding our essential services. I am confident that we will succeed in getting our message heard and will obtain the means to achieve our ambitions.

I would like to thank my team, the board members, our partners and our donors, all of whom have contributed to the success of our non-profit organization. With you, none of this would be possible. We all have the same vision: access to home care should be a right, not a luxury.

Anne-Sophie Schlader,
Executive Director



OUR MISSION

Nova Home Care is a non-profit, community-based organization whose mission is to provide high-quality, personalized and compassionate home care to individuals who are ill or at the end of their lives as well as to their loved ones.

OUR VALUES

COMPASSION

QUALITY

RESPECT

COLLABORATION

OUR PROGRAMS

Nova Home Support offers two home care programs throughout its service area:

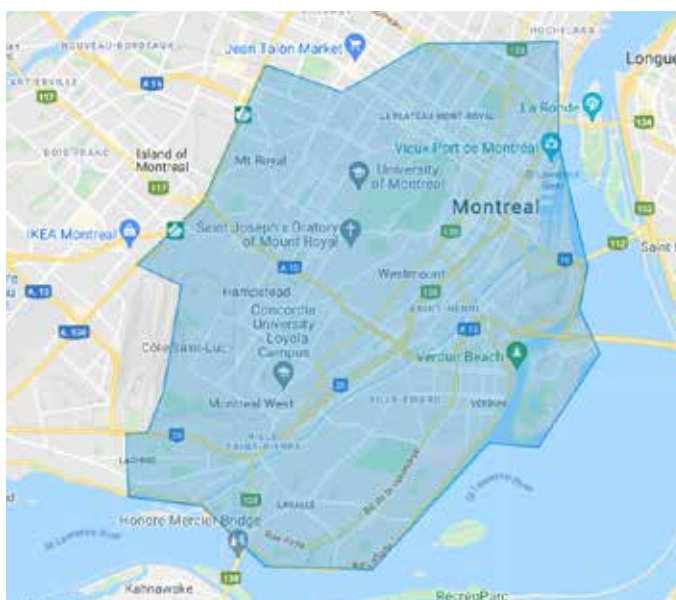
- ◆ Home palliative care
- ◆ Home support

We are proud to be able to count on the extraordinary expertise of a multidisciplinary team of **nurses, home health aides, social workers and massage therapists**. Building on our 125 years of serving Montrealers, we work together with our clients' CLSC teams as well as several community organizations in our area—solid partnerships that ensure our clients receive impeccable services.

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



HOME PALLIATIVE CARE PROGRAM

The home palliative care program comprises active, holistic and comprehensive care that meets the various needs of patients—especially end-of-life patients—who have received a guarded prognosis as well as the needs of their loved ones.

Our nurses work closely with oncologists, palliative care physicians and other specialties, as well as nurse navigators in hospitals and CLSCs. Nova's nurses make home visits and are available on-call from 8 a.m. to midnight (seven days a week) through a dedicated patient phone line.

A home health aide may be assigned the role of tending to the client's personal hygiene and comfort with personalized, safe care, thereby giving caregivers a respite.



HOME SUPPORT PROGRAM

The home support program is offered on a regular, structured basis by a Nova home health aide specifically assigned to in-home care and trained in this area. A social worker and/or nurse is involved in establishing the work plan of our home health aides.

The support provided by home care aides aims to help patients perform daily activities and give caregivers a respite. The home care aides focus on personal hygiene, physical well-being, mobility assistance, mental stimulation and other home activities. We work to ensure continuity of care for our clients. To this end, we try to make sure that the same home care aide is providing the care week after week.

This service is offered to people with fragile health, living with chronic diseases such as Alzheimer's disease, Multiple Sclerosis, and cancer as well as those who have suffered a stroke.



