

In-home nursing, care & respite.

info NOVA

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VISION

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

MISSION

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

CORE VALUES

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

Caring: We serve with empathy and compassion.

Participation: All members of our team: employees, volunteers, clients, family members, community organizations, and public healthcare agencies, work together in an effective helping relationship.

Courage: We have the strength to be independent and unique.

NOVA MONTRÉAL TERRITORY

Our services are offered in the territory bordered by St-Denis Street to the East; 32nd Avenue, Lachine, to the West; Métropolitain Boulevard to the North; the St. Lawrence River to the South, including Verdun, Nun's Island and Ville LaSalle.

COMMITMENT

The principles found in the World Health Organization's concept of Primary Health Care and the concepts of Quality Management are the basis for the Standards of Care and Service followed by NOVA Montréal. For more information on our Standards of Conduct, Code of Ethics and more, please consult our website at www.novamontreal.com.

For questions, comments or feedback, please do not hesitate to let us know. We always welcome suggestions so that we can improve as an organization.



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Message from the President, Board of Directors

I assumed the Presidency of the Board of Directors, NOVA Montréal at the Annual General Meeting in June, and am honored by the opportunity. As a relative newcomer to NOVA, joining the Board in May 2012, it has been a pleasure to get to know the very hard-working staff and volunteers that make up this organization.



Over the past 18 months NOVA Montréal has continued to make great progress under the steady hand of Executive Director Marie-Claude Mainville. She spearheaded a collaboration with l'Appui Montréal resulting in much-needed financial backing for our Home Support program, and has worked closely with the Board to review NOVA's strategic plan. Last May we held our first fundraising event, "The Art of Caregiving" which brought together friends, donors and artists from both the NOVA and greater-Montreal communities in support of NOVA's programs.

As demand continues to increase for our Home Support, Palliative Care and Children's Respite Care programs, we are constantly challenged by the ability to raise the funds necessary to meet the needs of our clients. With the help of the dedicated staff, volunteers and supporters such as yourselves, I have confidence that we will succeed in growing NOVA's caring presence in the community and rebuilding its financial foundation for the future.

Nancy Wells

A Message from the Executive Director

The most significant event of the year has been the reception of grants from l'Appui Montréal to provide respite services to caregivers of elderly clients.

These funds allow NOVA Montréal to help caregivers who have limited financial means or who are overly burdened. We are very pleased that these grants will permit NOVA Montreal, in accordance with our mission statement, to further help needy members of our community.

NOVA Montreal's commitment to providing quality services; our CQA accreditation, granted because of our mastery in the application of efficient policies and procedures regarding the management and quality of our services; and our strategic plan for 2010-2015, that proposes various initiatives that have already been carried out and suggests ways that we can maintain and further evolve our 116 year presence in the community, enable us to have an enthusiastic and optimistic view about the future of our charitable organization.

I invite you to help us pursue our goals and achieve our vision for the future. The NOVA Montréal team is always there for you!

Marie-Claude Mainville
Executive Director

FINANCÉ PAR



Agréé par:



Programs and services

Children's Respite Program

A pioneer of children's respite programs in Québec, NOVA Montréal continues to offer in-home respite to families of chronically ill, pre-school age children (0-6 years old) who are physically and/or intellectually handicapped. Because of donors in the community, NOVA Montréal offers families free respite care on a scheduled basis for a maximum of 6 hours per week.

Following a referral from a health care professional, a NOVA registered nurse visits the child to assess their condition, and with the family, develops a care plan. Based on the assessment,

a trained NOVA home health aide provides the client with the following services:

- Hygiene care
- Dressing
- Fitness and mobility
- Stimulation activities
- Light housekeeping
- Medication management
- Companionship
- Respite care



Palliative Care

NOVA Montréal introduced a palliative care program to enhance the quality of end-of-life care for clients, caregivers and their families by enabling clients to pass away peacefully at home in familiar surroundings. Thanks to donors such as you, NOVA Montréal continues to offer this service free of charge.

Following a referral from a health care professional, a NOVA registered nurse visits the client to assess their condition and develops a care plan accordingly. In addition to regular scheduled visits by a NOVA registered nurse, in case of emergencies, clients also have access to a 24 hour on-call nursing service. Medical follow-up care with a treating physician is a prerequisite.

Our registered nurses provide:
Physical, psycho-social and spiritual support
Management of pain, nausea and other symptoms
Bereavement follow-up visits

Based on the assessment by a NOVA registered nurse, a trained NOVA home health aide provides the following services:

- Hygiene care
- Dressing
- Fitness and mobility
- Light housekeeping
- Medication management
- Companionship
- Respite care



In-Home Support Program

Our home support program was initially set up to support clients with compromised health conditions, and to allow them to live at home safely and independently for as long as possible, while providing their caregivers and families with peace of mind. Although there is a charge for this service, your donations allow us to offer reasonable rates that fit the varying budgets of our clients.

No medical referral is required for this service. A NOVA registered nurse visits the client to assess their condition and in accordance with the family, develops a care plan. Based on the assessment by a NOVA registered nurse, a trained NOVA home health aide provides the following services:

- Hygiene care
- Dressing
- Fitness and mobility
- Stimulation activities
- Light housekeeping
- Medication management
- Companionship
- Respite care

An Angel Named Rose

For a moment, try to imagine yourself as one of the parents of three children, one of whom is a baby with severe epilepsy who needs to be observed day and night. Imagine the mental and physical toll that this would take on the lives of you, your spouse and your other two children.

