

NOVA

montréal

ANNUAL
REPORT
2019
2020

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



COMPASSION
& CARE



L'APPUÏ



LEADERSHIP AND TEAMS



PATRICE GEAIRON
EXECUTIVE DIRECTOR

We thank the Board of Directors of NOVA Montréal's for their generous gift of time and the necessary funds to finance our important mission.

Just over a year ago I had the pleasure of taking on the role of Executive Director of NOVA Montréal. This past year was enormously rewarding with many opportunities of growth for our organization.

NOVA Montréal was grateful to partner with three exceptional organizations: the Jacques Bouchard Foundation (for end of life care) the Grace Dart Foundation (in support of isolated seniors and community outreach) and the CIUSSS du Centre-Sud-de-l'Île-de-Montréal (palliative nursing care).

NOVA Montréal's 2019-2020 fiscal year ended with an unprecedented event, which tested and proved our expertise in home care support. Since the onset of the current worldwide health crisis, NOVA Montréal continues to be on the front-line, providing in home care for our palliative care patients and the seniors in our home support program.

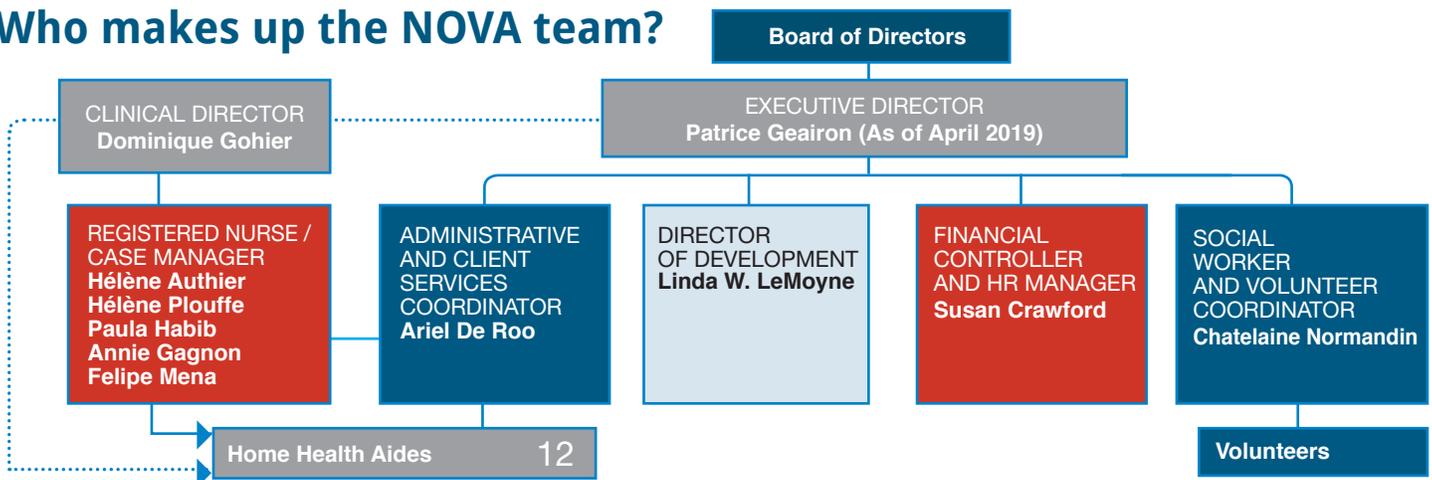
COVID-19 exposed many weaknesses in the Quebec Health Care System, especially for seniors living in long-term residences. This tragedy highlights and reinforces the importance of NOVA Montréal in the community. More than ever we see first-hand the value of nursing and home care support for seniors in the comforts of their own home.

Since the beginning of the pandemic, a strict preventive protocol ensured the safety and care of our clients as well as the safety of our NOVA Montréal nurses and home health aides (HHA).

We are grateful for the financial support of the Azrieli Foundation, the Birks Family Foundation, the John Baker Fellowes Foundation, the Louise and Alan Edwards Foundations, the R. Howard Webster Foundation, and the Tenaquip Foundation, which helped us buy much needed personal protective gear.

