

2023 - 2024 ANNUAL REPORT

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A WORD FROM MANAGEMENT

The writing of an annual report is indeed a special moment, allowing us to look back on the year that has just ended. It is an opportunity for us to highlight our teams, partners and community's commitment to carrying out our wonderful mission—a huge mission that involves caring for and supporting families in our region at one of the most vulnerable times in their lives, 24 hours a day, 365 days a year, all in an enchanting and relaxed setting that respects the individual needs of those we welcome into the Residence.

One of our key achievements in 2023–2024 was the implementation of measures regarding medical assistance in dying (MAiD). The Residence has been able to adapt in order to meet the needs expressed by the population while respecting Ministerial requirements. Within this context, one thing remains unchanged: our shared commitment to putting everyone who needs palliative care at the heart of our daily actions.

As part of the 2023–2024 strategic plan, we will continue working towards our promising projects, whether through the continuous improvement of care and services, the development of our brand image, the search for new financing through the implementation of a planned donation program and the maintenance of our real estate assets. With the efforts made in recent years bearing fruit, the organization is now entering a new phase of maturity. We are therefore poised to continue diligently implementing our strategic plan. We believe in the importance of our Mission, both for the Residence itself and the community.

On a final note, and with the utmost sincerity, love and gratitude, we would like to thank all the people, employees, physicians and volunteers who work tirelessly with passion and dedication. Thank you also to the families for their trust, to the children for their smiles and bursts of laughter that resonate throughout the Residence, to the donors and partners for their constant support and to the community for its precious commitment.

Writing an annual report is also a time to enjoy the feeling of pride for all the hard work we have done and the support we have received from the community.

In the end, it is only by working TOGETHER that we can make our Residence flourish.



Diane Joly, President of the Foundation

A handwritten signature in cursive script that reads "Diane Joly".

Pascale Boily, General Manager of the Residence

A handwritten signature in cursive script that reads "Pascale Boily".



THE RESIDENCE

Our mission

In a natural, calm and serene setting, within an environment of caring professionals, the team of the Vaudreuil-Soulanges Palliative Care Residence offers end-of-life palliative care services at no cost to our patients as well as assistance to their loved ones.

Our vision

To be recognized as an exemplary model for end-of-life palliative care and support services for our patients and their loved ones, while respecting the Residence's values.

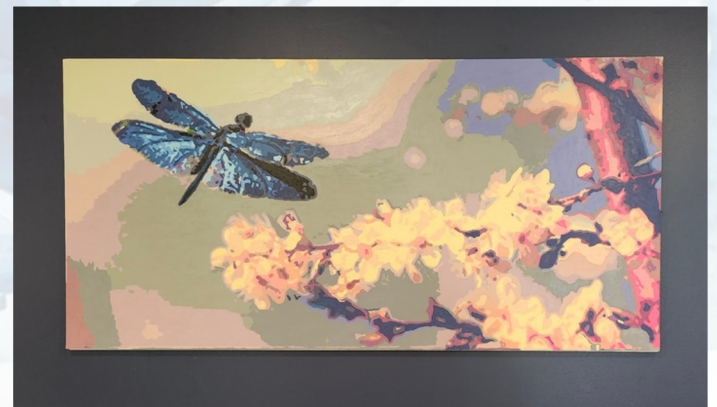
Our care and services

The care provided at the Vaudreuil-Soulanges Palliative Care Residence is focused on alleviating the suffering of its patients. It also aims to help maintain quality of life.

This care is provided by an interdisciplinary team composed of physicians, nurses, auxiliary nurses, caregivers and a psychosocial worker. They are supported by volunteers and work hand in hand with employees from other departments of the Residence: administration, volunteering, cooking, housekeeping, philanthropy and communications.



La Demoiselle




Colourful and radiant that inhabit both water and air, they appear when it's time for us to exit the water and serve as symbols of the most subtle changes occurring in our lives.

The Dragonfly also reminds us that, as human beings, we exude Light and have the freedom to shine as brightly as we see fit. Its distinctive features, and the abundance of dragonflies in our gardens, are the reasons it was chosen to represent our Residence.

