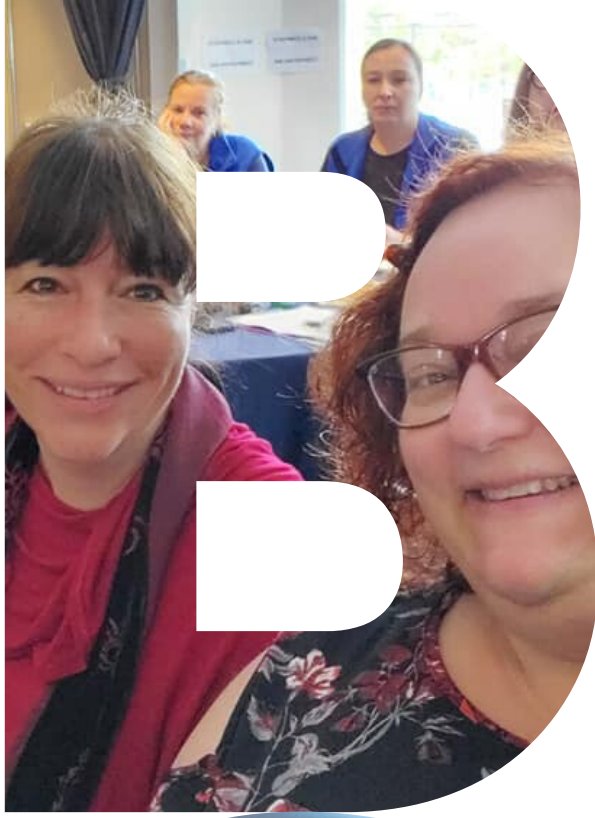


ANNUAL REPORT



2019
2020



President's address

I am very proud to present you ABOVAS' 2019-2020 annual report. This past fiscal year gave us an opportunity to become stronger, to implement our first strategic plan and to test our capacity to adapt to change with the advent of the COVID-19 pandemic this past March.

The Board of directors finalized our strategic plan last year and our organization will now have a clear direction for the years to come. Ready to innovate and to serve the community better, ABOVAS has also undertaken a pilot project to ascertain potential new services that we could offer. We are looking forward to continue the work this year.

At ABOVAS, we are fortunate to be surrounded by people who are dedicated and care for their community. In this regard, I want to thank the incredible team who ensures the proper functioning of our organization tirelessly and with unfailing commitment. I also take this opportunity to thank the members of the Board, who support the updating of the organization and its internal management while also supporting the work team from a human point of view. Of course, the mission of ABOVAS depends on the commitment of our 73 volunteers. These valued people always step up to the plate, and I am grateful to them for their continued support. As well, our community and financial partners have supported ABOVAS this year again, and for this they deserve all our gratitude.

Thanks to all these outstanding individuals, ABOVAS was able to offer 3,655 accompaniments this year. Despite the changes implied by the new reality associated with COVID-19, we will continue to offer an essential accompaniment towards health to the West Island community.

Anne-Marie Angers-Trottier
ABOVAS
President of the Board



Welcome to ABOVAS' Annual General meeting. As most of you know ABOVAS is a family. At its head you will find the



Executive Director's Report

Board of Directors which without their support and help, we would not be were we are today. The office crew comes next. Isabelle Leclair, ABOVAS' coordinator, has been doing a phenomenal job with the schedule no matter the curve balls thrown our way, thank you for a job well done. This past year, the office personnel slightly grew with the addition of a part-time worker, Carolyn Bieganowski and Monica Farag who is our project manager. Welcome to the family ladies!

ABOVAS which is an essential accompaniment towards health would not be able to help West Island residents in vulnerable situations get to their imperative medical treatments and appointments without our dedicated volunteer driver companions. 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. What our volunteer driver/companions are able to do with the high level of service that they offer, is alleviate some, if not all, of that stress. A big thank you goes to our volunteer companions for all of the excellent work they do in helping their brothers and sisters. ABOVAS would not exist without you.

Finally, in every family you have the crazy uncles and the eccentric aunts; ABOVAS is no different. Thank you to all our financial and community partners, with whom, year after year, through different collaborations, long 'post-it' packed meetings and the occasional gatherings, we have been able to support and care for our West Island community.

The end of our fiscal year brought us a reality that no one was ready for nor expected. The COVID-19 pandemic made us realize just how much humans are social animals and it reinforced a common known fact, that we need to do more for the isolated people in vulnerable situations of the West Island. Which is why I'm ecstatic that we already started in 2019 the research for our potential pilot project of expanding our service, our territory and/or our hours of operation. More info to come on this, later this year. My last thank you, goes to Serge Gagné for translating the documents for this annual general meeting.

Stay safe! Stay healthy!

Denise Hupé

Executive Director ABOVAS



A board committed to ABOVAS' mission

As of March 31st 2020, the Board of Directors consisted of:

Anne-Marie Angers-Trottier, President

Potential client

Coordinator

CRC's Community Initiatives Department

Member since June 2015

Patricia Empsall, Vice-President

Potential client

Retiree from Pfizer

Member since December 2018

Thalia Chronopoulos, Secretary

Potential client

Assistant manager

Pointe-Claire Aid for Seniors

Member since October 2015

Heidi Larsen, Treasurer

Potential client

Self-employed

Member since December 2019

Marie-France Juneau, Administrator

Potential client

Executive Director NOVA West Island

Member since September 2018

Jenny Mazzoferro, Administrator

Potential client

Real estate agent for Re/Max

Member since March 2019

Kirstin Bennet, Administrator

Care manager West of Montreal

Bayshore Home Health

Member since March 2019

Mario Leclerc, Administrator

Potential client

Service aid – West of Montreal CIUSSS

Member since June 2019

Paul Nadeau, Administrator

Potential client

Retiree from Via Rail

Member since September 2019

The Board had five meetings during this past fiscal year.



