



# ANNUAL REPORT

**2016-2017**

Thank-you to all 4 Korner's Family Resource Center project sponsors, funders and partners of 2016-2017.



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## A WORD FROM THE PRESIDENT

The year of 2016-2017 was another amazing year at 4 Korner's Family Resource Center.

We have accomplished a lot while doing many things differently. Of course, these could not have been possible without "a little help from our friends", or as I referred to them earlier in the year, our champions. Thanks again to Carol Knight and the City of Deux-Montagnes. We would not have been able to do what we have done without your support. We are now settled in our new Head Office location and everything is running smoothly. A very special thank you to the staff of the City of Deux-Montagnes who continuously help us feel at home. They have exceeded our expectations. Their commitment allows us to maximize our efforts in ensuring services are available in English in our mandated territory with the strength of the partnerships we have formed. We are the go-to organization and I am proud of that accomplishment.

For a second year in a row, we held the Health, Justice and Social Services Caravan with John Abbott College and I am pleased to announce that there will be a third edition in 2017-2018. The Health, Justice and Social Services Caravan allows anyone to get a "snapshot" of their medical condition and receive healthy lifestyle tips to improve or sustain their well-being. If necessary, the students from John Abbott even advised to seek medical advice from their doctor. Just another great initiative 4 Korner's is doing.

This year we also chartered further into some areas of our territory. After firmly being established in the MRC of Argenteuil, Deux-Montagnes, Pays-d'en-Haut and des Laurentides, we have also grown partnerships in the MRC of Thérèse-de-Blainville, expanding our reach and learning more about the needs of the English-speaking communities there.

Some sad news to report is that this was Lisa Agombar's last year as Executive Director of the 4 Korner's. Lisa has decided to move on to different challenges and I would, personally and behalf of all 4 Korner's staff, Board, members and all of our partners, like to wish Lisa all the success and happiness in the world. Lisa leaves 4 Korner's in a better and stronger position than we were last year and I am grateful for all she has done. Our New Executive Director, Stephanie Helmer, will carry the momentum and bring 4 Korner's to the next step in its journey as an organization as she will bring her own personal style and skill set to the 4 Korner's allowing us to do things we did not do before. Stephanie's high energy and enthusiasm are already felt and I am equally excited by the future as I am by our past, and I know we are on the right path. I would like to thank all our volunteers, all the staff and the Board of Directors for their constant dedication and commitment to the 4 Korner's and its mission. Thank-you, thank-you, thank-you.

Peter Andreozzi



President, Board of Directors 4 Korner's Family Resource Center



## A WORD FROM THE EXECUTIVE DIRECTOR

It was an outstanding 2016-2017 year for the 4 Korner Family Resource Center. We delivered over 75 activities across the Laurentians, increasing our reach to remote and isolated communities. These activities covered health, social service, safety and legal topics. Staff, volunteers, community leaders, and partners played a vital role in supporting this year's initiatives by delivering information and resources for the English-Speaking Community. Thank you.


Our innumerable successes are highlighted by some of this year's special projects which include the Health Caravan. Touring the Laurentian communities, the Caravan visited three high schools this year, reaching over 500 youth in the region. High school students not only received some healthy advice themselves but also got to learn about valuable and meaningful career options in the health, justice and social services sectors. The Health Passport was circulated, and distributed to different points of services in the CISSS des Laurentides as a communication tool; it assisted in effectuating communication between "users" of services, as well as professionals. Furthermore, a team member was trained in the "Prevention of the Mistreatment of Seniors;" this team member has since commenced training within the community. These are but some of the accomplishments 4 Korner has achieved for the 2016-2017 year.

We appreciate the recognition to fulfill the need for English-speaking communities to have access to tools, resources, and vital pieces of information; this has been achieved through ongoing funding and special initiatives. The continuous reach to communities would not have been obtained without the contribution of our funders.

Since 2014 I have had the opportunity to meet new people, build relationships, and collaborate on projects with the purpose of carrying out the 4 Korner mission. This opportunity has allowed me to develop a greater understanding of the Laurentians. Each community is unique, with its own needs, strengths, and resources.

I would like to take this opportunity to thank the Board of Directors and express my gratitude to the president, Mr. Peter Andreozzi. His ongoing support and dedication to the organization is greatly appreciated. We present to you our year end summary report with pride.

