



# ANNUAL REPORT

*2018 - 2019*



**ABO**



**IVAS**





# President's address

Pointe-Claire, June 2019

I am thrilled to present to you the annual report of ABOVAS. 2018-2019 stands out as a year of transition, action and strategic vision for our organization. First of all, I want to thank the ABOVAS office team who handles the operational aspect of our organisation with great enthusiasm and professionalism, with due regard to the needs of each and every client and volunteer. This year, the Board has decided to update the position titles so that they reflect the duties performed by our human resources. Thus, Denise Hupé was officially appointed as Executive Director, and Isabelle Leclair became coordinator.

Apart from the human resources restructuring, the Board undertook a thorough process aiming at developing a strategic plan that will guide our actions in the years to come. With the support of the Center for Community Organizations (COCO) we were able to implement the said process while taking into account the needs, views and ideas of our community partners, clients, volunteers and office team.

I take this opportunity to acknowledge the exceptional commitment of all members of the Board of Directors, old and new, during the past year. I want to extend special thanks to Paul Bissonnette, one of the founding members of ABOVAS, who left the Board after 11 years of loyal service. However, Paul has decided to remain actively involved in the organization as a volunteer companion-driver.

I would finally like to congratulate all our volunteers for their dedication, as well as our funders for their ongoing support. This year ABOVAS ensured 3,111 accompanied transports thanks to our 70 companion-drivers and the financial support of our partners.

The future looks very promising for ABOVAS, and we are proud to keep offering an essential accompaniment towards health!

Anne-Marie Angers-Trottier  
President

# Executive Director's report

Wednesday, June 12th 2019

Welcome to ABOVAS' Annual General meeting. My name is Denise Hupé, I'm the Executive Director of this not for profit organization. I would like to take this opportunity to thank the members of our Board of Directors, Anne-Marie Angers-Trottier, President, Patricia Empsall, Vice-President, Thalia Chronopoulos, Secretary, and our administrators, Marie-France Juneau, Jenny Mazzaferro, and Kirstin Bennet. I appreciate all that you do. A special mention goes to ABOVAS' coordinator, Isabelle Leclair, who's been doing a phenomenal job even with the continuous increase in the demand for our service.

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, which do more than just drive. They help them from their houses to their vehicle; they safely drive them to their medical appointment; they guide them to the right department; 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. A., an 80-year old Dollard-des-Ormeaux client recently said about one of our volunteers: 'What a wonderful person you sent me yesterday. All your volunteers are great but this one was outstanding. Kind and polite, I could never have asked for a more caring volunteer. He escorted me and took care of me as my son would have done if he had been available for this appointment.'

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 alleviate some, if not all, of that stress. A big thank you goes to our volunteers for all of the excellent work you 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.

Thank you  
Denise Hupé  
Executive Director





# The road traveled towards health

Since its inception, Accompagnement bénévole de l'Ouest / Volunteer Accompaniment Service (ABOVAS) has offered more than **22 913 accompanied-transports**. These accompaniments helped **2825 West Island residents** get to their important medical appointments on the island of Montréal.

