

# *info* NOVA

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## WHEN THE END OF LIFE IS ONLY THE BEGINNING

*Fulfill this promise  
with the help of Nova*

In-home nursing, care & respite.

## 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.



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## Message from the President

First of all, I should like to thank our generous benefactors who responded to our fundraising campaign last year. Their donations have enabled us to continue our mission as a not-for-profit community organization, offering nursing care to meet the needs not met by the healthcare system.



One of the milestone events of 2012 was the request made for the accreditation of NOVA Montréal to the Conseil québécois d'agrément (CQA). This gave rise to a rigorous exercise that took several months of work. Last September, NOVA Montréal obtained accreditation from the CQA with results that, in the opinion of members of the Review Committee, went beyond all expectations.

In January, Marla Stovin stepped down as Executive Director. For 22 years, she graced NOVA Montréal with her skills as a nurse and her talents as a manager, for which we are extremely grateful.

Marie-Claude Mainville is her successor. Marie-Claude joined NOVA in 1994 as a palliative care nurse before being appointed Program Manager. We are convinced that we have made a good choice — with her experience and energy, there can be no doubt!

**Michael Laplante, M.D.C.M., F.R.C.S.(C)**  
President

## Message from the Executive Director

I am delighted to accept the position of Executive Director, succeeding Marla Stovin.

I was hired in 1994 as an experienced palliative care nurse and was later appointed Program Manager. In my almost 20 years of experience, I have been able to learn the needs of our clientele and to appreciate the efforts made by the competent and compassionate team on whom the reputation of NOVA Montréal depends.



The work required by our request for accreditation by the Conseil québécois d'agrément (CQA) reminded me of just how much NOVA Montréal is worthy of trust and of just how important it is to maintain the quality of the services that have earned its reputation.

I want to thank everyone who believed in my ability to continue the work of Marla by entrusting me with the administration of an organization that has been part of the Montreal scene for 115 years. I am proud to be taking on the challenge.

You can be assured of my total dedication and my continued loyalty to NOVA Montréal.

**Marie-Claude Mainville, RN**  
Executive Director



# DYING AT HOME

*with dignity and respect*



**According to palliative care specialists, what is important at the end of life for patients and for their caregivers is to know that there is someone who listens to them, who understands them, and who treats them with respect.**

While care and medication help maintain clients' level of comfort in palliative care, too often we neglect the physical and psychological health of the caregivers on whose shoulders rests the well-being of their loved one.

Here is the story of Annita Diodati, who looked after her partner, Yves, until his death.

"When I learned that Yves' condition was hopeless and that he had at best a year to live, I promised myself that I would be at his side until the end.

Yves was a good man: sincere, loving; he deserved to live the few months left to him in serenity, at home. I didn't want to leave his well-being in the hands of strangers, no matter how competent, in some anonymous place.

While my family, friends, even the doctor, told me that he would be better off in a palliative care centre where we could count on the help of professionals and quickly reach a doctor, I stuck to my decision.

Yves survived for seven years. The first four years went well. Between visits from nurses from the CLSC and NOVA Montréal (strongly recommended by the CLSC), I was in control of the situation. When Yves' health degenerated and vascular dementia set in, Marie-Claude, the nurse from NOVA, asked me if my decision to keep Yves at home still held. When I responded in the affirmative, she assured me of all her support and took the situation in hand. She became my pivot nurse.

After informing the CLSC palliative care service, Marie-Claude met with the doctor to discuss the care plan that she had immediately put into effect. Then the bedroom had to be reorganized. She took steps to obtain a hospital bed and everything that was needed to maintain a gravely ill person at home. I felt supported. I was no longer alone.

Ignorance is often the source of our fears and anxieties. During the three years preceding the death of Yves, Marie-Claude kept me informed of the

changes that were happening and those to come, which helped me cope with my concerns and calmly face the indignities of the illness.

Also, I knew that, in the event of an emergency, I could reach a nurse 24 hours a day, 7 days a week, and with the reliable help of NOVA Health Aides, I felt supported and reassured right to the end.

