



IN THIS YEAR'S ANNUAL REPORT:

TABLE OF CONTENTS

GOVERNANCE.....	3
2011-2012 BOARD OF DIRECTORS	3
FULL-TIME STAFF	3
SPECIAL TASKS STAFF	3
PRESIDENT'S REPORT.....	4
EXECUTIVE DIRECTOR'S REPORT	5
MISSION STATEMENT.....	6
VALUES.....	6
OBJECTIVES	6
VOLUNTEERS.....	7
PROGRAMS.....	8
PROGRAMS AND SERVICES FOR ALL AGES.....	8
FOR ADULTS OF ALL AGES	9
GENDER SPECIFIC PROGRAMS.....	10
PROGRAMS FOR YOUNG FAMILIES	10
PROGRAMS FOR STUDENTS	11
PROGRAMS FOR SENIORS	11
PROGRAM FREQUENCY AND PARTICIPATION	12
PROGRAMS AND PARTNERSHIPS	13
PROJECTS.....	15
HEALTH PREVENTION AND PROMOTION (HPP): IMPROVING THE MENTAL HEALTH OF OUR YOUTH	15
MCGILL: LAURENTIAN REGIONAL INTERNSHIP PLACEMENT SYSTEM	15
NETWORKING AND PARTNERSHIP INITIATIVE: HELPING OURSELVES YEAR 3.....	15
STATEMENT OF OPERATIONS AND CHANGES IN NET ASSETS FOR THE YEAR ENDED MARCH 31, 2012	16
SPONSORS, SUPPORTERS AND PARTNERS 2011-2012	17

GOVERNANCE

2011-2012 Board of Directors

Peter Andreozzi, President
Private sector



Carol Knight, Vice-President
Volunteer and member



Darlene Goyetche, Treasurer
Member



Sarah Leboeuf, Secretary
Youth member



Tim Foreman, Director
CLC Partner/Lachute



Linda Draycott, Director
Deux-Montagnes representative



Laura Young, Director
Laurentians representative



Gertrude Dore, Director
Retired professional



Joanne Gagné, Director
Professional sector



Full-time Staff

Josée Delaney, Administrative Assistant
Rola Helou, Executive Director
Sylvia Schatrowski, Program Manager

Special Tasks Staff

Anne Baudouin, FUN FRIENDS Project
Cecile Bouchard, Daycare Project
Edith Ury, CHEP Project
Joanne Gagné, Caregivers Project
Laura Young, FUN FRIENDS Project
Lisa Agombar, Caregivers Project

Lyne Girard, Accounting
Sarah Young, Custodian
Shane Corrigan, Past Executive Director
Shannon Landry, What's for Dinner Project
Stephanie Soutière, Summer Project

PRESIDENT'S REPORT

In my last President's statement I used the word Transitional to best describe last year, I am happy to say that this year's word is Momentum.

We have, and continue to build a strong momentum allowing the 4 Kornerers to grow as an impressive and effective point of service for all people in our mandated region to use as a reference when seeking assistance in English Language Services.

In this past year we have moved forward, bringing the 4 Kornerers to newer and exciting levels as the English-speaking leader in encouraging mental and physical health by promoting access to health and social services in the English language for the Laurentian communities.

Locally, again this year, we continue to offer, at the 4 Kornerers, access to our excellent programs at a little or no cost to members. Although these programs are outstanding, in the new year we will be looking at ways to synergize the efforts of the local community organizations to continue to offer the great programs to the citizens of Deux-Montagnes while promoting the English language services to all.

We have made some renovations to our facility this year to help us better service the community. We added an air conditioning unit, better ventilation for air circulation. These renovations will help us continue to utilize our facility in the hot days of summer.

I would like to take this opportunity to thank the long serving Board of Directors members who have served their mandate year after year as well as all staff at the 4 Kornerers, Rola Helou, Sylvia Schatrowski, and Josée Delany, for their dedication over this past year. Also, I would like to thank all the Special Task Staff for the efforts that ensure the 4 Kornerers is able to provide the best services to our clientele. Finally, I huge thank you to all of our volunteers. Without the help, dedication and determination of our volunteers the 4 Kornerers would not be able to exist in its current form.