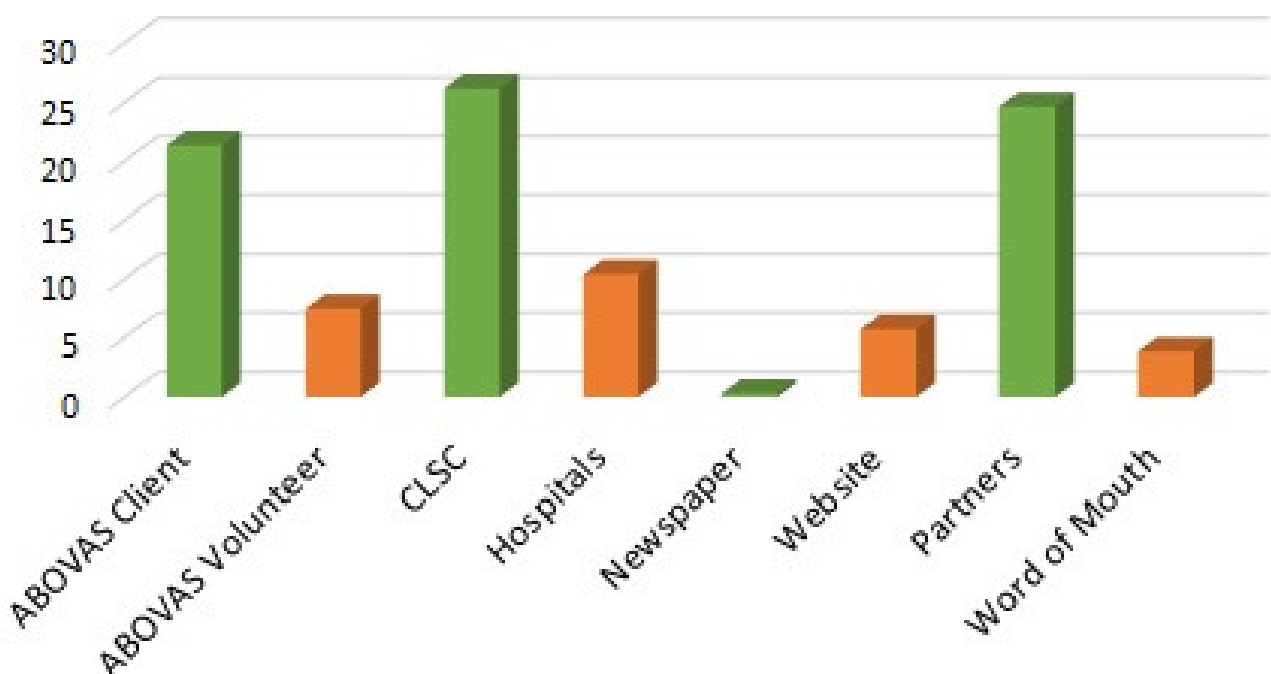
In 2018-2019...

3111 accompanied-transports

59.8 on average per week

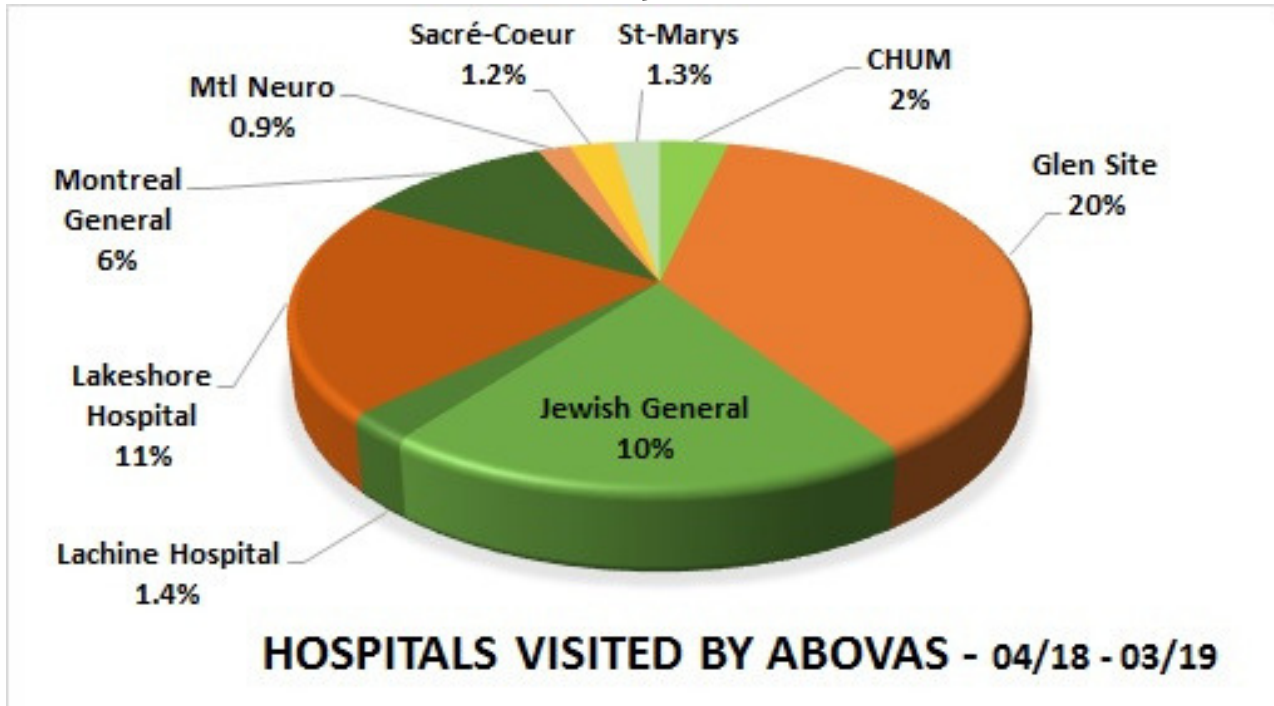
ABOVAS ended its 2018-2019 year reaffirming the relevance of its slogan, **an essential accompaniment towards health** with another increase in the amount of accompaniments done. Furthermore, **95%** of our referrals came directly from people who have a direct knowledge of what it is that we offer, which shows their level of confidence and appreciation of our accompanied-transport service.