Kind regards,



Lisa Agombar

Executive Director



## Mission

In the spirit of respect, support and empowerment, the 4 Korner Family Resource Center is a non-profit community organization dedicated to assisting youth, adults, seniors and their families in the Laurentian region in accessing health and social services, information and resources in English.

## Values

We believe that it is important for people who share a common language to have an accessible, affordable and comfortable place to meet, to build social support networks, exchange information and develop projects and programs for itself.

We believe in our right to receive health and social services in English

We believe that each person contributes to his/her own health and well-being and to that of the community.

We believe that each voice is valuable within an organization, a system or a community and therefore a strong sense of belonging and responsibility should be encouraged.

We believe that there is strength in collaboration, partnerships and networks.

We believe that healthy families are the building blocks of a healthy community.

## Objectives

To promote mental and physical health by delivering programs and services to individuals marginalized by factors such as; isolation, language and other risk factors.

To provide early stimulation programs for pre-school children.

To offer programs to prevent isolation, frailty and other conditions associated with aging.

## GOVERNANCE

The Board of Directors of the 4 Korner Family Resource Center governs the organization and oversees its strategic direction. The members of the board ensure that the mission and values are respected. In 2016/2017, the board met 7 times, carried 27 resolutions and devoted at least 200 hours of their time. All Board members are community members.



Peter Andreozzi  
President  
MRC Deux-Montagnes



Julie Piette  
Vice-President  
MRC Deux-Montagnes



Salinda Hess  
MRC Deux-Montagnes



Gertrude Dore  
Volunteer Coordinator  
MRC Deux-Montagnes



Linda Draycott  
MRC Deux-Montagnes



Christina Kassab  
MRC Deux-Montagnes



Joanne Bradley  
MRC Deux-Montagnes

## THE TEAM

The 4 Korner Family Resource Center team who work out of Deux-Montagnes, Lachute and Sainte-Agathe offices help you find the appropriate resources. The team has worked over 9550 hours throughout the Laurentian Region.

NAME	TITLE	PROJECT/GRANT
Amanda Fougere	Executive Assistant	CHSSN, McGill, General Operations*
Caitlin Sigouin	Specialized Educator	L'Appui, CHSSN
Lucie DeVido	Receptionist	General Operations*
Harry Bleeker	Custodian	General Operations*
Kim Nymark	Communications Director	CHSSN, Avenir d'enfants
Laura Young	Coordinator	Kids, Let's Talk/Avenir d'enfants
Joanne Lamarre	Coordinator	Kids, Let's Talk/Avenir d'enfants
Stephanie Helmer	Project Manager	CHSSN, McGill, General Operations*
Joyce Piette	Bookkeeper	general operations*
Mona Helal	Coordinator/Animator	What's for Dinner/Avenir d'enfants
Lyne Girard	Accountant	General Operations*
Melanie Wilson	Specialized Educator	CHSSN, L'Appui, Avenir d'enfants
Lisa Agombar	Executive Director	CHSSN, McGill, Avenir d'enfants, General Operations*

\*The general operations funds include the Agence de la santé et des services sociaux; PSOC (programme de soutien aux organismes communautaire), FRASLA (fonds régional à l'accès aux services en langues anglaises), CENTRAIDE, Éducaloi and donations from other sources that are not project specific.





## PROGRAMS AND SERVICES

### INFORMATION and RESOURCES

The main role of the staff at the 4 Korner's Family Resource Center is to provide information and guidance in navigating health and social services in the Laurentians in English.

Health information is provided through distribution of printed materials and reference to the 4 Korner's online database. Referrals are also made to health and social service establishments or fellow community organizations which are able to provide services in English.

4 Korner's Family Resource Center holds Information sessions, programs and activities regularly for the public that contribute to health and well-being.

Members can access these services by phone, email or in-person at one of the three office locations in the Laurentians.

In 2016-2017 there were over 1850 emails, phone calls and walk-ins by individuals inquiring about services in the Laurentians.



## BREAKING ISOLATION - number of interventions at a glance

The charts give an overview on the number of activities/actions made possible through the various programs, projects and activities offered by 4 Korner's in 2016-2017.

More than 11 000 people were reached through our activities.

Many of these numbers represent people who use our services time and again and have come to rely on us.

