

# 125

Years

supporting our community

A photograph of a family sitting on a couch. An elderly woman with short grey hair and red-rimmed glasses leans over the back of the couch, smiling. In the center, an elderly man with a mustache and a nasal cannula sits on the couch. He is wearing a dark green t-shirt with a graphic that says '65TH ANNUAL BIKE WEEK 2006'. To his right, a young boy in a red Nike t-shirt sits on the couch. To the far right, a young girl in a black t-shirt with a white floral pattern sits on the couch, smiling. The background is a plain, light-colored wall.

## ANNUAL REPORT 2023-2024

\* All the photos in this report were taken by Thibault Carron in the homes of Nova's users.  
Thank you for allowing us to capture these everyday moments!



# A Word from the President

**RANDY WITTEN**

PRESIDENT, BOARD OF DIRECTORS

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I have now completed my third year as president of Nova's Board of Directors. Just like the last couple of years, this one has been one of great advances for Nova. Thanks to the exemplary work of the team, led by Executive Director Anne-Sophie Schlader, Nova realized a significant boost both to its financial health and its public profile.

Nova obtained a new funding commitment of \$1.2 million from the Quebec government, in recognition of the essential nature of Nova's services. This "game-changing" funding will help to cover Nova's increased operating costs, expanded 24-hour coverage at end-of-life, increased support for caregivers, and training development. The next challenge for Nova is to expand this initial commitment into recurring funding.

As was the case last year, Nova received some wonderful publicity for its cause. For example, La Presse, 98.5 FM, TVA, Global, CBC, CTV, and The Suburban all featured Nova and its work, in connection with the Quebec government's funding announcement. In addition, Anne-Sophie has become a go-to resource for some media outlets on the subject of in-home palliative care services generally.

As always, I want to take this opportunity to recognize the people whose dedication, enthusiasm and compassion make it possible for Nova to do such precious work: Nova's administrative staff, nurses, home health aides, social workers, massage therapists, and board members. Nova's people are the life blood of the organization. In addition, Nova is tremendously grateful to its many generous funding providers (who are acknowledged elsewhere in this annual report). They continue to be vital to Nova.

**Randy Witten**  
President, Board of Directors

# A Word from the Executive Director

**ANNE-SOPHIE SCHLADER**

EXECUTIVE DIRECTOR

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I am completing my second year as Executive Director of Nova Home Care, and I am extremely proud of our accomplishments.

This past fiscal year has been pivotal for the organization. The Ministry of Health reached out to us, recognizing our expertise and our impact in the community by providing funding that allowed us to maintain our service offering.

For 125 years, philanthropic funding has allowed us to provide high quality support to the community. But we have reached a point where donations no longer stretch far enough to meet the rapidly growing demand for care and services. Over the past year, we have increased our in-home respite care offerings by 44%. Our teams of nurses, social workers, and home health aides are working at full capacity, but we dream of expanding and helping even more.

I'm delighted to see that we're finally talking about access to quality end-of-life care for everyone in the media. I'm even happier to hear that the importance of home care has been drawn to everyone's attention, notably in Health and Welfare Commissioner, Ms. Joanne Castonguay's report. The report highlights that we need to invest more in home care, which, in turn, helps to relieve hospital congestion and is a less costly solution for the healthcare system.

With our aging population, a large percentage of people will be in a caregiving situation within the next few years. Nova Home Care is proud to be part of the solution, providing the care needed to ensure that people can stay in their own homes, free of charge. The patients and families we support understand the importance of having access to good care with dignity, and the freedom of being able to choose home care.

**Anne-Sophie Schlader**  
Executive Director

# Our Mission

Nova Home Care is a nonprofit, 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 the loved ones who support them.



## Our Values



Compassion



Quality



Respect



Collaboration

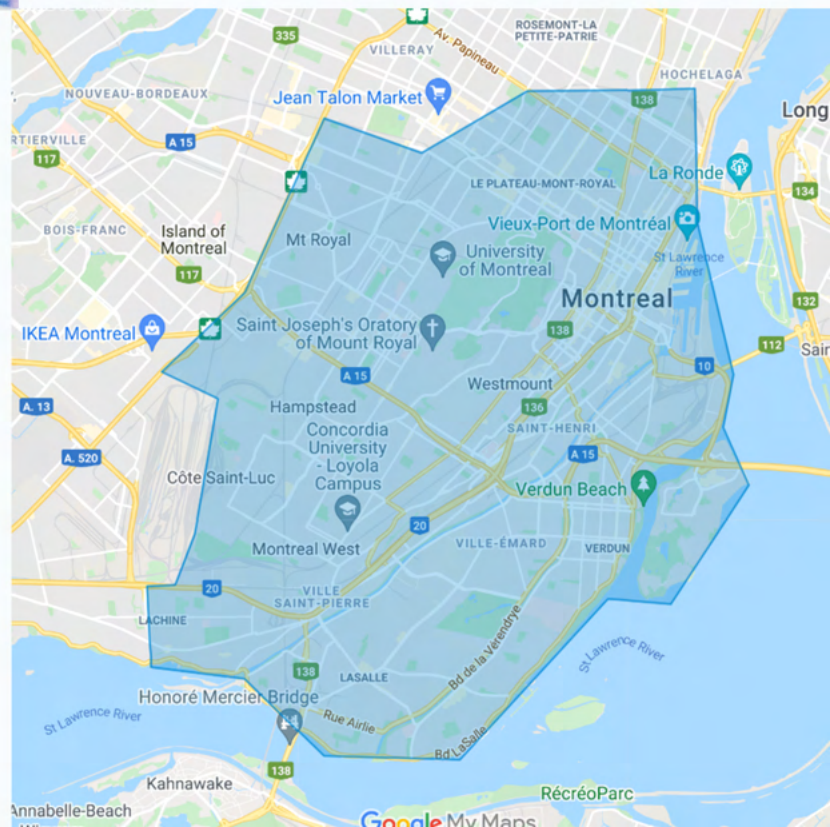
**Our services are offered in the territory bordered by:**