There are no vacant seats.

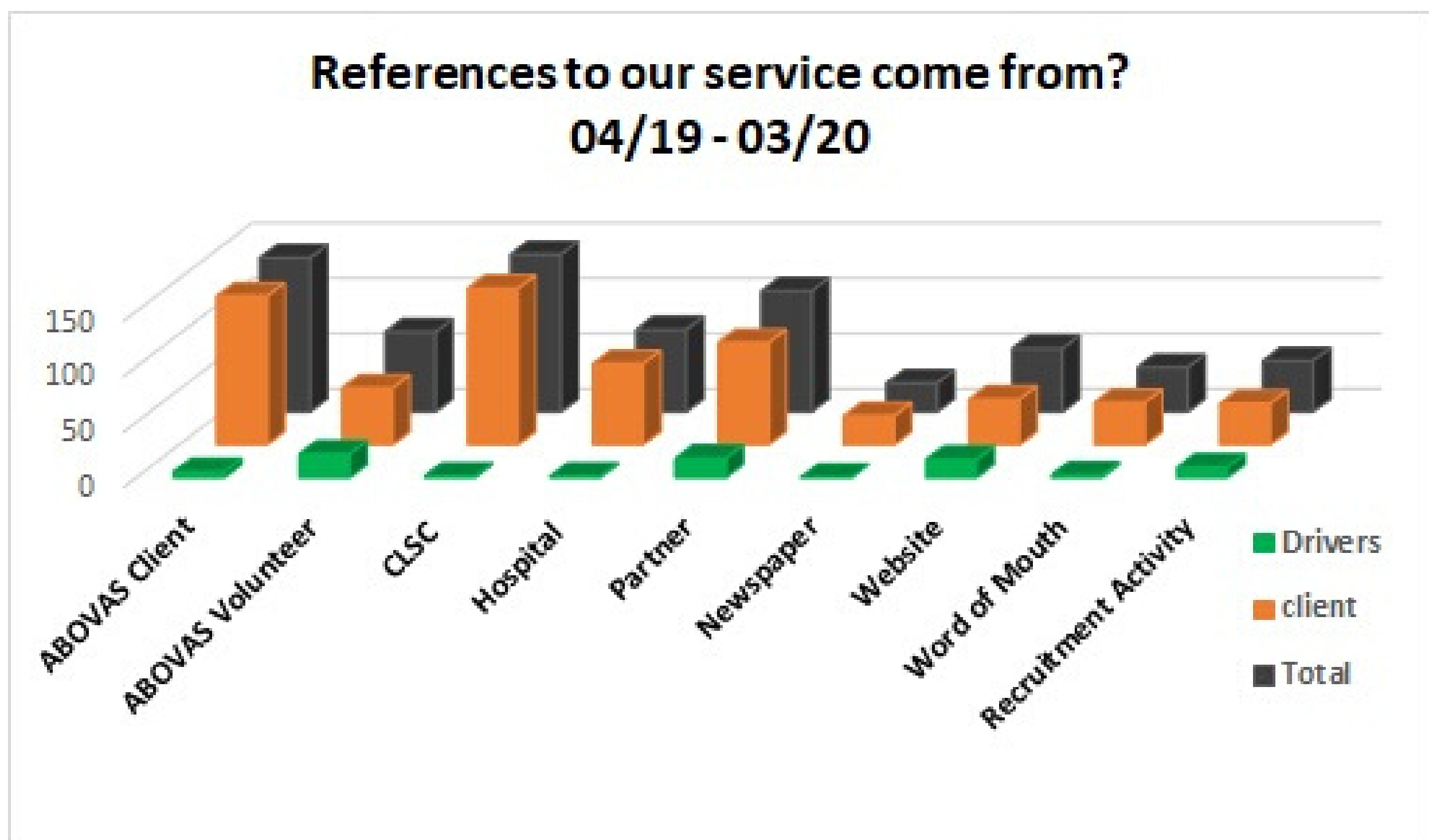
The road traveled towards health

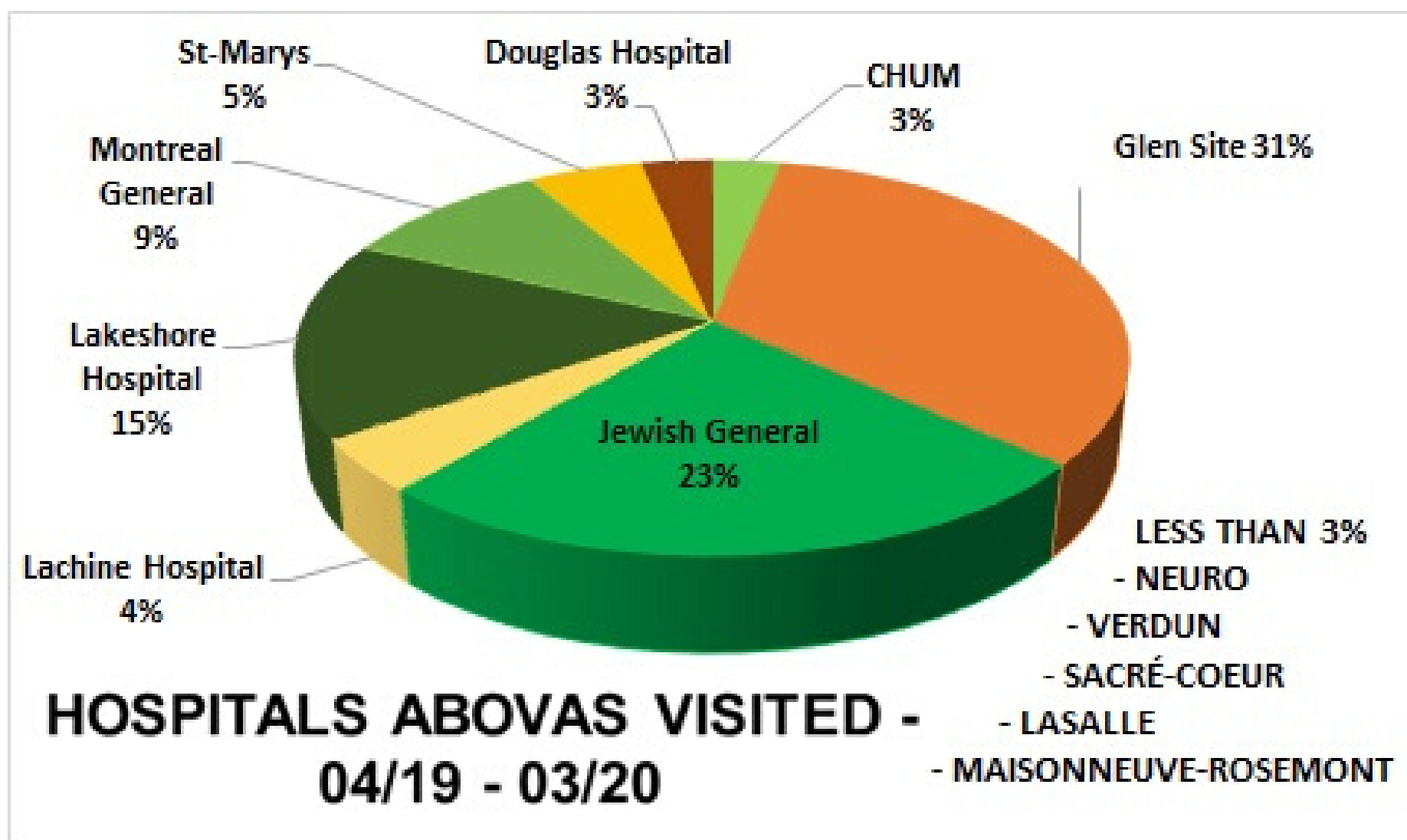
Since its inception, Accompagnement Bénévole de l'Ouest / Volunteer Accompaniment Service (ABOVAS) has offered more than **26 568 accompanied-transport**s. These accompaniments helped **3 930 West Island residents** get to their important medical appointments on the island of Montréal.

● In 2019-2020.... ●
3 655 accompanied-transports
● 69 on average per week ●

ABOVAS ended another year reaffirming the relevance of its slogan, **an essential accompaniment towards health** with **an 18% increase** in the amount of accompaniments done.