29% of intakes represent over 1850 incoming requests and referrals. Each intake is directly followed-up by one of the 4 Korner's' team member.

In 2016-2017, 82 members renewed their membership.



### THANK-YOU, VOLUNTEERS!

These activities and programs could not have been achieved without all the 4 Korner's volunteers and the minimum of 1000 hours that they contributed.

## SUPPORTING CAREGIVERS ACROSS 3 MRCs in the LAURENTIANS

Caregiver Workshops & support Groups	Caregivers have tools for the health of both themselves and the person they are caring for.	53 individuals
Caregiver Individual Support	For improved mental health.	31 caregivers.



*Rocks painted at a caregiver support group.*

## NETWORKING IN THE LAURENTIANS

4 Korner's Family Resource Center, through a grant from the CHSSN (Community Health and Social Services Network) and Health Canada, sponsors a network called the Laurentian English Services Advisory Network (LESAN).

LESAN is a network of English-speaking people and their organizations and associations that has as its mission to improve access to services and, in particular, health and social services in their language. It enables the English-speaking community to establish common goals and to be in a position to speak with one voice to promote improved services in English.

LESAN members are primarily volunteers and representatives of local and regional community organizations and institutions. Members of the LESAN committees sit at various round tables throughout the region to communicate the needs of the English-speaking population and to bring information to the English-speaking community.

In 2015, a Communication Committee was formed. This allowed for an improved flow of information, support and solidarity between the LESAN working groups. The Committee's communication kit is available on the 4 Korner's website to reach individuals, organizations and institutions.



REGION	English Speakers		French Speakers		TOTAL
	#	%	#	%	
Argenteuil	5 540	17.5	26 155	82.5	31 710
Deux-Montagnes	7 890	7.2	101 795	92.7	109 870
Pays-d'en-Haut	4 215	10.6	35 710	89.4	39 945
Thérèse-de-Blainville	10 770	7.1	140 720	92.2	152 645
des Laurentides	3 390	7.6	41 313	92.2	44 790
Antoine-Labelle	590	1.7	33 965	98.3	34 560
Rivière-du-Nord/Mirabel	3 665	2.6	137 428	97.3	141 295
TOTAL	36 055	6.5	517 085	93.2	554 825

Source: J Pocock Research Consulting, based on data from the 2011 Census of Canada. Language concept is First Official Language Spoken with dual responses assigned equally.



## At the Head Office in Deux-Montagnes

4 Korner continues to offer activities at our new location at the Deux-Montagnes Community Center. There were approximately 40 events during the 2016-2017 year in Deux-Montagnes involving 4 Korner.

Activity	Impact on health	Number of interventions
Yoga - for seniors	Reduces isolation, improves physical and mental health.	13 registrations, 141 sessions (3 per week)
Tai Chi	Reduces isolation, improves physical and mental health.	5 registrations, 27 sessions (1 per week)
Scrapbooking	Reduces isolation, improves physical and mental health.	8 participants, 34 sessions (1 per week)
Reassurance Calls	Provides support for seniors living alone, prevention or early intervention Improves mental health.	Total 1217 calls made to 9 participants.
Éducaloi - Let'sTalk Law in the Laurentians Legal information training and sessions for the public.	Increased knowledge on how to access legal resources and legal careers in English.	2 staff training sessions and Educaloi information disseminated at all 4 Korner events. Hundreds of citizens reached.



Peter Andreozzi, President and Lisa Agombar, Executive Director getting their blood pressure measured at the Health, Justice & Social Services Caravan in Deux-Montagnes.