**East:** Canadian Pacific Railway

**West:** 32nd Avenue, Lachine

**North:** Metropolitain Boulevard

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



# Our Programs

Nova Home Care offers two programs throughout its service area:

- Home Palliative Care
  - Home Support
- 

Our organization, which has been an integral part of the Montreal landscape for over a century, takes great pride in the remarkable expertise of its multidisciplinary team. This clinical team is made up of dedicated professionals, including qualified nurses, attentive home health aides, committed social workers, and specialized massage therapists.

Building on our 125 years of experience and presence in the Montreal community, we have established a valuable and ongoing collaboration with CLSC teams. Also, we maintain close ties with a variety of community organizations active in our territory. These trusted, well-established partnerships are the pillars that enable Nova to offer its clientele the highest quality of home care, marked by excellence, compassion, respect, and adaptability to the specific needs of every individual.





# Home Palliative Care Program

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Nova Home Care's palliative care program is characterized by its active, holistic, and comprehensive approach, that meets the various needs of people reaching the end of their lives – particularly those with serious illnesses in the terminal phase – as well as their loved ones. Dedicated to situations where the prognosis is uncertain, this program is designed to provide extensive, personalized support at every stage.

Our nurses, who form the heart of this program, work closely with palliative care physicians, oncology teams, and other healthcare professionals. They also work in partnership with pivot nurses in hospitals and local community service centers (CLSCs), always ensuring continuity and consistency of care.

Nova's nurses visit people's homes to provide personalized, tailored care. They are available from 8 a.m. to midnight, seven days a week, via a dedicated user phone line, guaranteeing constant assistance and support.

In addition, a home health aide can be assigned to provide hygiene and comfort care tailored to the specific condition of each individual. This assistance is designed not only to ensure the person's safety and well-being, but also to provide respite for caregivers, allowing them to take a break with the reassurance that their loved one is in great hands. Our program embodies our commitment to providing the highest quality, person-centered care, tailored to the unique needs of each individual and their families at this difficult time.

# Testimonials



*During the last 6 months of my father's life, Nova Home Care provided invaluable support to our family members, who acted as caregivers. The exceptional availability of our nurse and the entire team, as well as their professional care delivered with kindness, respect, and empathy, enabled us to live these months as serenely as possible, in complete confidence that my father was receiving the best possible care. This allowed us to focus on the joy of being together, on the gratitude we felt for living out his final moments together. Without Nova, and without Nova's remarkable collaboration with all those involved (CLSC, CHUM, Maison St-Raphaël, etc.), we would have lived through this period with a great deal of anguish and would not have been able to accompany my father as we did.*

*Our positive and humane experience with Nova inspired us to donate in memory of my father following his passing.*

*Thank you to Nova and its team, especially our nurse, for offering us these invaluable moments, and for taking care of my father and us all. We are eternally grateful!"*

**Lucie Bourgeois, daughter and caregiver of a person who benefited from the palliative home care program**





*In July 2022, my mother was diagnosed with brain cancer. The decision to move her into my home was a foregone conclusion, as there was no question of placing her in a CHSLD center at the end of her life. When I made this decision, I honestly didn't know what I was getting myself into, or what the physical and psychological demands of being a caregiver would be.*

*Nova came knocking at my door like angels from heaven. This extraordinary organization accompanied me and took charge of my mother's palliative care at home. I can honestly say that my mother, a nurse herself, described the caregivers and nurses as exceptional in their dedication, attentive care, empathy, and enthusiasm. Without them, I would never have had peace of mind when I took my respites. They took care of her just as I did!*

*Nova's humane care inspired us to start giving monthly donations in memory of my mom following her passing.*

*Thanks to Nova, Mom enjoyed a peaceful, serene, and happy end to her life, as she was able to stay with me until the end. For this, my family and I will be eternally grateful.”*

**Geneviève De la Chevrotière and her family, caregivers of a person who benefited from the services of the palliative home care program**



*My massage therapist brings me nothing but joy. His service is 110%. He's been visiting me for the past few months. With his miraculous hands, I feel like a new person.”*

**Jean-Claude Loyer, person receiving massage therapy from Nova Home Care**





*"I've been working for Nova Home Care for the past two years. Never in my 15-year career have I felt so much at home. It's an enormous privilege to work for an organization that shares my values and my vision of work.*

*Nova enables me to offer quality care to my patients and their caregivers with a human and personalized approach. I have the flexibility to take the time required with each family, develop trusting relationships, and meet exceptional people.*

