

ABO VAS



# Annual Report 2017-2018



ABO VAS

# President's address

Pointe-Claire, June 2018

Dear members and guests, I am pleased to present to you, the ABOVAS activity report. For 10 years now, our organization has become firmly anchored in the community and plays an important role by meeting the expectations of people who are in real need of an accompaniment service. I take this opportunity to thank our numerous partners and to acknowledge the excellent work done by our staff members.

First, I am grateful to our financial supporters; without them, ABOVAS would be unable to provide its service. I also extend a special word of thanks to AVON, the company that has provided our office space free of charge for more than eight years.

I also thank our many volunteers for their dedication. The mutual support that they provide and their spirit of solidarity are quite valuable and certainly appreciated by the recipients of our service. Whether it be as companion-drivers or as board members, you make a difference and you make a positive contribution to the community.

Given the recent increase in health care needs, the volume of our service went up by 18% this year. The collaboration and professionalism of our staff members, Denise and Isabelle, are all the more important. Kudos ladies! Please rest assured of the entire confidence and gratitude of the Board members.

Finally, as you read the activity report, you will appreciate the amount of work that has been performed. And there will be much more to be done in the coming years to meet the ever growing needs.

Long life to ABOVAS.

**Nicolas Dugal**  
President



# Coordinator's report

Wednesday, June 6th 2018

Welcome to ABOVAS' Annual General Meeting. My name is Denise Hupé, I'm the coordinator, of this not for profit organization. I would like to take this opportunity to thank the members of our Board of Directors, Nicolas Dugal, President, Paul Bissonnette, Vice-President, Caroline Goulian, Treasurer, Anne-Marie Angers-Trottier, Secretary, Thalia Chronopoulos, Administrator and Patricia Enborg, Administrator. I appreciate all that you do. And a special mention to my assistant, Isabelle Leclair, thank you for keeping me sane even if that's an insurmountable feat.

ABOVAS which is an essential accompaniment towards health would not be able to help isolated and vulnerable West Island residents get to their imperative and recurrent medical treatments and appointments without our dedicated volunteer driver/companions. We currently have 62 volunteers who do more than just drive. They help them from their houses to their vehicles; they safely drive them to their medical appointment; they guide them to the right department; they wait for them, and then they do the exact same process but in reverse order; back safe and sound to the client's home. Here's what Mrs. H, a 92-year old Pointe-Claire client recently said about one of our volunteers: 'The volunteer I had yesterday was a very friendly and polite man. He watched every move I made and I didn't have to be afraid I was going to fall at all. It was so nice to get out of the house without that fear.'

Regardless of the reason why our clients use our service, they all have one thing in common. They all have an extra weight of stress on their shoulders due to their particular health issues; whether it's cancer, a visual impairment or complications following a stroke. What our volunteer driver/companions are able to do with the high level of service that they offer, is to alleviate some, if not all, of our clients' stress. A big thank you goes to our volunteers for all of the excellent work they do. ABOVAS would not exist without you.



We are always looking for more volunteer driver companions. All that is needed is a valid license, access to a vehicle and some free time during the week. If you know of someone or if you'd be interested, please feel free to communicate with us. Flyers are available at the back of the room.

**Denise Hupé**  
Coordinator

# A board committed to ABOVAS' mission

As of March 31, the Board of  
Directors consisted of:

Nicolas Dugal, President  
Potential client  
La Magie des mots Director  
Member from January 2016

Paul Bissonnette, Vice-President  
Volunteer companion, potential client  
City of Pointe-Claire Councillor  
Member since 2007

Anne-Marie Angers-Trottier, Secretary  
Potential client  
CRC's Community Initiatives Department  
Coordinator  
Member since June 2015

Caroline Goulian, CPA, CA, Treasurer  
Potential client  
Financial TI Director at SNC Lavalin  
Member since March 2016

Thalia Chronopoulos, Administrator  
Community Organization representative  
Pointe-Claire Aid for Senior's Assistant  
Manager  
Member since October 2015

Patricia Enborg, Administrator  
Potential client  
Social Media Professional  
Member since October 2016

Johanne Despatis, esq. left her role as  
administrator of the Board during the past year.  
We thank her for the time that she devoted to  
ABOVAS and its mission.



Four seats are currently vacant.

## Board meetings

The Board had five meetings during  
this past fiscal year.



# The organization's growth and development continues...

In 10 years, Accompagnement Bénévole de l'Ouest (ABOVAS) has offered more than **19 802 accompanied-transports**. These accompaniments helped **2225 West Island residents** get to their important medical appointments on the island of Montréal.

In 2017-2018

3104

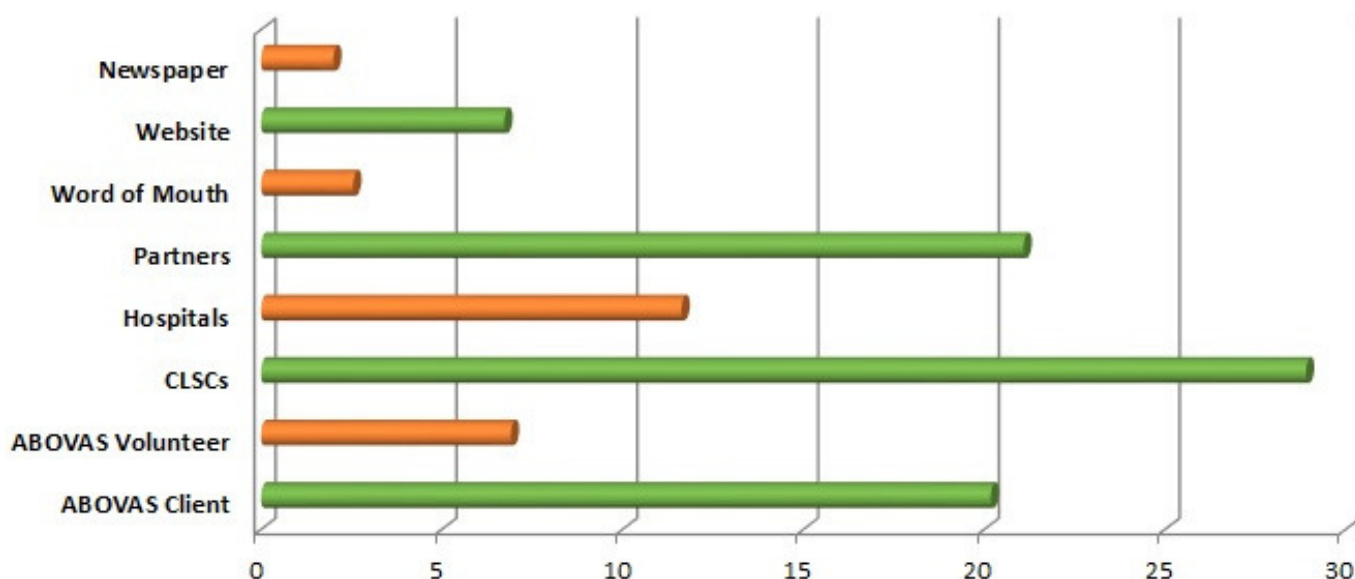
accompanied-transports

on average **59.7** per week

an **18%** increase

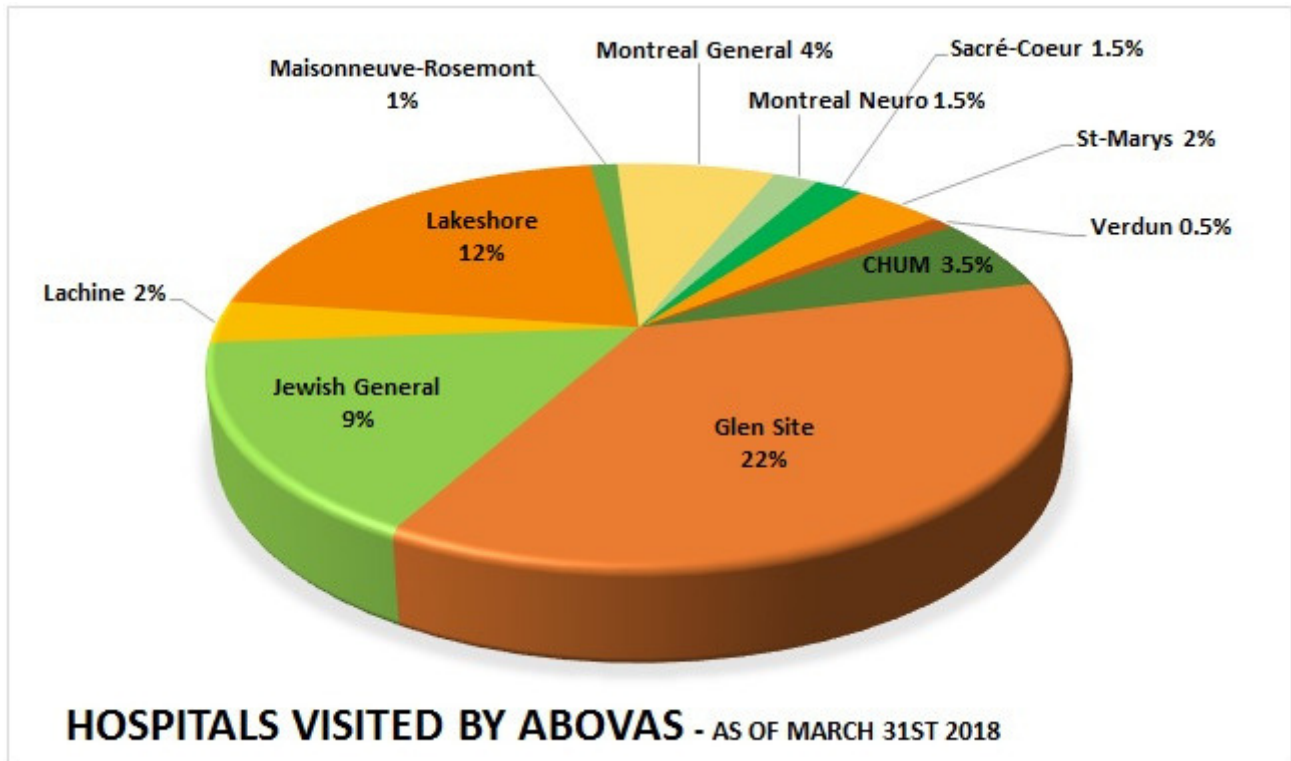
ABOVAS ended its 2017-2018 year reaffirming the relevance of its slogan, *an essential accompaniment towards health* with a significant increase in the amount of accompaniments done. Furthermore, 92% of our referrals came directly from people who have a direct knowledge of what it is that we offer, which shows their level of confidence and appreciation of our accompanied-transport service.

Clients by reference - as of March 31st 2018

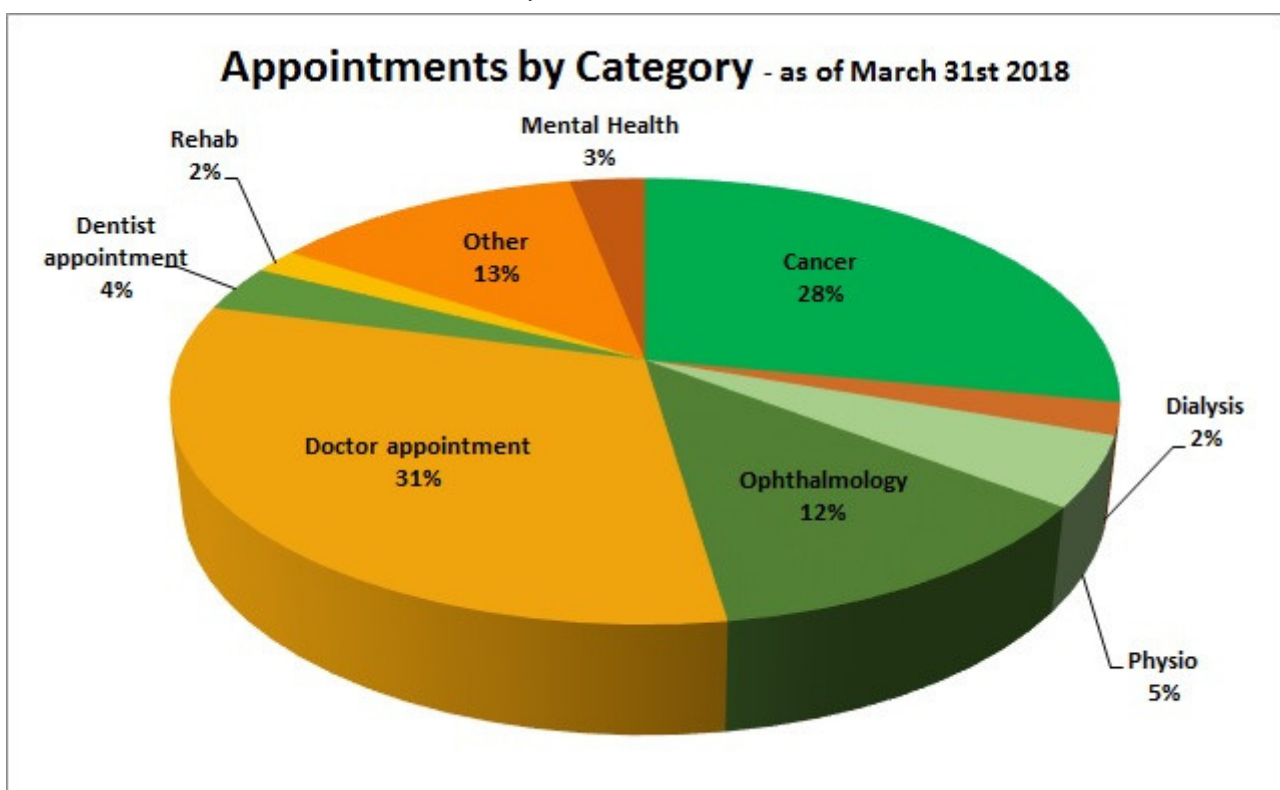


# The accompanied-transport

Of the 3104 accompagnied-transportes done by ABOVAS, the Glen Site hospital was the destination the most requested at 22%, followed by the Lakeshore Hospital at 12% and the Jewish General at 9%.



Going to medical appointments or even more, going through a medical crisis is stressful enough whether it be a mere appointment with your doctor 32%, cancer 28%, or visual impairment related 12%, the added stress of getting there in our special weather climate with orange cones blocking our usual roads traveled is something ABOVAS clients don't need to worry about. That's what our volunteers are there for.



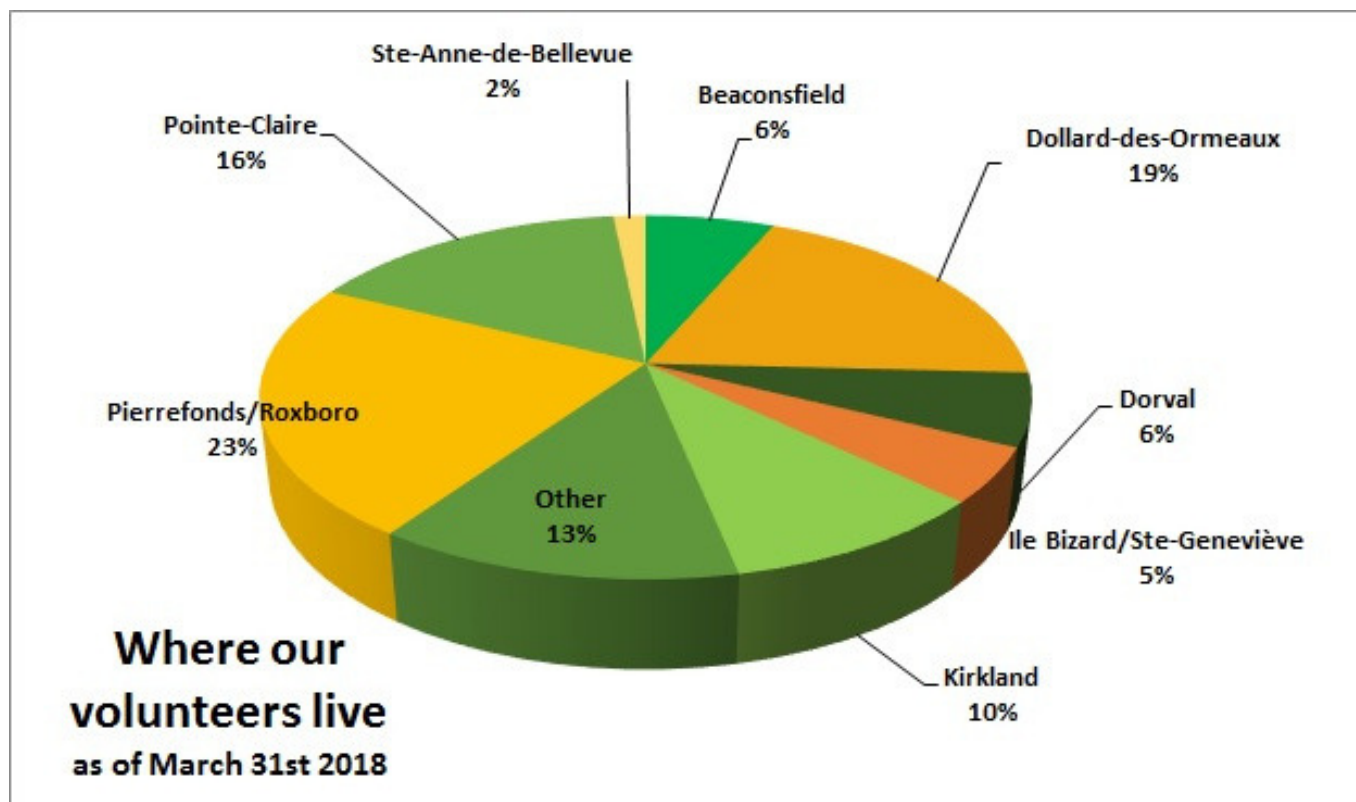
# Our Volunteers, an essential part of the well-being of our community

We are lucky to count on our 62 devoted

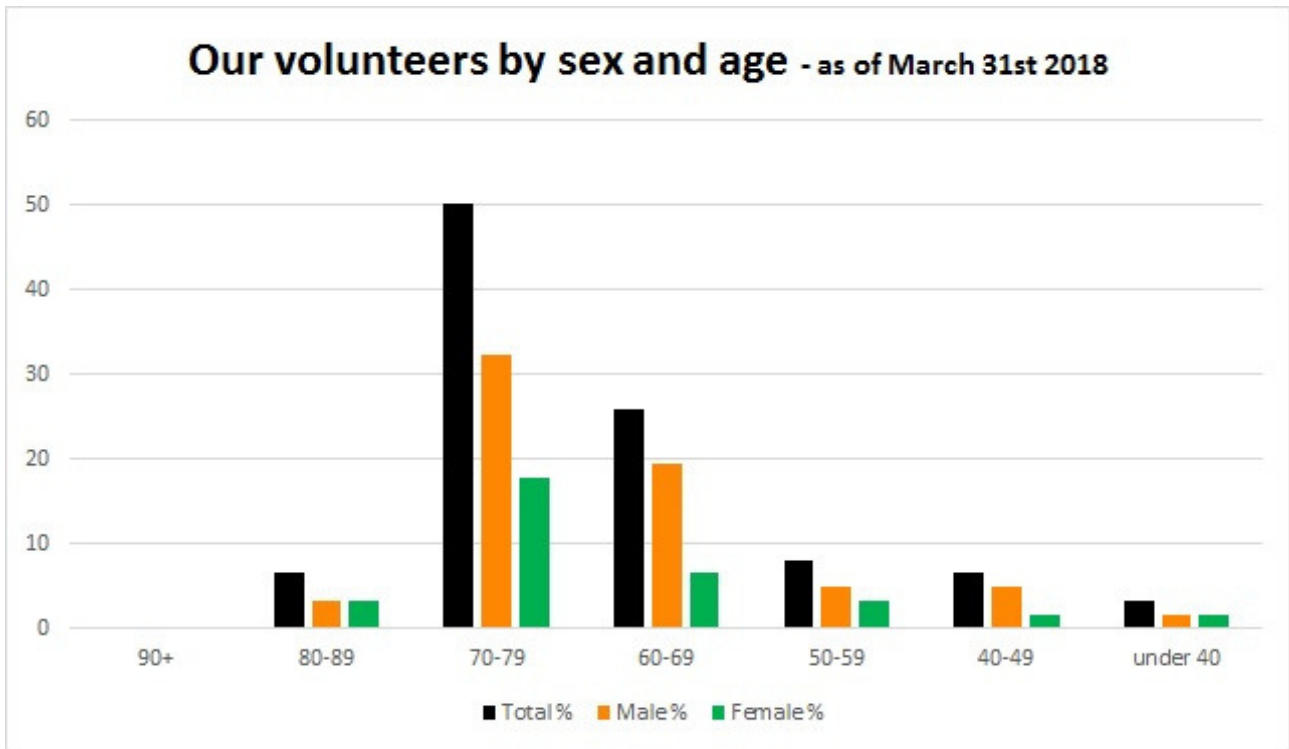
volunteer companions to carry out these accompaniments. If one calculated the amount of volunteer hours that each of them gave during the past year, it would represent more than 11 300 hours invested in helping vulnerable people of the West Island.