Clients by reference - 04/18 - 03/19

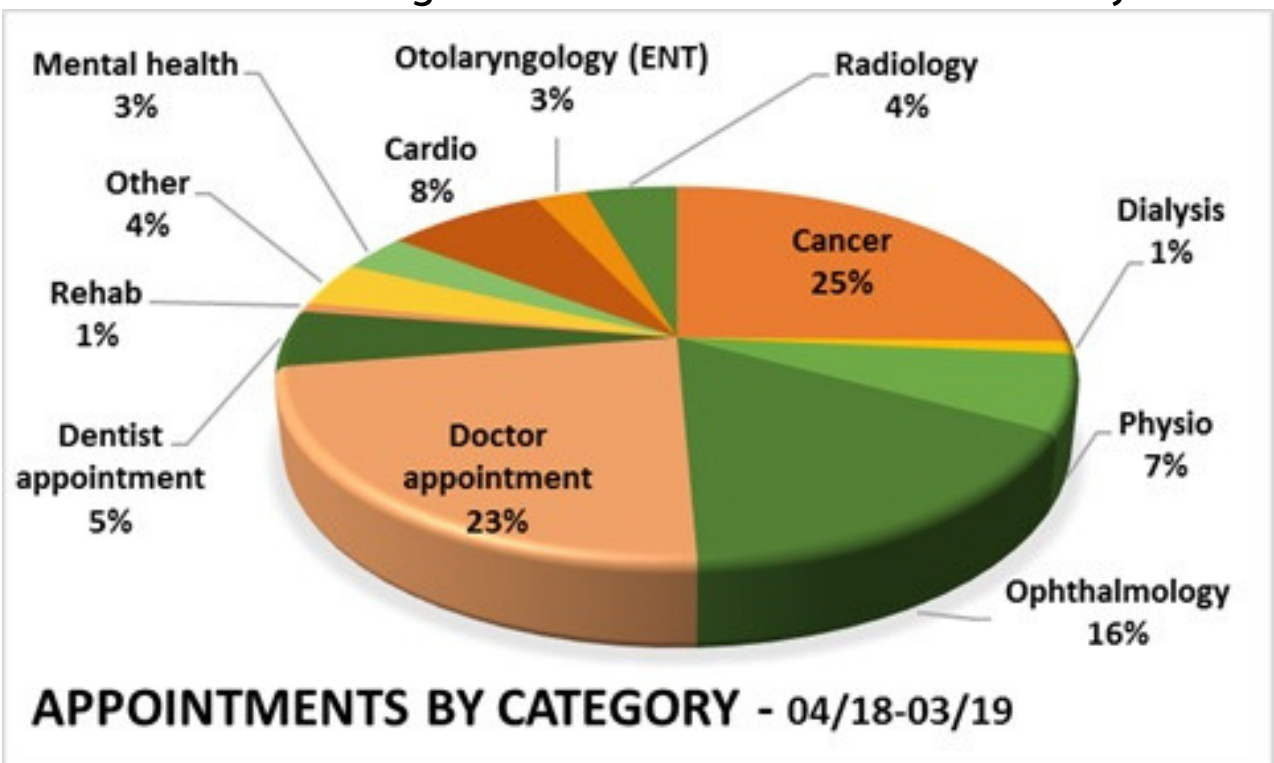


# The accompanied-transport

The Glen Site hospital was the destination frequented the most by our clientele at **20%**, followed by the Lakeshore Hospital at **11%** and the Jewish General Hospital at **10%**.



Going to medical appointments or even more, going through a medical crisis is stressful enough whether it be