*I also have the privilege to fulfill myself professionally by offering specialized training to other nurses across the province of Quebec through our Home Palliative Care Mentorship Program.*

*I'm extremely proud to work alongside the other members of Nova's team to make a real difference in people's lives."*

**Audrey Thérien**  
Nurse clinician / RN at Nova Home Care



*"The support from Nova's home care nurse has been outstanding, not only for my mother-in-law, who is a palliative cancer patient and wants to remain in her home for as long as possible, but also for the family. I appreciate that our nurse's visits are always injected with humour and demonstrate the utmost patience and respect. The advice given is reassuring. Thank you, Nova, for being there."*

**Donna Noseworthy, caregiver of a person receiving palliative home care services**

# Home Support Program



Nova Home Care's home support program is offered on a regular, structured basis by a home health aide who is specifically trained to provide home care. Home health aides (HHAs), at the heart of our program, play a crucial role in the day-to-day care of people who are ill. To develop a personalized and effective work plan, we systematically involve a social worker and/or nurse, ensuring that every aspect of the person's needs is considered.

The key objective of this support is to make daily life easier for people who are ill or vulnerable, enabling them to carry out various daily tasks and activities with greater ease. The program covers a wide range of services, including assistance with personal hygiene, support for physical well-being, mobility assistance, as well as mental stimulation and engagement in other activities at home. In addition to helping users, the program offers respite to caregivers, allowing them to rest, knowing that their loved one is in good hands.

The continuity of care provided to our clientele is crucial to Nova. With that in mind, we strive to ensure that the same home health aide is assigned to the same person on a consistent basis, week after week. This approach is designed to strengthen the bond of trust and to enhance our in-depth understanding of the unique needs of each person we care for.

The home support program is offered to people with fragile health and those living with chronic diseases such as Alzheimer's disease, multiple sclerosis, cancer, or those who have suffered a stroke. Our home support program plays an essential role in improving the quality of life of people who are living with conditions like these, allowing them to live in dignity in the comfort of their own homes.



*My work at Nova gives me a great deal of satisfaction, because I can see that I'm doing a lot of good despite the illness that's present.*

*Nova values consistency, offering care with the same home health aide each week, which is beneficial for everyone. We really get to know our patients and their families, so we can provide high-quality, tailor-made care. It's also very easy to communicate with our superiors and nurses. The access to support that we have as HHAs is much appreciated and team members always respond quickly whenever we need them. Plus, it's always nice to talk to our colleagues. It's a stimulating and rewarding work environment!"*

**Valérie Martineau, Home Health Aide at Nova Home Care**

*Thanks to the exceptional support of Nova's home health aide, I have been able to take much-needed respite. Her time management, caregiving competency, and dedication have allowed me to tend to my personal matters in peace and without worry, knowing that my 92+ year old mother is in capable hands.*

*The allocated caregiver time during the day has also allowed me to effectively manage my time and follow required medical treatments effectively.*

*I am truly grateful for Nova's continued support, which has been invaluable during these challenging times."*

**Darius Nikanpour, caregiver of a person receiving services from the home support program**

*I am very grateful to Nova Home Care for providing excellent services to caregivers. Our home health aide does an extraordinary job with my husband. This care is extremely beneficial in our difficult daily lives. Without Nova, there would be a considerable lack in our society. Thanks to this NPO, caregivers like me feel supported. Thank you, Nova!"*

**Suzanne Gregory, caregiver of a person receiving services from the home support program**

+  
1 100

**People** in the community received care and services from Nova including 541 living with an illness.

552

**Caregivers** were supported this past year.

51%

**of people** cared for in our palliative home care program died at home.

96

**Caregivers** received individual psychosocial support from our psychosocial workers.

2 710

**Nursing visits** took place at home or by telephone.

5 210

**Home visits** were conducted by home health aides.

## ◆ Our Impact in Numbers ◆

4 313

**Hours** of nursing services were carried out (home visits, telephone follow-ups, coordination).

17 510

**Hours** of home health aide services were delivered.

1 328

**Hours** of psychosocial support for caregivers were provided by our social workers.

360

**Hours** of massage therapy services for palliative care patients and their caregivers were given.

5

**Home care nurses** provided dedicated, compassionate services.

13

**Home health aides** supported our clients.

**Impact of our  
Mentorship Program**

+  
450

**Nurses** were trained via our Home Palliative Mentorship program.

# At the Heart of the Community

Our nonprofit organization embodies a vision focused on accessible and effective healthcare. We are proud of our partnerships and collaborations in the Montreal community, which reflect our dedication to providing exceptional care.

We have established service agreements with three CIUSSS on the island of Montreal: CIUSSS du Centre-Sud-de-l'Île-de-Montréal, CIUSSS du Centre-Ouest-de-l'Île-de-Montréal, and CIUSSS de l'Ouest-de-l'Île-de-Montréal. By collaborating with these institutions, we ensure consistent, high-quality delivery of care and services.

One of Nova's distinctive features is our enhanced service offerings. We understand the importance of home care, especially for vulnerable people. This is why we offer additional hours on top of what CLSCs already provide. Free of charge, these hours are a significant gesture towards ensuring that everyone has access to continuous, attentive care in their own homes. The strength of our referral network is also noteworthy. An impressive majority of our referrals come directly from CLSCs, demonstrating our strong partnership and our recognition as a key player in the home care network. These referrals are not limited to CLSCs; they also come from hospitals, facilitating a smooth transition for patients on discharge from care. This holistic approach enables Nova to respond directly to the needs of patients and their families.