Proudly displayed at the reception, the painting entitled La Demoiselle is a collective work of deep significance specifically because it demonstrates the strength of our community and how we are united through projects such as the Residence. The creation of this work of art began at our most recent fundraising gala. Guests in attendance were invited to put their artistic talent to work by helping paint the giant mural. This collective work of art was then transported and completed at the Residence by employees, volunteers, patients and families.



THE RESIDENCE IN NUMBERS

-  12 beds
-  24 hours/day
-  7 days /week
-  2427 patients admitted since opening
-  49 employees

OCCUPATION AND LENGTH OF STAY



168 patients admitted this year



94 women
56%



74 men
44%



15.4 days average length of stay

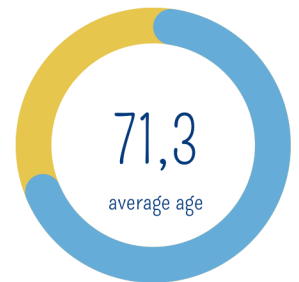
AGE OF PATIENTS



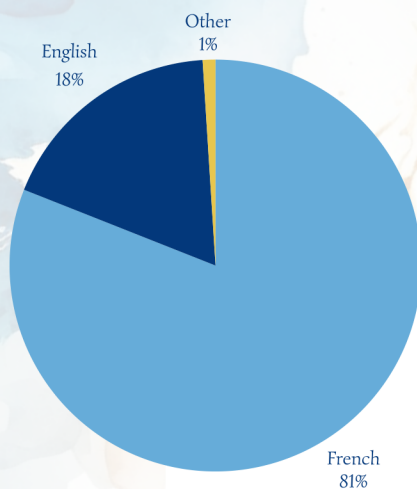
youngest patient



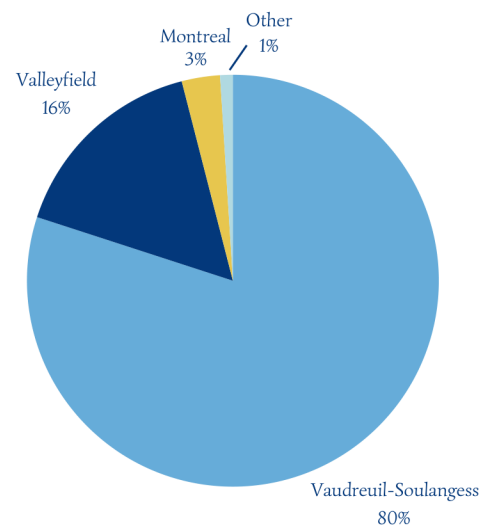
oldest patient



LANGUAGE OF COMMUNICATION



ORIGIN OF PATIENTS BY TERRITORY OF RESIDENCE



“

My family and I would like to thank you for everything you have done for Dad. What a beautiful end of life for him and what wonderful support for us. We are so grateful for your attentiveness, excellent care and love. We will never forget.

-Jocelyne, Mike, Christine, Maxime, Benjamin and Roxanne

”



VOLUNTEERING

"Sometimes we don't have the time or resources to recognize the commitment of our volunteers. Our busy lives also make it particularly difficult to accommodate them all on the same occasion. To each and every one of them, I'd like to say a huge THANK YOU for each and every one of their actions, their dedication and their exceptional commitment. I feel privileged to work with such unique and exceptional people as the volunteers at the Vaudreuil-Soulanges Palliative Care Residence. You are all, each in your own way, a source of inspiration for me."