We are proud of the NOVA Montréal frontline team — nurses and home health aides — and our administrative staff working behind the scenes, for stepping up and meeting the recent challenges. Throughout, we are truly fortunate to be supported by our devoted Board of Directors.

Who makes up the NOVA team?



BOARD OF DIRECTORS

- President**
Susan Magor
- Past President**
Nancy Wells
- Honorary Treasurer**
Lois Miller
- Honorary Secretary**
Randy Witten

- Directors**
Dr. Geneviève Dechêne
Dr. Tanya Fitzpatrick
Dr. Patricia Forbes
Jean-Pierre Picard
Dr. Patricia Riley
Thomas Schlader
Valerie Schwartz
Mathieu Sirois
Nancy Wells

CLIENT SURVEY RESULTS

FOR THE CONSEIL QUÉBÉCOIS D'AGRÉMENT (CQA)

CLIENT SATISFACTION FOR NOVA MONTRÉAL INDICATORS (2017 Survey)

RESULTS:

Client Relations **93 %**
Professional Performance **94 %**
Service Organization **82 %**



SUSAN MAGOR

MESSAGE FROM THE PRESIDENT OF THE BOARD OF DIRECTORS

I have had the honour of serving as President of the Board of Nova Montréal for the past two years, during which we continued to experience positive change and growth, only to be challenged since early March by the Covid -19 Pandemic.

In January we made some significant administrative changes to integrate the services that Nova Montréal provides and to increase its visibility through outreach and promotion. Two new positions were created. First, a Director of Clinical Services to which one of our nurses Dominique Gohier was promoted. This resulted in an integrated management of Nova Montréal's service elements, that enhanced our ability to provide a broader scope of home health services to our clients and their families. This change was in place prior to the onset of the Pandemic allowing our staff to provide essential services to protect and support our clients and the Nova Montréal staff. The second position is Project Manager for Communications and Community Outreach reporting to our Director of Development, Linda Lemoyne. This new position held by Anne-Sophie Schlader was made possible through a generous donation and agreement with the Grace Dart Foundation. Our mandate is to track and help more elderly and isolated people in our territory. The addition of these positions frees our Executive Director, Patrice Geairon from the day-to-day management of operations allowing him to explore opportunities for agreements and partnerships with other organizations that share our mission.

We value the financial aid provided by L'Appui for the respite and support of caregivers to enable the frail and elderly to remain at home. We are also grateful to the Blue Cross Foundation for its continued support of our Nova Montréal nurses and the mentoring they provide to home-based palliative care nurses across the province. This is a recognition not only of the quality of our nurses but also Nova Montréal's Palliative Care Program that complements the public system by providing end of life care on a 24-hour 7 days/week basis. Finally, thanks to the Jacques-Bouchard Foundation and its generous financial contribution with which we can provide more palliative and homecare services.

To our other donors who make it possible for Nova Montréal to continue to serve the community by providing home-based health services that complement those provided by the public health system, the Board of Directors, the staff of Nova Montréal and the clients and caregivers we serve — thank all of you who have supported us over the past year.

In closing, I would like to express my pride and gratitude to our Nova Montréal's team, the nurses, home health aides and administrative staff for your caring approach and professionalism and for always putting the needs of our clients and their families first. I thank all my fellow members of the Board of Directors of Nova Montréal for your commitment, generosity and the breadth of expertise and experience you bring to our great organization.

MISSION

NOVA Montréal is a community-based, not-for-profit organization whose mission is to provide compassionate, high-quality, personalized in-home care to people who are ill or nearing the end of life, as well as to the families who support them.



NOVA MONTRÉAL TERRITORY

Our services are offered in the territory bordered by:

East: Canadian Pacific Railway

West: 32nd Avenue, Lachine

North: Métropolitain Boulevard

South: St-Lawrence River, including LaSalle, Verdun, and Nun's Island

PORTRAIT OF THE POPULATION

We work for members of our community who qualify for our charitable programs, i.e., adults and their caregivers, as well as preschool-aged children and their families who live within our territory. This clientele has a history of ethnic, cultural, and economic diversity and our registered nurses, home health aides and volunteers skillfully adapt to their needs to provide quality care.