Our results speak for themselves. In 2023-2024, **51%** of people cared for under our palliative care program were able to live out their final moments in the comfort of their own home. This figure far exceeds the Quebec average of less than **13.5%** in 2021, according to the INSPQ. This statistic not only reflects our commitment to home palliative care, but it also underscores our belief that every individual deserves to live out their final days in dignity and in the comfort of their own home, should this be their wish. Our approach, based on respect, empathy, and efficiency, enables us to make a tangible difference in the lives of the people we support.

Our network does not stop there. We also collaborate with other community partners, expanding our referral capacity. These diverse partnerships enable us to reach a wider population, ensuring that no one is left behind.

# Our Community Partners



## Quebec Palliative Care Association (AQSP)

Our primary mission is to promote universal access to high-quality palliative care. To achieve this, we are actively involved with the AQSP. Thanks to the association, our clinical team also benefits from ongoing, in-depth training.

Furthermore, as an active member of the Quebec Coalition for Access to Palliative Care, under the leadership of the AQSP, Nova is resolutely committed to the mission of improving the well-being of Quebecers facing serious illness, as well as the well-being of their loved ones.

## Jeanne-Mance Foundation

Since 2021, Nova Home Care has been collaborating with the Jeanne-Mance Foundation, a rewarding partnership aimed at improving services for people at the end of life. The Jeanne-Mance Foundation specializes in home support, focusing on the spiritual needs of users and their loved ones.

As part of this collaboration, Nova integrates the care offered by the Foundation into its palliative care program. In return, the Jeanne Mance Foundation refers end-of-life patients from its network to Nova, so that they can fully benefit from our program.

## Quebec Cancer Foundation (FQC)

Since March 2021, Nova Home Care has been working closely with the FQC. The aim of this partnership is to strengthen and optimize the support we offer to people affected by cancer.

In collaboration with the Quebec Cancer Foundation, our team presented the following webinars:

- Les Directives Médicales anticipées**
- Mourir à domicile ou ailleurs pour les soins de fin de vie?**

## McGill University's Dementia Education Program

Nova Home Care team's training is enriched by valuable resources from McGill University's Dementia Education Program. Among these resources, the "Dementia Companion Guide" is actively used by our clinical staff and is also distributed to caregivers who can benefit from it.

In addition, our team had the opportunity to speak at the "Let's talk about dementia" public conference on January 30, 2024, along with Dr. Serge Gauthier and Ms. Claire Webster.

### Canadian Philanthropy Partnership Research Network (PhiLab)

In partnership with PhiLab and the University of British Columbia, Nova Home Care is currently participating in a study looking at how social justice is a topic that often fails to enter philanthropic conversations when it comes to seniors and aging.

This collaboration is of paramount importance as it enables Nova to play an active role in identifying and highlighting gaps in philanthropic support, thereby contributing to the advancement of more equitable social justice for seniors.

### Federation of Quebec Alzheimer Societies

Nova Home Care is proud of its partnership with the Alzheimer Society, an essential collaboration that greatly enriches our service delivery. As part of this partnership, our home health aides have had the privilege of taking the in-depth "MIEUX INTERVENIR, ÇA S'APPREND" training course. This training is specifically designed to provide our team with a deeper and more nuanced understanding of the various neurocognitive disorders encountered by our clients.

Our relationship with the Alzheimer Society goes beyond training. It is a valuable source of referrals for Nova Home Care. Thanks to this collaboration, we can connect more effectively with individuals and families affected by neurocognitive disorders, offering them specialized support and empathetic accompaniment.

### The Palliative Home-Care Society of Greater Montreal (SSPAD)

Like Nova Home Care, SSPAD is an organization that shares our dedication to providing quality palliative care at home. Establishing a channel of communication with SSPAD is not only inspiring but rewarding. While we serve different territories in the Montreal region, we come together to share innovative ideas and discuss best practices in the field.

This synergy enables us to push back on the boundaries of what we can offer, with the aim of constantly improving and enriching the quality of care we deliver. This fruitful exchange of knowledge and experience is fundamental to guiding us towards excellence, ensuring that every person in our care receives the most kindhearted and appropriate support for their needs.



# Quebec Blue Cross® Home Palliative Care Mentorship Program

Nova Home Care is celebrating nearly five years in partnership with Quebec Blue Cross® in its Home Palliative Care Mentoring Program. This essential collaboration has enabled Nova to strengthen its mission by offering quality training, thus contributing to the improvement of palliative and end-of-life care throughout the province of Quebec.

This training's main objective is to enrich the knowledge and enhance the skills of home care nurses in palliative and end-of-life care. It can be offered to all healthcare professionals with an interest in nursing.

Over the past year, more than a hundred nurses have benefited from this theoretical training, bringing the total number of professionals trained across the province to over 450 in five years. In addition, eight nurses have experienced the practical side of the what it's like to be a palliative care nurse. This segment, called "on the road", involves accompanying a Nova Home Care nurse for a day, for total immersion, and personalized learning based on the specific needs of each participant.