Our Executive Director, Rola Helou, continues to bring the 4 Kornerers into the spotlight. Using every resource available, Rola is building strong relationships with our partners in the Laurentian Communities. This is the true essence of the 4 Kornerers mandate and we are making great strides in working together to find solutions that make sense for the rather large territory we are mandated to cover.

In 2013, we will be focusing on clearly defining our vision on how we will be moving forward in our mandated territory. As we continue to develop and grow as an organization, we are gaining excellent momentum, which will propel the 4 Kornerers to the next level in ensuring English languages services to all those who need it.

As for next year's word, with the excellent momentum we have, I have no doubt that it will be outstanding or even exceptional, but we will see next year!

Sincerely,

Peter Andreozzi
President, 4 Kornerers Family Resource Center



EXECUTIVE DIRECTOR'S REPORT



Allow me to begin, this, my first report as the Executive Director of 4 Korner, by singing the praises of this extraordinary organization that has served the community since 2005. The 4 Korner has proven itself to be a cornerstone of the community. 4 Korner provides services for people of all ages and seeks to improve the physical and mental health of the English-speaking communities of the Laurentians. The information and resources available in English are unparalleled in our region. Programs are developed based on the needs of the people and are offered by the people themselves. The team of volunteers that works to improve the organization is a testament to how loved and appreciated 4 Korner Family Resource Center is. It is truly a privilege, a pleasure and an honour to be a part of such an important and valued organization.

2011-2012 was filled with a mix of the old and the new. Several of the successful programs offered to the community continued. Thirteen programs were offered by 4 Korner at our center on Oka road, including, as you will read further, Yoga, What's for Dinner, Oh Cébo, Scrapbooking and other familiar favorites. In addition, there were new twists on some old favorites. For example, the Senior Men continued to meet, but they acquired some cooking skills to go with their conversations.

There were some familiar programs offered by some of our partners at 4 Korner such as the Reading Detectives and TOPS. Many of our partners like TOPS, PANDA BLSO, Belly dancing, Tai Chi and Zumba generously contribute to the ongoing functioning of the center by donating a small amount of money for rent. Our partners offered a total of five programs at 4 Korner.

Several new programs were introduced in 2011-2012. One new program introduced this year was offered both at 4 Korner and abroad – all the way in Dalesville in the Argenteuil area. This new program benefited English-speaking caregivers by providing them with information and support to benefit them in their role.

Another new program that we were proud to offer in four schools in the Laurentians was the FUN FRIENDS program. The World Health Organization recognizes this program as an anxiety prevention tool. We had the privilege of bringing it into the Laurentians, in English. This program was offered directly in the school. In total, there were seven programs offered by 4 Korner, but outside of our main center, and we collaborated on another four.

This is an impressive total and it does not include the information and referral services that were offered on a daily basis, nor does it include the networking project, better known as LESAN. So, it is clear now why I feel so privileged to be part of this extraordinary organization. The future of English services looks bright with a beacon like 4 Korner leading the way.

I look forward to serving you in 2012-2013 as we continue to offer beneficial programs and services, and as we continue to collaborate with our partners throughout the Laurentians.

Respectfully,



MISSION STATEMENT

In the spirit of respect, support and empowerment the 4 Korner's Family Resource Center is a non-profit community organization dedicated to assisting youth, adults, seniors and their families in the Laurentian region to access information, resources and services 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 operate a drop-in-daycare (Halte Garderie).