cancer related **25%**, an appointment with a doctor **23%**, or because of a visual impairment **16%**, the added stress of getting there in our special weather climate with all our orange cones blocking our usual roads travelled is something ABOVAS clients don't need to worry about.



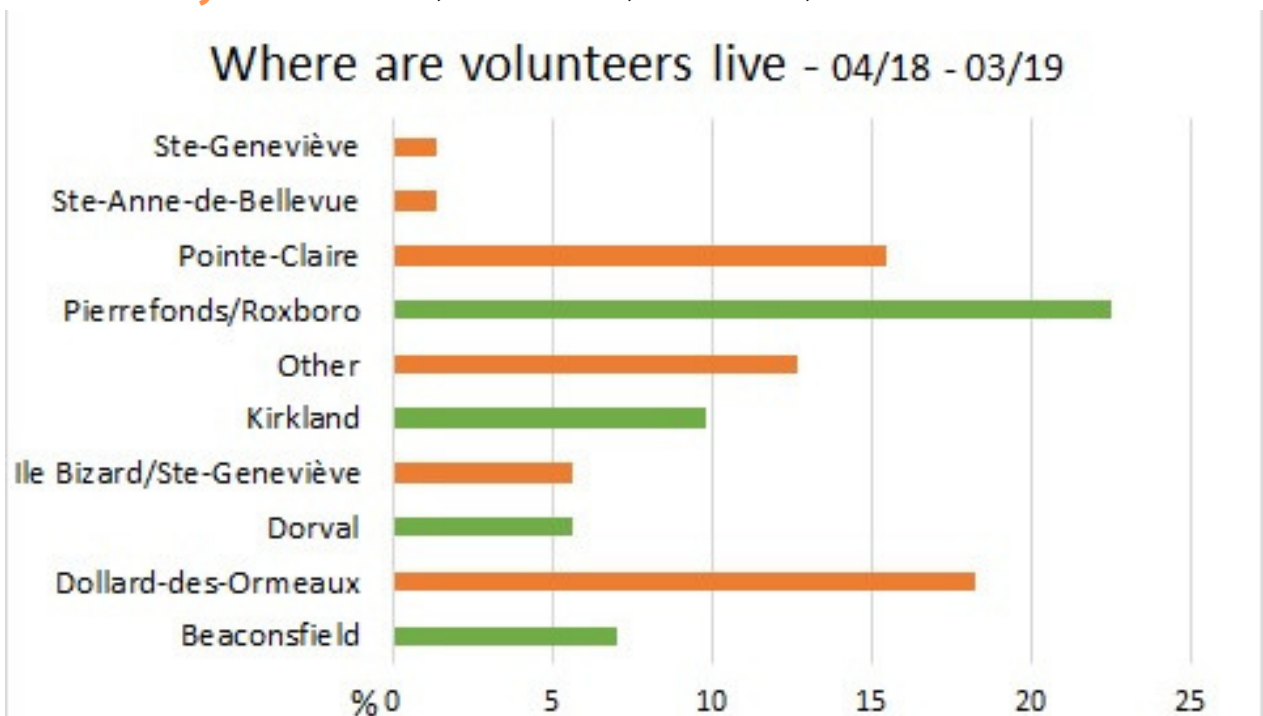
# Our Volunteers, an essential part of the well-being of our community

We were lucky to have counted on **70 devoted volunteer companions** to carry out these accompaniments.

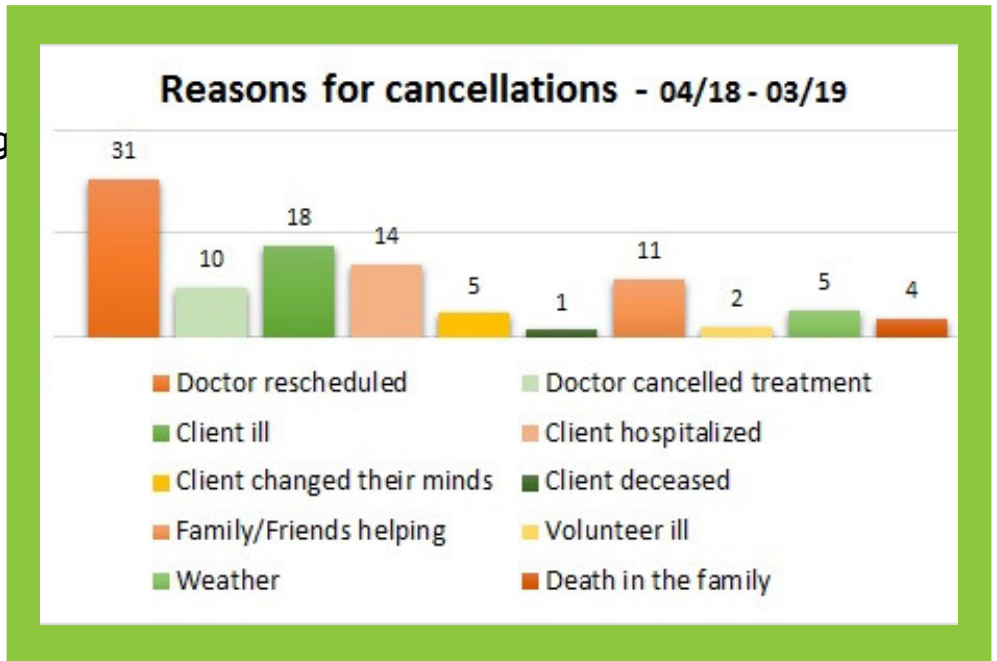


If one calculated the amount of volunteered hours that each of them gave during the past year, it would represent more than **11 433 hours** invested in helping vulnerable West Island residents.

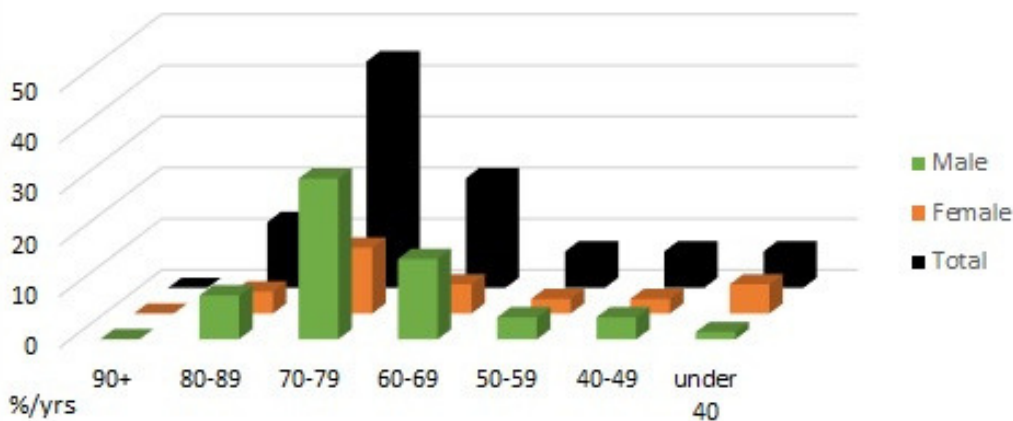
The majority of our volunteers live in **Pierrefonds-Roxboro 23%**, followed by **Dollard-des-Ormeaux at 18%** and **Pointe-Claire with 15%**. An interesting observation is that **13%** of our volunteers come from **outside of our territory** (Ile-Perrot, Pincourt, Lachine, Lasalle and Saint-Laurent).



One of the main complaints from our volunteers was the amount of cancellations we had. The 2018-2019 stats show that **41%** were because of the hospitals or doctors changing or cancelling appointments; **39%** had to do with the clients (sick, deceased, hospitalized, or had a death in their family); **11%** were due to the fact that clients' family was available to help them out; **5%** due to bad weather, and **4%** had to do with the volunteers (sick, car issues, death in their family). Although ABOVAS cannot do much about the majority of the cancellations, we will do our best to bring down the amount of the cancellations that we do have a control over.



### Volunteers by sex and age - 04/18 - 03/19

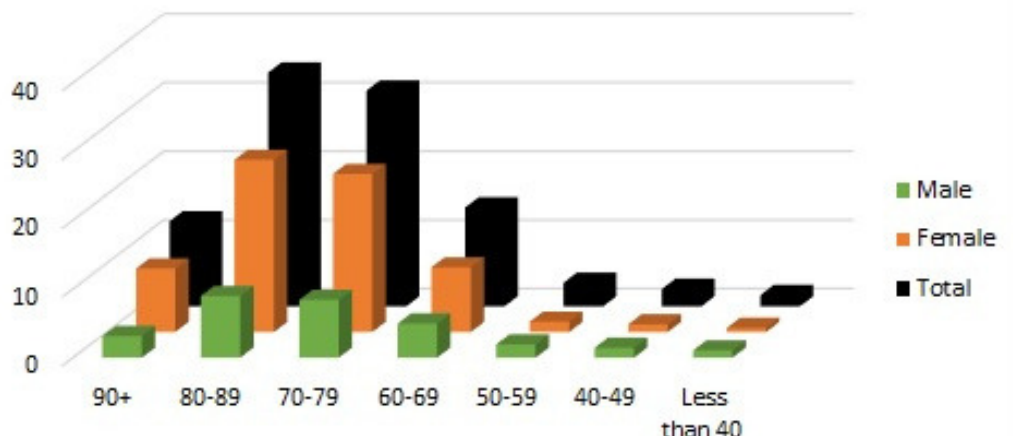


One fascinating fact is that the majority of our volunteers are men...



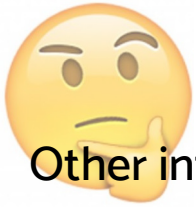

...while women reign supreme when you look at our clients.