Training continues to be delivered both face-to-face and by videoconference. Nova Home Care remains committed to offering these live sessions, a method that has proven effective in sharing experiences and transferring knowledge between participants, thus enriching their practice in palliative and end-of-life care.

We are delighted to announce that Quebec Blue Cross® has renewed its support for another year. We would like to express our gratitude for this significant involvement, which fosters better understanding and improved practices in palliative and end-of-life care at home.

Nova Home Care is determined to maintain and develop this training initiative in the years to come. We plan to extend this training to other key players involved in palliative and end-of-life care, demonstrating our ongoing commitment to excellence in palliative home care.



*Thank you for all the very interesting and relevant information, explanations, scenarios, case studies and real-life examples, which have helped us better understand the training. The trainer was dynamic, interesting, experienced, and up to date on the latest developments in palliative home care.”*

**A nurse who participated in the Quebec Blue Cross® Home Palliative Care Mentoring Program**



## Our Team

Nova's core mission of providing quality home care, tailored to individual needs and delivered with deep compassion, rests on the shoulders of an exceptional team, a unique collective of professionals driven by genuine commitment.

This team is distinguished by its members: individuals with larger-than-life hearts, dedication, and passion. Each of them devotes their daily lives to making a significant impact on the lives of the people they care for. They don't just carry out tasks; they provide support, a listening ear, and a presence that goes beyond traditional care. Their work is not only measured in terms of technical skills, but also through their ability to forge empathetic bonds with each user and their loved ones. Their expertise is packed with knowledge, interpersonal skills, and know-how.

These professionals embody Nova's core values of **respect, compassion, collaboration, and excellence**. They are the guardians of our commitment to personalized care, ensuring that every intervention is both a response to a need and a gesture of moral and emotional support.

## Administrative Team



**Executive Director**  
Anne-Sophie Schlader



**Clinical Director/Project Manager**  
Quebec Blue Cross® Home Palliative  
Care Mentorship Program  
Dominique Gohier



**Payroll Consultant and  
Clinical Coordinator**  
H  l  ne Rioux



**Director,  
Philanthropic Development**  
Marianne Simoneau

## Clinical Care Team



**Nurse**  
H  l  ne Authier



**Nurse**  
Annie Gagnon



**Nurse**  
Paula Habib



**Nurse**  
Pamela Hoyos



**Nurse**  
Audrey Th  rien



**Social Worker**  
Vanessa Molony



**Social Counsellor**  
Lisa Maria Villani



**Home Health Aide**  
Lourdes Buchhalter

## Clinical Care Team (continued)



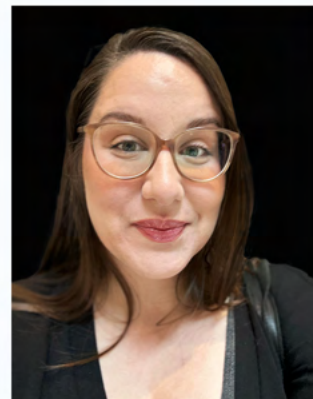
**Home Health Aide**  
Magalie Chartrand



**Home Health Aide**  
Heraclea Cueco Lopez



**Home Health Aide**  
Naïma El Korchi



**Home Health Aide**  
Emilia Giroux-Grancharoff



**Home Health Aide**  
Christine Hazel Sumangil



**Home Health Aide**  
Dawn Jones



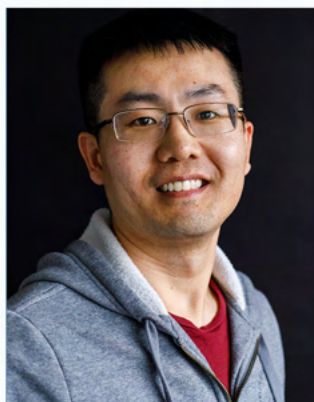
**Home Health Aide**  
Valérie Martineau



**Home Health Aide**  
Wani Osée



**Home Health Aide**  
Gifty Owusu



**Home Health Aide**  
Tian Rongzhen



**Home Health Aide**  
Blessing Vhembo



**Home Health Aide**  
Sophia Shan Zhao



**Massage Therapist**  
François Guay



**Massage Therapist**  
Martine Juteau

*“Nova Home Care has an incredibly supportive environment. Our team members are not only encouraged to take care of themselves but are often asked for their opinion and feedback. We are encouraged to find a work life balance that is unparalleled anywhere else. I value the level of trust between management and our clinical team. Most importantly, my mandate to care for families at home is truly rewarding.”*

**Lisa Maria Villani, Social Counsellor at Nova Home Care**

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*"There is no greater privilege than to be able to provide the best care possible for your patients; as well as remind them that they and their loved ones are surrounded and supported by their community when they need it the most. Working at Nova has given me that opportunity and this is something that I am so grateful for every day."*

**Emilia Giroux-Grancharoff, Home Health Aide at Nova Home Care**



# Our Board of Directors

Nova Home Care benefits greatly from the expertise and commitment of the members of its Board of Directors. These valued individuals, who come from diverse professional backgrounds, bring a wealth of knowledge and experience that is essential to guiding our nonprofit organization. Their role in governance and strategic direction is key, contributing to the strength and effectiveness of our NPO.

