



**2022**

# **Annual Report**

**2023**

# President's Address

To Give is to Get.

In my official first year as President of the ABOVAS Board of Directors I have had the pleasure to become increasingly involved in the inner workings of just what it takes to operate a successful not-for-profit in the West Island.

After celebrating our 15th anniversary this year with a wonderful gift to our community in the form of a wellness themed conference and a volunteer appreciation ceremony and cocktail to follow, ABOVAS is committed to carrying on with the concept of growth while giving back. As we work together in this next chapter, it remains our mission to strive in providing an essential service to the adult population of the West Island who are most vulnerable and isolated. In 2022 we did 3167 accompaniments, for clients ranging in age from 24 to 101 years old!

I am delighted to report that through the support of a dedicated and diverse Board of Directors, a 2nd successful fundraising event, and the consistent search for new volunteers and funding to support our cause, the ABOVAS Team is evolving! We are committed to providing both medical & social accompaniments, with our dedicated and collaborative coordinators, as a permanent service to the citizens of the West Island.

As President I am committed to support our Executive Director in her growth initiatives & involvement at community events, keep the concerns and suggestions of our volunteers top of mind and well represented as a voice to the ABOVAS Team & Board. We strive to allow ABOVAS to evolve by the way of updated policies, improved process efficiencies, training opportunities, as well as creating greater clarity of our services in the community for the benefit of clients, volunteers, and staff alike.

Not only does ABOVAS differentiate itself on the whole island of Montreal and surrounding areas by offering a truly unique service in both medical and social outing accompaniments, but it provides an incredible, flexible and fulfilling opportunity for the citizens of the West Island to have a great impact on the lives of their fellow neighbors. With volunteers ranging from the ages of 18 to 88 years young it is apparent that we impart the core values of meaningful activity, kindness, service & compassion to our community at large so they can give back.

This is the fundamental reason why the ABOVAS family will go on to thrive and remain the heart of accompanied transport in the West Island for today and in the years to come. I could not be prouder to sit as President and be part of this amazing organization as ABOVAS continues to blossom even more! ABOVAS – you allow me to better appreciate the principle that the happiest people are not those getting more, but those giving more. Thank you! Kirstin Bennett



# Executive Director's report

My name is Denise Hupé, ABOVAS' Executive Director and I welcome you to our Virtual Annual General Meeting. ABOVAS, which is an essential accompaniment towards health, would not be able to help West Island residents in vulnerable situations get to their medical and social appointments without our dedicated volunteer companion-drivers. One of our clients, an 88-year-old Dorval resident, spoke about our service during a random customer service call: 'Your volunteer was nice and came early on a very wet morning. I must tell you what an absolute joy she is. Having met, during my long life, literally thousands of people, I can say, without question, she is the most gentle, sweet, unselfish, completely genuine person I have ever met. It is a privilege to have your service and her support. Once again, Thank you!' 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 situation, whether it be a visual impairment, going through cancer or social isolation. What our volunteer companion-drivers can do with the high level of service that they offer is alleviate some, if not all, of our clients' stress. A big thank you goes to our volunteer companion-drivers for all 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 2616 medical accompaniments. A special mention to Isabelle Leclair, our medical coordinator, who did a phenomenal job with the scheduling regardless of the very confusing provincial medical system. The report will also demonstrate how our social coordinator, Monica Farag, worked on 551 social accompaniments, which shows a 47% increase from last year. ABOVAS finished its 2022-2023 fiscal year with a total of 3167 accompaniments. Thank you for the exceptional service you ladies are providing to our clientele.

The report will also show how ABOVAS has continued to grow under the new leadership from Kirstin Bennett. Thank you, for always being there and great work in your inaugural year as president of the Board. Thank you to the rest of the Board of Directors: Jenny Mazzaferro, Secretary, Heidi Larsen, Treasurer, and its administrators, Marie-France Juneau, Paul Nadeau, Sandra Watson, Isabelle Prosnick, Ted Saito, and René Fontaine. I appreciate your constant support, work ethic and your commitment to ABOVAS' mission, clientele, and volunteers.

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

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

Stay safe! Stay healthy!  
Denise Hupé  
Executive Director



# A Board committed to ABOVAS' mission

As of March 31st 2023, the Board of Directors consisted of:

**Kirstin Bennett, President**  
Health and Wellness Advisor  
Member since March 2019

**Sandra Watson, Administrator**  
Program Coordinator – West Island CRC  
Member since June 2021

**Heidi Larsen, Treasurer**  
Potential client  
Director Business Support & Delivery  
CPA Canada  
Member since December 2019

**Isabelle Prosnick Administrator**  
Potential client  
Executive Director WIWC  
Member since June 2022

**Jenny Mazzaferro, Secretary**  
Potential client  
Real estate agent for Re/Max  
Member since March 2019

**Ted Saito, Administrator**  
Potential client  
Volunteer companion/driver  
Retiree from Air Canada  
Member since November 2022

**Marie-France Juneau, Administrator**  
Potential client  
Executive Director NOVA West Island  
Member since September 2018

**René Fontaine, Administrator**  
Potential client  
Volunteer companion/driver  
Retiree from a private enterprise  
Member since November 2022

**Paul Nadeau, Administrator**  
Potential client  
Retiree from Via Rail  
Member since September 2019

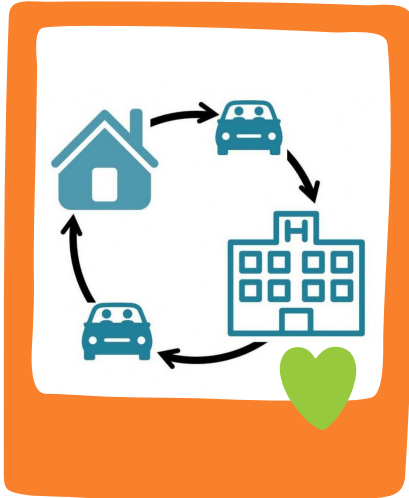
The Board had 6 meetings during this past fiscal year.

Thank You!

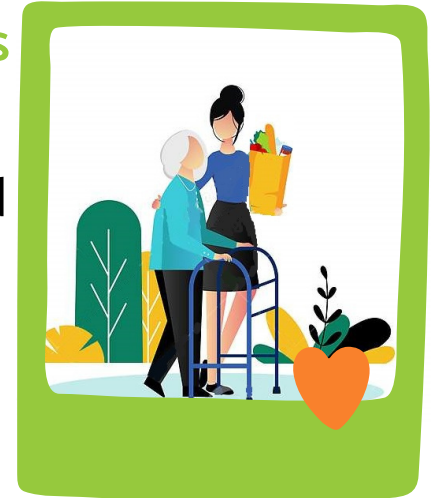
There are no vacant seats.

# The road traveled towards health

Since its inception, Accompagnement Bénévole de l'Ouest / Volunteer Accompaniment Service (ABO VAS) has offered over **34 537 accompanied-transport**s. These accompaniments helped

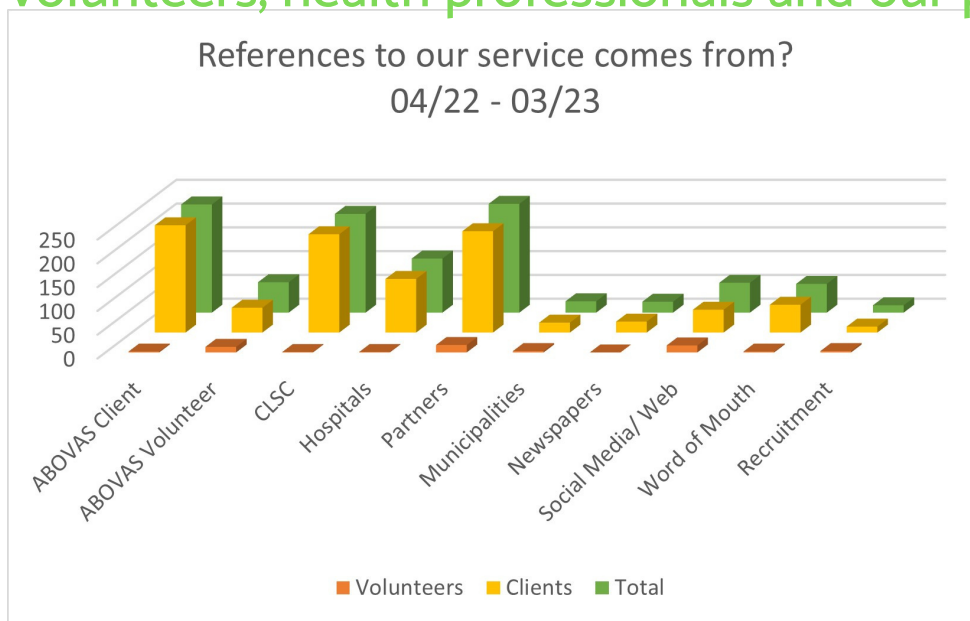




**6 673 West Island residents** get to their important appointments on the island of Montreal.



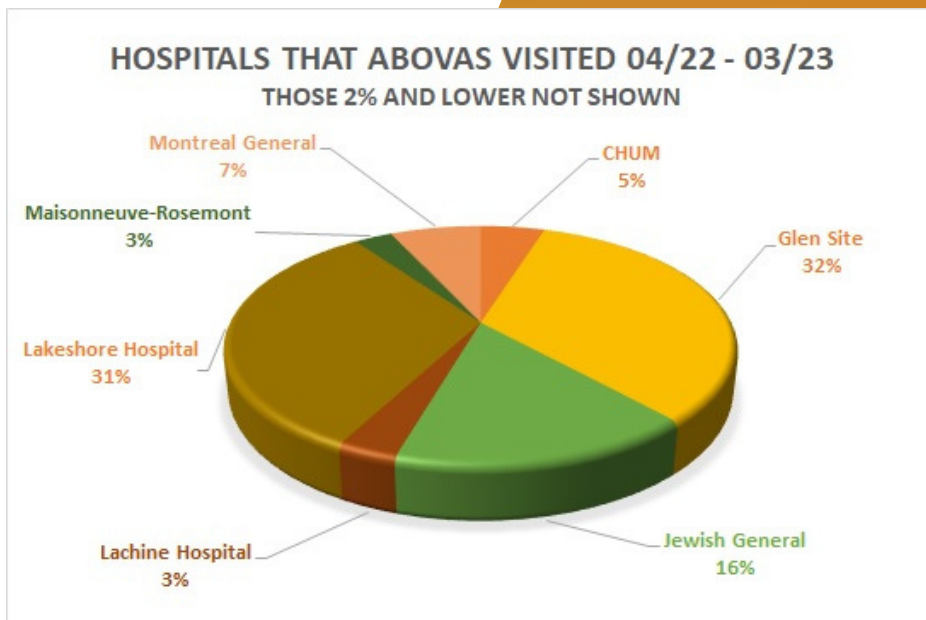
By looking at who is referring people to our

service, one can notice that **98%** of the references came directly from people that know our service (Clients, volunteers, health professionals and our partners).



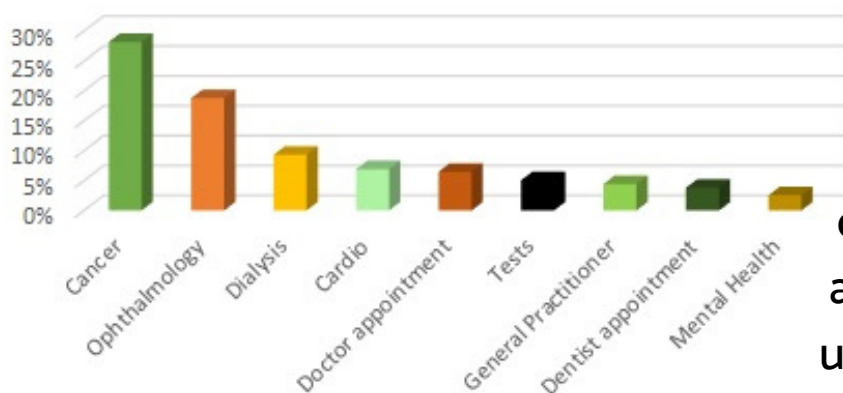
During this past fiscal year, ABO VAS accomplished **3167 accompanied transports**, with an average of **50 per week** for  and **10 per week** for .

The **Glen Site hospital** was the destination frequented the most by our clientele of the medical service at **32%**, followed closely by the **Lakeshore Hospital** at **31%** and the **Jewish Hospital 16%**.



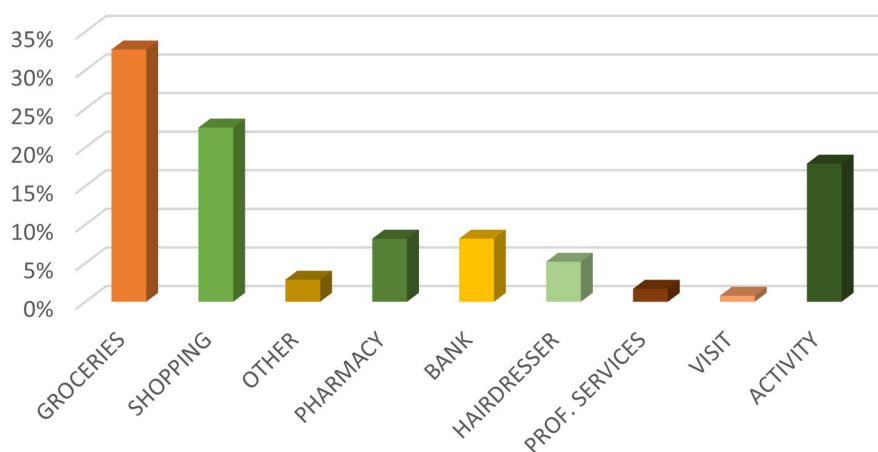
Going to a medical appointment or going through a medical crisis is stressful enough whether it be **cancer related at 28%**; because of a **visual impairment at 19%**; or **dialysis treatment at 9%**, the added stress of getting there in our special weather climate with all the orange cones blocking the usual roads travelled is something ABOVAS clients don't need to worry about.

**Departments ABOVAS visited**  
04/22 - 03/23  
Those 2% and under are not shown



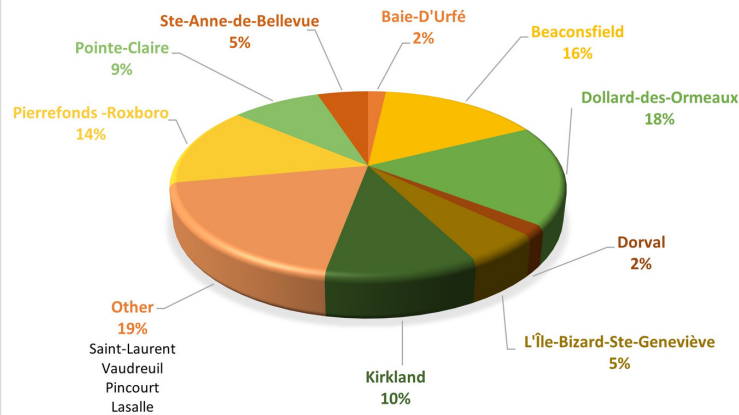
As for our social accompaniments, **33% were for help doing the groceries**, **23% for shopping** and **18% for help attending an adult activity center**.

**TYPES OF SOCIAL ACCOMPANIMENT**  
04/22 - 03/23



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

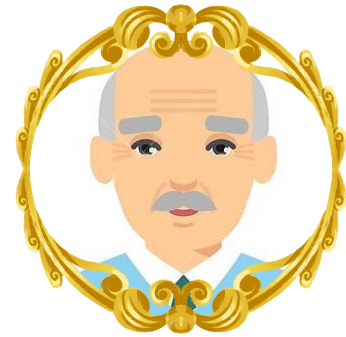
WHERE OUR VOLUNTEERS LIVE  
04/22 - 03/23



The majority of our 54 volunteers live in **Dollard-des-Ormeaux** at **18%** followed by **Beaconsfield** at **16%** and **Pierrefonds /Roxboro** at **14%**. An interesting observation is that technically, the majority of our volunteers live **outside of our territory** at **19%** (Pincourt 6%, Saint-Laurent 6%, Lasalle 4% and Vaudreuil-Dorion 3%).



Our volunteers have an average age of 63 years. The **youngest** being **21 years old** and the **oldest** **88 years old**.



≈ **12 532 hours**  
(Equal to 7 fulltime jobs.)



≈ **89 809 KM**  
(Equal to 19 times driving from Mtl to Van.)

Last year's lack of volunteers made us double down on finding new ways to attract them. Launching our **new volunteer recruitment** plan in **April 2022** with a brand new slogan. We were able to add **22 new volunteers** to our roster, the **highest** number of new volunteers in any of the past fiscal years.

**We have the CAUSE...**

**You have the EFFECT!**

# 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 **973** clients.

One can estimate that an identical number of people are indirectly beneficiaries of our service (caregiver of the accompanied person). Therefore, this small organization's service benefits close to **1946** people.

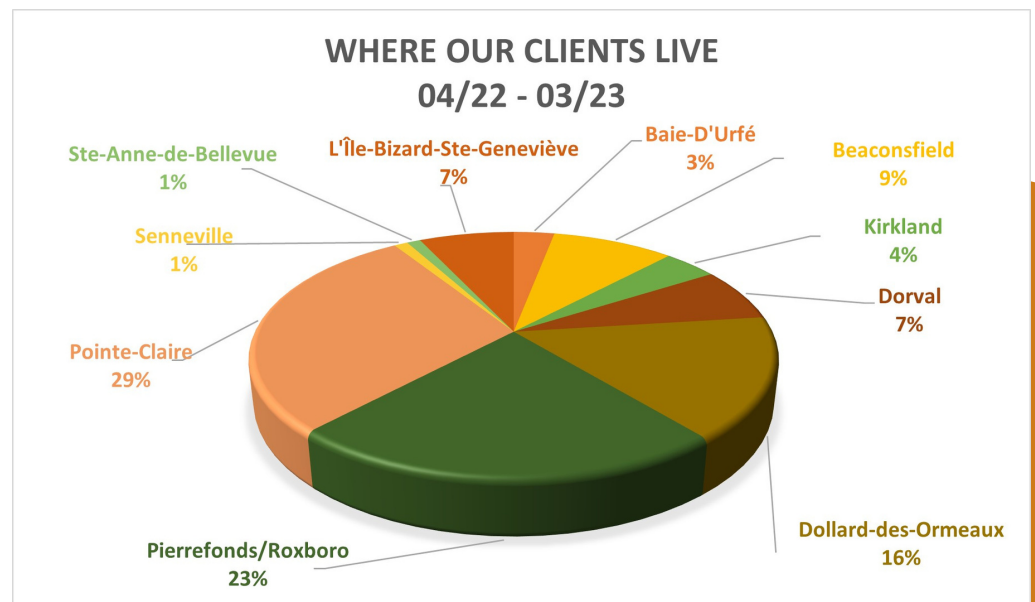


**97%** Of our clients are **60 years and over**. The **youngest** being **24 years old** and the **oldest 101 years old**.



Although most of our **volunteers** are **men**, **women** outnumber the men when it comes to our **clients**.

Overall, our clients live in **Pointe-Claire** at **29%**, **Pierrefonds-Roxboro** at **23%**, and followed by **Dollard-des-Ormeaux** at **16%**.





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

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

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 40%  
Programme de soutien aux organismes communautaires  
Community Shares 14%  
Donations & Sponsorships 46%

ABOVAS is extremely grateful for all its financial partners.

# Thank You

AVON



En partenariat avec :



Fondation J.A. DeSève



FONDATION Lindsay Memorial FOUNDATION



# A pasta fundraiser, what a tasty way to spend a Sunday.

On **Sunday November 13th 2022**, at **MUNDO Trattoria**, we had our second annual pasta dinner fundraiser. A day filled with awesome food, great atmosphere, terrific participants, and fantastic raffle prizes. The event raised **10 345\$**.



AVON

Our raffle sponsors: **Action Sport**, **Annette Hupé**, **Artizan**, **Denise Hupé**, **Kirstin Bennett**, **Le Panier**, **Monica Farag**, **Promo link**, **Pronto**, **Ted Saito**, and **Victor Rose**.



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3rd annual pasta fundraiser Sunday, November 5th 2023

*Thank You*  
to all who participated either by sponsoring, eating or donating.

# 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.  
We also have a seat on the  
TCAIM Board



Pte-Claire  
Plaza  
Community  
Fair



Pfds/Rox  
tree lighting  
ceremony



BBBSWI  
Breakfast  
Fundraiser

NOVA WI  
Lunch  
Fundraiser



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

# 15 years of helping our community

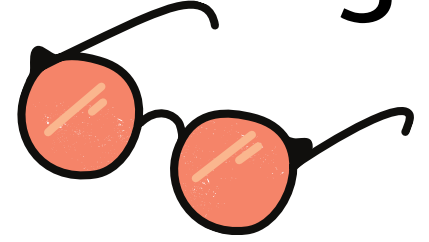
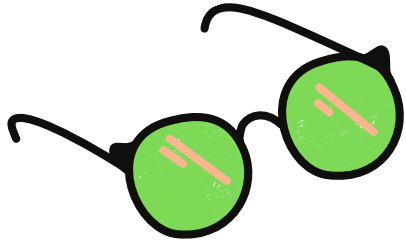


On Wednesday, September 28th, we hosted a conference on mental, physical, and social deconditioning post pandemic held in the Banquet Hall of the DDO Civic Center. This event was free and open to the public with 85 attendants. There was a panel discussion that was followed by a question period. Furthermore, attendees were able to visit kiosks catering to seniors during the breaks.

This was followed by a cocktail reception in the Park View Hall of the DDO Civic Center. This event was by invitation only and we had the privilege of having a political commentator and former Opposition Leader M. Tom Mulcair as honorary spokesperson. During the cocktail, we honored our ABOVAS volunteers.



# ABOVAS' future is looking bright.



This past year ABOVAS was able to jump over many hurdles whether it be from our medical system to our lack of volunteers, to making certain we were fiscally sane to continue offering our new social accompaniment service.



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.**