



santé • health  
**NOVA** l'ouest de l'île  
west island

# NOVA WEST ISLAND COMPASSIONATE CARE

447 BEACONSFIELD  
BEACONSFIELD, QC H9W 4C2

REGISTRATION NUMBER  
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514-695-8335



« **EMBARKING ON A JOURNEY OF COMPASSION.**

**HELPING, AND SUPPORTING THE COMMUNITY FOR OVER A CENTURY HAS BEEN MORE THAN A COMMITMENT - IT'S OUR ONGOING PASSION.**

**AT NOVA WEST ISLAND WE BELIEVE IN THE PROFOUND IMPACT OF CARE AND SERVICE, CREATING A LEGACY OF POSITIVE CHANGE IN HEALTHCARE AND SOCIAL SERVICES.**



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**WE ARE BRIDGING GAPS IN THE  
HEALTHCARE SYSTEM BY PROVIDING A  
RANGE OF SERVICES, FREE OF CHARGE OR  
AT A LOW COST TO OUR CLIENTS.**

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# ABOUT NOVA WEST ISLAND

NOVA West Island is a not-for-profit, charitable, volunteer-driven and community based healthcare organization whose mission is to respond to identified unmet community needs through the development and delivery of high quality, innovative professional health care services.

Since 1911, the delivery of high-quality healthcare has been the cornerstone of the NOVA nurses' mandate. It is an organization that was established with founding branches across Canada, initially known as The Victorian Order of Nurses or VON.

VON became responsive to changing community needs, offering a variety of home care services. Later, NOVA recognized an unmet need in the area of cancer and ALS (Amyotrophic Lateral Sclerosis) care, and took proactive steps to transform our nursing program.

Our organization has maintained its commitment to providing in-home palliative care for cancer and ALS patients, along with introducing other complementary services to meet the evolving needs of the community.

This commitment has led to the expansion of our palliative care program to include all diagnoses, and the incorporation of virtual and in home components into our Senior Activity Program.

At NOVA West Island, experienced, caring, and dedicated professional staff and volunteers work together to improve the quality of life for vulnerable adults, youth and families in 16 municipalities: Baie d'Urfé, Beaconsfield, Dollard-des-Ormeaux, Dorval, Île Bizard, Île Perrot, Kirkland, Lachine, Pierrefonds, Pincourt, Pointe-Claire, Roxboro, Senneville, Ste-Anne-de-Bellevue, Ste-Geneviève and Terrasse-Vaudreuil.

Through our programs, our non-profit organization has made a difference in the lives of thousands of vulnerable people in the West Island of Montreal. As a result of our efforts, we have also had a positive impact on caregivers, families, and the public healthcare system.

NOVA WEST ISLAND  
COMPASSIONATE TEAM

## HEALTH

# PROGRAMS & SERVICES

Services provided by a team of registered nurses, health aides, program coordinators and volunteers.

Step into the world of NOVA West Island, where our commitment to enhancing lives is reflected in a diverse range of compassionate services. Our skilled nursing team goes beyond conventional healthcare by bringing personalized and comprehensive support right to your doorstep. Understanding the challenges of loss, our bereavement services provide a compassionate space for healing, tailored for both adults and children.

Experience the ease of daily living with our home support services, where our dedicated team assists with tasks, provides personal care, and offers companionship. It is our mission to empower you and your loved ones. Our vibrant and inclusive Senior Activity Program is a hub of activities, socialization, and connections. Staying active and engaged is more than a lifestyle; it's a key to a fulfilling senior life.

At NOVA West Island, we transcend the role of conventional service providers; we are your dedicated partners in well-being. Providing client and family-centered care throughout the organization, we strive for respectful, compassionate, and culturally competent services.

**FOR MORE INFORMATION**  
Please call 514-695-8335



## IN HOME NURSING CARE

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Specialized care and support for patients living with cancer, ALS, or requiring palliative care, with on-call access to nursing support, 24/7.

Home nursing visits are arranged in collaboration with patients and families to allow for assessments, teaching, symptom management, individualized care (dressings, injections, etc) and active listening.

The NOVA team helps by providing support and comfort to both the patient and the family during this difficult time. This enables the patient to remain at home in familiar surroundings for as long as it is possible or desired. To benefit from this service, please have your treating team send us a referral.



## ADULT BEREAVEMENT

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These 8-week closed group sessions for bereaved adults are offered throughout the year by trained counselors. Participants discuss the grieving process, physical manifestations, and feelings associated with grief while interacting with people who truly understand their challenges.



## HOME SUPPORT SERVICES

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The home support program was meticulously crafted with the aim of enhancing the overall well-being of individuals and families. Through this initiative, we provide personalized care assistance, affording family caregivers the essential respite they need and deserve.

This non-profit service is offered at a reasonable cost to those who need it, so only the direct operating costs will be charged.

\*Minimal Cost



## CHILDREN BEREAVEMENT “CAROUSEL”

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The Carousel program, led by skilled counselors, provides vital support for children and youth coping with loss and change. Through a “circle of support,” participants share experiences and emotions, guided by therapeutic activities and discussions. This program offers a safe space for healing and equips participants with coping strategies for resilience.



## SENIOR ACTIVITY PROGRAM

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Designed for seniors with neurocognitive impairments who are living at home with their caregivers. We offer a safe, friendly, and stimulating environment while providing well-deserved respite for families and caregivers.

Three components can be offered:

- Virtual Sessions proposed “à la carte” contingent on members’ availability and interests;
- In-home stimulation visits depending on members’ needs and capabilities;
- Activity Centers in physical presence based on our inclusion criteria.

\*Minimal Cost



## VOLUNTEERS

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Even though NOVA West Island counts on the support of hundreds of volunteers who are at the heart of the organization, we are always looking for individuals who might be interested in volunteering in our activity centers, as drivers, home visitors and much more.



# SENIOR ACTIVITY PROGRAM

FOSTERING INDEPENDENCE FOR SENIORS  
(60+) WITH NEUROCOGNITIVE IMPAIRMENTS.

Our program fosters social interaction, individual empowerment, freedom of choice, and autonomy.

The many activities we design through this program specifically focus on reminiscing, participating in physical activity, cognitive stimulation, utilizing fine and gross motor skills, and engaging in activities that appeal to one's mind and body.

Activities range from baking, cooking, art, discussions, pet therapy, armchair travel, sensory stimulation and music, to promote socialization and provide a wide range of stimulating activities for the whole group to enjoy.

With our exceptional team comprised of dedicated staff, volunteers and students, we ensure a personalized experience every day for each of our members.





## **VIRTUAL SESSIONS**

VIRTUAL  
STIMULATION BASED  
ON OUR CLIENTS'  
AVAILABILITY AND  
INTERESTS.



## **IN-HOME STIMULATION VISITS**

DEPENDING ON  
OUR CLIENTS'  
NEEDS AND  
CAPABILITIES.



## **ACTIVITY CENTERS**

IN PHYSICAL  
PRESENCE BASED  
ON OUR INCLUSION  
CRITERIA.



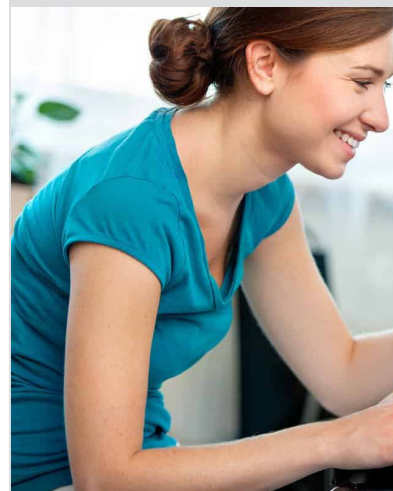
## WE ARE HERE TO HELP INDIVIDUALS AND FAMILIES **HOME SUPPORT PROGRAM**

This program is designed to offer affordable home support services for those in need of care in their home. We charge only for a portion of our direct operating costs.

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### **OUR MAIN SERVICES ARE ONES THAT HELP WITH PERSONAL CARE SUCH AS:**

- Mobilization: walking indoors & outdoors when the weather permits
- Bathing, toileting & dressing
- Shampoos, shaving & simple hair sets, filing fingernails







## HOME HEALTH AIDE

The Home Health Aide is there to help individuals and families manage a little more easily by assisting with personal care and giving caregivers some quiet time to run a few errands or get a bit of rest.

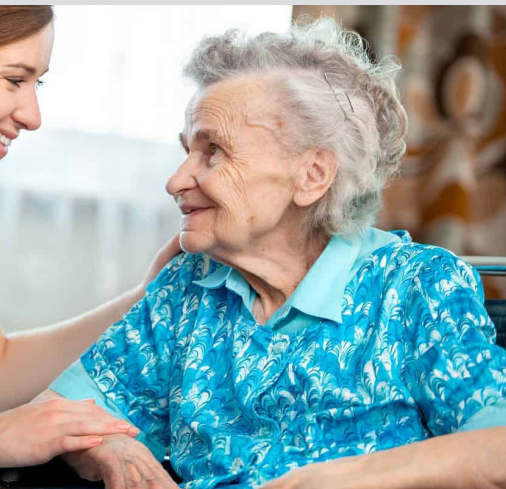
With the assistance of NOVA you can decide which services will help you the most.

Other services may be helping with:

- Doing a load of laundry, making or changing an unoccupied or occupied bed.
- Making and serving, light meals or snacks.

This program is a non-emergency service.

Minimum 3 hour visits (\$)





# Carousel Program

BILINGUAL BEREAVEMENT SERVICES FOR  
CHILDREN AND YOUTH

**WE ARE HERE FOR YOU, EVERY STEP OF THE WAY.**

## **SUPPORTING THE WEST ISLAND**

The Carousel program is a comprehensive bereavement service that caters to children and youth who are navigating the challenges of loss and change. Led by skilled counselors, the program offers a supportive environment where participants can explore their emotions, process their grief, and develop coping strategies. The program is designed to provide holistic support, addressing their emotional, social, and psychological needs as they navigate the complexities of grief and transition.

**Individual grief-support sessions:** Addressed to West Island children going through grief, after losing a loved one or as a result of major loss and change. These sessions can be scheduled to take place at the child's school or at our NOVA office.

They are intended to give the children a private and non-judgemental space for them to process their grief-related emotions through different activities.

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**Carousel Bereavement Camp:**

Offered free of charge to bereaved children who have lost a loved one, irrespective of their living or school district.

This camp takes place at Cap Saint Jacques over a weekend (Friday evening to Sunday noon). Sleeping arrangements are provided on site in a large chalet, and the camp involves fun outdoors, indoors, as well as grief-related activities.

It's an excellent opportunity for peer-to-peer exchanges that are very rewarding, empowering, and encouraging for children saddened by the death of a loved one.



## FOR MORE INFORMATION

Please call 514-695-8335

Extension 210

Consent from the parent or guardian of children under 14 years of age is required, including to communicate with the school principal and teachers to schedule the grief-support sessions around the class schedule.

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# THRIFT SHOPS FOR NOVA

## S E R V I N G   O U R   W E S T   I S L A N D   F A M I L I E S

In 1998, inspired by the “charity thrift shops” in England, a West Island resident along with a group of volunteers opened a Thrift Shop called “Le Coin des Trouvailles” on the main street of Ste-Anne-de-Bellevue. In 2004, the Ste-Anne Volunteer Health Support Foundation was created and it has since received and sold donations of merchandise. This gathering of more than 350 volunteers, including their Board members, has raised millions for NOVA West Island. In turn, we were able to transform these funds into professional healthcare for the vulnerable people in our community.



### **STE-ANNE-DE-BELLEVUE BOUTIQUE**

514-457-1642



### **STE-ANNE-DE-BELLEVUE BOUTIQUE BOOKSTORE**

514-694-8417



### **KIRKLAND BOUTIQUE**

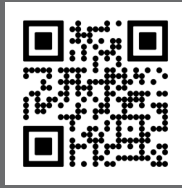
514-697-6692



FOR MORE INFORMATION INCLUDING BUSINESS HOURS PLEASE GO TO:

[www.thriftshopsfornova.com](http://www.thriftshopsfornova.com)

All proceeds are directed to NOVA West Island to offer healthcare in 16 municipalities.



## POINTE-CLAIRE BOUTIQUE

514-697-8457



## BEACONSFIELD BOUTIQUE FURNITURE, PAINTINGS, AND BOOKS

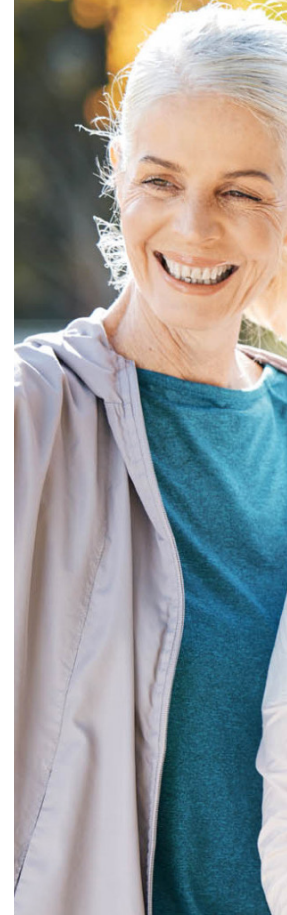
514-694-8417



# Making A Difference

EMPOWERING CHANGE  
WITH YOUR GENEROSITY

## TRANSFORMING LIVES TOGETHER IMPACT CATALYSTS



Bringing compassionate care to the doorstep with experienced nurses and volunteers.

Empowering and offering support to adults, children and families during ongoing illnesses, loss, or change.

Enriching the lives of seniors with cognitive impairments through various activities and providing respite for caregivers.

Providing vital personal care, companionship, and essential respite for caregivers with experienced health aides.



EMPOWER OUR  
MISSION: YOUR  
CONTRIBUTION  
FUELS NOVA WEST  
ISLAND'S VITAL  
PROGRAMS.

The following are some volunteer opportunities that YOU can become involved in:

- **Transportation:** Drive our palliative and cancer patients to their treatments and medical appointments in the Greater Montreal region (reimbursement of fuel costs).
- **Senior Activity Program:** Assist the coordinator during the activities, entertain guests with music/songs, become a “pen pal” through phone or virtual contacts, and much more.
- **NOVA Activities:** Help us by volunteering at our annual Fundraising events, community events or third-party events.
- **Palliative Care at Home:** Visit our patients in their homes to ensure friendly contact and provide respite for caregivers.
- **Thrift Shops for NOVA:** These stores are operated by volunteers under the name of “Ste-Anne Volunteer Health Support Foundation”. They play an essential role in the daily operation of the stores and their tasks vary. Please scan the QR code on page 15 to fill out the form or contact them at 514-457-1642 or [support@thriftshopsfornova.com](mailto:support@thriftshopsfornova.com).



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We extend our sincere gratitude to all the dedicated volunteers and generous donors of NOVA West Island. Your unwavering support and contributions are indispensable to our organization's mission. We deeply appreciate your commitment to making a positive impact in our community. Thank you for your invaluable partnership and continued support.