Their dedication exceeds expectations, as they are fully invested in the support and development of Nova Home Care. Working closely with the management team, they play a crucial role in advancing our mission. Through their efforts and guidance, Nova continues to increase its impact and strengthen its ability to serve the community effectively.

## **President**

Randy Witten

## **Treasurer**

Samy Amar

## **Secretary**

Dr. Patricia Riley

## **Administrators**

Guy Archambault

Sophie Baillargeon

Dr. Geneviève Dechêne

Marie-Eve Dubois

Zelda Freitas

Marie Christine Le Bourdais

Susan Magor

Judith Marchessault

Elisa Mazzoccone

Lois Miller

Mathieu Sirois





## Our Volunteers



Every year, Nova Home Care is privileged to rely on the commitment and dedication of its volunteers. These compassionate individuals play an important role in supporting our office operations and administrative tasks.

Their generous and professional contribution ensure the smooth running of our nonprofit organization. This year, more than **130 hours of volunteer work** were carried out by half a dozen kindhearted people.

**Thank You!**





# Fundraising and Financial Overview

## Historic Funding for Nova Home Care

AMÉLIORER L'OFFRE DE SOINS PALLIATIFS

À DOMICILE À MONTRÉAL

1,2 M\$ POUR SOUTENIR  
L'ORGANISME NOVA SOINS À DOMICILE



Votre  
gouvernement

Québec

*“Nova Home Care's mission is in line with our goal of developing a better palliative care offering at home. We need all our partners to achieve this, and we can count on the expertise of this nonprofit organization, which has been active in the Montreal area for many decades. I would like to thank all of Nova's team members and management for their great contribution, which makes a real difference for families.”*

**Sonia Bélanger, Quebec Minister for Health and for Seniors**

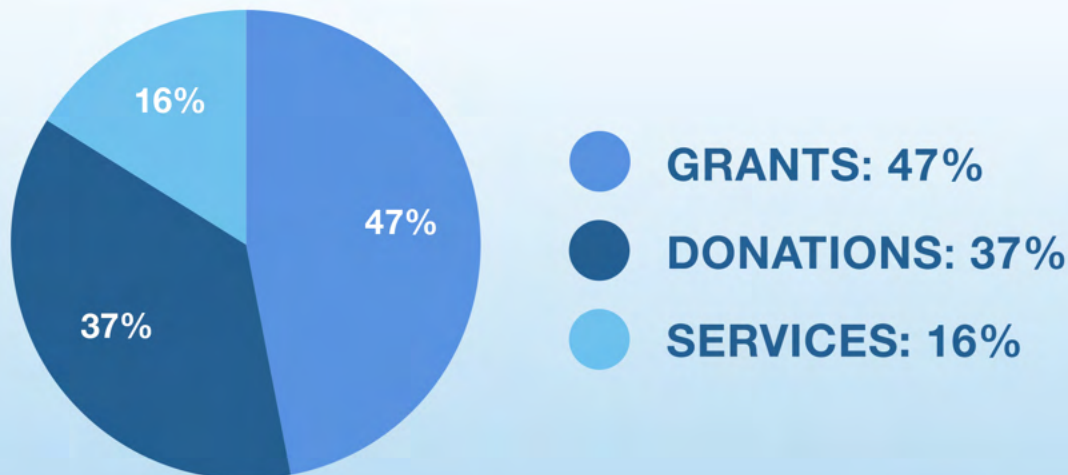
Our NPO is very grateful for this financial support, which will enable us to maintain our activities this year. This contribution demonstrates how our expertise, care, and services are an integral part of the optimization of Quebec's healthcare system. With the growing need for home care, philanthropy and donations from the community will continue to be essential to the development of our programs, which focus on human dignity.

In February 2024, the Quebec Minister for Health and for Seniors, Ms. Sonia Bélanger, announced a grant to support our NPO in its mission to offer home-based care to the Montreal population.

This is in line with the government's desire to broaden access to palliative care while improving access to home care. Demand is high, and the considerable contribution made by nonprofit organizations like Nova Home Care plays a vital role for Montreal residents.



# Earned Revenue



## GRANTS

Ministry of Health and Social Services:

**\$1 200 000**

Discretionary budget:

**\$75 000**



## DONATIONS

Foundations:

**\$660 000**

Corporate:

**\$172 000**

Individual (including planned gifts):

**\$150 000**



## SERVICES

CIUSSS (Centre-Sud-de-l'Île-de-Montréal):

**\$100 000**

CIUSS (Centre-Ouest-de-l'Île-de-Montréal):

**\$40 000**

L'Appui:

**\$296 000**

Total earned revenue:

**\$2 693 000**

## EXPENSES

Clinical Services:

**\$1 705 334**

Other expenses  
(office expenses, admin, development):

**\$363 458**

Total expenses:

**\$2 068 792**

# An Invaluable Partnership

## L'Appui pour les proches aidants

Since 2013, Nova Home Care has been privileged to receive valuable financial support from L'Appui, bringing a significant benefit to the families who use our services. Thanks to this help, caregivers of patients in our palliative home care and home support programs benefit from free respite services (day, evening, and night), provided by our specially trained home health aides.

Between April 2023 and March 2024, a total of 15 465 hours were provided to caregivers of patients in our palliative care and home support programs (7 900 hours were financed by L'Appui).

