



ABO 
 **VAS**

2021-2022

Annual

Report

President's Address

Pointe-Claire, June 2022

This year, I am completing my final term on the ABOVAS Board of Directors, which I have had the honor of serving on since 2015. Over the past 7 years, I had the opportunity to see the organization evolve to better meet the growing needs of the West Island community. Like every year, I am so proud of what the organization has accomplished in 2021-2022. In addition to organizing its first fundraising event (which was a real success!) and formalizing the implementation of a new social accompaniment service, ABOVAS offered more than 2,942 accompaniments, and all this, during the pandemic.

I would like to thank the incredible group of people who - through their determination, expertise and passion for the mission of the organization - have made the 2021-2022 year a true success. I would also like to thank the dedicated members of the Board of Directors who have given generously of their time to ensure the sound management of the organization.

On behalf of the Board of Directors, I would also like to congratulate and thank the volunteer companions-drivers without whom the organization could not exist. Thanks to you, dear volunteers, ABOVAS can provide essential support to citizens in vulnerable situations. Thank you for being there and for making a difference in your community!

Finally, I would also like to acknowledge the unfailing support of our financial and community partners. With their support, ABOVAS can continue to develop and update its programs and activities.

A big thank you to all those who have enabled ABOVAS to offer 2,942 accompaniments this year!



Anne-Marie Angers-Trottier
ABOVAS Board President

Executive Director's report

Thursday, June 15th 2022

ABOVAS, which is an essential accompaniment towards health, would not be able to help West Island residents in vulnerable situations get to their appointments without the help of our dedicated volunteer companion-drivers. One of our clients, a 68-year-old Dollard-des-Ormeaux resident, spoke about our service during a random customer service call: 'I feel privileged to have ABOVAS' service. I am very happy to be able to finally leave my apartment. I feel safe with your volunteers. They are kind, welcoming and attentive'. 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 situation; whether it be a visual impairment, going through cancer or social isolation. What our volunteer companion-drivers 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 companion-drivers for all of the excellent work they do. ABOVAS would not exist without them.

This year's annual report will show you how ABOVAS excelled in our medical accompaniments finishing the year with 2675 accompaniments regardless of the very confusing state of our provincial medical system. A special mention to Isabelle Leclair, the coordinator for the medical accompaniments, who did a phenomenal job with the scheduling no matter the weekly issues she had to deal with. The report will also look into the growth ABOVAS went through in January 2022 with the launching of our social accompaniment service for ALL West Island residents in vulnerable situations. Monica Farag, the coordinator for this new service, worked on 267 accompaniments in this service's inaugural year. Thank you for the exceptional service you ladies are providing to our clientele.

The report will also show how ABOVAS has continued to follow its strategic plan while members of our Board of Directors updated it following all the changes brought on by the pandemic, like the rise of gas prices for example. I thank the members of our Board of Directors and I appreciate your constant support, work ethic and commitment to ABOVAS' mission and clientele.

Finally, the report will show without a doubt, that ABOVAS IS an essential accompaniment towards health!

A final thank you to Serge Gagné for translating the documents for this Annual General Meeting.

Smile! It's contagious!

Denise Hupé

ABOVAS Executive Director



A Board committed to ABOVAS' mission

As of March 31st 2022, the Board of Directors consisted of:

Anne-Marie Angers-Trottier, President

Potential client

Director of Development - West Island CRC

Member since June 2015

Heidi Larsen, Treasurer

Potential client

Director Business Support & Delivery

CPA Canada

Member since December 2019

Jenny Mazzaferro, Secretary

Potential client

Real estate agent for Re/Max

Member since March 2019

Marie-France Juneau, Administrator

Potential client

Executive Director NOVA West Island

Member since September 2018

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

Sandra Watson, Administrator

Potential client

Program Coordinator - West Island CRC

Member since June 2021

Louis Thouin, Administrator

Potential client

Volunteer companion/driver

Retiree from Grace Construction Products

Member since September 2021



The Board had six meetings during this past fiscal year.