THIS PAST FISCAL YEAR:

Gender: 56% of our clients were women and 70% of caregivers were also women.

Age: 76% of our clients were over age 65 and 57% were over age 75.

Languages: 50% of our clients were Francophone, 43% were Anglophone, and 7% were Allophone. The Allophone clients come from over 22 cultural communities.



“This organization was so good to my mother, I will forever be grateful.”

COMPASSION

Our employees show compassion, care, empathy, and dedication at all stages of contact with the people we serve.

QUALITY

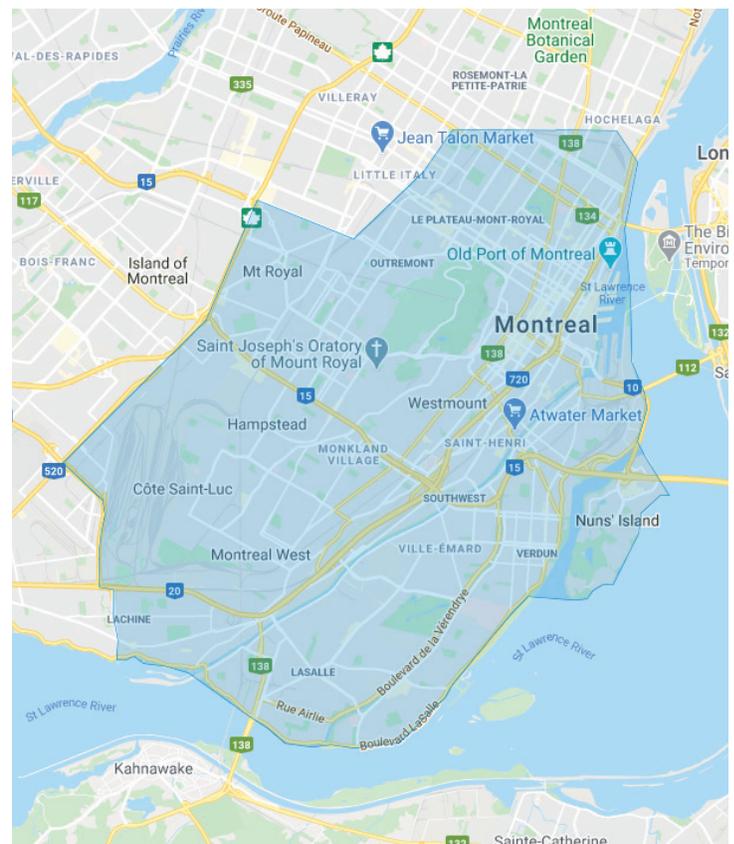
Our professional and reliable care is what distinguishes us and our services and creates an atmosphere of trust with our clients.

RESPECT

All people are treated with consideration and dignity, respecting diversity, and individual needs.

COLLABORATION

We work side by side and in collaboration with many organizations and foundations to better meet the needs of our clients.



NOVA MONTRÉAL PROGRAMS



STATISTICS 2019-2020

24
families received
an average of
of 3-6 hours
of respite per week

602
Home visits by HHAs

2,218
Hours worked by HHAs

36
Home visits by nurses

38
Hours provided by nurses

219
Volunteer hours

CHILDREN'S RESPITE PROGRAM

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

The aim of this charitable program is to offer in-home respite to families of chronically ill preschool-aged children with physical and/or intellectual disabilities.

Following an in-home assessment, a registered nurse case manager creates a care plan to be used by our Home Health Aides (HHA) during their visits.

The HHAs provide an average of three-six hours of respite care per week.

These services are offered free of charge.

This year, with the help of our nurses,
HHAs and volunteers:
22 families received over
2,474 hours of free service

Source of referrals 2019-2020 all programs: PLACES

CLSC René-Cassin	14	Jewish General Hospital	7
CLSC Benny Farm	33	Mount Sinai	22
CLSC CDN	25	MUHC	3
CLSC Park Extension	44	Montreal Neuro	2
CLSC Metro	4	Lakeshore Hospital	1
CLSC Verdun	51	McKay Centre	1
CLSC St-Henri	15	Alzheimer Group (AGI)	6
CLSC des Faubourgs	1	Groupe des Aidants du Sud-Ouest	2
CLSC St-Louis du Parc	1	Family Members	13
CLSC Pointe-St-Charles	13	Friends	3
CLSC des Faubourgs	1	Self	1
CLSC Pointe-St-Charles	13	NOVA West Island	1
CLSC LaSalle	9	NOVA Montréal Staff	1
CLSC Lachine	1	Community Group	1
CLSC St-Laurent	1		
St. Mary's Hospital	8		

PALLIATIVE CARE PROGRAM



STATISTICS 2019-2020

5

registered nurses offering
in-home care, available on call
24hrs/day, 7 days/week

33%

of the clients in the palliative
care program died in their home
as was their wish

333

clients seen this year
(247 new clients)

5107

home nursing visits

973

home visits by HHA

4041

hours of service
(visits, phone calls, coordination)

3573

hours of services from HHA

250

clients received
470 hours
of nursing services during
on-call times on weekends,
nights or evenings

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

NOVA Montréal's Palliative Care program addresses the needs of individuals diagnosed with cancer or other advanced chronic illnesses who are at the end of life and who wish to remain at home if possible. The service consists of regular visits by a registered nurse case manager and a 24/7 on-call nursing service. All nursing visits are free of charge up to 48 hours per month.

Caregivers of clients who are 65 years of age and over can also receive respite services (day, evening, and night) provided by our competent home health aides who are trained in palliative care, this service is free of charge thanks to our partner l'Appui.

This year, with the support of our nurses,
33% of our palliative care clients
died in the comfort of their home as was their wish.

BEREAVEMENT SUPPORT GROUP

NOVA Montréal's second bereavement support group was held at the Montreal Museum of Fine Arts. Ten participants met for bi-weekly sessions for a total of 8 sessions.

They actively took part in the goals of the group, which helped those who have lost a loved one to make sense of their experience, creating a safe space fostering mutual aid and to develop strategies to cope with one's grief daily.

The result of the anonymous group evaluation at the end of the 8 sessions showed that 100% of the participants appreciated the art therapy activities, the themes chosen, the participation of others, the role of the facilitator and that the group responded to their expectations.

"I am profoundly grateful for the Bereavement counselling that I received from NOVA Montréal. Together they rescued me from my deepest grief, and I could start the process of healing."

- Gigi

Connie Moisan 
Bereavement Program

 MONTREAL
MUSEUM OF
FINE ARTS

HOME SUPPORT AND RESPITE

STATISTICS 2019-2020

12

Home Health Aides

59

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

1407

visits by Home Health Aides

69

home visits by nurses

5657

hours of nursing and Home Health Aide services

THANKS TO
L'APPUI
MONTRÉAL



NOVA Montréal's Home Support and Respite program offers respite and support to caregivers of people with chronic illnesses such as Alzheimer's disease, dementia, cancer, post-stroke conditions and general frail health.

On a regular basis, a Home Health Aides from NOVA Montreal, designated and trained for the home, help seniors in their daily life and provide respite to the caregiver. This support can take the form of physical well-being care, travel assistance, personal hygiene care, various mental stimulation techniques and other home activities. Caregivers can thus benefit from time off to accomplish personal tasks or simply rest. This service is offered following an assessment of the needs of the client and the caregiver by a nurse case manager.

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

L'APPUI

The nursing services are free.

This year,
12 home health aides
provided a total of
5 590 hours
of direct services

HUMAN RESOURCES 2019-2020

Hélène Plouffe, Annie Gagnon, Paula Habib, Dominique Gohier, Hélène Authier and Felipe Mena



32 volunteers

(Board members, aides in the Children's Respite, Home Support and Palliative Care Programs, members of the Fundraising Committee, office helpers (translation, graphic design, etc.)

23 Employees

12 Home Health Aides

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

5 Registered Nurses

1 Social Worker and volunteer coordinator

5 Administrative Employees

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

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

NOVA Montréal welcomed two new members to its team in 2019: Patrice Geairon, as Executive Director and Felipe Mena a clinical nurse. A position of clinical director was also created toward the end of this past fiscal year and was assumed by Dominique Goyer who is also the project manager for the Blue Cross Home Palliative Care Mentorship Program

This past year saw the challenge of recruiting qualified Home Health Aides especially for NOVA Montréal's francophone clients. NOVA Montréal is actively recruiting for these essential additions to our team.

Frontline nursing staff

VOLUNTEER SERVICES

Volunteers are an integral part of our organization. They act as board members; help translate and design our documents and run our website. They contribute during fundraisers and go with our clients in the Children's Respite, Palliative Care, and Home Support programs. Without the gift of their time, our services would be limited and costly.

We are grateful to have received over 458 hours of volunteer work this year in addition to the hours provided by our board members. Everyone works with wholehearted dedication and are proud ambassadors of our organization at all levels.

We hope to recruit more volunteers as their involvement makes an enormous difference to our community.

More than ever, we truly appreciate the nursing care and supportive care of seniors provided in the comfort of their own home. We thank the Grace Dart Foundation for allowing us to help even more seniors in their own homes, by providing quality and compassionate care. We are honored to be able to accomplish this mission thanks to their tremendous support.

**Patrice Geairon
Executive Director**

CAREGIVERS RESPITE PROGRAM

SUPPORTING CAREGIVERS IN OUR COMMUNITY

THANK YOU



Fondation Jacques-Boucharde
SOINS PALLIATIFS À DOMICILE

Caroline Bouchard, Fondatrice et
Patrice Geairon, Directeur général

NOVA
montréal

L'APPUÏ

NOVA Montréal continues to receive vital aid from l'Appui Montreal which allows NOVA Montréal to provide very crucial relief for caregivers in their territory. L'Appui estimates that 300,000 people play the role of caregivers to patients of 65 years and older on the island of Montreal. Compared with the rest of Quebec caregivers on the island of Montreal are younger and 17 percent live beneath the poverty line. Providing home care relief at a reduced rate has become a part of the solution offered by NOVA Montréal. Relief is provided free of charge to caregivers for palliative care patients. Thanks to their contribution, NOVA Montréal was able to provide caregivers with 5 705 respite hours. This service is free of charge under specific conditions: being 65 years old and over, living in the defined territory and living with a caregiver at home.

MAJOR DONATION BY THE JACQUES BOUCHARD FOUNDATION

NOVA Montréal was granted a key donation by the Jacques Bouchard Foundation directed to the program providing palliative care at home. The significant amount which was bequeathed permits NOVA Montréal to provide complimentary services to people wishing to stay in the comfort of their homes. These services include massages and relief to caregivers both day and night so they can rest.

We are proud to continue our mission of supporting people with respect, compassion and dignity while providing them high quality care. We are exceedingly grateful for the financial support received to achieve this. We would like to thank Madame Caroline Bouchard for this donation which helped many people in need.

FUNDRAISING ACTIVITY



NOVA Montréal thanks the comedian, **Joey Elias**, who generously offered his talent and time to a fundraising comedy show. The event held at Westmount High in November allowed NOVA Montréal to bring together key donors and to raise funds to further their mission. This wonderful initiative was an enormous success.

The Grace Dart Foundation

THANK YOU

The Grace Dart Foundation.