## Psychosocial support that feels good

For Nova, psychological support for families has always been a key element within our range of services. Thanks to L'Appui, this support, specifically created for caregivers, is included in our palliative care and home support programs.

In 2023-2024, 1 328 hours of psychosocial support were offered to patients and caregivers (628 hours were financed by L'Appui).

In March 2024, Nova Home Care launched a new initiative: the creation of support groups for family caregivers of people who are ill. Led by an experienced social worker, this initiative offers a unique space for exchange and mutual support, enabling caregivers to share experiences and challenges in an empathetic environment.

These encounters are enhanced by a variety of artistic activities, from writing to candle-making, offering a moment of relaxation and an effective way to manage stress. This program underlines Nova Home Care's commitment to the holistic well-being of caregivers, recognizing their essential and often underestimated role. By participating in these groups, caregivers not only find a vital support network, but also a place to recharge their batteries and reconnect with themselves.



### **Mirella et Lino Saputo Foundation**

We salute the great dedication of Mirella and Lino Saputo, an exemplary philanthropic couple with a keen interest in the common good. Since 1979, their foundation has been dedicated to helping seniors, and charitable activities remain at the heart of their daily lives.

Their work is remarkable, and our NPO is immensely grateful to be part of the list of nonprofit organizations supported by the Mirella and Lino Saputo Foundation.

From the very first contact, our discussions with Lise Roche, Program Director, were enriching on every level. Alongside the Foundation's financial commitment, Lise's sound advice enabled Nova to take steps to obtain new funding from the MSSS. Lise is a committed citizen who stands out from the crowd. Her contribution to marginalized groups over the years has been invaluable.

### **George Hogg Family Foundation**

For nearly three decades, our nonprofit organization has had the immense privilege of receiving annual financial contributions from the George Hogg Family Foundation. The Foundation's values of social justice are very much in line with our own.

Their unwavering support has enabled us to offer additional palliative home care services to thousands of people in need. Our partnership with the GHFF is worth its weight in gold.

### **Blain-Favreau Foundation**

We wish to recognize the humanistic mission of Mr. Lorenzo Paul Favreau and his wife Mrs. Monique Blain, an exceptional philanthropic couple from Saint-Bruno-de-Montarville with a compassionate background.

The Foundation was created through Mr. Favreau's will, with a philanthropic commitment to helping seniors who are impoverished or unable to care for themselves. Following their passing, the couple's generosity continues to be deployed in support of vulnerable populations.

Over the past ten years, contributions through their estate have enabled our NPO to multiply its impact on society. We are deeply grateful for their support.





## When Generosity Brightens Everyday Life

Every donation to Nova Home Care makes a difference. Our nonprofit organization has the great privilege of being able to count on your support. Your generosity and kindness propel us. Thank you for joining forces with Nova. Your donations give us wings.

Being a donor means making a heartfelt commitment to a common goal. Empowered by your donations, Nova Home Care can fulfill its mission of providing unparalleled home care to people in need who are ill while supporting their families. Our growing community of donors rallies year after year to support our cause. Thank you for being part of the solution with us, ensuring that people remain at home with dignity.

This year, **450 individual donors** gave **\$150 000** and a total of **40 foundations and corporations** donated **\$832 000**.

We gratefully acknowledge the invaluable financial support of our major donors, including Quebec Blue Cross®, the Louise and Alan Edwards Foundation, the Grace Dart Foundation, the Mirella and Lino Saputo Foundation, the George Hogg Family Foundation, and the Birks Family Foundation. Every day, the community benefits from your indispensable support. Your commitment is fundamental. Thank you for your trust.

Planned giving plays a major role for our NPO. This wholehearted and forward-thinking gesture helps Nova Home Care build a brighter future for generations to come. We would particularly like to acknowledge the bequests received from Mrs. Phyllis Amber, Mrs. Leanne Hegarty, and Mr. Kenneth Woo. Additionally, donating publicly traded securities is an act of altruism. Mr. Jean-Pierre Provencher, thank you kindly for your donations.

On behalf of our users and their families, our clinical team, administrative staff, and board members, **thank you** to all our valued donors. You are exceptional and inspiring.

## \$100 000 +

- Grace Dart Foundation
- Louise et Alan Edwards Foundation
- Quebec Blue Cross

## \$50 000 \$ +

- John R. McConnell Foundation
- Mirella et Lino Saputo Foundation

## \$25 000 \$ +

- Altru Inc. Foundation
- Blain-Favreau Foundation
- Fédération des médecins spécialistes du Québec (FMSQ)
- George Hogg Family Foundation (GHFF)
- J.A. DeSève Foundation
- Mathieu Sirois
- The Birks Family Foundation
- The Tenaquip Foundation

## \$10 000 +

- CN
- Desjardins
- Drummond Foundation
- Leonard Sanders Family Foundation
- Patrice-Drolet Foundation
- Power Corporation of Canada
- R. Howard Webster Foundation
- RBC Foundation
- The Hylcan Foundation
- Zeller Family Foundation