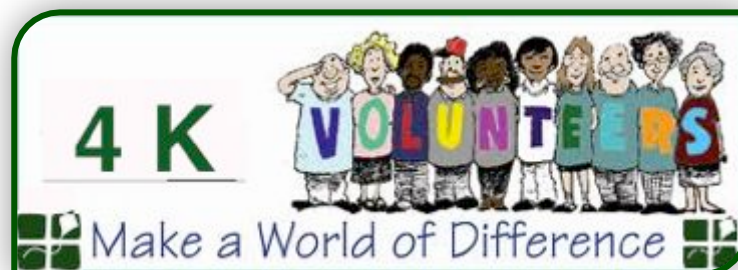
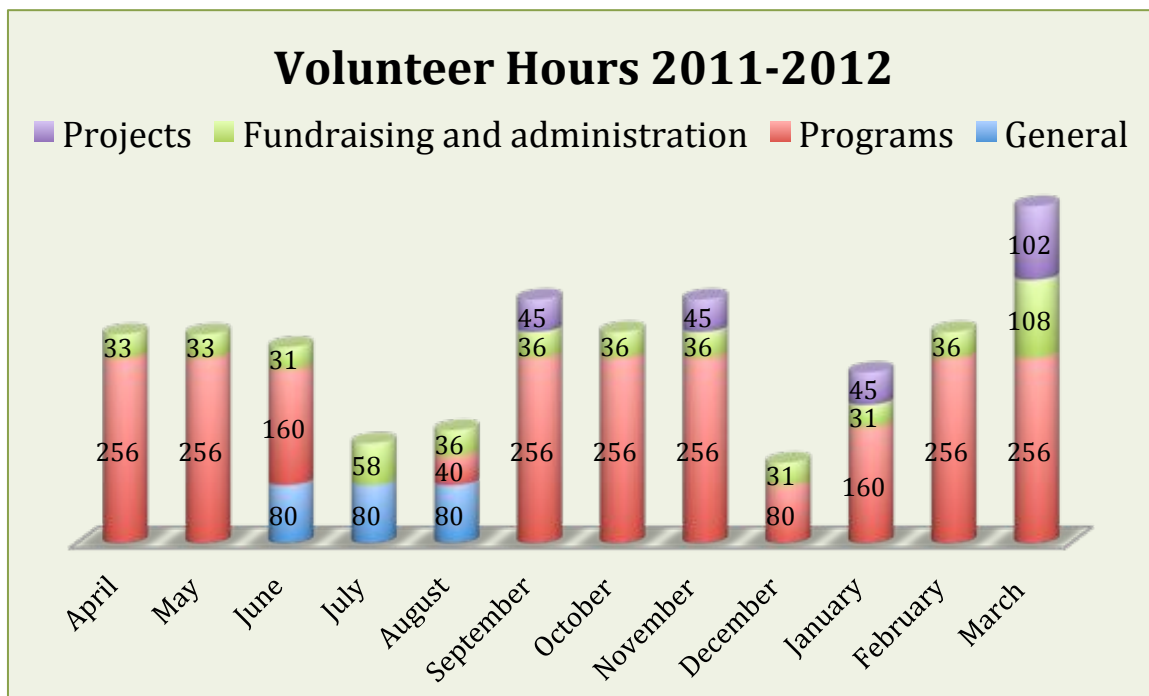
To offer programs to prevent isolation, frailty and other conditions associated with aging.



VOLUNTEERS

Volunteers are the backbone of 4 Korner. Without the generous contribution of almost 70 people in the Laurentian community, many of the programs could not be offered. We, the Board of Directors, the Staff and the Participants, are thankful for these outstanding individuals, and we are honoured that they are part of our team.

The following table shows the breakdown of volunteer hours, which total more than 3000. The table includes the contribution of the members of the Board of Directors, but excludes the numerous extra hours generously given by paid staff who go above and beyond their usual 35 hour-week.



PROGRAMS

PROGRAMS AND SERVICES FOR ALL AGES

Information and Referrals

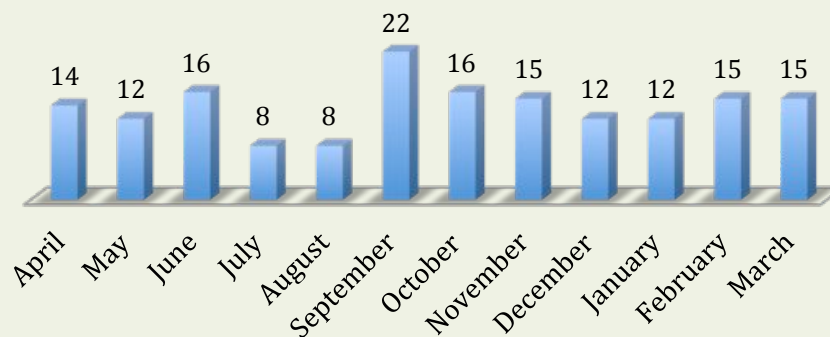
4 Korner is dedicated to assisting people of all ages to access information, resources and services in English. We are proud to be able to provide referrals and specific information to our members. Our collection of English language pamphlets describing the various programs and services available in the region is constantly growing. Our knowledgeable staff can help find information and make a referral to an appropriate service. In addition, we are constantly updating our online health and social services directory, which includes a comprehensive list of services available in English in the Laurentians.