### Clients by sex and age - 04/18 - 03/19





# Our clients, our reason for being, our commitment

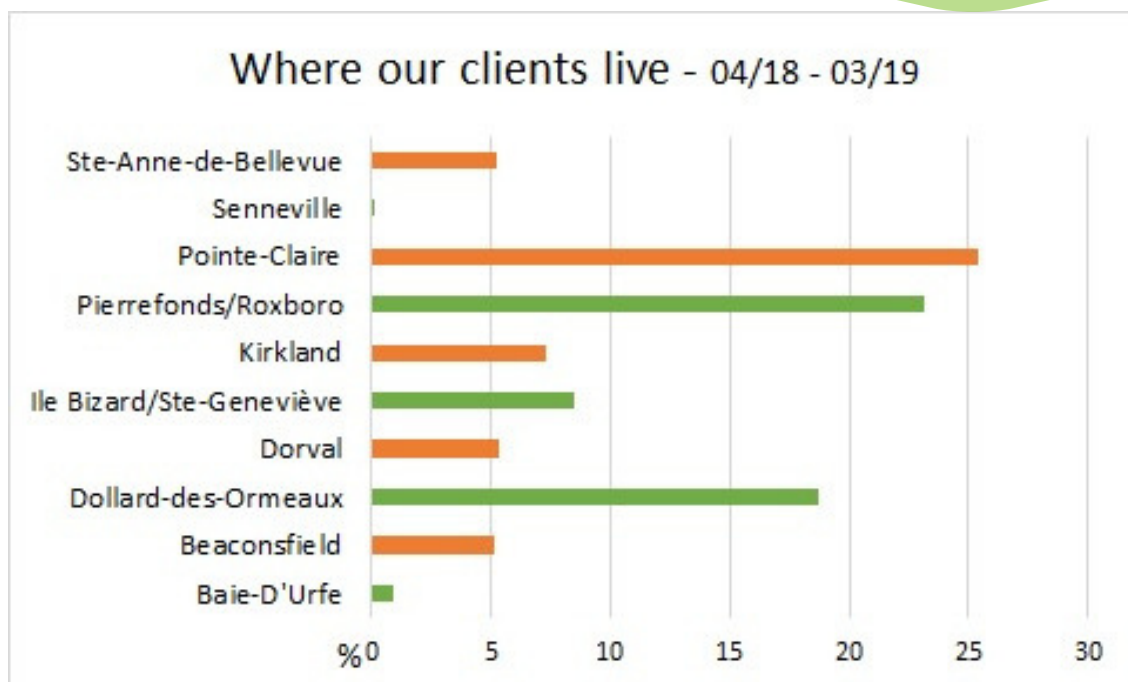


Other interesting facts about our clients are that close to **92%** of our clientele is **over the age of 60** and during the week of December 17th, 2018 for the first time EVER, we helped more men (32) than women (28).



Our Coordinator, Isabelle Leclair, organized the perfect synchronization of the accompaniments and with the help of our volunteer companions offered an excellent customer service to our **924** clients, which represents a slight increase from last year.

It is reasonable to estimate that an identical number of people are indirectly beneficiaries of this service (spouse, parent, caregiver). 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.



The majority of our clients live in **Pointe-Claire 25%**, followed by **Pierrefonds-Roxboro at 23%** and **Dollard-des-Ormeaux with 19%**.

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

A V O N

ABOVAS benefits from ongoing financial assistance from:

Québec 

 **partageaction**  
West Island Community Shares

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.