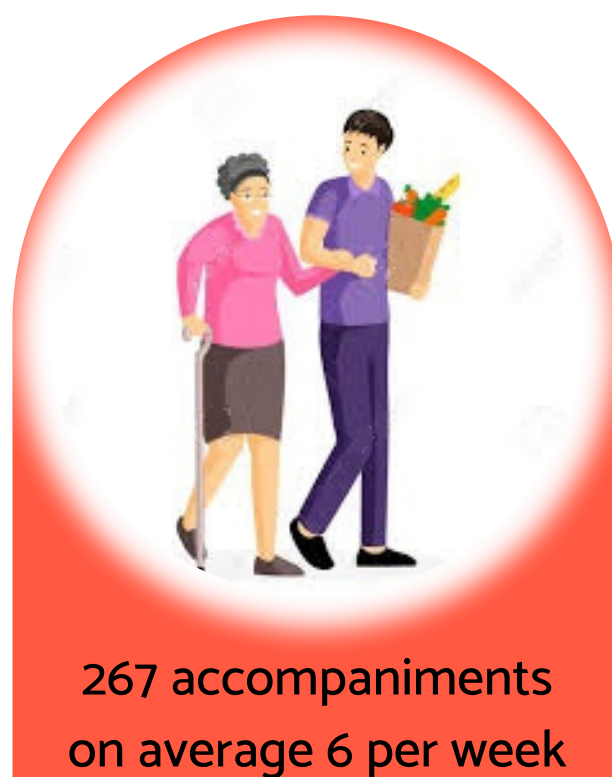
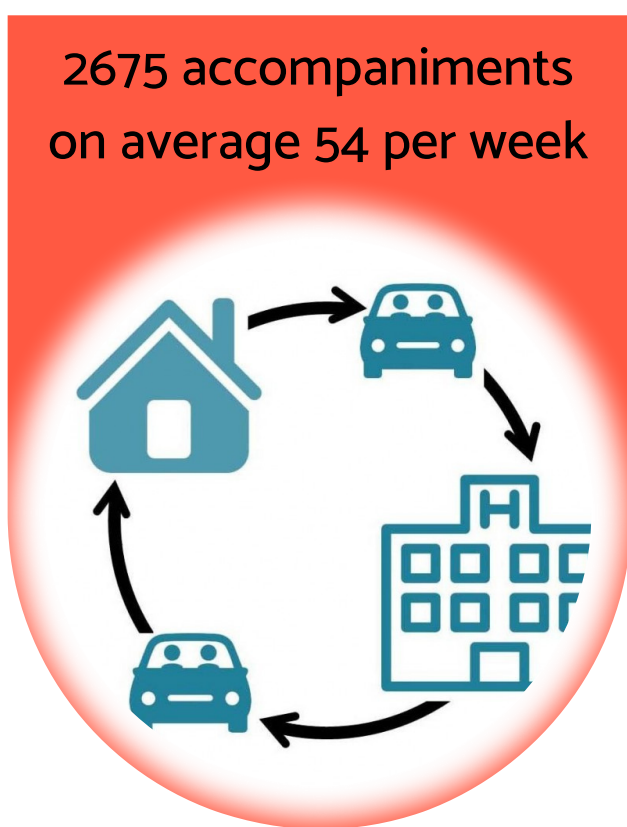
Thank you

There are no vacant seats.

The road traveled towards health

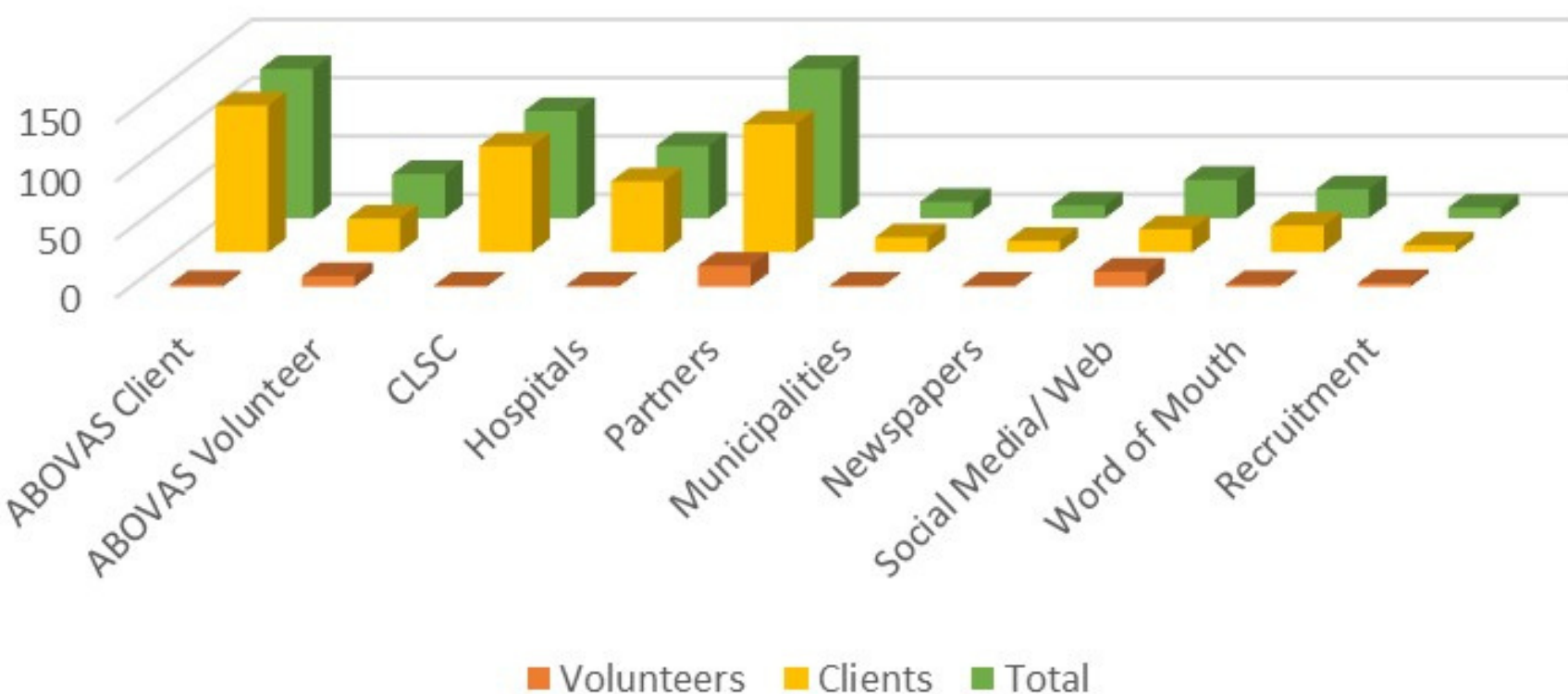
Since its inception, Accompagnement Bénévole de l'Ouest / Volunteer Accompaniment Service (ABOVAS) has offered more than **31 370 accompanied-transport**s.

