



## Annual Report of the Executive Director 2021

There is a positive reality that no pandemic can change: our supporters believe in our mission and they trust us to make it become a reality. This past year, we learned new vocabulary and new sayings: Social distancing, deconfinement, Ca va bien aller, stay positive and test negative to name a few.

We also learned that at NOVA West Island, status quo is not part of our vocabulary. Despite the worldwide pandemic, our front-line workers comprised of our nurses, Home Support and Adult Day Center Health Aides as well as our administrative and coordination staff have demonstrated creativity, flexibility and resilience without ever losing our caring and professional touch. We continued to address our clients' bio-psycho-social needs but the pandemic added a layer of complexity to all we do. Despite having the experience and expertise to provide these programs and services, I would be remiss not to mention the impact of this work on our staff work in terms of the physical demands, the emotional toll, and the increased workload.

Please allow me to share with you the highlights of our different programs supported by our fiscal statistics as well as client testimonials for each one of them:

**NURSING CARE PROGRAM:** Home deaths increased by 136%; from 42 patients to 99 last fiscal year. Since December, we expanded our admission criteria to include non-cancer and ALS clients as well.

*« ... L'infirmière de soins palliatifs a été un phare dans la nuit, un roc dans la tempête et un baume sur nos plaies. C'est la sainte Trinité incarnée »*

*"Last year, my dad was finally able to rest after a difficult battle with ALS. Since then, our family is now fighting a new battle, with my mum's recent cancer diagnosis. Throughout these difficult times, Nova West Island has been with us every step of the way. From nurses to caregivers to counsellors - all is offered with warmth, heart, and dedication. NOVA has done so much for my*

*family, more than I can express, which is why, in celebration of dad's first anniversary in Heaven, I wanted to thank you so much, to you and everyone else at NOVA, for all that you have done, all that you do, and all that you will do. Your support, your dedication soothes physically and emotionally. Nova's presence in our lives has helped us survive and work through the trauma of losing dad, and is helping mum and us, through her fight against cancer. Thank you again, from the bottom of our hearts. Lots of love to everyone at Nova West Island."*

**BEREAVEMENT PROGRAMS:** Reinvention of the Adult Bereavement Program from support group sessions to individualized phone counselling helping even more people than last year. *"Je me suis sentie écoutée, comprise et validée et j'ai eu des pistes afin de me diriger vers des activités pour me sentir mieux et comprendre mes réactions».* The Carousel Program for children was less active this past year with all the school closures but impacted many youths as captured by a 9-year-old child who said: *"I am in the middle of sad and not sad" a sign of realizing that life was improving.*

**ADULT DAY CENTER PROGRAM:** Reinvented to include virtual activities such as: individualized 1:1 Activity Sessions, Group Exercise Classes; Laughter Yoga Classes as well as Caregiver Support phone calls; Weekly Volunteer Pen Pal Program; Reminiscence Sessions with the focus on yesteryear and not yesterday; Activity Stimulation Kits; Weekly Activity Workbooks; and In-Home Stimulation and Respite Program.

*« Lorsque papa a reçu le diagnostic de la maladie d'Alzheimer, nous avons eu l'impression que le sol se dérobaît sous nos pieds. Notre rayon de soleil dans cette sombre histoire, a été le centre de jour de NOVA. Le personnel et tous les bénévoles ont fait rire papa, l'ont fait parler, et ont fait sortir de lui beaucoup de choses qu'il avait commencé à perdre... Aussi, une aide-soignante est venue une fois par semaine passer du temps avec papa. Nous sommes très reconnaissants envers NOVA pour tout ce qu'ils ont fait pour rendre la vie de papa meilleure. »*

**HOME SUPPORT PROGRAM:** Our Home Health Aides only cared for one home support client per day.

*"Just wanted to let you know how much of a godsend our Health Aide has been for my mother and for us. She was really the only "friend" my mother had over the past couple of years. Mother was always so happy to see her. She did bring much peace of mind to myself and my brothers, and for this we will always be thankful".*

Our hard work of identifying new potential foundations and corporations paid off. This past fiscal year, we were able to secure donations from 11 new foundations and 5 new corporations not to mention that many recurrent donors increased their contribution! In addition, the annual campaign was more successful than it

has ever been raising \$137,500 and we also received extra support from our MNA's and MP in response to the pandemic. The community continues to rally around us and support our work. Over 70 community organizations, foundations, municipalities, elected officials and corporations feel that the work we do is worthy of their support. In terms of fundraising, we organized new fundraisers such as our on-line auction, and with the support of community groups, we reinvented existing fundraisers such as a virtual art exposition with members of the Lakeshore Artists Association and new third party fundraisers such as the Palos Wealth Management golf shoot-out and the Local supporting locals event. Of note, the very successful Thrift Shops for NOVA, operated and managed by a different board of directors, succeeded in continuing to support us and adapted the stores accordingly.

We went through many changes since our last AGM in September 2020 including the election of Thierry Faucher as our new President who has been hard at work and tackling many different dossiers; we recruited new volunteers including board members and drivers; we are undergoing the renovation of our building; we went through our salary equity exercise, created an on-line donation form and elaborated a Planned Giving document to name a few. Our biggest accomplishment is the implementation of our electronic medical dossier for our nursing staff.

Our main objectives for 2021-2022 will be to upgrade our website, work on our strategic plan and organize a volunteer event as we cannot wait to be in the physical presence of our hardworking and committed volunteers without whom we could not do what we do!

Respectfully submitted by

A handwritten signature in black ink, appearing to read 'Marie-France Juneau', written in a cursive style.

Marie-France Juneau RN, BScN, MScN  
Executive Director