Intakes and Accompanying

Each year, over one hundred and fifty individuals come, or are referred, to 4 Korner in search of comfort, support or services in English. A member of the staff will listen to the individual's concerns and needs and will make a referral to either an in-house service or to one of the other resources available in English in the Laurentians. In some cases, individuals are accompanied in their search for resources and services.



Information and Referral Requests 2011-2012



Oh, Cébo! Painting

Once a week, people of all ages and skill levels gathered to express themselves through painting. Cécile Bouchard, a professional interior designer and artist, animated this fun course that also served to break isolation and served as respite for caregivers.

Counselling and Support

Last year volunteer therapist Joanne Gagné supported individuals in the region by providing one-on-one and small group therapy.

5/30 Challenge

4 Korner challenged the community of Deux-Montagnes to join in for a daily 30-minute walk along Oka road. The response was encouraging. An average of 6 participants joined the daily walk for the duration of the challenge. Participants were also reminded to consume 5 fruits and vegetables daily.

FOR ADULTS OF ALL AGES

Scrapbooking with Carol

This program was designed to provide participants with another medium for self-expression, while improving fine motor skills and memory skills. Once a week, Carol Knight walked participants through the fun, creative world of scrapbooking while they exercised their memories and shared their stories.

Workshops for Caregivers

Through a new grant from *l'Appui des Laurentides* and the generosity of the CSSS d'Argenteuil, 4 Korner was able to offer workshops for caregivers both in the MRC Deux-Montagnes and the MRC Argenteuil. These workshops aimed to provide caregivers with the tools to care for themselves and prevent burnout.

Balcon Vert

Through a grant from the City of Deux-Montagnes, 4 Korner was able to offer the Balcon Vert program for a third year in a row. The purpose of this program was to provide individuals living in the area with the means to grow their own produce. A team of volunteers prepared and delivered the plants around the MRC Deux-Montagnes area. In addition to learning about gardening and having fresh produce, the individuals shared their experiences with other participants, thereby countering the effects of isolation.



GENDER SPECIFIC PROGRAMS

Women's Information Sessions

4 Korner, in collaboration with Women's Time Out, launched a new series of information sessions for women. This past year, a variety of health related issues were addressed including mental health, medication, Parkinson's and wills and mandates.

Senior Men's Program

The men came together once a week to discuss any topic that was of interest to them. This helped break the isolation faced by many of these men. This year, through a grant from the *Agence de la santé et des services sociaux des Laurentides*, 4 Korner was able to provide cooking lessons for the latter part of 2011-2012.

PROGRAMS FOR YOUNG FAMILIES

Chatterbox

Parents of preschoolers came together once weekly to engage in conversation, share information about the trials, tribulations and rewards associated with parenting a preschooler, and other family issues. Free childcare was available through the *Regroupement TANDEM*, through a grant from *Avenir d'enfants*.

What's for Dinner?

Once a week, parents of preschoolers met to learn about preparing a healthy meal for their families. This program, sponsored by the *Regroupement TANDEM*, through a grant from *Avenir d'enfants*, and animated by Shannon Moss, provided parents with information on how to choose healthy meals and how to fit meal preparation into an already busy day. Free childcare was available.

Growing with your Child

This pilot program aimed to provide children with school readiness skills. The parents had an opportunity to observe how these skills can be developed. They were also able to benefit from the wisdom and experience of Sylvia Schatrowski who answered their questions and addressed their concerns. This was made possible through a grant from *Avenir d'enfants*.

Daycare Services

Monday mornings, parents had the opportunity to drop off their children at 4 Korner. Educators provided a fun and educational atmosphere while parents took care of other business.



PROGRAMS FOR STUDENTS

Brainwaves Tutoring

Once a week, Heather Tremblay and a group of volunteer teachers offered support to elementary school and high school students who wanted extra assistance with schoolwork.

PROGRAMS FOR SENIORS

Reassurance Calls

Our dedicated volunteers continued the 4 Korner tradition of offering a daily, weekly or monthly reassurance call to seniors who wished to remain independent by staying in their homes.

Yoga – For the Rest of Us

Nel McChristie, one of our dedicated volunteers, combined basic yoga positions and proper breathing techniques in this yoga course designed for seniors. This course was offered three times each week over the course of the year.