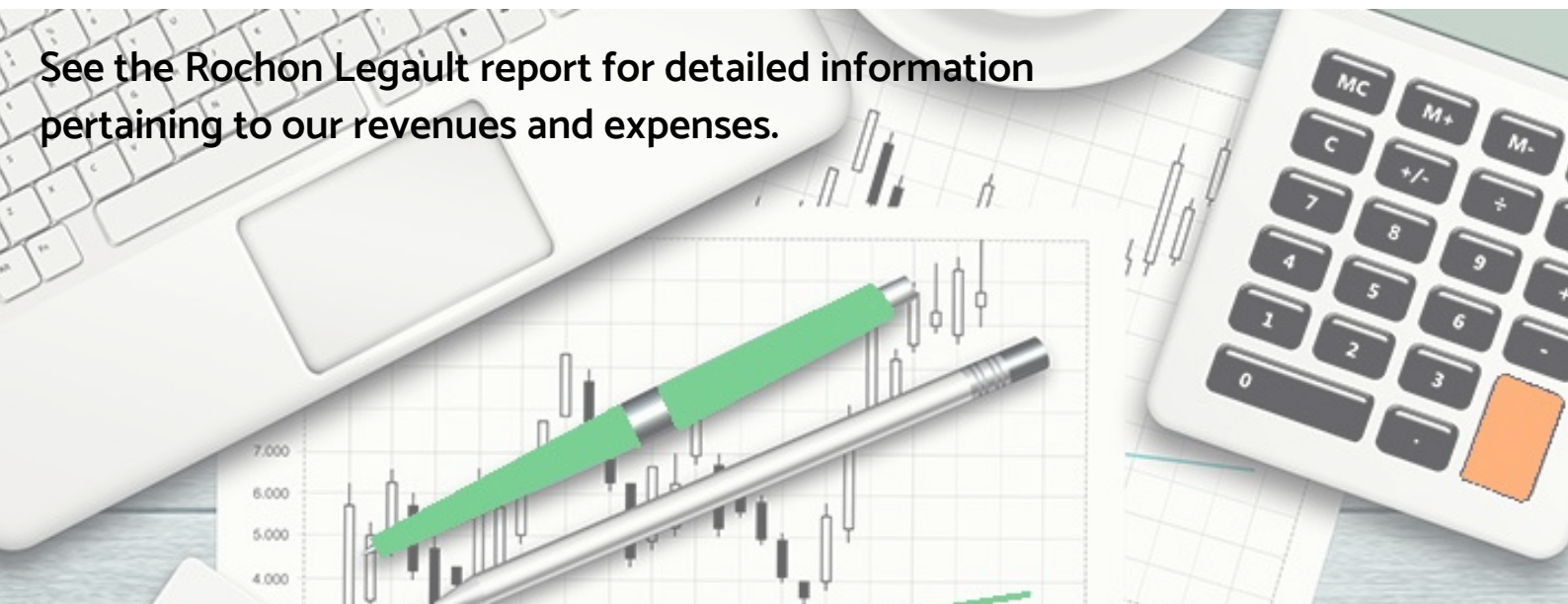
**PSOC 55%**  
Programme de soutien aux organismes communautaires

**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.



# ABOVAS a vital piece in the West Island community



We are present  
in our community.

- Pierrefonds/Roxboro Family Day
- WICWC Wellness Fair
- Pointe-Claire's Community Day
- Lakeshore foundation Breakfast
- Frank Baylis' BBQ
- Ile-Bizard/Ste-Genève
- Appui Mtl's territorial meeting on caregivers
- Senior'S day
- And many more!

We attend numerous annual general meetings of our community partners like NOVA, West Island Assistance Fund and the CRC just to name a few.

We are members of:

- Table de Quartier du Nord-Ouest de l'Île de Montréal (TQNOIM)
- Table de Quatier Sud de l'Ouest-de-l'Île (TQSOI)
- Table de Concertation des Aînés (TCAOI) and its health committee
- Table de la sécurité urbaine de l'arrondissement Pierrefonds/Roxboro (TSUAPR)

We have a representative on the Board of the Table de Quartier du Nord de l'Ouest-de-l'Île de Montréal. We actively participate in Community Shares, Lakeshore hospital foundation, PME MTL West Island and West Island Chamber of Commerce events.

**We maintain an excellent rapport with  
our community.**

# Always looking to improve our service.

To provide a better service, ABOVAS offered its volunteer companion drivers some CPR training.



During this past fiscal year, we worked on an action plan that will guide us for the next few years. With the help of a consultant firm, COCo (Center for Community Organizations) we met multiple times to ascertain where we see our organisation heading in the future. We also collected the opinions of our volunteers, clients and community partners, as well as asking the Board's and the employees' input to help in this tedious task. A plan will be mapped out and we are excited to start implementing it starting in September of this year.



# **ABOVAS' future is looking bright.**

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 new volunteer companions since clients are flocking to us like birds to a feeder.

We will continue to work hand-in-hand with our community partners for the betterment of our community.

All of our past efforts & future endeavors prove one thing...



is an essential accompaniment towards health.