It will soon be four years since Yves died and if I had any advice to give someone who, like me, decides to take care of an end of life person, I'd tell them not to hesitate to call on the competent and compassionate services of NOVA. And I'd say: 'You will have someone in whom you can confide your fears and anxieties, someone who will listen to you and who will treat you with all the respect you deserve.'

It is thanks to the nurses and Health Aides from NOVA Montréal that I was able to keep my promise — and I shall be eternally grateful to them for that."

## When you have a special needs child



In Montréal, there is little support for parents of children with a chronic illness or with a physical or intellectual handicap. Some 12 years ago, NOVA Montréal decided to fill the gap left by the healthcare system and set up its Children's Services Program to give parents a little respite.

Hospitals, CSSSs and CLSCs on the territory served by NOVA Montréal refer families who need its help. First a NOVA nurse visits the home to evaluate the care needed, based on the child's condition, then a volunteer or Health Aide takes over, still and always under the supervision of the nurse.

Every week, the designated person goes to the home to take care of the child for six hours so the parents can take a break.

Your donations also serve to offer this respite service to families free of charge.

## Aging with dignity at home

The older we get, the more we risk suffering from health problems or from physical limitations, which often lead to a loss of autonomy.

In 1988, concerned by the lack of resources allocated to clients with chronic illnesses, NOVA Montréal initiated a Home Support service. The aim of the service is to help clients independently remain in their home with the support of Nova.

A recommendation from a doctor is not required. A nurse visits the home to evaluate the situation and, in agreement with the family, establishes a care plan. A trained Health Aide then proceeds with the implementation of the care plan.

Nova in this instance can assist with personal care, medication administration and provide respite for family members.

While there is a charge for this service, your donations help keep the cost reasonable.

## ENDING ONE'S JOURNEY AT HOME

Although more people are dying in a healthcare institution than in the home, a survey by the Canadian Cancer Society reveals that eight out of ten Quebecers would like to end their life in the comfort of their home. Only two will see that desire realized.

In 1992 NOVA Montréal introduced a Palliative Care service in the home to respond to the needs that are not being met by the healthcare system. Thanks to your donations, yearly 400 clients have been able to end their days peacefully at home, surrounded by their family.

While NOVA has the capacity to respond to the requests for care, this service is dependent on the donations it receives. The more funds dedicated to Nova's Palliative Care service, the more people at the end of life will have their last wish come true.

NOVA Montréal receives no government assistance and counts exclusively on the generosity of donors like you to continue its work with the terminally ill.

Thanks to your donations, this service is offered free of charge.

## Foot care clinics

Despite all the means of transportation at our disposal, our feet are still important. We need to take care of them, especially as we age, since their health assures our freedom and independence.

Since 1990, NOVA Montréal has been offering seniors foot care clinics run by specially trained nurses. Our nurses, helped by volunteers, can be found in a dozen community centres, retirement and nursing homes. The service is also available in the home.

Thanks to your donations, NOVA Montréal offers this service at a cost that fits the often modest budgets of our clients.

To learn more about where and when these clinics are held and make an appointment, check our Web site at [www.novamontreal.com](http://www.novamontreal.com) or call (514) 866-6801.



## A LITTLE HISTORY

NOVA Montréal was a founding member of the VON (Victorian Order of Nurses), a not-for-profit organization that has been providing healthcare services in the home since 1898.

In 1977, when CLSCs were created, VON nurses were integrated into the healthcare system.

In 1988, VON took back the service, setting up a respite program for the families of people with Alzheimer's disease or a chronic illness.

In 1990, with the help of community organizations, NOVA opened its foot care clinics for seniors.

In 1992, NOVA set up its home-based Palliative Care Program.

In 1997, following an agreement with Dans la rue, which works with homeless young people, a NOVA nurse was put at their service.

In 2000, NOVA created its Children's Service Program to give respite to parents of children with a chronic illness or with a physical or intellectual handicap.

In 2006, VON Canada decided to centralize its administrative activities. As a result of that decision, affiliation with the national body was severed and the NOVA Montréal name was adopted.

In 2009, a high-risk foot care clinic opened its doors.