Foot Clinic

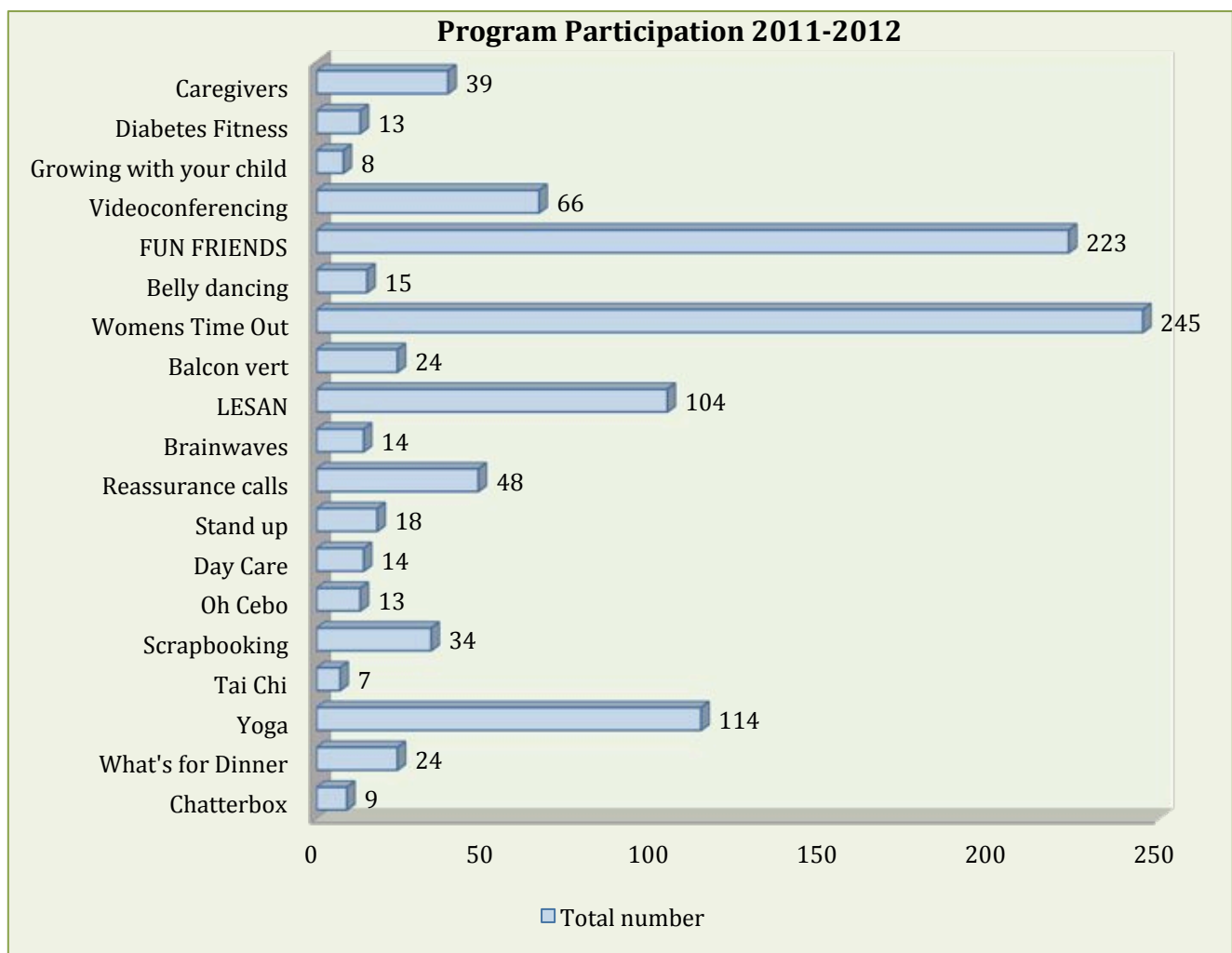
Sandra Capagreco and Mary Lessard visited seniors in their homes to help prevent health problems such as infections and diabetes-related complications by providing foot care. This service was available by appointment only.