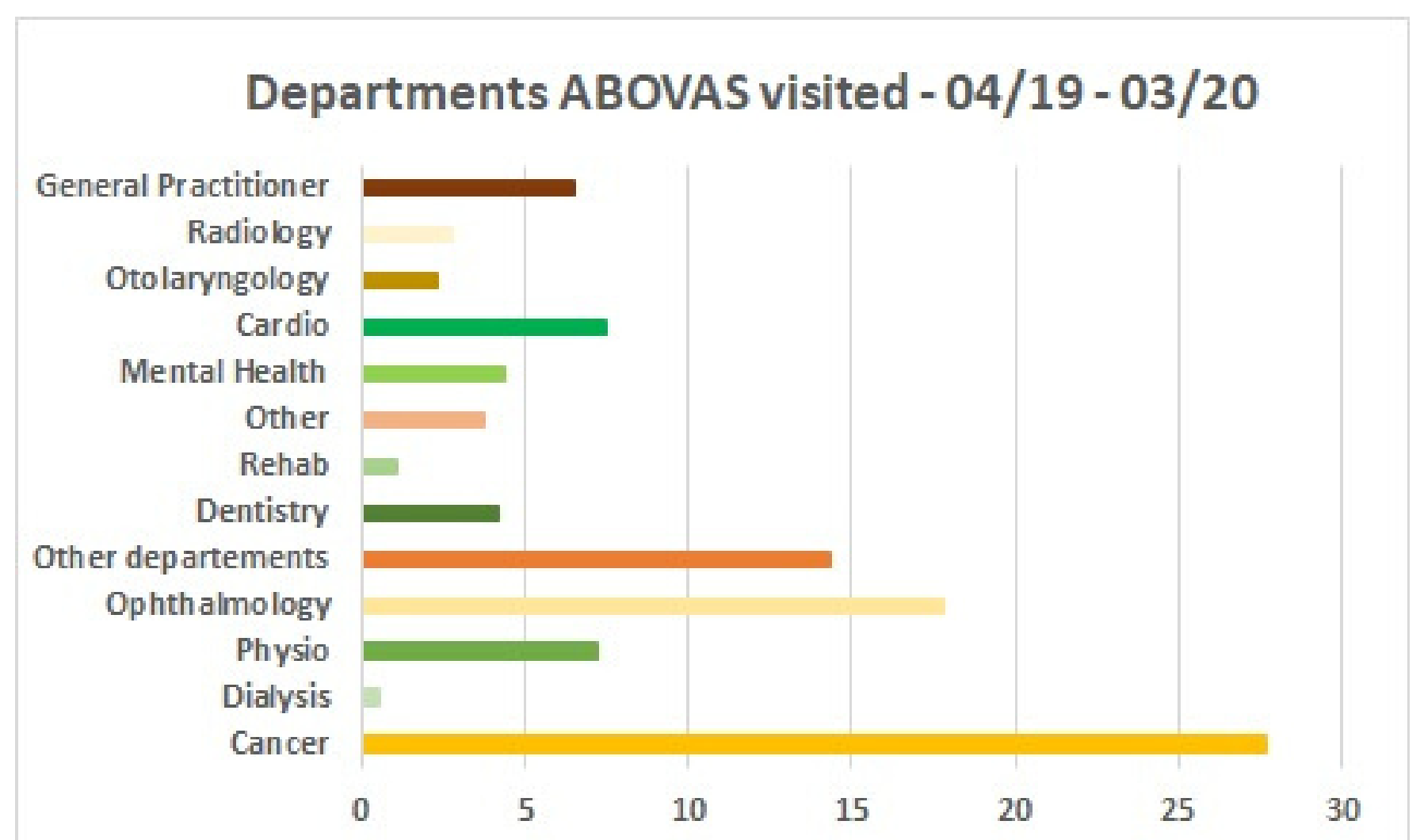
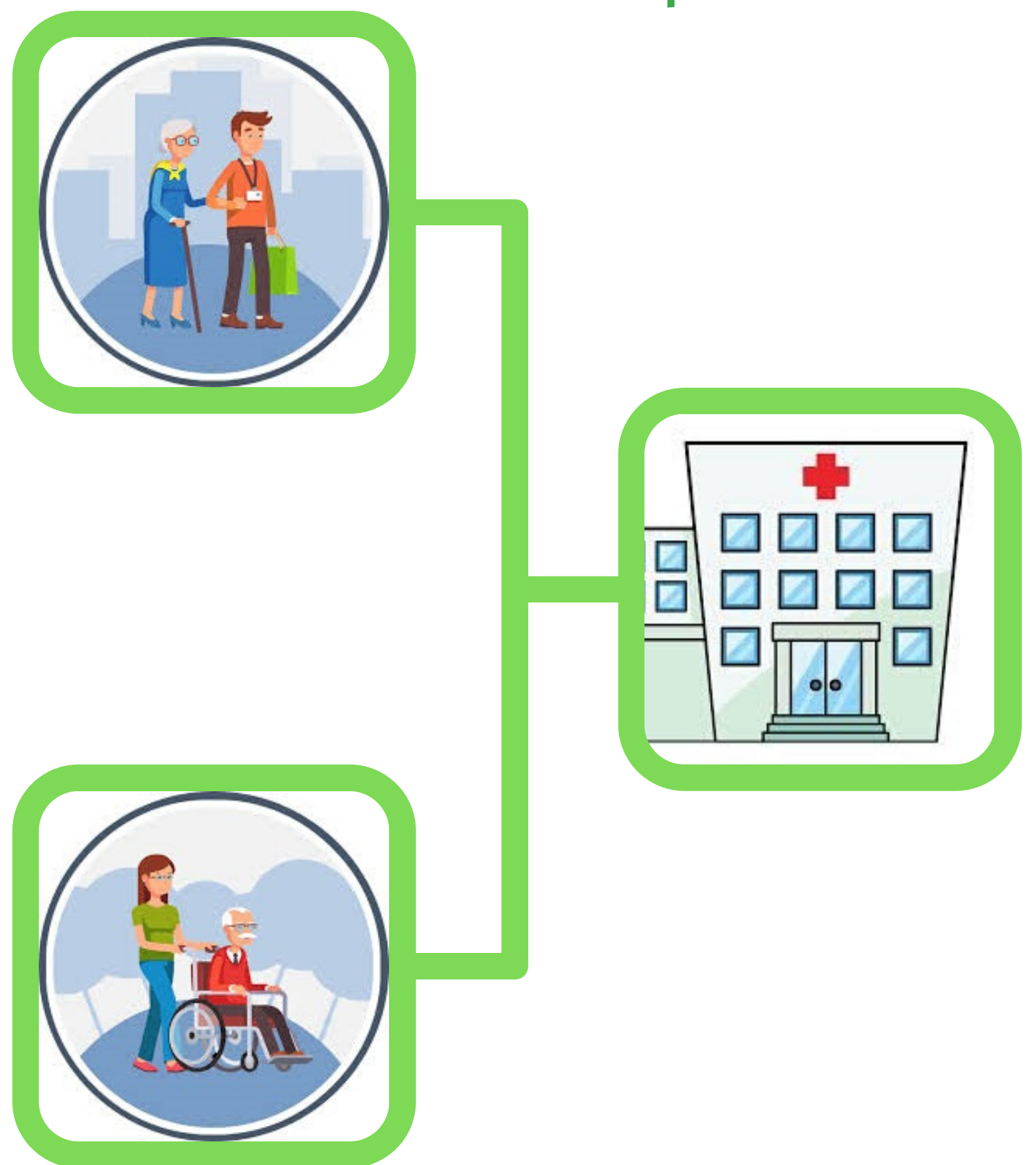
Furthermore, by looking at who is referring people to us, one can notice that **76%** of our references come directly from people that know our service. With our increase in our social media presence through Facebook, we had **12% more** Web references.