- Céline Leboeuf, Volunteer Coordinator

RECEPTION

Andrée-Anne, Chloe, Christiane, Christina, Christine, Cynthia, Emily, Farouk, Françoise-Anne, Ginette, Guylaine, Jasmine, Laura, Laurence, Lise, Louise, Marie, Marie-Hélène, Martine, Melanie, Michael, Michelle, Nelson, Patricia, Peter, Pierre, Richard, Ruth, Serge, Simon, Sylvie, Tory, Véronique, Yves, Zoe

KITCHEN

Alan, Anita, Barbara, Beverly, Bill, Carmen, Carolyne, Cindy, Connie, Debbie, Diego, Edith, Edwina, Gail, Gale, Giampaolo, Hayley, James, Joanne, Kate, Linda, Louise, Luca, Marc, Marlene, Mary Ellen, Mathilde, Olivia, Paul, Sue, Susan

HOMEMADE PASTRIES

Audrey, Bessie, Gina, Gloria, Helen, Hui Ting, Jacqueline, Janet, Janice, Josée, Joyce, Kim, Linda, Marianne, Nancy, Norma, Pat, Patricia, Ruth, Sharon, Shirley, Sue, Susie, Tracey Ann, Velma, Vicky



Céline Leboeuf

BEREAVEMENT SUPPORT

Kathleen, Patricia, Rodolphe, Manal, Patricia, Ruby, John

CARE FOR PATIENTS

Aline, Allan, Caroline, Cassandra, Catherine, Chantal, Christiane, Claudia, Danielle, Diane, Francine, Georgette, Jessica, Josée, Julie, Kirsten, Line, Mélanie, Olivia, Samantha, Shirley, Suzanne, Sylvie

EVENTS

Anna, Barry, Brigitte, Denise, Evelyn, François, Gilles, Katoucha, Marie, Rachelle, Steve

LAUNDRY ROOM

Denise, Diane, Jim, Louise, Marie-Soleil, Marina, Nicole

FUNDRAISING

André, Chantal, Martine, Mireille, Danielle

MUSICIANS

Ember-Leah, Itzel, Jan, Jessica, Marc, Michelle, Olivier, Sharon

MAINTENANCE

Andrew, Bill, Claudette, Denis, Gerry, Gord, Jean-Marc, Josée, Marc, Maurice, Noël, Pierre, Wanda

ADMINISTRATION

Anne-Marie, Janine, Lise, Michele, Micheline, Nancy, Nicole, Pierrette

PROFESSIONAL SERVICES

Carole, Caroline, Claudia, Jennifer, Laura, Luce, Lyne, Sandra, Stan, Stéphanie, Sylvie, Victoria

THE FOUNDATIONS OF THE RESIDENCE

OUR VALUES

Last fall, the Residence took the time to reflect on the values that unite its members (employees and volunteers). Composed of members of management and the board of directors, the organization's Values Committee has identified the 4 values most representative of the organization's future. This exercise made it possible to establish common values to align the Residence's future actions and commit to a common statement of values.

COMMITMENT

Commitment is the expression of a firm and sustained willingness to fully invest, persevere and actively devote oneself to what matters most. It involves a deep sense of responsibility, integrity and loyalty. It is a driving force that encourages action with passion, determination and resilience by prioritizing the values and ideals that guide individuals in their choices and actions.

COMPASSION

Compassion is defined as deep empathy and a sincere concern for the well-being of others. It is the ability to recognize the suffering, distress, or hardship of others and to respond with kindness, understanding, and support. Compassion involves putting yourself in other people's shoes, feeling what they feel, and acting in ways that help ease their pain or overcome their challenges. Compassion encourages generosity, altruism, and a desire to contribute to collective well-being.

RESPECT & DIGNITY

Respect and dignity are closely linked and refer to the fair, equitable and honourable treatment of each individual by recognizing and honouring their intrinsic worth as a human being. These values contribute to building harmonious relationships, promoting equal rights, and creating an environment where every individual can thrive.

More specifically, respect involves valuing the rights, opinions, and feelings of others regardless of their differences or status.

Dignity, on the other hand, is about recognizing and preserving the value of each person, treating them with integrity, courtesy and fairness.

AN INTERDISCIPLINARY CARE TEAM

The Residence has welcomed a total of 2 427 people who have chosen to live out their final days with the utmost dignity. Surrounded by their loved ones, they have all benefited from the professionalism of the interdisciplinary team and received attentive, respectful and warm care.

5

Doctors

7

Nurses

11

Licensed
practical nurses

4

Patient care
attendants

1

Director of
nursing

1

Nursing assistant

1

Psychosocial
counsellor

25

Care volunteers

FUNDRAISING ACTIVITIES

MAY 28 2023
ANNUAL WALK

Because every step counts and each walker has a direct impact on the success of the event, 300 walkers, alone, in teams or with their families, gathered at the Forestiers-de-Saint-Lazare Nature Park and made it possible to reach the goal of \$73,937 (net) for the 10th edition of this fund-raising activity. Beyond physical activity and fundraising, the goal for the day was to have a good time while honouring loved ones and building relationships.



\$73 937

SEPTEMBER 2023
GOLF
TOURNAMENT

The 19th Annual Golf Tournament was held at Hudson's prestigious Whitlock Golf Club and raised \$74,922 (net). For the occasion, more than 160 participants, partners and sponsors were able to enjoy a festive day filled with surprises thanks to gourmet stations and entertainment at the holes. The day ended with a dinner where players and guests got the opportunity to socialize and bid on the virtual auction, which raised the sum of \$15,268 (net).



\$74 922

OCTOBER 2023
TRAVEL LOTTERY
DRAW

The third edition of the Travel Passport Lottery raised \$48,527 (net). Tickets were sold at a cost of \$100 each and gave buyers a 1 in 250 chance of winning one of 4 prizes worth \$25,000. The first four prizes were travel gift certificates worth \$5,000 each and the grand prize was either \$10,000 in travel gift certificates or \$8,000 in cash. It was on October 13 that the names of the lucky winners were unveiled during a Facebook Live event.



\$48 527

NOVEMBER 2023
POINSETTIAS
CAMPAIGN

For the 13th year in a row, the Residence has added a floral touch to the holiday atmosphere with its annual poinsettia campaign. For this edition, 2,650 plants were sold to individuals and companies throughout the area. The campaign was overseen by two new individuals: François Gaumont and Brigitte Bernier. The bounty of beautiful red flowers translated into an amazing show of generosity, which raised a total of \$97,653 (net)!



\$97 653

DECEMBER 2024
FUNDRAISING
CAMPAIGN

The direct mail campaign featuring the story of Ms Méthot and her two daughters raised \$99,092 (net).



\$99 092

JANUARY 28 2024
HAPPENING

On January 28, the 19th edition of the gala was held under the theme of fine art. The dinner-show brought together more than 290 guests to celebrate life thanks to the Tribute to Elton John performance. The flagship event was once again held at Château Vaudreuil and raised \$139,734 (net).



\$139 734

THE IMPACT OF YOUR DONATION

When you donate to the Residence, you are providing patients with high-quality care and services free of charge.

- You are offering a place where individuals at the end of life can fully live out their final moments alongside their loved ones with respect and dignity, in a warm and friendly environment.
- You are allowing patients and their loved ones to benefit from personalized psychosocial support in keeping with their background, beliefs and values.
- You are providing respite to caregivers by allowing them to stop worrying about medical care so they can fully enjoy each and every precious moment with their loved one.
- You are giving families the opportunity to come together while taking part in grief counselling groups—a warm and welcoming place of sharing that initiates the healing process and creates a network of support.
- You are allowing the Residence to maintain its infrastructure. Just like any other home, the Residence must continually ensure the upkeep of its building. Last year, Mother Nature did not spare us. Our basement flooded not once, but twice! And we are now forced to have our roof redone due to a fallen tree.
- You are helping staff fulfill patients' wishes. These can come in the form of a simple desire to eat a nice juicy steak or go on a final motorcycle ride.
- You are allowing patients and families to enjoy the pleasure of good food. The Residence offers homemade meals prepared by a real chef.

When you support the Residence, you are allowing it to fulfill its mission and ensure sound financial management.

Although the government subsidizes 50% of operational costs, we are required to raise the remaining \$1,400,000 every year.

There are several ways you can give to the Residence: either by making a general donation, an In Memoriam donation, a recurring donation, a planned donation or by participating in activities organized by the Residence or the community. Donating to the Residence is a show of generosity that has a tangible impact on our patients and their loved ones! Your donations help us offer the best care and services free of charge, and we are indeed very grateful.

TYPES OF DONATIONS

GENERAL DONATIONS

Regardless of the amount, whether it is made through an automatic pre-authorized payment or a single payment, your donation serves entirely to help support the Residence. It can be used for day-to-day operations or more specific uses, in accordance with the constantly changing needs of our patients and their families.

IN MEMORIAM DONATION

An In Memoriam donation is a generous gesture of sympathy towards the family and loved ones of a deceased person, regardless of whether they have benefited from the care and services of our Residence. This type of donation serves to commemorate the memory of a loved one.

PLANNED DONATION

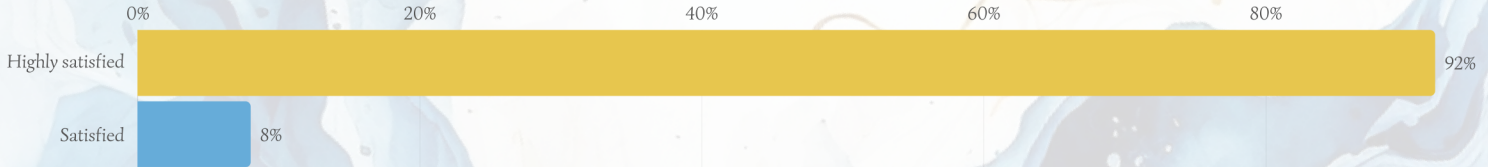
A planned donation is nothing less than a legacy, bequeathed to the Foundation, which has a significant impact on our ability to offer our services free of charge to the area's citizens. Making a planned donation can also have significant tax benefits.

SATISFACTION WITH THE SERVICES RECEIVED

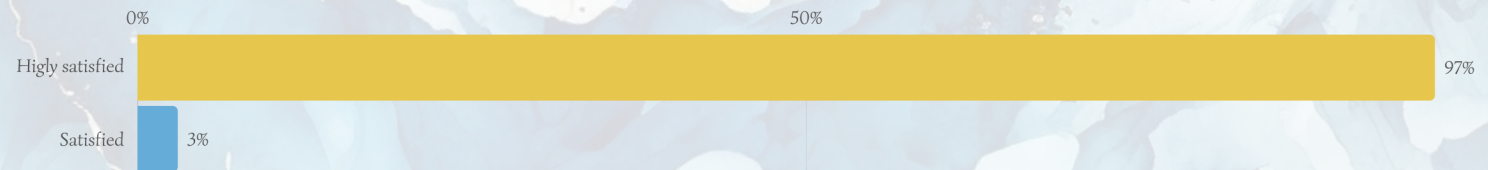
For a little over a year, the Residence has been sending each family a survey on the satisfaction of the services they received. This measurement tool is emailed to the patient's respondent 3 months after the patient's death. The responses and feedback received are analyzed to ensure that care, services and settings adequately meet the needs of patients and their families. The categories evaluated are: admission, attitude of our staff and volunteers, quality and cleanliness of the environment, quality of care and services as well as quality of food service. The survey results from the past year have been very favourable and the satisfaction rate in all categories is over 90%. The amazing care team, which is supported by our dedicated volunteers, is largely the reason for these incredible results.

* a total of 31 forms were returned for the 2023-2024 year

THE WELCOME (day of arrival, contact with staff & volunteers and quality of information)



RELATIONSHIP WITH THE INTERDISCIPLINARY TEAM (quality of care, availability, personalized care, respect & confidentiality)



DEGREE OF OVERALL SATISFACTION WITH THE SERVICES YOU AND YOUR LOVED ONE RECEIVED



BASED ON YOUR LOVED ONE'S AND YOUR OWN EXPERIENCE, WOULD YOU RECOMMEND THE HOUSE TO OTHERS?



“

“My mother ended her journey in this wonderful place. She was treated wonderfully. All the staff are extremely kind. I can't thank them enough.

Bravo to the whole team, you are extraordinary.”