PROGRAM FREQUENCY AND PARTICIPATION

Programs at 4 Korners begin in the fall, last for 10 weeks and end before the Christmas holidays. Registration for the winter session begins in January. The winter session lasts another 10 weeks and ends just before the end of March. Program registration for the spring begins in April. The spring session lasts for another 10 weeks. Only the truly dedicated continue programs throughout the summer. Normally, the center was too hot to provide a comfortable atmosphere for programs. However, a grant from the *Agence de la santé et des services sociaux des Laurentides*, a contribution from the City of Deux-Montagnes as well as two fundraisers: Hot Dog Sales and the *Improv Night* allowed us to purchase and install a new air conditioning unit. This will allow 4 Korners to offer programs year round in 2012-2013.

The graph below shows the distribution of members who participated in the various programs offered through 4 Korners over the course of the year. A total of over 350 individual activities were offered and over 510 individuals were served.



PROGRAMS AND PARTNERSHIPS

Stand-Up Program

This program is offered in French at the local CSSS. In 2011-2012, it was offered by a bilingual intervener from the CSSS, in English, to a group of seniors looking for strategies to improve their posture and prevent falls. The results were impressive.



PANDA BLSO

PANDA BLSO offered four programs at 4 Korner in 2011-2012: the Reading Detectives Program, for juniors and for seniors, a Parenting Skills Group, and monthly Information Conferences. The PANDA BLSO group contributed to the ongoing functioning of the Center.

TOPS

TOPS is a weight loss support group for males and females of all ages. TOPS met once a week at 4 Korner. The TOPS program contributed to the ongoing functioning of the Center.



Belly Dancing

This program was designed for individuals who sought to have fun, while improving their health through the ancient art and moves of belly dancing. This program was offered once a week at 4 Korner. Profits from the Belly Dancing program contributed to the ongoing functioning of the Center.

Get Fit for Active Living Diabetes

The Cummings Center of Montréal offered this diabetes fitness course with Dale Hammond at 4 Korner. The participants all indicated that they would like the course to continue as they all noted the benefits exercise had on their diabetes.

Zumba

Instructor Leighann Dufault guided participants in this Latin inspired fitness program. This program was offered three times per week to promote a healthy lifestyle that included regular physical activity. Profits from this program allowed 4 Korner to offer other important and essential programs at no charge to participants.



Public Partner Roundtables (*Tables de concertation*)

In 2011-2012, members of the 4 Korner team participated in various tables with other organizations and the CSSSs in Deux-Montagnes, Argenteuil and des Sommets. Through this participation, 4 Korner strengthened its ties to other organizations that served the population in the Laurentian region. In addition, 4 Korner was there to ask, "Is this available in English?"

Computer Classes for Seniors

Collaboration with the Roots of Learning project offered by On the Wings of Artisans led to computer courses for seniors. The Roots of Learning team was able to organize two levels of courses: one for beginners, and one for intermediate level learners.



Post-operative Documentation in English

The Kanesatake Health Center generously offered a binder containing several post-operative documents in English. Most operations are contained in the binder so individuals are certain to understand the important instructions to follow before and after an operation.

Videoconferencing Information Sessions

Through the support of the Community Health Education Program and the Community Learning Center in Lachute, 4 Korner hosted 11 videoconferencing sessions. The topics covered included: hearing loss, senior wellness, allergies, depression, sleep disorders, chronic illness, cardiovascular wellness, and several others. Ms. Edith Ury, our coordinator, ensured the presence of a representative from the CSSS d'Argenteuil at each session. This partnership allowed the English-speaking community to better understand the topics as well as what the local CSSS can do for them.

PROJECTS

Health Prevention and Promotion (HPP): Improving the Mental Health of Our Youth

The Community Health and Social Services Network (CHSSN) funded the HPP project in 2011-2012. The project focused on two age groups. The first was a program for grade one students aged between 6 and 7 years of age. The resilience building and anxiety prevention program called FUN FRIENDS was implemented in 8 schools in the Sir Wilfrid Laurier School Board: 4 in the Laurentians and 4 in Laval. The project was a joint effort with AGAPE-NPI Laval and 4 Korner. The preliminary results were positive with parents, teachers and principals noticing immediate benefits from the program. The program is slated to continue in 2012-2013 with implementation in 4 more schools in the Laurentians and 4 more in Laval.

The second part of the project focused on adolescents in high school aged between 12 and 17. There was concern over the difficulty associated with accessing drug prevention and intervention services for local English-speaking youth. A committee consisting of several partners was formed. The partners included: Lake of Two Mountains High School, CSSS du Lac-des-Deux-Montagnes, Centre Andre Boudreau, Portage, PANDA, the City of Deux-Montagnes Police, and 4 Korner. The committee was able to establish a clear corridor of service for students requiring intervention. In addition, a prevention program called APT was purchased for use within the school.