This is the story of Isabelle and Jean, parents of Marie, 6 and Nicolas, 4, who in the fall of 2004, were eagerly awaiting the arrival of a new baby girl. The joy of having a newborn in the family was quickly overshadowed when at four months, Jean and Marie's infant daughter, Julie, had her first seizure. After many visits with specialists, Julie was diagnosed with Dravet syndrome, and a global developmental delay. Dravet syndrome, also known as severe myoclonic epilepsy infancy (SMEI), is a rare and severe form of epilepsy characterized by prolonged seizures. Julie's seizures often took place during the night and would last for as long as an hour and a half. She needed to be observed 24 hours per day.

Jean and Isabelle's daily routine revolved around Julie's care. John would work full days and then help out Isabelle in the evenings. Between medical appointments, multiple surgeries, administering medication and emergency visits to the hospital, there was little time for Marie and Nicolas.

After three years, John and Isabelle were on the verge of exhaustion. Julie was a good-natured child but she didn't sleep and she was unable to recognize danger. "I was sleeping 4-5 hours a day", remembers Isabelle. "I was barely managing to keep my head above water when a social worker from CLSC Park Extension told me about the free respite program that NOVA Montreal provides to parents of chronically ill children with a physical or mental disability".

One morning, Rose arrived to start her first visit with Julie. "In such a situation, it's not easy to trust a stranger with your child", says Isabelle "But I quickly realized that with Rose, our little one was in good hands. Each week, I had 6 hours of respite. What a relief! At first, I used that time to sleep! Julie is now 9 years old. She does not speak much, and although she has reached a certain level of autonomy, she still requires constant attention. That's why Rose's weekly visits allow us to have a more stable and harmonious family life".

"Rose has become our family's angel. Each week, we cannot wait for her to arrive. Although NOVA's free children's respite program ends when a child turns 6, we have retained Rose's services because the time she spends with Julie is indispensable to our family. She has become a friend that we can count on, and we thank NOVA Montreal from the bottom of our hearts".

Does this story resemble yours? If you, a family member or a friend is in a comparable situation, please do not hesitate to contact NOVA Montreal. The team that runs our children's respite program for chronically ill children will be happy to help you in any way we can.

*Julie is presently a client in our home support program (service with a fee).



TESTIMONIALS

Volunteer program

Miao He (Michelle) (Client)

"With their high standards in volunteer recruitment, screening and training, we felt confident that we would be in good hands".

Megan Blakeman (Volunteer)

"I was able to work closely and consistently with the same family, making my volunteering have more of an impact than a shorter placement".

Jennifer Ling (Volunteer)

"The experiences I had, I will carry with me and use throughout my life; volunteering with NOVA Montréal makes you a more open-minded, communicative and empathetic person".

DON ACTION

your donation
in action.

Find out how your donation to **NOVA Montréal** can make a real difference in the lives of those in need.

Nova Montréal depends on donations from individuals, corporations and foundations to support our programs.

A receipt for taxation purposes will be issued for any donation of \$ 20.00 or more.



Why donate to NOVA Montréal?

NOVA Montréal is a not-for-profit, charitable organization that depends on the financial support of the community to:

- Support our programs (operating cost)
- Meet the increasing needs of our clients and the community
- Maintain the quality and availability of our services

How to make a donation

GENERAL DONATION: You can make your donation online, by mail, telephone or fax at the address below.

IN MEMORIAM DONATION: This is a way of perpetuating the memory of someone who has died.

IN HONOUR DONATION: Alternative to wedding/anniversary/birthday presents? Mark the moment and donate in honour of your occasion.

MONTHLY/ANNUAL DONATION: This is a way of reducing administrative costs and helping us better plan activities, while maximizing the value of donations.

MAJOR DONATION/BEQUEST: These are two ways of assisting humanitarian work, whether as a company or as an individual, while benefitting from tax advantages.

FUNDRAISING: Host a fundraising event to raise funds independently for NOVA Montréal.

An Income tax receipt will be issued for a donation of \$20 or more.

Charitable registration number: 13035 0184 RR0001

NOVA
montréal

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NOVA Montréal is pleased to announce that we raised \$17,000 at NOVA Montréal's first art fundraiser "The Art of Caregiving" on May 1st, 2014. The proceeds will benefit **NOVA Montréal's** efforts to better serve the increasing need of in home health care services within the community.

On behalf of NOVA Montréal, thank you for being part of the picture and supporting this worthy cause in our community.



Thank you to our sponsors, donors, volunteers and staff!

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Marie-Claude Mainville
Executive Director

Claudia Cavallaro
Ariel De Roo
Georgeta Tone
Chantal Yan

THE HISTORY OF NOVA MONTRÉAL

NOVA MONTRÉAL EVOLVED FROM VON (VICTORIAN ORDER OF NURSES), A NOT-FOR-PROFIT ORGANIZATION THAT HAS BEEN PROVIDING HEALTHCARE SERVICES IN THE HOME SINCE 1898.

1990

Launching of its foot care clinics for seniors.

1997

Following an agreement with Dans la rue, which works with homeless young people, a NOVA nurse was put at their service.

2006

VON Canada decided to centralize its administrative activities. As a result of that decision, affiliation with the national body was severed & the NOVA Montréal name was adopted.

2013

Eliminated the foot care program and affiliation with Dans la rue in order to shift much needed resources to our existing programs.

1988

Respite program was set up for the families of people with Alzheimer's disease or similar chronic illnesses.

1992

Set up of its home-based Palliative Care Program.

2000

Initiated the Children's Service Program to give respite to parents of children with a chronic illness or with a physical or intellectual handicap.

2009

A high-risk foot care clinic opened its doors.

2014

At the venerable age of 116, NOVA Montréal is still continuing its work in the community. Our financial challenges for the upcoming years include limited free hours of service per year for our Palliative & Children's Respite programs due to limited funding & increasing operating cost. By making a tax-credit donation, you will be helping NOVA Montréal maintain the quality & availability of our services to meet the increasing needs of our clients & the community.