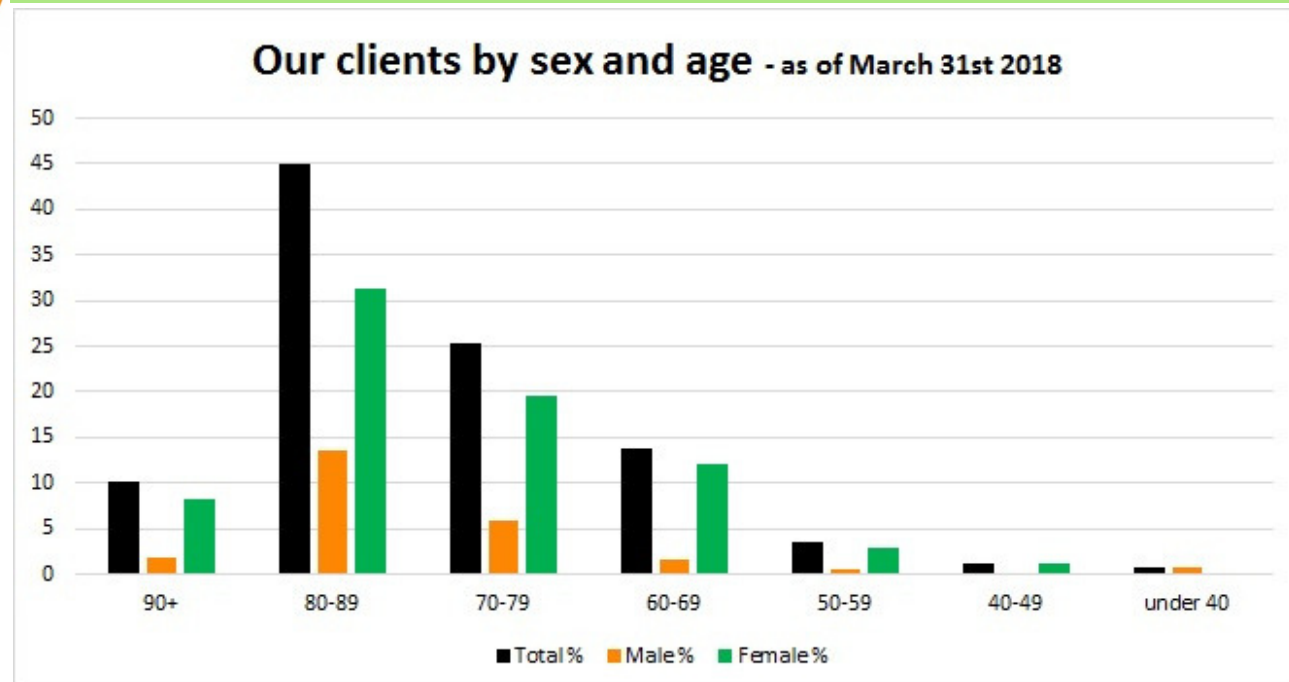
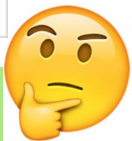
The majority of our volunteers live in Pierrefonds-Roxboro 23%, followed by Dollard-des-Ormeaux at 19% and Pointe-Claire with 16%. An interesting observation is that 13% of our volunteers come from outside of our territory (Ile-Perrot, Pincourt, Lachine, Lasalle and Saint-Laurent).



In an attempt to lower the average age of our volunteers, (which was 70 years old) our new recruitment plan focused on visiting seniors' clubs more and also participating in fairs. This new venture, brought the average age of our volunteers down to 65 years old. This will be a continuous challenge but we look forward to it.



One fascinating fact is that the majority of our clients are women unlike our volunteers, where men seem to outnumber the ladies.



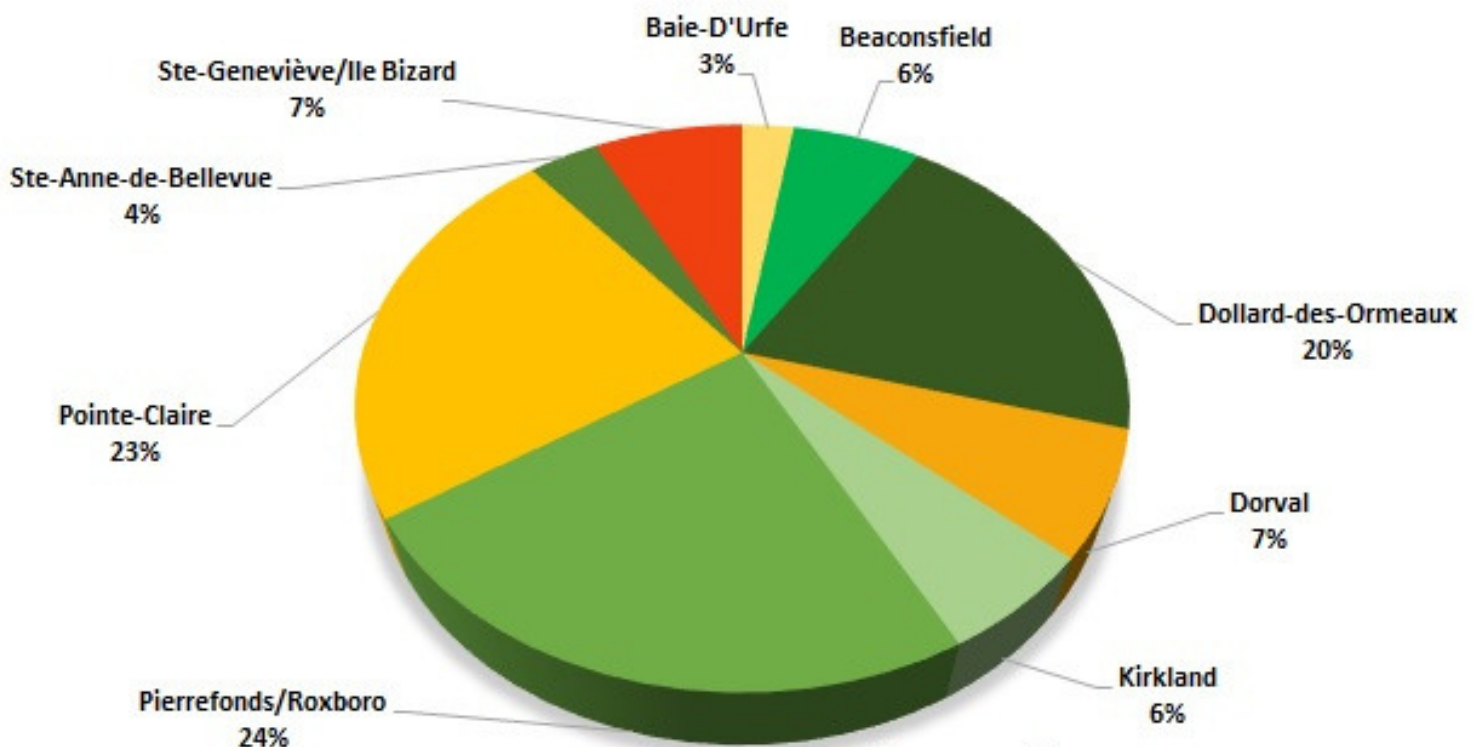
Statistics Canada numbers show that there is a rise in the number of seniors living in the West Island. One only needs to look at ABOVAS' stats to see the impact of this. In 2016-17 close to 81% of our clientele was over the age of 60 compared to this year, 2017-18, where 94% are.



# Our clients, our reason for being, our commitment

Our Coordinator, Denise Hupé, and her assistant, Isabelle Leclair, organized the synchronization of the accompaniments and with the help of the volunteer companions offered an excellent customer service to their 910 clients, which represents a 20% increase from last year.

It's reasonable to estimate that an identical number of people are indirectly beneficiaries of this service (spouse, parent, caregiver of the accompanied person). These numbers, which come from a small organization, demonstrates that ABOVAS' service unquestionably is an essential accompaniment towards health and is an added value to the West Island community.



**Where our clients live - as of March 31st 2018**

The majority of our clients live in Pierrefonds-Roxboro 24%, followed by Pointe-Claire at 23% and Dollard-des-Ormeaux with 20%.

# Financial stability is an asset for growth

ABOVAS benefits from ongoing financial assistance from:

Since 2010, the head office of the organization has been housed in the offices of AVON Canada in Pointe-Claire, which represents a significant financial assistance.

- PSOC 54%  
Programme de soutien aux organismes communautaires (Québec)
- Community Shares 26%
- Donations and sponsorships 20%

ABOVAS is extremely grateful for its financial partners.



AVON



FONDATION VILLAGE  
soutien aux aînés



(See the Rochon Legault report for detailed information pertaining to our revenues and expenses).



# ABOVAS always present in its community



We are present at different community fairs:

- Pierrefonds/Roxboro' Family Day
- Kirkland's Senior's Day
- West Island Senior's Fair
- Pointe-Claire' Community Fair

We attend numerous Annual General Meetings of our community partners like Big Brothers Big Sisters of the West Island, AJOI, NOVA West Island and Volunteer West Island.

We are members of:

- Table de Quartier du Nord-Ouest de l'Île de Montréal (TQNOIM)
- Table de Quartier Sud de l'Ouest-de-l'île (TQSOI)
- Table de Concertation des Aînés (TCAOI) and its health committee

We also have a representative on the Board of Big Brothers Big Sisters West-Island and the TQNOIM. We also participate in Community Shares, PME MTL West Island and West Island Chamber of Commerce events.

## We maintain an excellent rapport with our community!





# A look back on our 10th



Working hand-in-hand with our community partners has helped ABOVAS develop into the organization it is today. It is why, during its 10th anniversary, in October 2017, ABOVAS made certain to thank not only its founders and many volunteers but also its community partners that have supported us since the very beginning.



## Once again, thank you!



# **ABOVAS, at the dawn of another decade**

The provincial government is currently studying how and to whom the PSOC funding is handed out. Answers that were supposed to come in April 2018, have been pushed back until a later date. The upcoming October 2018 provincial election will undoubtedly determine what will happen to the PSOC program. This will be a hurdle ABOVAS will jump over when the time comes.

Finding new volunteer companion drivers is a continual task, especially when new clients are flocking to us like birds to a feeder. But we will always be up to the challenge.

ABOVAS will continue to develop and grow within the West Island community, following its issues, varying moods and changes.

Without a doubt, all of our past efforts and are future plans prove one thing...



**IS an essential accompaniment towards health.**