-Phil Lec



”

MEDICAL ASSISTANCE IN DYING

In June 2023, the Quebec National Assembly voted to adopt Bill 11, which concerns the extension of medical assistance in dying (MAID) to palliative care homes. It was therefore in April 2023 that the Residence began administering medical assistance in dying. This option is in keeping with our values of respecting patients' choices, ensuring their final days are serene and providing them with the best possible care.

Because medical assistance in dying is a delicate subject, the Residence wanted to ensure that the transition to this new law was transparent and open, through meetings with MAID care professionals, physicians, care staff, employees and volunteers.

Medical assistance in dying is a unique intervention characterized by specific conditions. At the Residence, this medical procedure is performed by an external physician specialized in the field. Recourse to this procedure is strictly regulated by law.



WHAT IS MEDICAL AID IN DYING?

“Medical assistance in dying consists of a competent professional (physician or specialized nurse practitioner) administering medication to patients, at their request, in order to relieve their suffering by bringing about their death. This care is available in all institutions in Québec’s health and social services network and in a few palliative care hospices.

Medical assistance in dying is an exceptional intervention with very restrictive conditions. The use of this intervention is governed by strict guidelines set out in the Act respecting end-of-life care and the Criminal Code. ‘Definition provided by the Government of Quebec’

HIGHLIGHTS OF THE YEAR



PRODUCTION OF A CORPORATE VIDEO

Last September, the Residence produced a new promotional tool: a corporate video that highlights different aspects of the Residence including its interior and exterior as well as other specific characteristics while also providing a few statistics. Choosing video as the medium allows people to truly discover the radiance and serenity that emanates from our beautiful Residence and helps demystify palliative care as a result. To visit: scan the QR code



VICTORY AT THE SOUP FESTIVAL

On September 10, the Residence took home the Golden Ladle in the Organization category of the Soup Festival. Our wonderful smoked corn chowder warmed the hearts and taste buds of festivalgoers while also raising awareness of the Residence within the community.



RENOVATION OF THE RECEPTION AREA

The moment individuals first set foot in the Residence is indeed a very important step, which is precisely why it is so essential that the environment be as welcoming as possible. Last fall, the colours, lighting, layout and decor were revamped to help ensure that the Residence's friendly and serene atmosphere is felt from the moment patients and their families cross the threshold. Thank you to the Rigaud chapter of the Knights of Columbus for making this possible.



DEMYSTIFYING THE RESIDENCE AND ITS CARE

Part of the Residence's mission is to spread awareness of its existence and services, which it achieved by organizing conferences in seven seniors' residences in the Vaudreuil-Soulanges and Salaberry-de-Valleyfield area. These conferences provided a forum for discussion that made it possible to demystify palliative care and the free nature of its services.



CHANGE OF GUARD FOR THE POINSETTIA CAMPAIGN

After 12 years at the helm of the poinsettia campaign, Gilles Hébert and Marie Caron passed the torch to François Gaumont and Brigitte Bernier. With the support of Patrick Van Den Abeel and Florence Daneau, the campaign was once again a success and made it possible to bring the amount raised to date to over a million dollars.



COLLABORATION WITH THE CITIES OF THE VAUDREUIL-SOULANGES MRC

Last fall, the Residence had the privilege of attending a meeting of the Vaudreuil-Soulanges MRC to present its services. During this special meeting attended by all the mayors of the region, the Residence had two key objectives:

1. Obtain collaboration, public recognition and support from the MRC and cities from a financial perspective as well as their participation in our philanthropic events.
2. Obtain permission to use their communication networks to educate residents about the essential services we provide and how everyone can contribute, whether through volunteering, donations, or participating in our various fundraisers.

This collaboration has generated concrete results, and we would like to thank the MRC and the municipalities for their unwavering support.



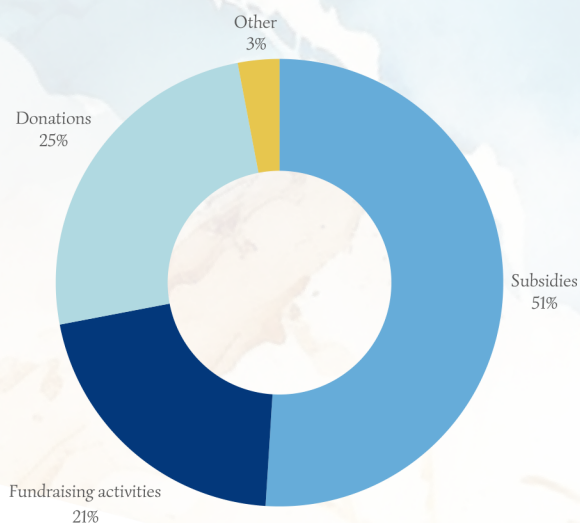
IMPLEMENTATION OF BILL 25

This Fall, the Residence proceeded with the implementation of Bill 25. This Québec law aims to protect personal information and ensure that it is processed in a secure manner that respects everyone's privacy. To comply with this law, the Residence has appointed a Privacy Officer and conducted a mass mailing to ensure consent to the collection, disclosure and exchange of personal information from all its partners and donors. More actions will be required in the coming year to ensure further compliance with the law.

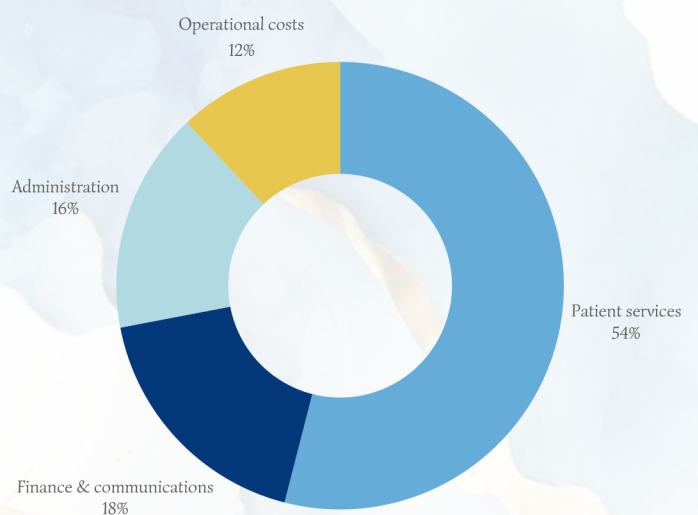
FINANCIAL RESULTS

Presentation of the sectoral source of revenues and expenses as percentage

REVENUES



EXPENSES



PROJECTS PLANNED FOR NEXT YEAR

PLANNED DONATION

With a view to diversifying its sources of income, the Residence set up a committee in 2024 whose mission is to develop a strategy for planned donations and ensure that the Residence is equipped to answer any questions that could arise. The key objective is to spread awareness of this type of donation and educate people on the different ways of setting it up. Promotional materials and a campaign will be developed and implemented over the next year.

REVAMPING OF BRAND IMAGE AND VISUAL IDENTITY

The Residence wishes to take advantage of the 20th edition of the Happening Gala and the 15th anniversary of its existence to update its visual identity. The objective in doing so is to better convey the values of the organization, adapt to new trends, create a more significant and recognizable image and better position itself on the market.

We ended last year by informing you that our branding and visual identity would be updated, and this has now been done. As a result, our new visual presentation is more closely aligned with our identity. An integral part of our messages, it makes our communications livelier and is indeed testament to our Residence's evolution.

ELECTRONIC HEALTH RECORDS

In the coming months, the Residence will proceed with the deployment of electronic health records (EHRs). The implementation of the program will make it possible to centralize clinical information in order to improve the quality and safety of clinical patient data, promote multidisciplinary work as well as ensure better interoperability and use of electronic references.



The background is a watercolor-style illustration. It features large, organic shapes in various shades of blue, ranging from light sky blue to deep navy blue. Interspersed among these blue shapes are thin, flowing lines and patches of gold or yellow, giving the overall composition a sense of movement and depth. The colors are soft and blended, typical of watercolor painting.

*Thank you to all our
donors and partners!*

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mspvs.com