## AT THE HEAD OFFICE IN DEUX-MONTAGNES

Activity	Impact on health	Results of outreach
What's for Dinner?	Parents receive tools and knowledge to make healthy lifestyle choices.	32 workshops, 5 participants.
Stand-Up!	Delivers tools to seniors in physical exercises that increase strength and balance.	1 12-week session, 16 participants
iPad Course for seniors	To maintain seniors cognitive vitality, learn a tool for information seeking and break isolation in English-speaking communities.	1 4-week session, 4 participants
Round tables	Improves access to health and social services in English through partnerships.	5 local tables, 28 meetings. 3 regional tables, 8 meetings.
Coordinate and facilitate LESAN Deux-Montagnes	Member partners work together to improve health and social services in English.	6 meetings with 6 active partners.
CHEP video conferences	Deliver health information sessions in English to promote management of health and seek information.	4 sessions, 30 participants.
Other health information sessions	Ongoing health information session to reach especially vulnerable and isolated English-speaking members of the communities.	10-12 information sessions on various topics. Over 100 people attended.
Senior Abuse Training	Increase awareness to prevent senior mistreatment in English-speaking communities.	1 team member trained in English.
McGill Retention - career information kiosks and health caravan kiosks.	Students received information on the need for bilingual professionals in health and social services in the Laurentians.	4 students were directly hired as a result of this program. 2 kiosks with information available to students on careers on the Laurentians.
Volunteer dinner	Volunteers were recognized and celebrated as active community members.	17 volunteers



Kathleen and Curtis. Two of many of 4 Korner's amazing volunteers!



## Satellite Office in Lachute

Activity	Impact on health	Result of outreach
Senior's Wellness - Lunch & learns	A successful initiative reducing isolation and communicating knowledge and tools via health information sessions.	10 Lunch and Learn sessions, in 2 communities, 148 participants.
iPad Course for seniors	To maintain seniors cognitive vitality learn a tool for information seeking and break isolation in English-speaking communities.	2 4-week sessions, 8 participants.
CHEP Video conferences	Deliver health information sessions in English to promote management of health and seek information.	8 sessions delivered, 95 participants.
McGill Retention - career information kiosks and health caravan kiosks.	Students received information on the need for bi-lingual professionals in health and social services in the Laurentians. Bringing in better services to the English-speaking population.	5 kiosks with information available to students on careers on the Laurentians.
Coordinate LESAN Argenteuil	Member partners work together to improve health and social services in English .	5 meetings, 7-8 active partners.
Éducaloi: Let'sTalk Law in the Laurentians. Legal information training and sessions for the public.	Increased knowledge on how to access legal resources and legal careers in English.	Éducaloi teacher training session at Laurentian High School. Resource letters sent to educational institutions. Notary participation at a legal issue Lunch and Learn session.
Round tables	Improves access to health and social services in English through partnerships.	4 tables, 21 meetings

## Satellite Office in Sainte-Agathe-des-Monts

Activity	Impact on health	Result of outreach
Coordinate and facilitate the English Communities Committee.	Improved access to health and social services in English.	3 meetings. Approximately 6 partners.
Coordinate and facilitate the LESAN Pays-d'en-Haut	Improved access to health and social services in English through strengthened partnerships.	6 meetings. 6-8 active partners.
Coordinate and facilitate LESAN communication committee	LESAN networks exchange information and provide a medium to disseminate resources in English to reach a greater population.	5 meetings . 4 partners. 1 regional meeting with 30 participants.
Present and disseminate Educaloï's resources to teachers and students via schools and the Health Caravan.	Increased knowledge on how to access legal resources and legal careers in English.	1 educational institution and 3 communities including students, seniors and general population.
Participant at round tables	Improves access to health and social services in English through partnerships.	MRC Pays-d'en-Haut - 6 tables . 25 meetings. MRC des Laurentides - a total of 5 tables/committees. 33 meetings.
Coordinate Kid's, Let's Talk program	Parents have the tools to support their child's development. (age 0-5)	2 8-week sessions for parents and their children. 20 parents or grand-parents with 17 children.
Coordinate reading program .	Breaking isolation, increasing literacy skills and an inter-generational project connecting children with seniors.	2 8-week sessions. 5 and 8 volunteers respectively.



## In the MRC Thérèse-de-Blainville

Activity	Impact on health	Results of outreach
Information sessions for caregivers and seniors.	Seniors and caregivers receive information in English on services from 4 Korner's or health information topics.	4 information sessions offered within the community for caregivers and seniors on various topics.
Round tables	Improves access to health and social services in English through partnerships.	3 tables, 8 meetings



### Caregivers Workshop



*Caregiving is universal.*

‘There are only four kinds of people in the world:  
 those who have been caregivers,  
 those who are currently caregivers,  
 those who will be caregivers,  
 and those who will need caregivers.’  
 -Rosalyn Carter

For more information or to find out when a workshop will be starting, contact 4 Korner's Family Resource Center at 450-974-3940 or email [info@4kornerscenter.org](mailto:info@4kornerscenter.org)









## Health, Justice and Social Services Caravan

The mission of 4 Korner's is to improve access to services in English throughout the Laurentians. Though there are currently only three physical locations, there are events held in many towns or municipalities.

The Health, Justice and Social Services Caravan in collaboration with John Abbott College took services to 5 towns in 4 MRCs in 2016-2017. Over 500 high school students were exposed to possible career paths in the sectors represented. The students also gained knowledge interacting with the John Abbott students.

The communities were also welcome to drop in and have various basic health tests, some of which are not regularly given at a general check-up.

**Health Caravan**  
Health, Justice & Social Services Caravan

Recevez des renseignements, des évaluations et des services de nos étudiants diplômés de la filière John Abbott College Technical Programs:

- Le 16 MARS (Mardi) 10h-12h** - Services de santé dentaire et orthodontie.
- Le 17 MARS (Mercredi) 10h-12h** - Services de santé dentaire et orthodontie.
- Le 18 MARS (Jeudi) 10h-12h** - Services de santé dentaire et orthodontie.
- Le 19 MARS (Vendredi) 10h-12h** - Services de santé dentaire et orthodontie.
- Le 20 MARS (Samedi) 10h-12h** - Services de santé dentaire et orthodontie.

**2017**

<b>16 MARS</b> Mardi 10h-12h	<b>17 MARS</b> Mercredi 10h-12h	<b>18 MARS</b> Jeudi 10h-12h	<b>19 MARS</b> Vendredi 10h-12h	<b>20 MARS</b> Samedi 10h-12h
<b>Services de santé dentaire et orthodontie</b>	<b>Services de santé dentaire et orthodontie</b>	<b>Services de santé dentaire et orthodontie</b>	<b>Services de santé dentaire et orthodontie</b>	<b>Services de santé dentaire et orthodontie</b>

Logos: McGill, 4 Korner's, JOHN ABBOTT COLLEGE



## REACHING THE COMMUNITIES OF THE LAURENTIANS

As a regional organization, our mission is to reach all communities of the Laurentians to ensure improved access to health and social services, information and activities in English. Although there are currently only 3 offices in the region, inquiries come from all parts of the Laurentians and partnerships and activities occur in many different communities in the 5 MRC. Deux-Montagnes, Thérèse-de-Blainville, Argenteuil, Pays-d'en-Haut and des Laurentides.



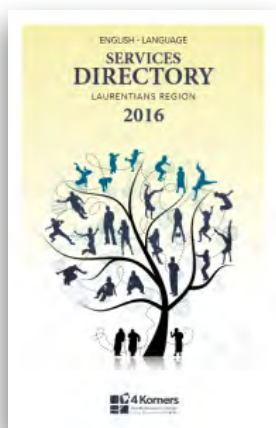
Monthly newsletter that began in September 2015 has grown from 414 to 468 subscribers in 2016-2017.



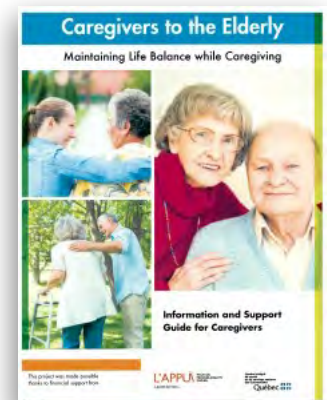
Playing cards that have health and social service resource information were designed, printed and began being distributed in March 2017. 150 decks disseminated to date.



The health Passport is available as an app to download online or as a paper booklet. 4 Korners disseminated 2842 copies in 2016-2017.



Resource directory booklets are available at all our offices, kiosks and information sessions. The resources are also listed on our website. Over 500 directories were distributed in 2016-2017.



The Caregivers guide was a translation project from 2015-2016. 28 of the 30 paper copies left were sold. It is available to download for free on our website.

## A SAMPLE OF SOME OF OUR SPECIAL PROJECTS



Translation project of outreach material and training material for the Women's shelter, La Citad'elle in the MRC Argenteuil.



Translation project of a free play activity for children in the MRC Deux-Montagnes.



4 Korner's held a garage sale in conjunction with the move to the new head office location.



A new location for our Head Office entailed a big move in the summer of 2016!

75 partners celebrated with us at our new location.