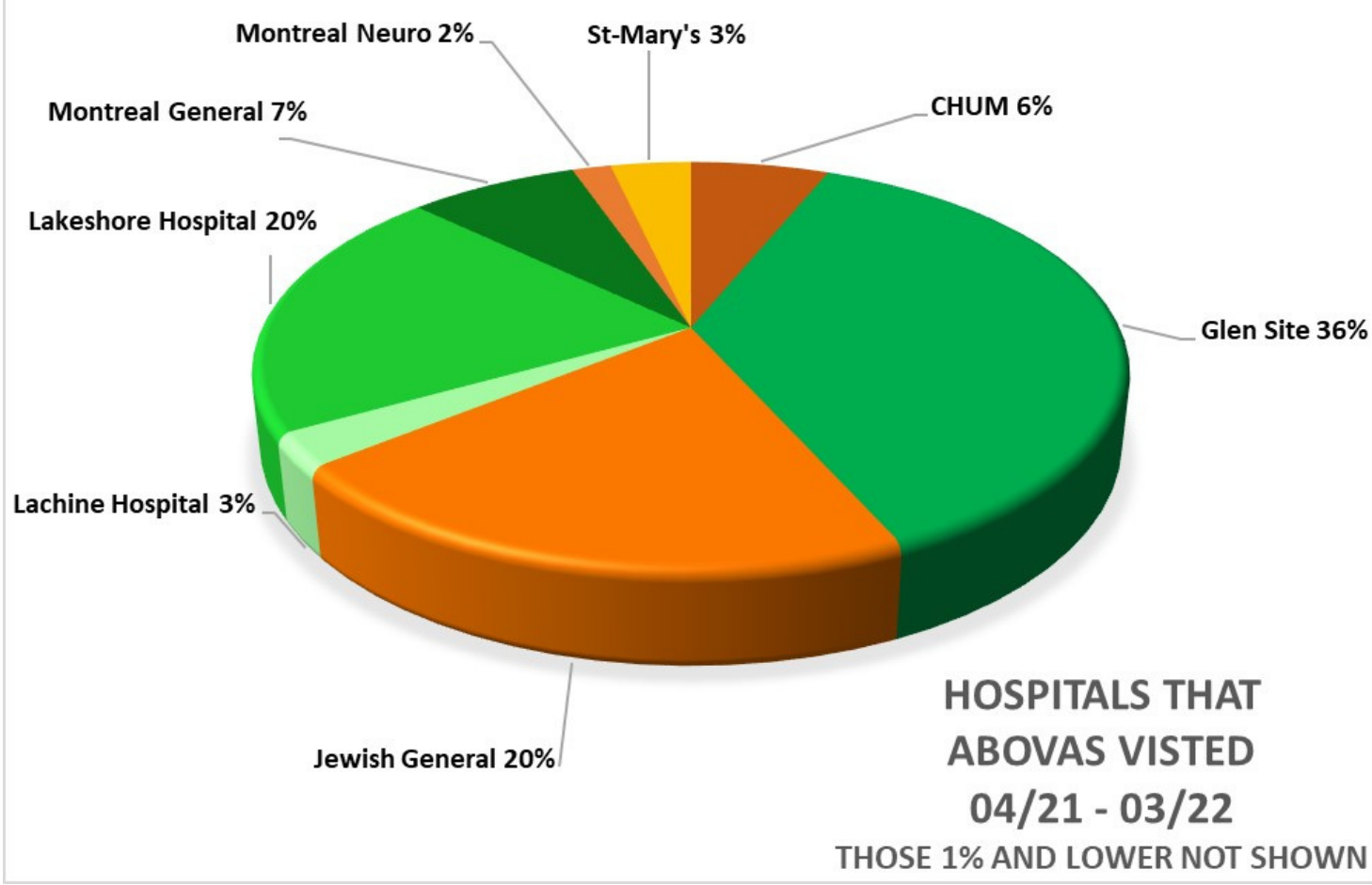
These accompaniments helped **5 700 West Island residents** get to their important appointments on the island of Montréal.



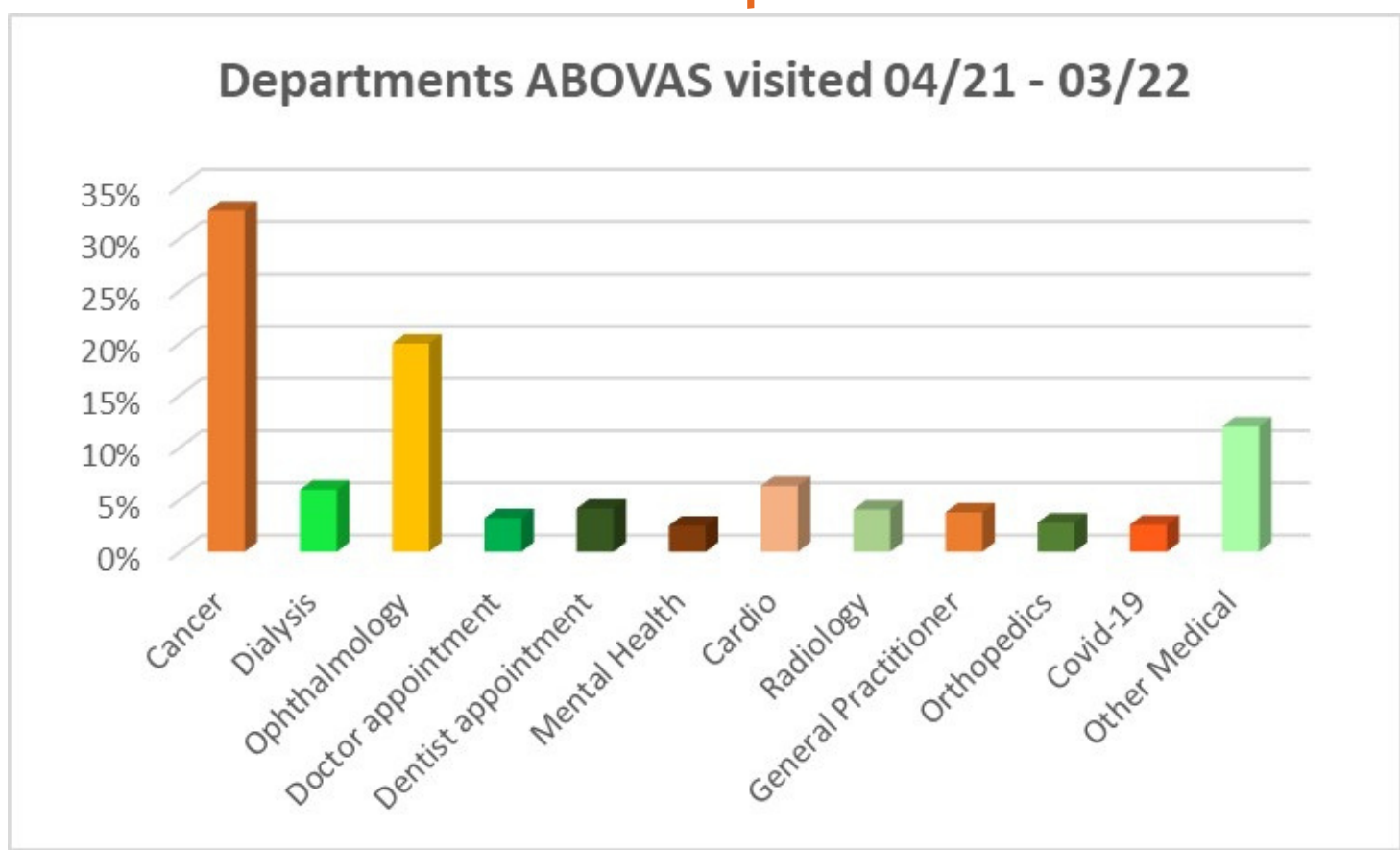
By looking at who is referring people to our service, one can notice that **91%** of the references came directly from people that know our service (Clients, volunteers, health professionals and our partners).

References to our service comes from?
04/21 - 03/22

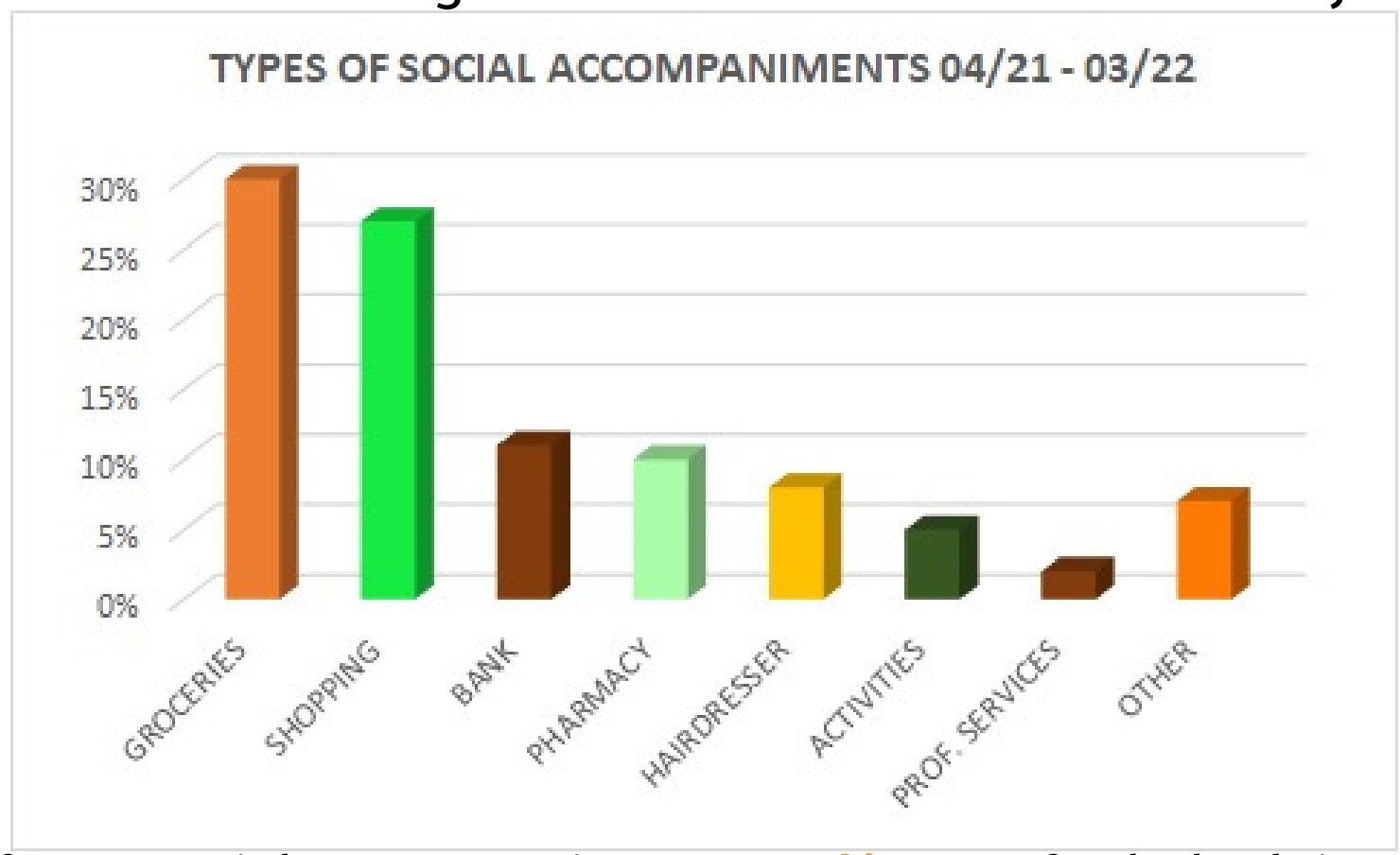




The **Glen Site hospital** was the destination frequented the most by our clientele at **36%**, followed by the **Jewish General Hospital** and the **Lakeshore Hospital** at **20%**.



Going to medical appointments, or even more, going through a medical crisis is stressful enough. Whether it be **cancer related 33%**, because of a **visual impairment 20%**, or a **cardiovascular problem 6%**, the added stress of getting there in our special weather climate with all the orange cones blocking our usual roads traveled, and with all the new COVID-19 protocols is something ABOVAS clients don't need to worry about.

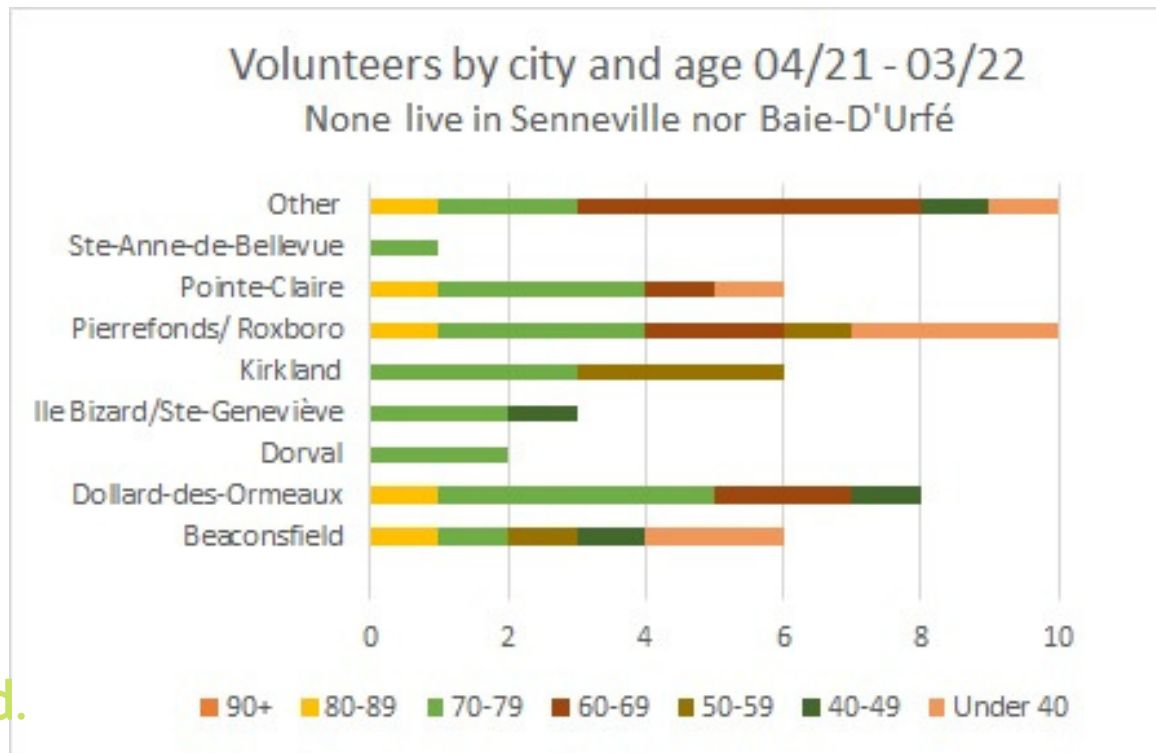


As for or social accompaniments, **30%** were for help doing the **groceries**, **27%** for **shopping** and **11%** for help going to the **bank**.

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

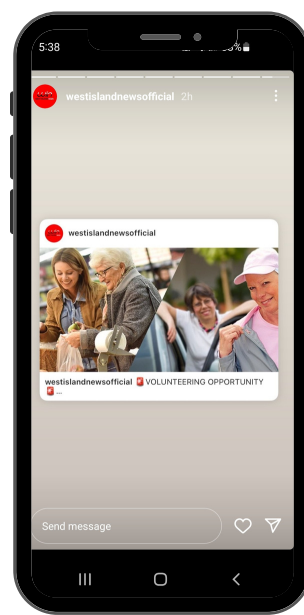
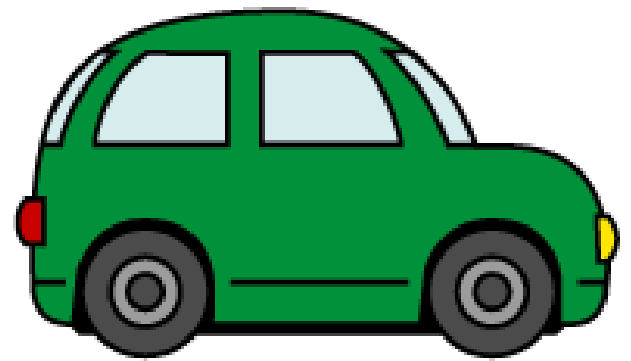
The majority of our 41 volunteers live in **Pierrefonds/Roxboro at 19%**, followed by **Dollard-des-Ormeaux at 15%** and 3 cities at **12%** **Beaconsfield, Kirkland and Pointe-Claire**. An interesting observation is that **19%** of our volunteers come from **outside of our territory**

(from Pincourt, Vaudreuil-Dorion, Lasalle, Montréal and Saint-Laurent). Our volunteers have an **average age of 63 years old**. The **youngest being 21 years old** and the **oldest 87 years old**.



≈ 10 951 hours

≈ 91 208 KM



The current hurdles regarding the provincial medical system's ways of doing things, is something that we can work around. However, our lack of volunteers is something that is more difficult to navigate. The Board and Executive Director are making this a priority because without volunteers, the mission of ABOVAS can no longer be supported. Therefore, in March, we did a publicity campaign through city electronic boards, newspapers and social media to recruit more volunteers and its slogan was, **We have the CAUSE... You have the EFFECT!!!** It brought us five new volunteers that have already started and there are 5 that we are still waiting on their SPVM background checks to be completed.

Our clients - our reason for being - our commitment

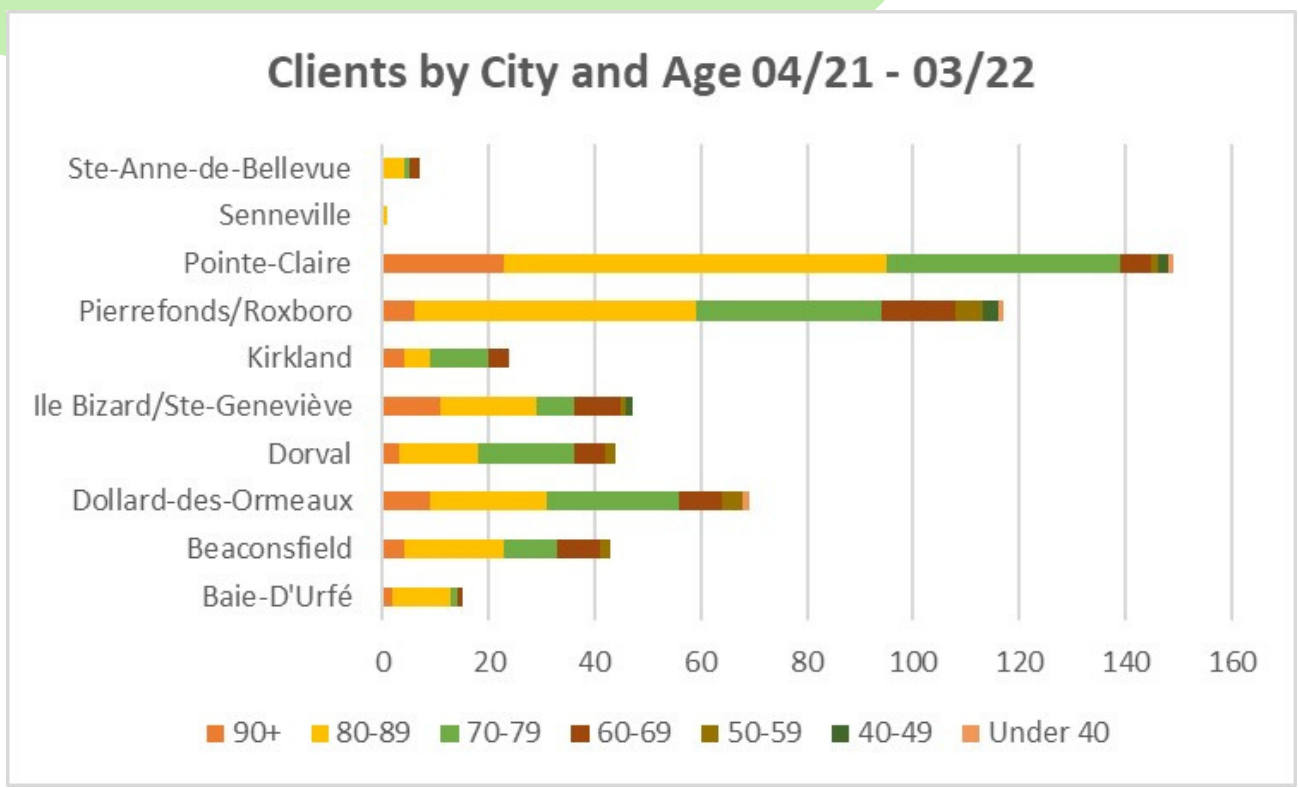
Our coordinators, **Isabelle Leclair** and **Monica Farag** organized the perfect synchronization of the accompaniments and with the help of our dedicated volunteer companion drivers, offered an excellent customer service to our **854** clients



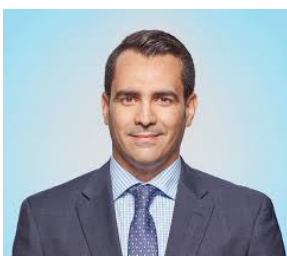
One can estimate that an **identical number** of people are indirectly beneficiaries of our service (**caregiver of the accompanied person**). These numbers, which come from a small organization, demonstrates that ABOVAS' service unquestionably is an **essential accompaniment towards health** and an **important value** to the West Island community.

An interesting fact about our clients is that over **95%** of them are **over the age of 60**. The **youngest** being **23 years old** and the **oldest** is **102 years old**.

Most of our clients live in **Pointe-Claire** at **32%**, in **Pierrefonds/Roxboro** at **23%**, followed by **Dollard-des-Ormeaux** at **13%**.



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.

PSOC 37%
Programme de soutien aux organismes communautaires
Community Shares 16%
Donations & Sponsorships 47%

Thank You

ABOVAS is extremely grateful for all its financial partners.

En partenariat avec :



A V O N



Fondation J.A. DeSève

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

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

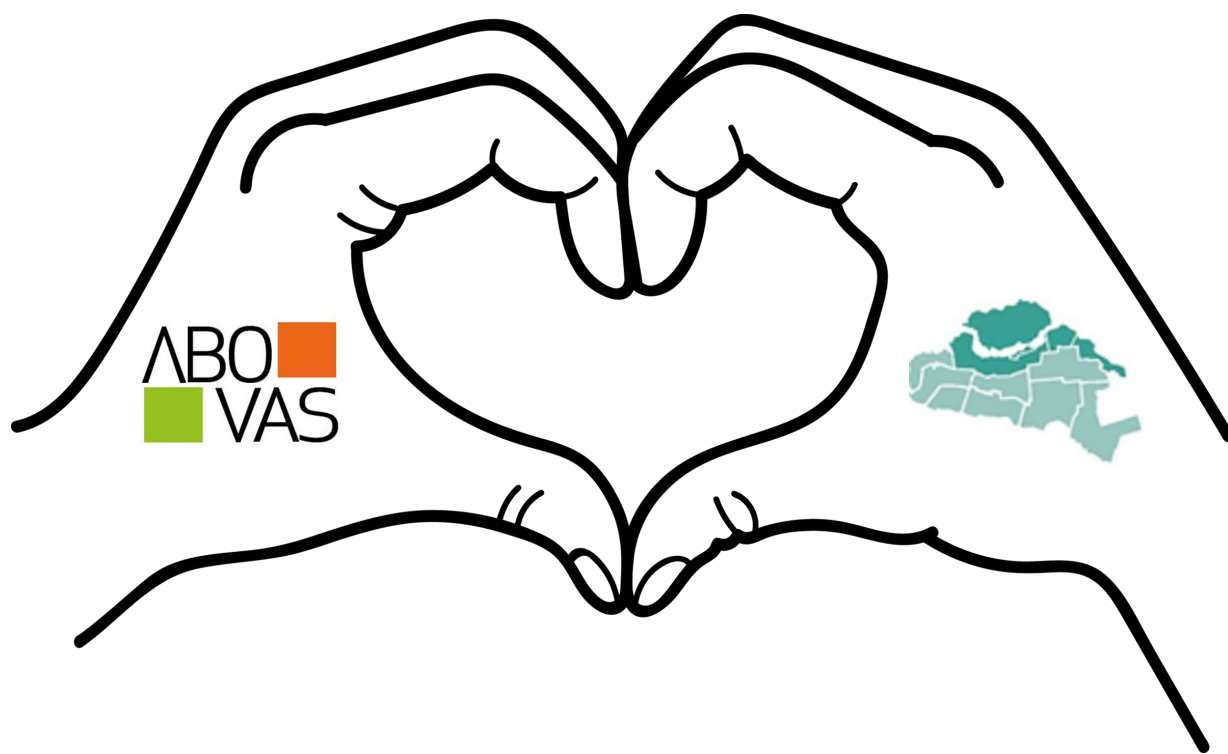
Members of the...

TQNOIM

TQSOI

TCAOI

On the health committee,
wellness committee and
the committee against
senior abuse of the TCAOI
and the
Pierrefonds/Roxboro's
Public Security Table



ABOVAS participated
in virtual and live events
from the CRC, West
Island Community
Shares, NOVA and Big
Brother, Big Sister of the
West Island.

We attended numerous
virtual annual general
meetings of our
community partners like
CRC, WICA, TCAIM and
Volunteer West Island.

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

A first for ABOVAS in 2021.

Following the loss of some funding because of the pandemic, ABOVAS decided to host its very own fundraiser. On Sunday October 24th 2021, at **MUNDO Trattoria in Kirkland**, we had our first ever pasta dinner event. A day filled with awesome food, great atmosphere, terrific participants and fantastic raffle prizes. The event raised a little over 10 000\$.

We thank all of our event sponsors. Also, thank you to those that gifted us with certificates or giftbaskets for our raffle, Action Sport, Artizan, Denise Hupé, Edible Arrangements, Elements, Energie Corps, Kirstin Bennett, La Seranota, Monica Farag, Patricia Empsall, Rock-A-Berry, Tazza Di Matina and Victor Rose. This event was so appreciated by organisers and participants that we will be repeating it in 2022-2023.



Mundo
trattoria

PME
MTL
WEST-ISLAND



INFO·TECH
MONTRÉAL



On vous comprend.

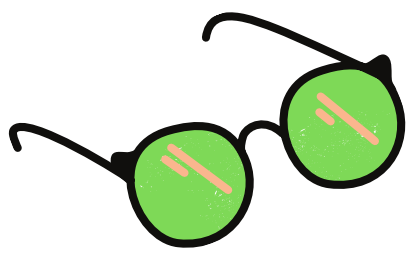


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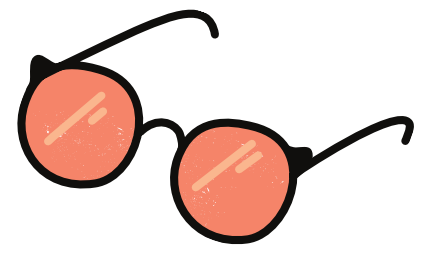
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ABOVAS' future is looking



bright.



This past year has been a re-birth following our near closure in March 2020 and adaptations brought in 2021. We fought all year long against the continuous rise in the cost of living, working within our governing rules and regulations to make certain that our clients, volunteers and staff were taken care of. We looked elsewhere for funding to be able to continue our much-needed social accompaniment service. We persevered through another tough year and are ready for what our 15th anniversary year will bring us.

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 endeavours prove one thing... **ABOVAS** clearly **is an essential accompaniment towards health.**