THE IMPACT OF OUR TWO PROGRAMS IN NUMBERS

5

in-home nurses

2,944

nurse visits at home or by phone

12

home health aides

3,300

visits by home health aides

519

ill individuals who were cared for this year, including 370 new people

4,723

hours of nursing services (home visits, telephone follow-ups, coordination)

Over
500

caregivers who were supported this year

12,950

hours of services by home health aides

83

people who received care and services from Nova across all its programs

718

hours of psychosocial support services for caregivers provided by social workers

Over
1,000

people who received psychosocial support

370

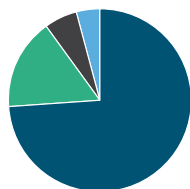
hours of massage therapy services provided to palliative care patients and their caregivers

51%

of people in the home palliative care program who were able to remain at home until their death

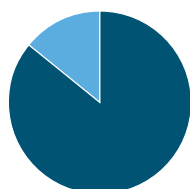
NOVA CLIENT STATISTICS*

Sources of referral from other programs:



CLSC: 74%
Hospital: 16%
Family/Friend: 6%
Others: 4%

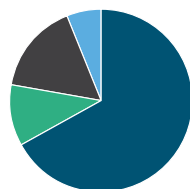
Distribution of patients by program:



Palliative care: 86%
Home support: 14%



Main diagnosis of patients:



Cancer: 67%
Terminal chronic diseases (renal, hepatic, cardiac, renal and pulmonary failure): 11%
Neuro cognitive disorders: 16%
Others: 6%

Patients' sex:

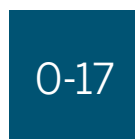


44%



56%

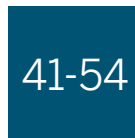
Patients' age range:



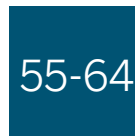
0-17 0%



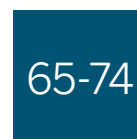
18-40 1%



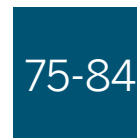
41-54 5%



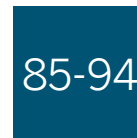
55-64 8%



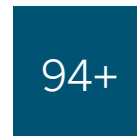
65-74 18%



75-84 31%



85-94 27%



94+ 10%

Patient satisfaction with the care and services received:



83%

Always satisfied:



17%

Often satisfied

*Data collected from the patient satisfaction questionnaire.

TESTIMONIALS FROM PATIENTS AND CAREGIVERS

"We received truly excellent service from the Nova Home Care nurse, alongside the CLSC of Verdun, during the last three months of life of my wife, Suzanne Gagnon. Her warm and caring approach made it easier for us to accept this difficult situation.

Suzanne had a peaceful end of life at home and left us for her final journey with all her dignity intact.

We were privileged to live in Verdun (where I still reside), which favours home palliative care and serves as a model for Quebec.

I will continue to support Nova financially in the years to come as a way to recognize your services and help you continue your work. I was able to appreciate firsthand your compassionate care, which brought us great comfort."

Jean-Pierre Provencher, spouse of a person who benefitted from Nova Home Care's home palliative care program



"It is always painful to see your mother pass way. But for our family, this last journey was made easier by the dedication, patience, expertise and generosity of the Nova Home Care nurse.

She was a great source of comfort to us all with her honesty, smile and incredible ability to convey often complex information with clarity and sensitivity.

She was particularly admirable in her support toward me as I stayed at my mother's bedside 24 hours a day as she neared her death. She was an empathetic and attentive nurse, and day after day, she came up with creative ways to support me through my exhaustion.

It is out of gratitude to her, and in honour of our late mother, that we have chosen to make a donation to Nova Home Care."

Gaetano Mastropasqua and his family, Luciana, Bruno and Lara (the children of Edda Bini Mastropasqua)

"Our mother Lucy Nisker (Zylberszac) had a natural kindness and inner strength that attracted people to her. She was kind and devoted to her friends and extended family, and they were in turn devoted to her.

She faced her cancer diagnosis with courage...and acceptance.

Her main wish was to remain at home until her last moments. During the final weeks of her life, Nova Home Care in collaboration with the CLSC provided the medical support that we could rely and depend on.

Nova's nurses were professional yet compassionate. Their impactful presence and humane approach made our family feel supported up until the final moments of our mother's life. There was great coordination between Nova and the CLSC as they worked hand in hand to ensure that we had support around the clock.

Our mother's wish came true. She was able to live her final days in peace and with dignity in the comfort of her own home surrounded by her loved ones.

Our mother chose to include a planned charitable gift in her will to help support Nova Home Care. Through this bequest, her philanthropic gesture will have a greater impact and ensure that a cause dear to her heart receives support that will last over time.

Lucy was a beautiful woman inside and out, and her memory will be cherished forever."

Joyce Nisker Takefman and William Nisker, children of a person who benefitted from Nova Home Care's home palliative care program



“ TESTIMONIALS FROM PHYSICIANS AND CLSC PARTNERS ”

“The team of Nova Montreal is amazing!”

As a consultant in palliative care at the Jewish General Hospital, I always recommend that the treating teams involve Nova in home care when a patient is discharged and needs a palliative care approach. I receive a lot of feedback from my patients, and they are very appreciative of the quality care they receive and the team's compassion and availability. They feel supported and heard. The Nova nurses that I work with regularly, such as Paula Habib, are genuinely passionate and focus their care around the patient and family. Thank you for being there for our patients.”

Dounia Meziane, Consultant in Palliative Care, Jewish General Hospital

“I am grateful that Nova Home Care exists. You are a lifeline for our CLSC nurses, who are often overwhelmed, and you are a storehouse of knowledge in palliative care.

At a time when we are facing staggering staff turnover at our CLSCs, we know that at least Nova will be there to compensate when there are gaps in knowledge, and that it will share the burden of the extensive follow-up for end-of-life patients. Our collaboration with Nova has always been incredibly good and easy, and we are blessed as palliative care physicians and nurses to be able to count on an organization like yours.

Long live Nova! I hope you eventually receive funding that reflects your great accomplishments.”

Dr. Eveline Gaillardetz, MD, Intensive Home Care Team Lead, CLSC Verdun

“The holistic quality and coordinated end-of-life care provided by Nova to patients is not only exceptional but also a family-centered model of care that should be used in many other organizations. The dedicated palliative care personnel identify not only the challenges faced by patients but also those of their families, be they physical, emotional, spiritual or social, all while maintaining open lines of ongoing communication with the multidisciplinary team members to optimize universal patient care coverage.”

Natalie Leon RN, B.Sc. (N), Nurse Pivot in Colorectal Oncology, Jewish General Hospital

“Every day, as a family physician who does home palliative care, I am delighted to work with Nova. This team is exceptional, from the competent and available nurses to the home health aides, the talented massage therapist—and the list goes on. I feel reassured about leaving my patients in their hands. They excel in collaboration and teamwork. Thank you to the entire team!”

Dr. Maryse Fournier, Family and Palliative Care Physician, Parc-Extension U-FMG



QUÉBEC BLUE CROSS® HOME PALLIATIVE CARE MENTORSHIP PROGRAM

For the Québec Blue Cross® Home Palliative Care Mentorship Program, the past year was rich in training and discussion.

We are proud to report that over 350 participants have benefitted from this training program since 2019. The impact that palliative care has on people who are ill and their families is at the heart of our mission and is a source of motivation.

The program has met with a unanimous response from professionals. Being better equipped allows them to offer adapted care and respond more promptly to situations affecting the patients and their families.

Palliative care is an expertise in itself, and Nova Home Care embraces its role in advancing the field and providing knowledge and tools to nurses across the province.

This past year, most training took place, once again, via videoconference. Our team of trainers were nonetheless very happy to resume in-person training, which everyone has missed over the past two years.

On behalf of Nova Home Care, the nurses who received the training and, most importantly, the people in palliative and end-of-life care in Quebec along with their families, we thank Québec Blue Cross® for financially supporting this program since 2019.

"I have been a nurse in the CIUSSS Centre-Sud for 26 years. I worked as a long-term care assistant for 25 years. I signed up for the training thinking that I knew a lot about palliative care.

I learned a lot from the Nova Home Care trainer! Her fluency and experience—WOW! I recommend this wonderful and enriching training to all caregivers. I already recommend it at work! A big thank you!"

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





OUR BOARD OF DIRECTORS

Nova Home Care is very fortunate to be able to count on the expertise and dedication of our board members. Coming from different backgrounds, they guide us and go above and beyond to support the organization so that we take our mission to the next level.

BOARD OF DIRECTORS

EXECUTIVE COMMITTEE

President

Randy Witten

Treasurer

Samy Amar

Secretary

Dr. Patricia Riley

Past President

Susan Magor

Directors

Samy Amar

Guy Archambault

Sophie Baillargeon

Dr. Geneviève Dechêne

Marie-Eve Dubois

Zelda Freitas

Marie Christine Le Bourdais

Judith Marchessault

Elisa Mazzoccone

Lois Miller

Dr. Patricia Riley

Mathieu Sirois

OUR TEAM

Nova's mission is to provide compassionate, personalized, high-quality home care to people who are ill or at the end of their life as well as to their loved ones. This mission is in the hands of an extraordinary team of dedicated, passionate people who devote their daily lives to making a difference.

ADMINISTRATIVE TEAM

Executive Director

Anne-Sophie Schlader

Clinical Director and Project Manager, Québec Blue Cross®

Home Palliative Care

Mentorship Program

Dominique Gohier

Philanthropic Development Specialist

Marianne Simoneau

Communications and Community Outreach Manager

Sarah Leblanc

Payroll Consultant and Clinical Coordinator

Hélène Rioux

CLINICAL TEAM

Nurses

Annie Gagnon

Audrey Thérien

Emmanuelle Lemenu

Hélène Authier

Paula Habib

Social workers

Vanessa Molony

Lisa-Maria Villani

Home health aides

Lourdes Bucchalter

Magalie Chartrand

Heraclea Cuerdo-Lopez

Emilia Giroux-Grancharoff

Mia Guanhua Su

Patricia Henry

Valérie Martineau

Gifty Owusu

Sophia Shan Zhao

Christelle Timy Tchoumkeu

Blessing Vhembo

Tian Rongzhen

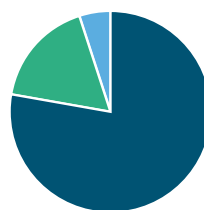
Christine Hazell Sumangil

Massage therapist

François Guay

FUNDING AND DONATIONS AT A GLANCE

STATISTICS ON SOURCES OF FUNDING:



L'Appui grant: 17%

Services revenue: 9%

Donations: 74%

Other: 0%

We are able to continue our mission thanks to the endless generosity of our donors and their concern over the wellness of others in the community. The funds raised allow us to make a real impact, with hundreds of people receiving quality, dignified care in their homes.

Currently, our professional care and services are funded primarily through private donations. Nova Home Care is immensely grateful for the invaluable support of its donors.

This year, 430 individual donors donated a sum of \$109,000, while 41 organizations and businesses gave \$714,000. Our visionary donors gave a total of \$255,106 in their wills. Their tremendous generosity to our cause is a testament to their values of caring, solidarity and sharing and speaks to their deep respect for the community. Planned gifts continue to play a key role in enabling us to provide extraordinary care for

patients for years to come. We would like to acknowledge the significant gifts received from the estates of Caroline Bouchard and Lucy Niskier.

Nova Home Care is delighted with its new philanthropic partnership with the Mirella and Lino Saputo Foundation, which will help us achieve many of our goals.

We are extremely grateful for the essential support from our largest donors, including the Québec Blue Cross®, the Louise and Alan Edwards Foundation, the Grace Dart Foundation and the George Hogg Family Foundation. Your involvement is essential to us in fulfilling our commitment to society.

THANK YOU to all our valued donors, on behalf of the patients you are supporting and their families, our clinical care team, administrative staff and board members.

CORPORATE DONORS AND FOUNDATIONS DONATIONS OF \$1,000 + | GENEROSITY THAT CHANGES LIVES

\$1,000 to \$4,999

Léger
Highwater Foundation
John Baker Fellowes Family Foundation
Hanson Family Foundation
Hay Foundation
Eric Rose Fund
Edifice 310 Victoria Inc.
The Irish Protestant Benevolent Society of Montreal

\$5,000 to \$9,999

Birks Family Foundation
Hylcan Foundation
Cole Foundation
Drummond Foundation
Pickwood Fund
Micheline Audette Fund
Jacques Nolin Foundation

\$10,000 to \$19,999

Zeller Family Foundation

\$20,000 to \$34,999

J.A. DeSève Foundation
Fondation Blain-Favreau
Tenaquip Foundation
Altru Inc. Foundation
Patrice Drolet Foundation

\$35,000 to \$99,999

George Hogg Family Foundation
Mirella and Lino Saputo Foundation
Ministère de la Santé et des Services Sociaux

\$100,000 to \$249,999

Louise and Alan Edwards Foundation
Grace Dart Foundation

\$250,000 and over

Québec Blue Cross®

OUR KEY COMMUNITY PARTNERS

NOVA HOME CARE AT THE HEART OF THE COMMUNITY

Nova Home Care has once again set itself the goal of being active in the community by forging close ties with community organizations offering complementary services in our service area. Our main objective is to offer our clients a variety of services to help them navigate the difficulties of illness as smoothly as possible.

Nova has also offered several conferences and workshops with the principal aim of democratizing home care in Quebec.

Groupe des proches aidants du Sud-Ouest (GASO)

In 2023, Nova Home Care and GASO established a partnership to unite their forces, join their missions and enhance their positive impact in the community. This partnership aims to encourage mutual referrals in order to reach more people who could benefit from the services of either organization. We also aim to facilitate the exchange of information and best practices related to fundraising and ties with the beneficiaries, in addition to working in a complementary fashion to avoid duplication of services.

Jeanne Mance Foundation

The Jeanne Mance Foundation has been a partner of Nova Home Care since 2021. The Jeanne Mance Foundation offers professional home support services to people at the end of their lives and their loved ones, with an emphasis on spiritual needs. The aim of this partnership is to optimize the services offered to people at the end of life. Specifically, Nova Home Care offers its palliative care patients the spiritual care provided by the Jeanne Mance Foundation, while the Jeanne Mance Foundation refers patients in their charge to our palliative care program, when the individuals are in our service area. In addition, a spiritual companion from the Jeanne Mance Foundation organizes discussion groups with the Nova clinical team to prevent compassion fatigue and educate nurses on the basics of spiritual care.

Quebec Cancer Foundation

The Quebec Cancer Foundation has been a partner of Nova Home Care since March 2021. This partnership aims to optimize the support we provide to people affected by cancer. In the past year, Nova offered two free webinars intended primarily for caregivers in order to demystify palliative care for oncology clientele.

Examples of palliative care myths:

- *Palliative care is for people dying of cancer.*
- *Morphine is given to hasten death.*

Our organizations hope to help deconstruct taboos and promote the right to palliative care.

In September 2022, Nova Home Care also participated in the *La marche du Grand dévouement*, a charity walk organized by the Quebec Cancer Foundation. This annual peer-to-peer fundraising effort aims to raise funds to support people living with cancer. Fifteen people from Nova Home Care—employees, directors and family members—formed a team to collect donations for our clients with cancer. This philanthropic activity allowed us to raise a few thousand dollars.



McGill's Council on Palliative Care

In April 2022, Dominique Gohier, Clinical Director at Nova Home Care, participated in the workshop Palliative Care at Home: Access and Services in Montreal, organized by McGill's Council on Palliative Care.

This workshop, offered to the general public, addressed the issue of access to home palliative care and discussed the services currently offered on the Island of Montreal as well as the work being done with other partners in the community. Many ill individuals who are seeking home care have found it difficult to find information on how to access palliative care; the purpose of this workshop was to remedy this problem.

Association québécoise des soins palliatifs

Dominique Gohier, Clinical Director at Nova Home Care, also participated, last May, in the roundtable discussion Remaining at Home: Option or Illusion at the annual conference of Association québécoise des soins palliatifs. This was an opportunity for her to speak about the lived experiences of Nova Home Care clients who choose to remain at home and to share some key factors to ensuring that home care is successful.

LÉO Collectif

Nova Home Care's home health aides participated in a series of workshops offered by LÉO collectif. LÉO collectif provides psychological support to small groups of Quebec employees cooperatives and NPOs to allow for discussion on subjects that are of concern to them. This helps give our home health aides the tools to feel more comfortable at work. Each workshop cycle includes three two-hours sessions with two psychotherapists. The participants are given a lot of room to speak and express themselves. They are also provided with tools to help them overcome daily difficulties and disruptions. Thank you to Léo Collectif for this service that has made a big difference for our team of home health aides!

Table de concertation régionale des personnes proches aidantes de Montréal (TCRPAM)

In March 2023, Nova Home Care participated in the Table de concertation régionale des personnes proches aidantes de Montréal (TCRPAM). The objective was to discuss the future of caregivers in Quebec and the best ways to support them.



KEY FUNDING PARTNERS

Jacques-Bouchard Foundation

In 2019, Nova Home Care was fortunate to receive a donation from the Jacques-Bouchard Foundation, whose mission is to promote and support access to home palliative care for adults and children who want this option and whose condition allows for it.

The Nova Home Health Care team was very sad to learn of the passing of Caroline Bouchard in October 2021. Just before the first anniversary of her passing, we were surprised to find out that she had left \$200,000 to Nova. This gesture shows that palliative care is a cause she cared about deeply. We are grateful to her for this generous donation, which will allow us to pursue our mission of providing high-quality, personalized and compassionate home care to people who are ill and at the end of their lives as well as to their loved ones.

Nova Home Care also offers various complementary services to our patients, including wellness services such as massage therapy and psychosocial support. The generosity of the Jacques-Bouchard Foundation also allows us to provide respite for caregivers and financial support for home support equipment rental.

Grace Dart Foundation

The Grace Dart Foundation has provided financial support to Nova Home Care since 2019. This meaningful partnership allows Nova to reach more isolated seniors and provide them with health care and support in their homes. These clients have substantial needs. More than ever, we are seeing that many seniors want to remain in the comfort of their own homes and receive compassionate, high-quality care.

This past year, Nova Home Care continued to address isolation among seniors by cultivating strong ties with an array of community organizations in its service area. This partnership also allows our organization to refine its communication tools and develop new avenues for funding.

As a non-profit organization whose mission depends primarily on donations, we are appreciative of this extraordinary partnership that allows us to achieve our mission while strengthening our financial sustainability.

Louise and Alan Edwards Foundation

We would like to extend a special thanks to the Louise and Alan Edwards Foundation for being an invaluable partner over the past years. The Foundation was created in 2000 by Alan Edwards, a visionary and admired philanthropist, and its impact in our community has only grown since then. Today, his children Jane and Eric continue the family legacy. With their financial support, our organization can continue to provide dignified, high-quality home care that allows patients to avoid multiple trips to the hospital. Your generosity gives us wings year after year.



L'APPUI POUR LES PROCHES AIDANTS

L'Appui has provided financial support to Nova Home Care since 2013, to the great benefit of the families receiving care from our organization. Thanks to the support of L'Appui, the caregivers for patients in our two programs (home palliative care and home support) can benefit from free respite services (day, evening and night) offered by home health aides who have been trained to meet the specific needs of our clients. Palliative care caregivers receive 12 hours of free respite services, while home support caregivers receive six (a new offering this year thanks to the generosity and openness of L'Appui).

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.

Between April 2022 and March 2023, a total of 9,874 hours of respite services were offered to palliative care and home support caregivers.

SOCIAL WORKER TO SUPPORT CAREGIVERS

Psychological support for families has always been an essential component of Nova's service offering. Support for caregivers is provided through our palliative care and home support programs.

After a year in which we had to cut back our psychological support services due to the departure of a full-time social worker, we are very glad to have welcomed on board a new team member at the beginning of 2023. Over the past year, close to 718 hours of psychological support were offered to patients and caregivers.

In December 2022, our social worker organized an activity for families of patients who had recently passed away. A total of 5 people participated in this activity, which was also open to the caregivers for patients who had died in the last 12 months. This event gave rise to meaningful discussions and outpourings of support between attendees. Hugs were shared, phone numbers were exchanged and tears were shed. Most importantly, there was plenty of laughter, which was beautiful and meaningful to everyone.

This support is funded in part by L'Appui and the Jacques-Bouchard Foundation.



OBJECTIVES FOR THE COMING YEAR AND THANKS TO THE COMMUNITY



These past years have revealed the fragility of our health care system and the importance of access to quality home care and palliative care. We know that access to care remains a challenge in Quebec. Nova Home Support is proud to be part of the solution by allowing certain vulnerable people to be cared for at home, thereby reducing the number of patients in hospitals.

Given the current demographic trend of significant population aging, we will be seeing an ever-greater demand for home care services, and we want to continue to help meet this demand.

In the coming year, our highest priority will be to secure sustainable funding. We are immensely grateful for all the support we receive from our valued donors, but securing public funding is essential. We also wish to continue to offer our home palliative care training to those seeking to become better equipped.

Finally, we would like to work even more closely with our community partners to maximize the impact of our services and their benefits on the vulnerable clients we serve.

KEY FINANCIAL PARTNERS



Fondation J.A. DeSève



ALTRU INC. FOUNDATION

GEORGE HOGG FAMILY FOUNDATION

PATRICE DROLET FOUNDATION

BLAIN-FAVREAU FOUNDATION



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