Agapé Deux-Montagnes  
 Alzheimers Society of the Laurentians  
 Arundel Elementary School  
 Avenir d'enfants  
 Avoca Community Centre  
 C.E.S.A.M.E.  
 Cal-en-Bourg 0-5  
 Catholic Women's League of Canada  
 CENTRAIDE Laurentides  
 Centre d'Action bénévole solidarité  
 Argenteuil  
 Centre d'entraide Racine-Lavoie  
 Centre intégré de santé et des services  
 sociaux des Laurentides  
 City of Blainville  
 City of Deux-Montagnes  
 City of Lachute  
 City of Morin Heights  
 City of Rosemère  
 City of Sainte-Eustache  
 City of Mont-Tremblant  
 Comité d'abus Deux-Montagnes  
 Comité des proches aidants Argenteuil  
 Comité des proches aidants  
 Deux-Montagnes  
 Comité des proches aidants Thérèse De  
 Blainville  
 Community Connections  
 Community Health and Social Services  
 Network  
 Community Learning Center Lachute  
 Community Learning Center St-Agathe  
 Coop Bon-Ménage  
 Coop Coup de Pouce Argenteuil  
 Dépannage St-Agapit  
 Deux-Montagnes Lions Club  
 Deux-Montagnes regional police  
 department  
 Éducaloi  
 English Communities Committee  
 Équité Santé Basses-Laurentides  
 Fonds communautaire d'accès au  
 micro-crédit  
 Fondation Médicale Pays-d'en-Haut – des  
 Sommets  
 Fonds d'Emprunts des Laurentides  
 Harrington Golden Age Center  
 Health Canada  
 Health Center Partnership Committee  
 John Abbott College  
 Kanesatake Health Center  
 L'APPUI des Laurentides  
 La Citad'elle Lachute  
 Lake of Two Mountains High School  
 Laurentian Club of Canada  
 Laurentian Elementary School  
 Laurentian Literacy Center  
 Laurentian Regional High School  
 Le Carrefour Peri-naissance et familiales  
 Les artisans de l'aide  
 Les petits frères  
 LESAN Argenteuil  
 LESAN Deux-Montagnes  
 LESAN Pays-d'en-Haut  
 Mainstreet Newspaper  
 Maison de la Famille Argenteuil  
 Maison de la Famille du Nord  
 Maison des jeunes Deux-Montagnes  
 Maison du Citoyen Deux-Montagnes  
 Maltraitance committee  
 Margaret Rodger Memorial Presbyterian  
 Church  
 McGill University  
 Morin-Heights Elementary School  
 Morin-Heights St-Eugene's Church  
 Mountainview Elementary School  
 Municipality of Grenville-sur-la-rouge  
 Municipality of Harrington  
 PANDA BLSO  
 Petite Maison Pointe-Calumet  
 PRISME Lutte contre la dépendance  
 Portail Lac2M  
 Quebec Community Groups Network  
 Québec en Forme Argenteuil  
 Sainte-Agathe Academy  
 Seniors Action Québec  
 Sur les ailes des artisans  
 Service Canada

Sir Wilfred Laurier School Board  
Sphere Quebec  
Sûreté du Québec  
Table Consultation Régional Aînés  
Laurentides  
Table 0-6 Pays-d'en-Haut  
Table 3e âge Deux-Montagnes  
Table 3e âge St. Thérèse-de-Blainville  
Table de concertation de Rosemère  
Table jeunesse 6-12 Deux-Montagnes  
Table de jeunesse des Sommets  
Tandem 0-6 Deux-Montagnes  
Ville de Brownsburg-Chatham  
Ville de Sainte-Agathe-des-Monts



**Thank you from the staff and Board of Directors for all your support!**



**Satellite Office**

50, rue Corbeil  
Sainte-Agathe-des-Monts, QC  
J8C 1X2

Opening hours  
Tuesdays  
9:00 a.m. - 3:00 p.m.  
(and upon special request)

**Head Office**

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J7R 4W6

Opening hours  
Monday to Friday  
8:30 a.m. - 3:30 p.m.

**Satellite Office**

508, rue Principale  
Lachute, QC  
J8H 1Y3

Opening hours  
Tuesdays  
9:00 a.m. - 3:00 p.m.  
(and upon special request)