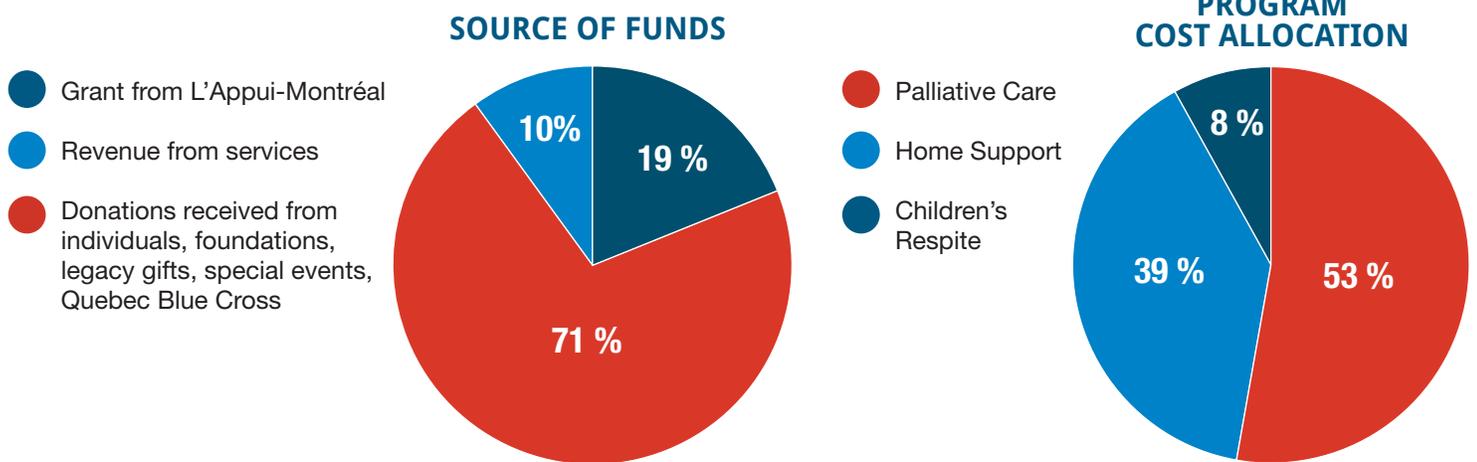
This year a significant partnership was established with the Grace Dart Foundation which provided NOVA Montréal with a transformative donation of 460,000 dollars. This partnership allows Nova Montréal to provide help to elderly people who are isolated and offer them support or provide relief to their caregivers. An action plan was developed to find potential beneficiaries of such services and to provide them with relevant information.



More than ever we are seeing the value of nursing and support care for seniors in the comfort of their own homes. Our thanks to the Grace Dart Foundation for giving us the opportunity to help even more seniors in their own homes by providing them with compassionate, quality care. We are honoured to be able to carry out this mission because of their tremendous support.

Patrice Geairon, Executive Director

STATISTICS 2019-2020



DONATION AND FUNDING



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

THANK YOU TO ALL OUR DONORS

This past year 42% of NOVA's operating budget came from our donors. Without this level of support the organization simply could not function. This funding from our loyal donors ensures that our services are available to those who need them most.

Thank you to the following donors for their significant gifts to NOVA Montréal during the past fiscal year April 1, 2019 to March 31, 2020

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



THE QUEBEC BLUE CROSS **Home Palliative Care Mentorship Program**

The mentoring program for home-based palliative care in collaboration with the Blue Cross started a year ago. The training began in September 2019, following significant research in home-based palliative care with the help of two professors from the University of Montréal Faculty of Nursing. Thanks to the contribution from the Blue Cross of Quebec, nurses from NOVA Montréal were able to offer theoretical courses in more than 20 CLSC's. More than 70 healthcare professionals received help from 9 free hours of training accredited by the University of Montreal's Faculty of Nursing. In addition, NOVA Montréal followed two nurses for a full day of on-site mentoring. This clinical mentoring is also part of the program.

The improvement of the skills of the nurses who provide in-home based palliative care and who support patients in terminal phases and their family members has always been a motivation for NOVA Montréal. This program allows NOVA Montréal to take part in improving the welfare of the community.

NOVA Montréal is proud to work with the University of Montreal's Faculty of Nursing to evaluate the impact of the program on clinical practices.

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