

**ANNUAL  
REPORT**

**ABO**   
 **VAS**

**2020-2021**

# President's address

Pointe-Claire, June 10th 2021

As is the case with most community organizations, 2020-2021 has been a very special year for ABOVAS. Last year, the onset of the COVID-19 pandemic took us by surprise. This year, ABOVAS has shown incredible resilience, which makes me very proud as President.

Indeed, ABOVAS not only continued to implement its strategic plan as planned but also successfully launched its "social accompaniment" pilot project. Responding to an important need in the West Island, the project was warmly welcomed by all our partners.

I am taking this opportunity to congratulate the office team who, despite the hazards of working virtually, managed to do a terrific job. These dedicated women allow ABOVAS to make its mission a reality on a daily basis and, on behalf of the Board of Directors, I want to express our deepest gratitude. I also want to thank the members of the Board of Directors who have supported the team during this difficult period while ensuring the sound management of the organization.

An integral part of ABOVAS' success also depends on our amazing volunteers who dare to brave even a pandemic to provide essential support to citizens in vulnerable situations. Thank you to these true superheroes! Our community and funding partners have also been very supportive over the past year, and we are grateful to be able to count on them year after year.

So, a big thank you to all of you who enabled ABOVAS to offer 1813 accompaniments!

Anne-Marie Angers-Trottier  
ABOVAS  
President of the Board





# Executive Director's report

How to think of 2020-2021 in a positive way? Let's go through all the things ABOVAS went through this past fiscal year. In April 2020 we were cut at our knees when we lost 85% of our volunteers. Yes, the entire world was hit just as hard and many of the medical appointments were postponed indefinitely. But, we still had to help our clients going for recurring treatments. We made a call to all through our Facebook page, and with the help of our awesome partners and terrific provincial MNAs and Federal MPs, we were able to find some volunteers to help us climb out of this situation. After starting our year with only 11 volunteers, I am PROUD to say that we are finishing the year with 41 devoted volunteer companion-drivers. Many thanks to them for being there for the West Island community.

We went from doing on average 69 accompaniments per week, to 14 in just a few weeks, with record cancellations of 43 in a week. I am PROUD to say that we finished our fiscal year doing around 48 accompaniments per week. I thank Isabelle Leclair for her vigilant work in doing the schedule in these tough emotional times, all the while taking care of our clients and volunteers.

At the end of 2019, we decided to embark in a new service of Social Accompaniment. Our pilot project was in its early stages when the pandemic hit. But, we pushed forward, finished the research and started to contact ABOVAS clients and slowly but surely, it is taking shape. I am PROUD to say that we are currently doing on average 3 accompaniments a week and once people receive their second vaccine dose, we are certain that this will double if not triple. My thanks to Monica Farag, for a job well done.

The Board members and I worked hard over the years to make certain that ABOVAS could run efficiently in case of an emergency. I'm PROUD to say that we did an incredible job and even if this past year has been tough on the emotions and nerves, we were still able to keep our service running for the betterment of the West Island residents in vulnerable situations. I thank the members of our current Board of Directors for their constant support and work ethic.

This pandemic and all the mayhem that it brought, demonstrated just how much humans become fragile when you remove their social interactions but it also showed us that we are resilient, ingenious and proactive creatures. After looking back at a year that I hope never to be repeated, I in fact see everything that this organization was able to accomplish and contribute to our West Island community. I am PROUD to be the Executive Director of ABOVAS and to affirm loudly, confidently and PROUDLY that ABOVAS is an essential accompaniment towards health.

A big shout out to Serge Gagné for his help in translating the documents for our Annual General Meeting.  
Denise Hupé, Executive Director

# A Board committed to ABOVAS' mission

As of March 31st 2021, 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 Bennett, Administrator**

Health and Wellness Advisor

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  
nine meetings  
during this past  
fiscal year.

Thank  
you

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 **28 428 accompanied-transports**. These accompaniments helped **4 846 West Island residents** get to their important medical appointments on the island of Montréal.

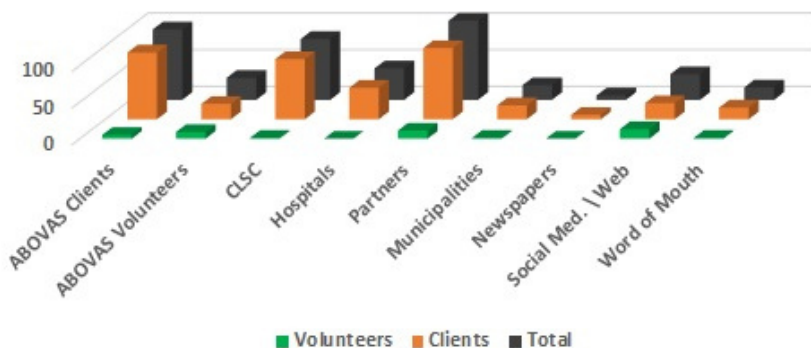
In 2020-2021...

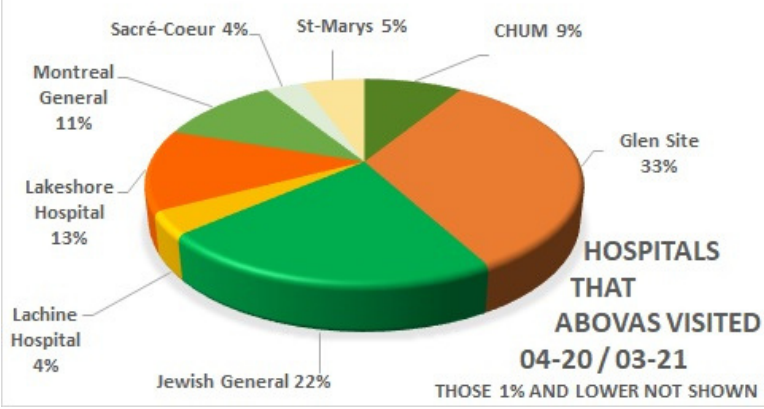
**1813** accompanied transports  
**34** on average per week

By looking at who is referring people to our service, one can notice that **82%** of our references come directly from people that know our service (Clients, volunteers, health professionals and our partners)

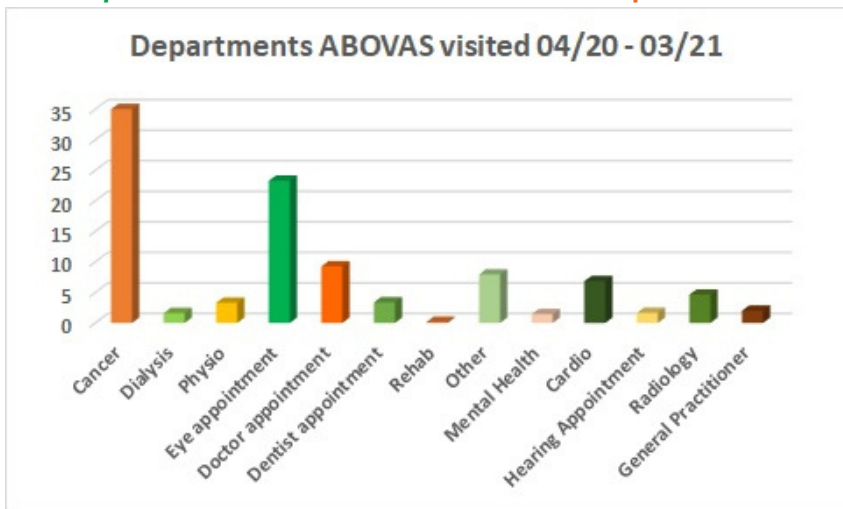
References to our service comes from?

04-20-03/21





The **Glen Site hospital** was the destination frequented the most by our clientele at **33%**, followed by the **Jewish General Hospital** at **22%** and the **Lakeshore Hospital** at **13%**.



Going to medical appointments, or even more, going through a medical crisis is stressful enough.



Whether it be **cancer related 35%**, because of a **visual impairment 23%**, or a **cardiovascular problem 7%**, the added stress of getting there in our

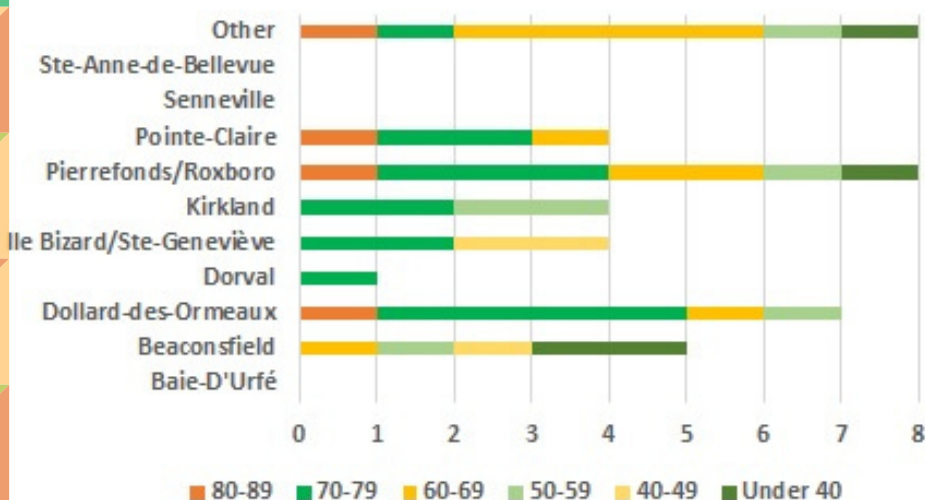


special weather climate with all the orange cones blocking our usual roads traveled, with all the new COVID-19 protocols is something

ABOVAS clients don't need to worry about.

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

## Volunteers by city and age 04/20 - 03/21



The majority of our 41 volunteers live in **Pierrefonds/Roxboro** at 20%, followed by **Dollard-des-Ormeaux** at 17% and **Beaconsfield** with 12%. An interesting observation is that 20% of our volunteers come from **outside of our territory** (Ile-Perrot, Pincourt, Vaudreuil-Dorion, Saint-Lazarre, Lachine, Lasalle and Saint-Laurent). Our volunteers have an **average age of 64 years old**. The **youngest** being 19 years old and the **oldest 86 years old**.



≈ 66 022 KM



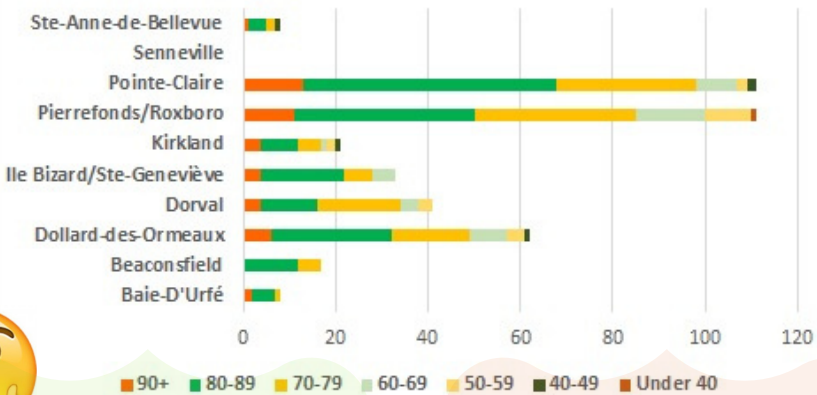
≈ 7 035 hours

# Our clients - our reason for being - our commitment

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 **916 clients**.

One can estimate that an identical number of people are indirectly beneficiaries of our service (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.

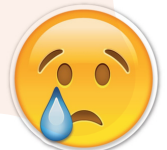
Clients by city and age 04/20 - 03/21



An interesting fact about our clients is that **over 93%** of them are **over the age of 60**. The **youngest being 25 years old** and the **oldest is 101 years old**.

Most of our clients live in **Pointe-Clair** and in **Pierrefonds/Roxboro** both at **27%**, followed by **Dollard-des-Ormeaux** at **15%**.

Unfortunately, this past year, we had a record number of **closed files** with **370** of which **83%** were due to the **death of the client**.





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

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.

P M E  
M T L  
WEST-ISLAND

AVON  
Québec 



PSOC 56%  
Programme de soutien aux organismes communautaires

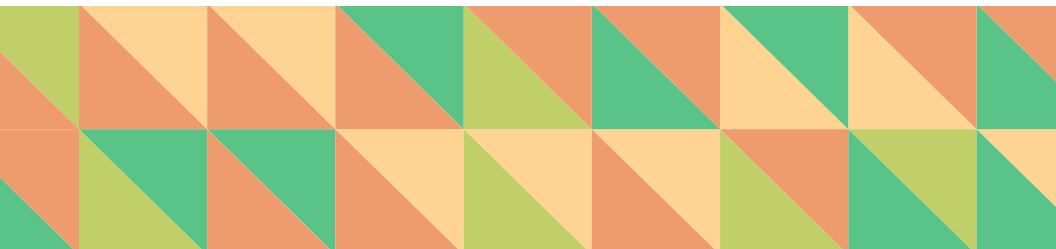
Community Shares  
26%

Donations and sponsorships 18%



ABOVAS is extremely grateful for all its financial partners.

Thank You!



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

Members of:

- TQNOIM
- TQSOI
- TCAOI

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

ABOVAS  
participated in  
some virtual and  
Live events from

- West Island  
Community  
Shares
- CRC
- West Island  
Women's Center
- NOVA

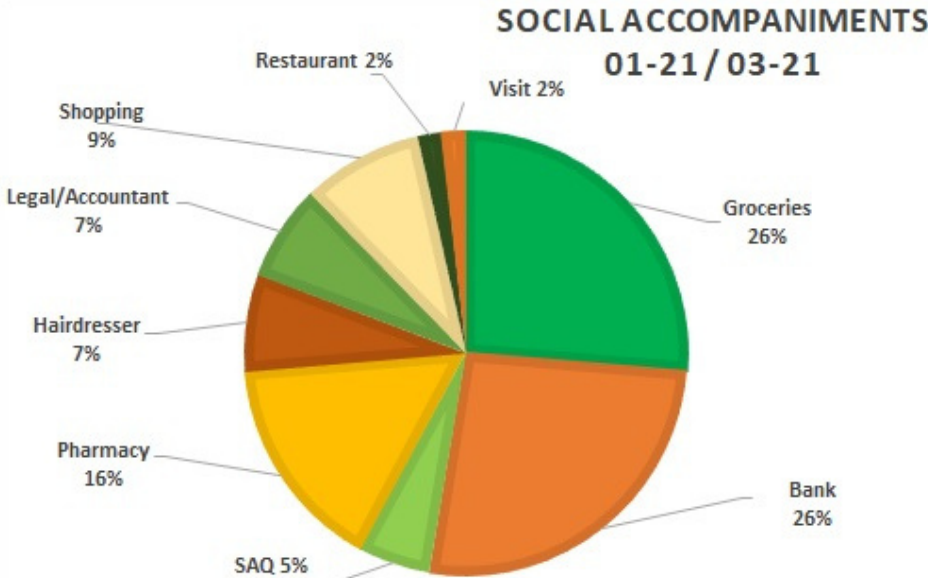
We attend numerous AGM's of our  
community partners like...

- Community Ressource Center
- Bread Basket
- NOVA
- Volunteer West Island

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

# The social stage

Our pilot project moved from the research side of things to the trial run. Our new social accompaniment service is available for **ABOVAS clients only** for the time being while we iron out all the kinks. In the **3 months** of the trial run (for this fiscal year), we made **33 accompaniments**, with an **average of 3 per week**.



“You have no idea what it means for me to be able to go out of my little apartment and do my own errands. Before COVID-19, I was always out and about. But now, my mobility and strength have dwindled and I now need a cane with physical support to walk and I need emotional support to go outside. Your volunteers and service have given me that; made me feel safe and secure in these hard times. Slowly but surely I feel that life is somewhat returning to what it is was and I have ABOVAS to thank. I would recommend this service to everyone.’

Mrs. C., 85-year-old Pointe-Claire client





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

Working from home most of the week, not being able to attend public relation events, nor being able to participate in recruitment events has made this past fiscal year difficult and mentally straining, however it also was unique and never seen before. It made us re-think some of our practices and helped us re-vamp others. We discovered how strong and resilient we were and with everyone else in the world, we have learned to adapt to our new realities post COVID-19.

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 volunteers. We will continue to help those in need of accompaniment. We will continue to work hand-in-hand with our community 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.**