McGill: Laurentian Regional Internship Placement System

The purpose of this project was to increase bilingual health professionals in the Laurentian region. 2011-2012 was the second year of this three-year project. In the second year, partnerships with educational institutions and health institutions continued. A brochure was developed and distributed to educational institutions to promote health and social service careers in the Laurentian region. In addition, a database was created that contains information about possible internships in the region. The database is available online at www.4kornerscenter.org under the CAREERS tab.

Networking and Partnership Initiative: Helping Ourselves Year 3

This was the third stage of last year's mobilization project. The goal was to bring together English-speaking communities throughout the Laurentian region and initiate dialogue as a basis for the creation of an information and support network aimed at promoting greater access to health and social services in the English-language. The Laurentian English Services Advisory Network (LESAN) has a total of five committees uniting various partners in different territories to work with their local CSSSs. Many activities were made possible, in part, through this project including, but not limited to the Family Violence Workshop, Getting to Know Our Communities Event, Doc Lapointe Event, Open House, and many more.



STATEMENT OF OPERATIONS AND CHANGES IN NET ASSETS FOR THE YEAR ENDED MARCH 31, 2012

	2012
Revenues (Note 4)	<u>\$ 268,616</u>
Expenditures	
Salaries and related benefits	120,855
Program salaries and related benefits	3,200
Program expenses	26,866
Consulting fees	5,246
Rent	10,551
Professional fees	22,840
Telecommunications	2,321
Utilities	7,722
Travel	4,276
Property taxes	2,750
Office and general	20,719
Amortization	<u>2,877</u>
	<u>230,223</u>
Excess (deficiency) of revenues over expenditures for the year	38,393
Balance, beginning of year	<u>(33,388)</u>
Balance, end of year	<u>\$ 5,005</u>

SPONSORS, SUPPORTERS AND PARTNERS 2011-2012

All of our valued volunteers!

Avenir d'enfants
 Boursadieu
 Canadian Centre for Activity and Aging
 CENTRAIDE Laurentides
 Centre André Boudreau
 Centre du Florès
 CESAME
 City of Morin Heights
 Community Connections
 Community Health and Social Services Network
 CSSS d'Argenteuil
 CSSS des Pays-d'en-Haut
 CSSS des Sommets
 CSSS du Lac-des-Deux-Montagnes
 Cummings Centre
 Dépannage St-Agapit
 Educaloï
 Emploi Québec
 English Communities Committee
 English Language Arts Network
 GARAGE NAT
 Health Center Partners Committee
 IGA Marché Sénécale et Fille
 Kanehsatake First Line Services
 Kanesatake Health Center
 Kontrast - Bagels Illimités - POULET DORÉ
 Lachute Community Learning Centre
 L'Agence de la santé et des services sociaux des
 Laurentides
 L'Appui des Laurentides
 L'Éveil
 La Farandole

LAKE OF TWO MOUNTAINS HIGH SCHOOL

Laurentian Elementary School
 Laurentian Regional High School
 Le Carrefour Péri-naissance
 Leighann Dufault
 LESAN Argenteuil
 LESAN Deux-Montagnes
 LIONS CLUB DEUX-MONTAGNES
 Main Street Newspaper
 Maison des jeunes Deux-Montagnes
 Masonic Foundation of Québec
 McCaig Elementary School
 McGill University
 Moccasin Jo Coffee Roasters
 Mountainview Elementary School
 Mr. Benoit Charette, MNA
 Ms. Laurin Liu, MP
 NECS Program
 North Shore News
 On the Wings of Artisans
 PANDA BLSO
 Pays-d'en-Haut Committee
 Portage
 Pub Deux-Montagnes
 Québec Community Groups Network
 ROYAL CANADIAN LEGION Deux-Montagnes
 Sainte-Agathe Academy
 Sir Wilfrid Laurier School Board
 SNG Collins Barrow LLP
 TOPS Deux-Montagnes
 VILLE DE DEUX-MONTAGNES
 Women's Time Out



THIS YEAR'S PROGRAMS AND PROJECTS WERE MADE POSSIBLE BY:

