

• **Annual**



Report



2023-2024

President's address

The truest criteria to be an effective President and/or Board member of an organization is when your vision aligns with their mission – this could not be truer for myself and of the committed ABOVAS Board of Directors I have had the absolute pleasure to become increasingly involved with over this past year. With their continued support, collective skill sets, and the keenness of the small but mighty team at ABOVAS, the collaborative effect is undeniable in maintaining the journey of this organization as a flourishing not-for-profit in the West Island.

The impact of this is unquestionable in providing an essential service to the adult population of the West Island, who are most vulnerable and isolated. When I think of ABOVAS over this past year other words that come to mind are Recognition, Trust, Commitment, Community, Responsibility, Diversity, Growth and Fun. ABOVAS and our Executive Director received recognition on a National, Provincial and Local level via the TD Thanks You campaign, thanking and rewarding those who are making an impact in their communities, CTV news & new donors and funders, to name a few. We are a trusted organization and continue to protect the confidentiality of our clients and their interests by maintaining and following new regulations for governance and operations.

As President, I am committed in supporting the ABOVAS Team in their efforts toward volunteer recruitment, engagement, appreciation, and communication. This year was an exceptional year in giving back to our volunteers by providing many opportunities to share their perspectives, have opportunities in learning, with the purchase of assistive aides for accompaniment services, and getting to know one another on a more friendly and personal level at multiple organized events, courtesy of ABOVAS.

We strive to advance ABOVAS in its evolution as an organization by supporting efforts for special projects whereby specific funding is applied for, obtained, and put to good use. The ABOVAS team has outdone themselves this year in procuring these new funds to support innovation, diversity, and growth objectives. These are just some of the fundamental reasons 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.

In this year of new strategic planning we will carry on to map out the future of ABOVAS, form and clarify our purpose and MVV (Mission, Vision & Values), strive to better communicate to our referral sources the necessary criteria for service, and emphasize to our funders (old & new) how much our services assist those in the community; making a difference in their quality of life, continue to grow our volunteer engagement practices, and ultimately learn from one another. After all, with the basic essence of collaboration plus collective action of all the supporters of ABOVAS, we will undoubtedly add to the effectiveness, subtract from the weaknesses, divide the workload, and multiply our impact. **I am so proud to be a part of this journey.**

Kirstin Bennett



Executive Director's report

Wednesday, June 19th, 2024

Welcome to our Annual General Meeting. What a year ABOVAS has been through. From going to all the different and numerous fairs and events; to seeing our logo on the back of STM buses; to being recognized by TD bank for helping the West Island community; and being told that after 13 years in the same office, we needed to move, this past fiscal year has been one for the record books.

This year's annual report will show you how ABOVAS continues to excel in our medical accompaniments, finishing the year with **2611 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 **799 social accompaniments**, which shows a 45% increase from last year. ABOVAS finished its 2023-2024 fiscal year with a total of **3410 accompaniments**. Thank you, ladies, for the exceptional service you are providing to our clientele.

The report will give you an insight into our clients and volunteers, demonstrating just how ABOVAS has the CAUSE, and our volunteers have the EFFECT. I'd like to take this opportunity to thank our volunteer companions for their dedication towards ABOVAS in giving such a fabulous service to West Island residents in vulnerable situations.

The report will also show how ABOVAS has continued to grow under the leadership of its Board of directors. Thank you, Kirstin, Jenny, Marie-France, Paul, René, Ted, Isabelle, and Anne, I appreciate your constant support, work ethic and your commitment to ABOVAS' mission, staff, clientele, and volunteers.

Finally, the report will show without a doubt, that ABOVAS IS an essential accompaniment towards health and an indispensable bonus to the West Island community.

Stay happy! Stay safe!
Denise Hupé
Executive Director



A Board committed to ABOVAS' mission

As of March 31st 2024, the Board of Directors consisted of:

Kirstin Bennett, President

Eldercare Specialist

Managing Director for Premier Homecare

Member since March 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

Paul Nadeau, Administrator

Potential client

Retiree from Via Rail

Member since September 2019

Isabelle Prosnick Administrator

Potential client

Executive Director WIWC

Member since June 2022

Ted Saito, Administrator

Potential client

Volunteer companion/driver

Retiree from Air Canada

Member since November 2022

René Fontaine, Administrator

Potential client

Volunteer companion/driver

Retiree from a private enterprise

Member since November 2022

Anne Lajoie, Administrator

Potential client

Retiree from Community Shares

Member since March 2024

There is one
vacant seat.

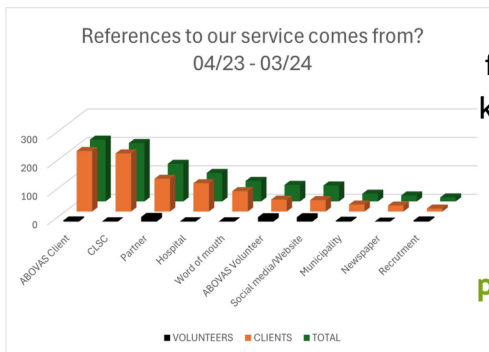
Thank You!

The Board had six
(6) meetings during this
past fiscal year.

The road traveled towards health

Since its inception, Accompagnement Bénévole de l'Ouest / Volunteer Accompaniment Service (ABOVAS) has offered **over 37 947 accompanied-transports**. These accompaniments helped **7 513 West Island residents** get to their important appointments on the island of Montreal.

By looking at who is referring people to our services, one can notice that **92%** of the references...



... came directly from people that know our services well (**clients, volunteers, health professionals and our partners**).



3410 ACCOMPANIMENTS

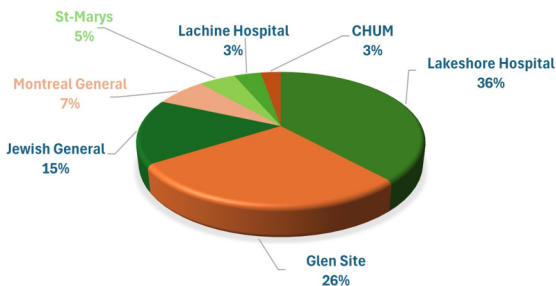
49 PER WEEK

15 PER WEEK



HOSPITALS THAT ABOVAS VISITED 04/23 -03/24

THOSE 2% AND LOWER NOT SHOWN

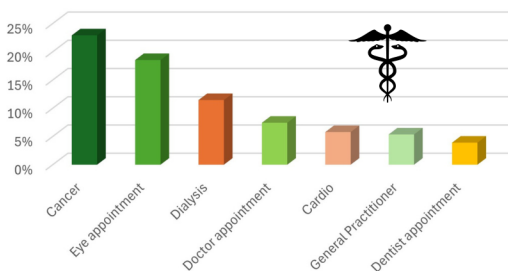


The **Lakeshore Hospital** was the destination frequented the most by our clientele of the medical service at **36%**, followed by the **Glen Site** at **26%** and the **Jewish Hospital** **15%**.

Going to a medical appointment or going through a medical crisis is stressful enough whether it be **cancer** related at **23%**; because of a **visual impairment** at **19%**; or **dialysis treatment** at **11%**, 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.

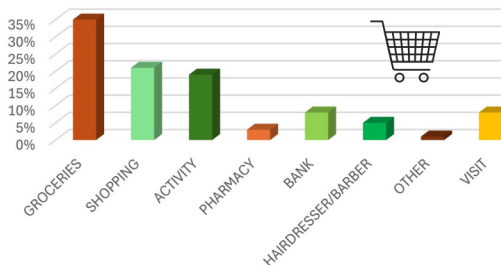
DEPARTMENTS VISITED BY ABOVAS 04/23 - 03/24

Those 4% and under not shown



TYPES OF SOCIAL ACCOMPANIMENT

04/23 - 03/24



As for our social accompaniments, **35%** were for help doing the **groceries**, **21%** for shopping and **19%** for help attending an adult activity center.

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

Our 62 volunteers are in majority, men, and have an average age of **62 years**. The youngest being **18 years old** and the **oldest 85 years old**.



≈ 87 018 KM

(Equal to 19 times driving from Mtl to Van.)

≈ 12 551 hours

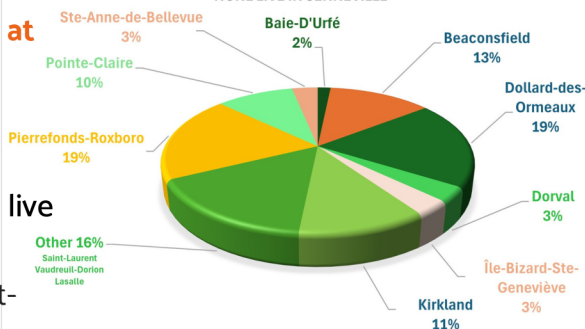
(Equal to 7 fulltime jobs.)



Continuing with our volunteer push slogan from last year, **We have the CAUSE... You have the EFFECT!!!**, we successfully added **15 new volunteers** to our roster. However, even with all these new volunteers, we understand that we cannot stop finding new ways of attracting them, because without all our volunteers, the ABOVAS' mission can no longer be supported.

The majority of our volunteers live in **Dollard-des-Ormeaux** and **Pierrefonds/Roxboro** at **19%** each. Followed by **Beaconsfield** at **13%**. An interesting observation is that **16%** of our volunteers live **outside of our territory** (Vaudreuil-Dorion 9%, Saint-Laurent 6%, Lasalle 1%).

WHERE DO OUR VOLUNTEERS LIVE? 04/23-03/24
NONE LIVE IN SENNEVILLE



Our clients - our reason for being - our commitment



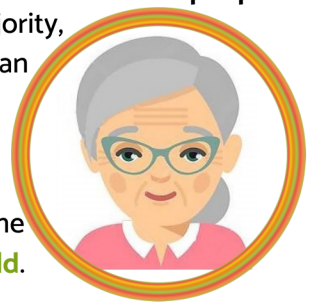
Our coordinators, **Isabelle Leclair** and **Monica Farag** organized the perfect synchronization of the accompaniments and with the help of our dedicated volunteer companion drivers, offered an excellent customer service to our **840 clients**.



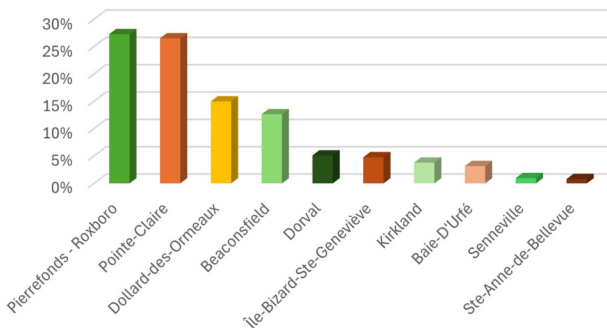
One can estimate that an identical number of people are indirectly beneficiaries of our service (caregiver of the accompanied person). Therefore, this small organization's service benefits close to **1680 people**.



Our clients are in majority, women, and have an **average age of 80 years**. The **youngest** being **38 years old** and the **oldest 101 years old**.



CLIENTS BY CITY 04/23 - 03/24



Overall, our clients live in **Pierrefonds - Roxboro and Pointe-Claire at 27%**, in **Dollard-des-Ormeaux at 15%**, and **Beaconsfield at 13%**.

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 office of the organization has been housed in the head offices of **AVON Canada** in Pointe-Claire. Unfortunately, they closed in early 2024, giving us two years to relocate.

PSOC 34%

Programme de soutien aux organismes communautaires

Community Shares 14%

Donations & Sponsorships

52%

ABOVAS is extremely grateful for all its financial partners.

AVON



En partenariat avec :

Québec



AVON
Foundation
for Women



Fondation
J.A. DeSève



LA FONDATION
TENAQUIP
FOUNDATION



FONDATION
Lindsay Memorial
FOUNDATION



Pointe
Claire



Thank you



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

On **Sunday**,

November 5th 2023, at

MUNDO Trattoria, we

had our third annual

pasta meal fundraiser. A

day filled with awesome

food, great atmosphere,

terrific participants, and

fantastic raffle prizes.

The event raised **11 100\$**.

to all who participated either

by sponsoring, eating or

donating.



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MONTRÉAL



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Thank You



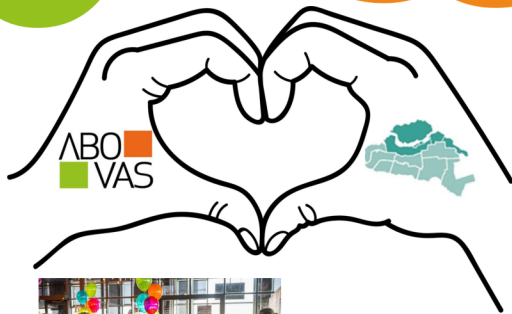
4th annual pasta
fundraiser Sunday,
November 3rd 2024



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



CPMH
Mental
Health
day

WICS
breakfast

BBBSWI
Valentin's
Day
Breakfast



TQNOIM
Family
Day



WIWC
Women's
day
conference

WICC
President's
cocktail

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

TD

#TDVousDitMerci #TDThanksYou



As the "Bank that Thanks," TD knows first-hand that spreading gratitude is one of the most enriching experiences there is which is why they launched in 2014 the **#TDThanksYou** campaign to express their appreciation to their customers for choosing TD. Since then, the program has evolved to thank their customers who are making a positive impact in their local communities and help support their charitable efforts. On **September 21st,**

2023, to celebrate World Gratitude Day, TD honored 3 Canadians who give back to their communities, one of those was none other than our **Executive Director, Denise Hupé.** Apart from receiving a surprise visit by a film crew, 3 white limousines filled with ABOVAS volunteers and staff, Denise received a spa certificate, a donation to ABOVAS and some funds to take out her co-workers and volunteers to a nice supper to thank them for what they are doing for the West Island community.



Denise fulfilled this promise on **March 22nd, 2024,** by taking her co-workers and volunteers to **MUNDO Trattoria** in Kirkland for an evening of delicious food and great entertainment. Fun was had by all who attended.



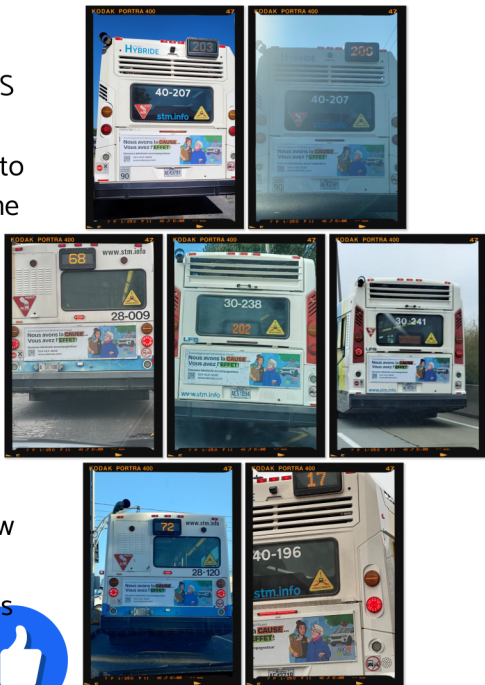
To view video of surprise



<https://www.youtube.com/watch?v=OsMGERokbqQ>


ABOVAS rethinking how we get our volunteers

Volunteer recruitment being an issue since the pandemic, ABOVAS had to think out of the box to try and attract a different population to our services and possibly find some new volunteers. With the help of ASTRAL Media, ABOVAS paid for publicity on the back of **West Island STM buses** during the month of **September, October, and November 2023**. We asked the public through our Facebook page to let us know when they saw our ad and take a picture of it, if they could. We received 12 pictures and **3 new volunteers**.



ABOVAS, in November had the pleasure of being interviewed by Lauren Fernandez of **CTV local News** for her series of feel good stories for the Holidays. It aired during the **December 27th 6pm** show and 7 volunteer request forms were filled out and of those **3 volunteers started** with us in the New Year.

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