The **Glen Site** hospital was the destination frequented the most by our clientele at **31%**, followed by the **Jewish General Hospital** at **23%** and the **Lakeshore Hospital** at **15%**.

Going to medical appointments or even more, going through a medical crisis is stressful enough whether it be **cancer related 28%**, because of a **visual impairment 18%**, or a **cardiovascular problem 8%**, the added stress of getting there in our special weather climate with all our orange cones blocking our usual roads traveled is something ABOVAS clients don't need to worry about.



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

We are lucky to have 73 devoted volunteer companions to do our accompaniments.

≈ 149 635 KM

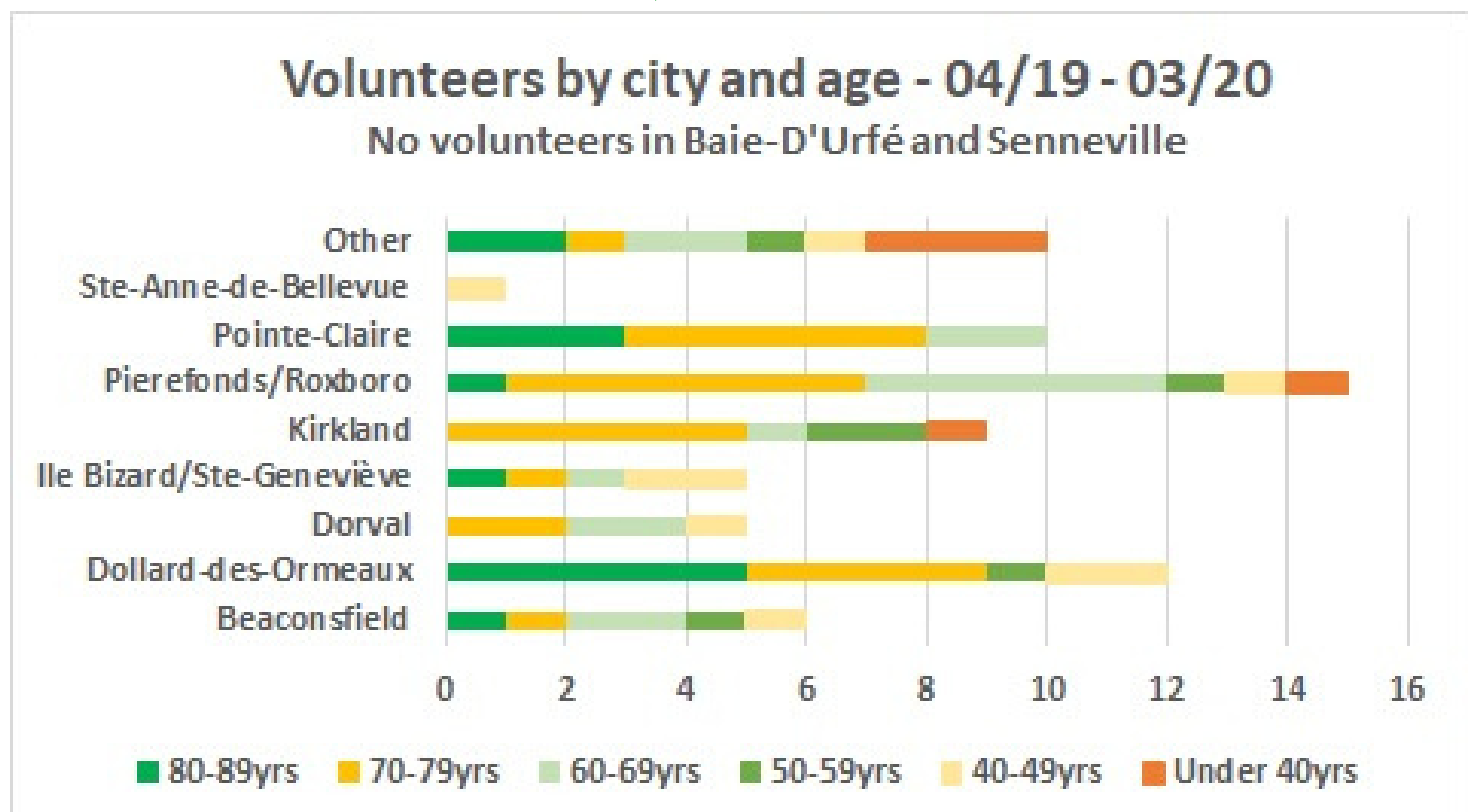


= 12 928 hours



The majority of our volunteers live in **Pierrefonds-Roxboro** at **21%**, followed by **Dollard-des-Ormeaux** at **16%** and **Pointe-Claire** with **14%**.

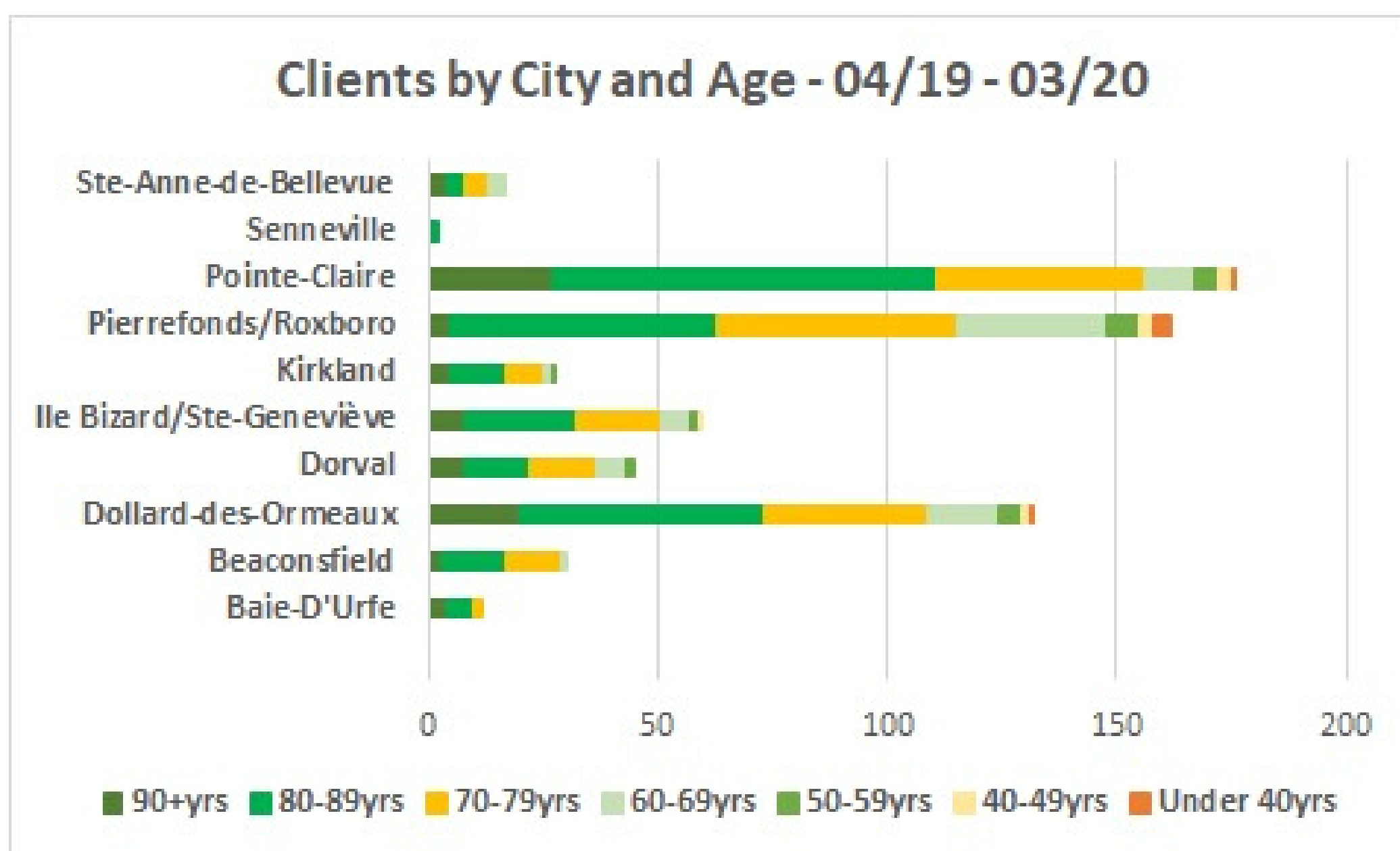
An interesting observation is that **another 14%** of our volunteers come from **outside of our territory** (Ile-Perrot, Pincourt, Saint-Lazarre, Lachine, Lasalle and Saint-Laurent). Our volunteers have an **average age of 65 years old**. The **youngest** being **20 years** old and the **eldest 85 years old**.



Our clients, our reason for being, our commitment



An interesting fact about our clients is that **over 93%** of them are **over the age of 60**. The **youngest being 20 years old** and the **eldest is 101 years old**. Most of our clients live in **Pointe-Claire at 29%**, followed by **Pierrefonds-Roxboro at 28%** and **Dollard-des-Ormeaux with 17%**.



Our Coordinator, Isabelle Leclair, organized the perfect synchronization of the accompaniments and with the help of our dedicated volunteer companions, offered an excellent customer service to our **1105 clients**, which represents an **increase of 20%** compared to last year.

It is reasonable to estimate that an identical number of people are indirectly beneficiaries of our 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 an important value to the West Island community.

Financial stability is an asset for the development of a non-profit

Thank You!

AVON

Québec 



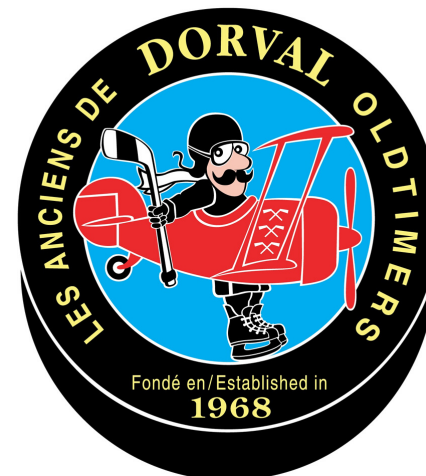
ABOVAS benefits from ongoing financial assistance from:

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 55%
Programme de soutien aux organismes communautaires
Community Shares 26%
Donations and sponsorships 19%



ABOVAS is extremely grateful for all its financial partners.



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

Working hand-in-hand with our community ...

Here are some of the events ABOVAS participated in this past year.

- Monsef Derraji's BBQ
 - West Island Seniors' Fair
 - Light up your community
 - Accolades' Gala
- And many more!

We attend numerous AGM's of our community partners like...

- Community Ressource Center
- Volunteer West Island
- NOVA

On the health committee of the TCAOI and the Pierrefonds/Roxboro's Public Security Table



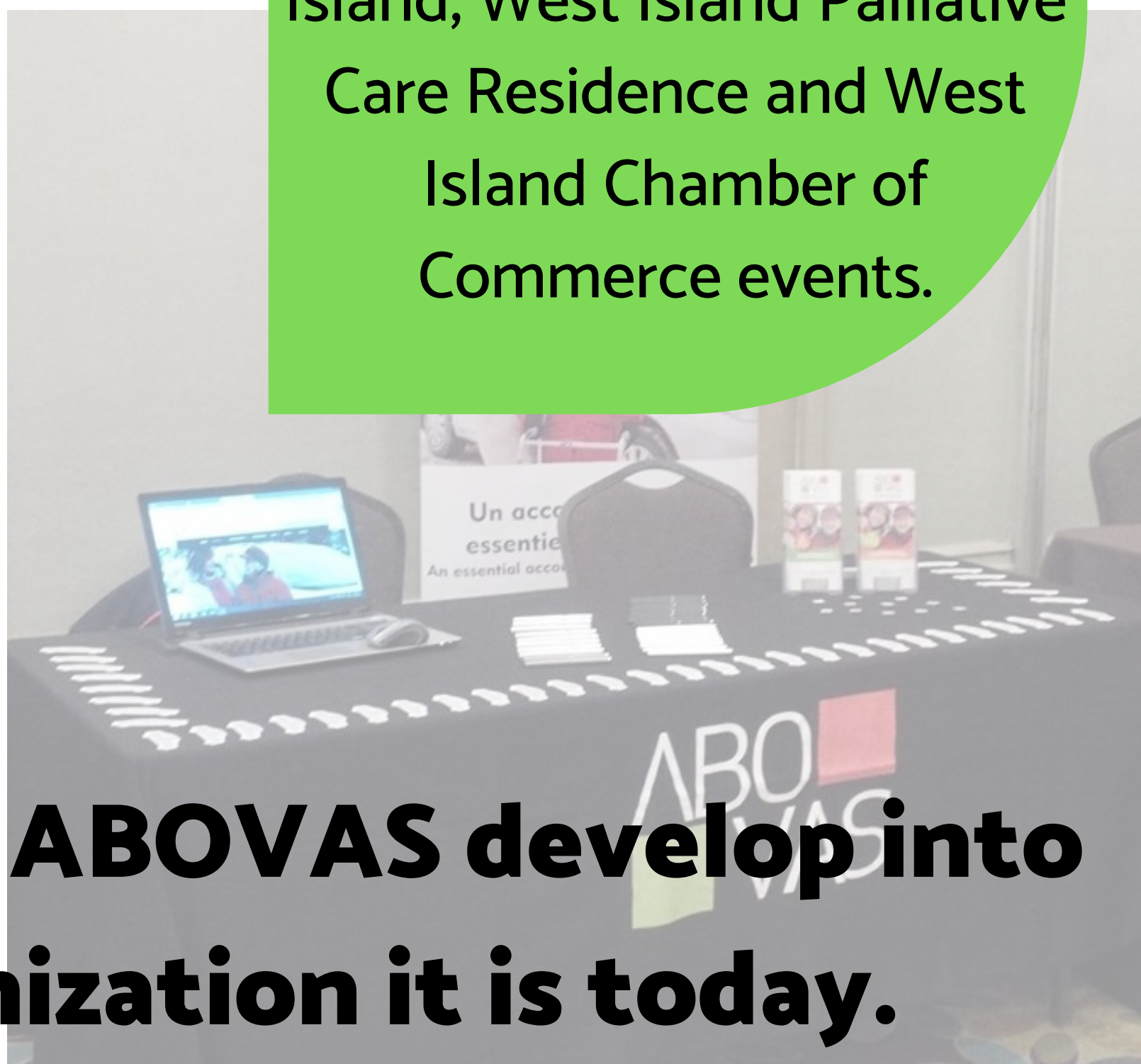
We participate in Lakeshore hospital foundation, PME MTL West Island, West Island Palliative Care Residence and West Island Chamber of Commerce events.

We participate actively in Community Shares' activities



- Members of:
- TQNOIM
 - TQSOI
 - TCAOI

... has helped ABOVAS develop into the organization it is today.



An unexpected end to ABOVAS' fiscal year

In 2017, one of our clients, Mrs. R. of Beaconsfield, described ABOVAS as 'her rainbow in her dark clouds' and this statement, was put to the forefront this past March.



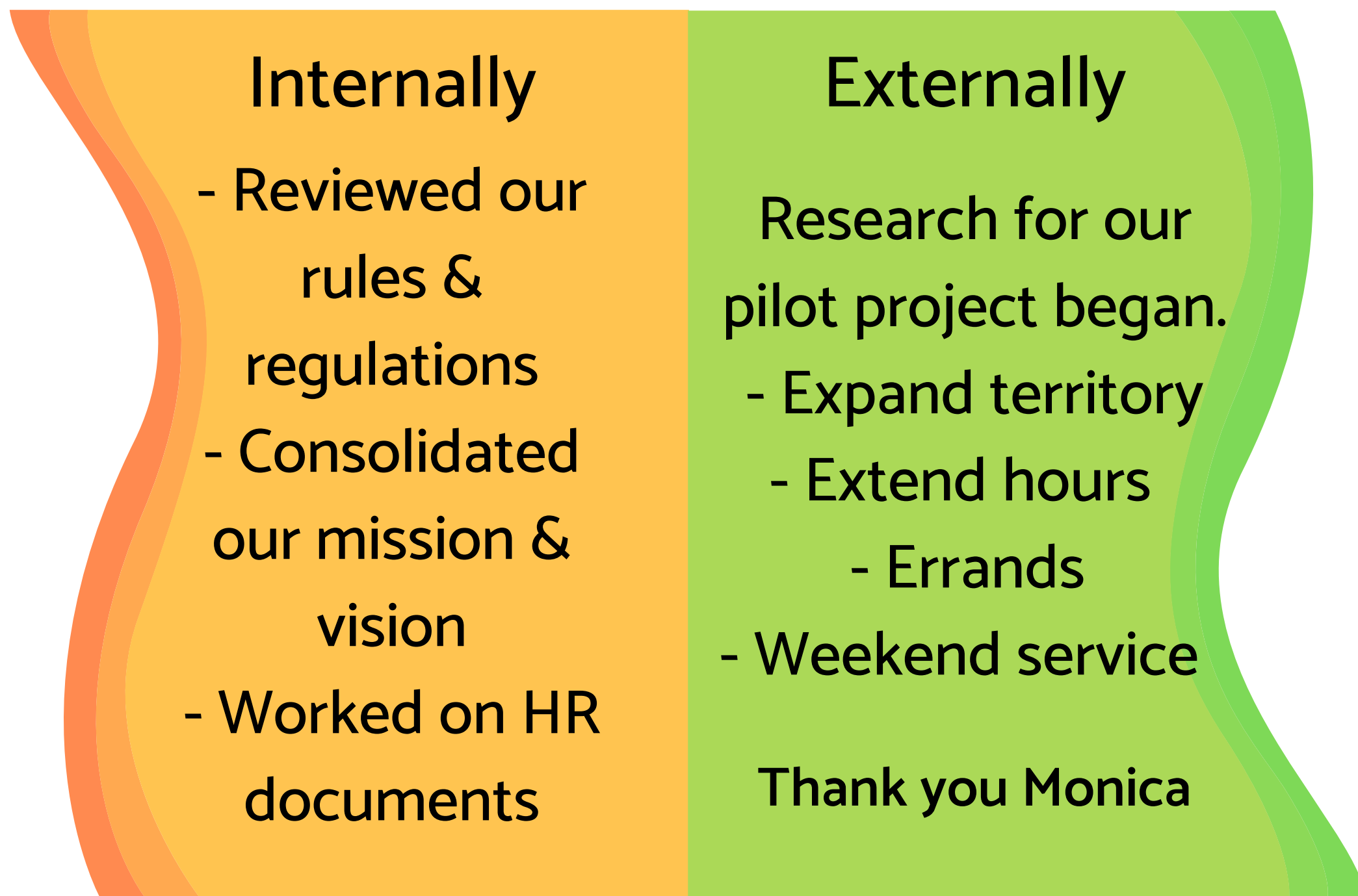
ABOVAS scrambled to find adequate volunteers willing and able to help our clients still in need of our service go to their vital chemo, radiation or eye injection appointments.

The Covid-19 pandemic hit ABOVAS hard as its fiscal year came to an end. The government health and safety directives made 82% of our volunteers quarantine themselves due to their age, health conditions and/or other reasons.

Our community came to the rescue by sharing our Facebook post, helping it reach over 3000 people. Because of the help from our partners, Volunteer West Island, Community Shares, local MNAs, and those who stepped up, ABOVAS was able to continue its service.

ABOVAS' future is looking bright.

Our new **strategic plan** that was developed with the help of the consultant firm, COCo (Center for Community Organizations) was implemented in December 2019 and since, much has been done **to improve and fortify ABOVAS.**



ABOVAS **will continue** to develop and grow within its West Island community, following its issues, varying moods and changes. We **will continue** to push hard for the recruitment of volunteer companions. We **will continue** to help those in need of accompaniment to their medical appointments. We **will continue** to work hand-in-hand with our partners for the betterment of our community. All of our **past efforts** and **future endeavors** prove one thing ...

... ABOVAS clearly is an essential accompaniment towards health.