In 2013, at the venerable age of 115, NOVA Montréal is still continuing its work in the community.



In January 2013, after 22 years of dedicated service, Marla Stovin retired from NOVA Montréal.

Marla's career at NOVA began in 1991 as nurse in the foot care program. She then assumed the role of Program Manager, and in 2002 she became the Executive Director.

During her time at NOVA, Marla created and implemented many programs which always upheld our terms of excellence and commitment to rendering quality service in the community. Some of these programs include the quality control program for

nurses and home health care aides, the foot care nursing program, and the respite program for parents of sick children. In addition, Marla is known for creating NOVA's code of ethics and confidentiality. We must not forget to highlight the partnership that Marla created between NOVA and Dans la rue, which has allowed for a nurse to service street youth at Dans la rue.

2006 was a trying year for Marla and the other members of the administrative council because, as you know, this is the year that the Victorian Order of Nurses decided to centralize all of its administrative activities into one head office. This decision brought about a severing of the organization's partnership with VON, and led to the creation of NOVA Montréal as we know it today.

Without Marla's negotiating talents, her sense of diplomacy, her patience and her

### PATRONS

Greta Chambers  
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discretion, the situation with VON could have been fatal to our organization. At the same time that she was overseeing the dismantling of our partnership with VON, Marla was ensuring that employees, Board members, other public health institutions, financial donors and the general public were reassured that the reputation of NOVA would remain the same to serve the needs of those who needed it.

These endeavours are but a few of the ones that Marla accomplished during her 22 years of service at NOVA Montréal. We would like to thank her for her professionalism and her devotion to NOVA, and we would like to let her know that we are profoundly grateful for everything she accomplished during her time at NOVA.

Thank you, Marla

# OUR BENEFACTORS

## Bill and Jean Burk

A generous donation has been made to NOVA by Satoko and Richard Ingram in honour of Bill and Jean Burk.

**C.A. "BILL" BURK** was the founder of Archivex Inc. whose original office was located at 310 Victoria Avenue, Westmount, where the present offices of NOVA are located.

Bill was a highly decorated WW II veteran; a passionate sailor, pillar of the community, loving father and devoted husband to his dear wife Jean.

**JEAN BURK**, herself a nurse; nursed Bill through his war wounds, anchored their family and developed her own successful business.

Jean has been a long time donor and supporter of NOVA and values the contribution that nursing makes to so many lives.

Jean presently resides in Pointe Claire.

Thank You

NOVA MONTRÉAL

## Become a benefactor



Every year, NOVA Montréal calls on the generosity of people like you. Some of its benefactors have used its services; others simply choose to support the work of NOVA.

Here is what Line Rivard, a faithful donor since 2002, has to say:

"It all began when a friend, a volunteer at NOVA, talked to me about the help this organization gives people who are terminally ill and who choose to die at home.

Over the years, I learned of the importance and of the good done by

other services offered, like offering respite for parents of children who are ill or handicapped, or helping people who have lost their autonomy stay in their homes, or running foot care clinics for seniors.

My parents are getting older, and no one is immune to an illness that requires particular care... who knows if one day I won't need to call on the services of NOVA Montréal!

No matter what the reasons for giving, NOVA Montréal deserves our trust and support."

[NOVAmontreal.com](http://NOVAmontreal.com)

# How to make a donation



NOVA Montréal is a not-for-profit, community-based organization that receives no financial assistance from government.

### **INDIVIDUAL DONATION:**

You can make your donation online, by mail, by telephone or fax, as indicated below.

### **"IN MEMORIAM" AND "IN HONOUR" DONATIONS:**

This is a way of perpetuating the memory of someone who has died or to commemorate a significant event.

### **DIRECT MAIL DONATIONS:**

On receipt of the request, you can return your donation by mail or make a donation online.

### **MONTHLY DONATION OR A INSTALMENTS OVER A FEW YEARS:**

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

### **MAJOR AND PLANNED DONATIONS (BEQUESTS):**

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

A receipt for taxation purposes will be issued for any donation of \$20 or more.

Charitable registration number:  
13035 0184 RR0001

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