## \$2 000 +

- David Poronovich
- Édifice 310 Victoria Inc.
- Emral Investments Inc.
- Eric Rose
- Hay Foundation
- IA Groupe financier
- Jacques Nolin Foundation
- Jean-Pierre Provencher
- Kenneth Woo (Estate)
- Leanne Hegarty (Estate)
- Les Oeuvres Marie-Gérin-Lajoie Inc.
- Lisa Carsley Memorial Fund
- Notre-Dame de Charité du Bon-Pasteur Congregation
- Phyllis Amber (Estate)
- Pickwood Fund
- Robin Cohen
- Suzie Goyer

## \$1 000 +

- André Fillion
- Brenda Randolph
- Carol Harrison
- Carole Delisle
- Claude Sigouin
- Construction Gesmo
- Crowe BGK Foundation
- Denise Benouaich
- Elisabeth Prass
- Hélène Plouffe
- Highwater Foundation
- Irish Protestant Benevolent Society (IPBS)
- Janet Brown Guay
- Joan F. Ivory
- Lucie Bourgeois
- Manteaux Manteaux
- Oberfeld Snowcap
- Owen Gibbons
- Paolo Renzi
- Patrick Lamontagne
- Richard Hart
- Susan Magor
- Yvan Miron
- Anonymous (1)

## \$500 +

- Andy & Grace Shatilla
- Anthony & Barbara Kalhok
- Barbara Brodeur
- Barry Friedberg
- Benoit Durand
- Bryan & Nancy Fitzpatrick
- Colin Lewis
- David Dannenbaum
- Dollarama
- Elia Samaha
- Élise Royer-Perron
- Elizabeth Mitchell
- Eric & Jane Molson
- Geneviève Dechêne
- Guy Archambault
- Hoopoe Holdings Ltd.
- Isabelle Lapierre
- Isabelle Verdier
- Jane Hope
- Janine Lavallée
- Jean-Jacques Guyot
- Joan Galley
- Kim-Dominique Dufour
- Lilian Safdie
- Lucia Zurita Perez
- Marc Boucher
- Mary M. J. Feher
- Natalia Hawrylak
- Randall Witten
- Robert Graham
- Sandra Vézina Duranceau
- Spira Family Fund
- Spiros Kondonis
- Stephen Molson
- Tamara Korin
- Tamara Pless
- Thomas G. Amon
- Vanden Bavière Family
- Younes Agoumi
- Zhuo Ling
- Anonymous (7)

***\*A total of 377 donors supported our NPO with gifts under \$500.***

# Our Donors Speak Out



*"The Mirella and Lino Saputo Foundation supports organizations that provide direct services to seniors and people with disabilities throughout Quebec. All the issues these population groups face appeal to us. We see financial support as a lever that enables the organization to fulfill its mission, develop, structure, and renew itself in the face of new realities. For this lever to be effective, we need people, both employees and board members, who dare to do things differently."*

*Nova is one of the organizations we've worked with that has been able to use a donation as leverage and renew itself around the many new issues facing their clientele. We can only congratulate the teams at this organization and hope that all seniors in Quebec will have a Nova close to home!"*

**Lise Roche, Program Director  
Mirella and Lino Saputo Foundation**

*"I initially learned about Nova Home Care a few years back when their team cared for my brother-in-law who was battling lung cancer. I was so impressed with the care that I became a monthly donor."*

*It is essential for me to support a nonprofit organization that is agile and has the expertise to fill the gaps in our challenged health care system. The care Nova offers is invaluable. Thank you!"*

**Gerald Portner, monthly donor**

*"Nova Home Care offers exceptional services. As our health care system is facing so many challenges and needs are skyrocketing, a nonprofit organization like Nova is invaluable to the community."*

*A few years ago, it was brought to my attention that monthly donations help more than annual contributions. Monthly giving offers a steady and predictable source of funding. This is why I have decided to switch to monthly donations. Thank you, Nova, and keep up your great work!"*

**Margrit Meyer, monthly donor**



# Planned Giving, a Heartfelt Gesture



*"My brother Jean B (pictured beside) led a full life and did things his own way. Johnny had an entrepreneurial spirit from a young age. He was always busy learning. He spent many years living in the Canadian Arctic and yet always found time to travel across the globe. He kept busy during his retirement back in Montreal. He liked to swim, ride his bike, and attended Portuguese and Quebec musical and cultural events. He belonged to the Montreal Historical Society, tramway, and bus clubs. He was very humble with no interest in material things. He was always very conscious of inequalities. It was essential for him to help those in need, family, or friends.*

*Throughout his life, he gave to many charities dear to his heart. My brother was an admirable philanthropist who chose legacy giving (bequest) to leave a lasting and meaningful impact in the Montreal community.*

*He chose to give to Nova Home Care as he was particularly fond of the nonprofit organization caring for those in need with true compassion."*

**Janice MacLeod**





*Vous êtes là pour eux,  
nous sommes là pour vous.*



John R. McConnell Foundation

Blain-Favreau Foundation

George Hogg Foundation

Altru Inc. Foundation



*The Birks Family Foundation  
La Fondation de la famille Birks*



FONDATION  
FMSQ



R. Howard Webster Foundation  
Fondation R. Howard Webster



*Where smart philanthropy starts®*  
THE JEWISH COMMUNITY FOUNDATION OF MONTREAL  
LA FONDATION COMMUNAUTAIRE JUIVE DE MONTRÉAL  
*La marque du succès philanthropique*

*Fondation J.A. DeSève*