



# ANNUAL REPORT

## 2014-2015



In 2014-2015 many partnerships were developed and maintained to ensure members of the English Speaking Community have access to quality health and social services. Thanks to the generosity of more than 40 volunteers and the funders below, more than 7,500 interventions were offered through the 4 Korners Family Resource Center for children, youth, seniors and their families.



# In This Year's Annual Report

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Please note: The views expressed herein do not necessarily represent the official policies of the funders, sponsors or partners.

## **A Word from the President and the Executive Director**

The 2014/2015 year was met with change, growth and accomplishments for 4 Korner's Family Resource Centre. We thanked Rola Helou, Executive Director from 2012 to 2014 for her accomplishments and wished her the best in her new career. We welcomed a new Executive Director Lisa Agombar.

The year 2014 began with a needs assessment of the English speaking community of the Laurentians in which the Board of Directors began a strategic direction for the 4 Korner's Family Resource Center. A new 4 Korner's bilingual website & brochure were launched. The Laurentian English Services Advisory Network (LESAN) that is coordinated and supported by the 4 Korner's, developed a vision and mission statement in which a communication plan was created to improve the scope in reaching the 36 000 English Speaking People of the Laurentians of its existence and promoting the access to Health and Social Service information.

We worked with our many partners to deliver information sessions to caregivers, seniors and parents. We implemented workshops to build resiliency in children, supported new initiatives and facilitated the translation of resources and documents for the English Speaking Community.

We met the challenges at the onset of change in the provincial restructuring of the Health and Social Services, administrative changes internally and new expectations by funders all with perseverance and the motivation to continue to strive in facilitating the access of Health and social services in English for the Laurentian community.

The 4 Korner's Family Resource Center extends our appreciation for our achievements to the Board of Directors, our many volunteers, donors, partners and funders who have contributed to the success of promoting the vitality of the English speaking community of the Laurentians.

The 2015/2016 year will be a challenging year but the 4 Korner's Board of Directors will continue look at different ways to continue to provide the level of professionalism our members, partners, and mandated community has come to expect from us. Thank you for your support and trust.

Sincerely,



Peter Andreozzi, President



Lisa Agombar, Executive Director

## **Mission**

In a 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 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 2015-2016 the board of directors met 10 times, where strategic planning continued in respect to the future directions of 4 Korner and its mission. The board members undertook the process of interviewing for the position of Executive Director and appointed Ms. Lisa Agombar who replaced Ms. Rola Helou mid-year. Time was also devoted to ensuring the optimization of the funds allocated to 4 Korner by various grantors while continuing to respect all funding conditions, while such conditions and restrictions increased significantly.

## **Members of the Board of Directors**



**Mr. Peter Andreozzi,  
President  
MRC Deux-Montagnes**



**Ms. Julie Plette,  
MRC Deux-Montagnes**



**Ms. Gertrude Dore,  
Volunteer Coordinator  
MRC Deux-Montagnes**



**Dr. Elizabeth Saccà,  
MRC Deux-Montagnes**



**Ms. Linda Draycott,  
MRC Deux-Montagnes**



**Mr. Tom Whitton,  
Vice-President  
MRC Deux-Montagnes**

## The Team

The knowledgeable staff at 4 Korner's Family Resource Center, whether in Deux-Montagnes, Sainte-Agathe-des-Monts, or Lachute, can always help you find the appropriate resource every time. A total of 5,832 hours worked.

Name	Title	Project/grant
Agnes Noubicier	Social Worker	General operations*
Amanda Fougere	Executive Assistant	Bayer, CRÉ, PAGSIS, CHSSN, General operations*
Dayna Morrow	Coordinator	L'APPUI
Edith Ury	Coordinator	CHSSN : CHEP, General operations*
Ellen Holdaway	Daycare	Avenir d'enfants
Francine Bélanger	Receptionist	Emploi Québec
Harry Bleeker	Custodian	General operations*
Julie Whitewick	Participant Navigator	HRDC
Joanne Gagne	Social Intervener	L'APPUI
Kim Nymark	Communications Director	CHSSN : NPI, New Horizons, Avenir d'enfants
Laura Young	Coordinator	CHSSN: HPP, Avenir d'enfants
Leif Truesdale	Participant Navigator	CRÉ, YCW
Lisa Agombar	Coordinator	L'APPUI
Lyne Girard	Accountant	General operations*
Megan Ender	Participant Navigator	CRÉ, YCW
Melanie Wilson	Student Intern	Vanier College
Mona Helal	Animator	Avenir d'enfants
Rola Helou Lisa Agombar	Executive Director	CHSSN : NPI, HPP and McGill, General operations*

\* General Operations funds include the Agence de la santé et des services sociaux: PSOC (programme de soutien aux organismes communautaire), SAPA (soutien à l'autonomie des personnes âgées) and CRASLA (fonds régional à l'accès aux services en langues anglaises), CENTRAIDE, and donations from other sources that are not project specific.

## **Programs and Services**

### ***Information and referrals***

The main role of staff at the 4 Korner's Family Resource Center is to ensure that health and social services are accessible to members of the English Speaking Community. In this process the staff provides referrals and information, in English. This is provided by the means of pamphlets, online sources or information sessions hosted by 4 Korner's or in partnership. Referrals are made to in-house services, to one of the many health and social service establishments, or to the appropriate community organizations in the Laurentians who are able to provide the service in English. When services are not available in English, staff or volunteers work toward helping partners provide the service in English.

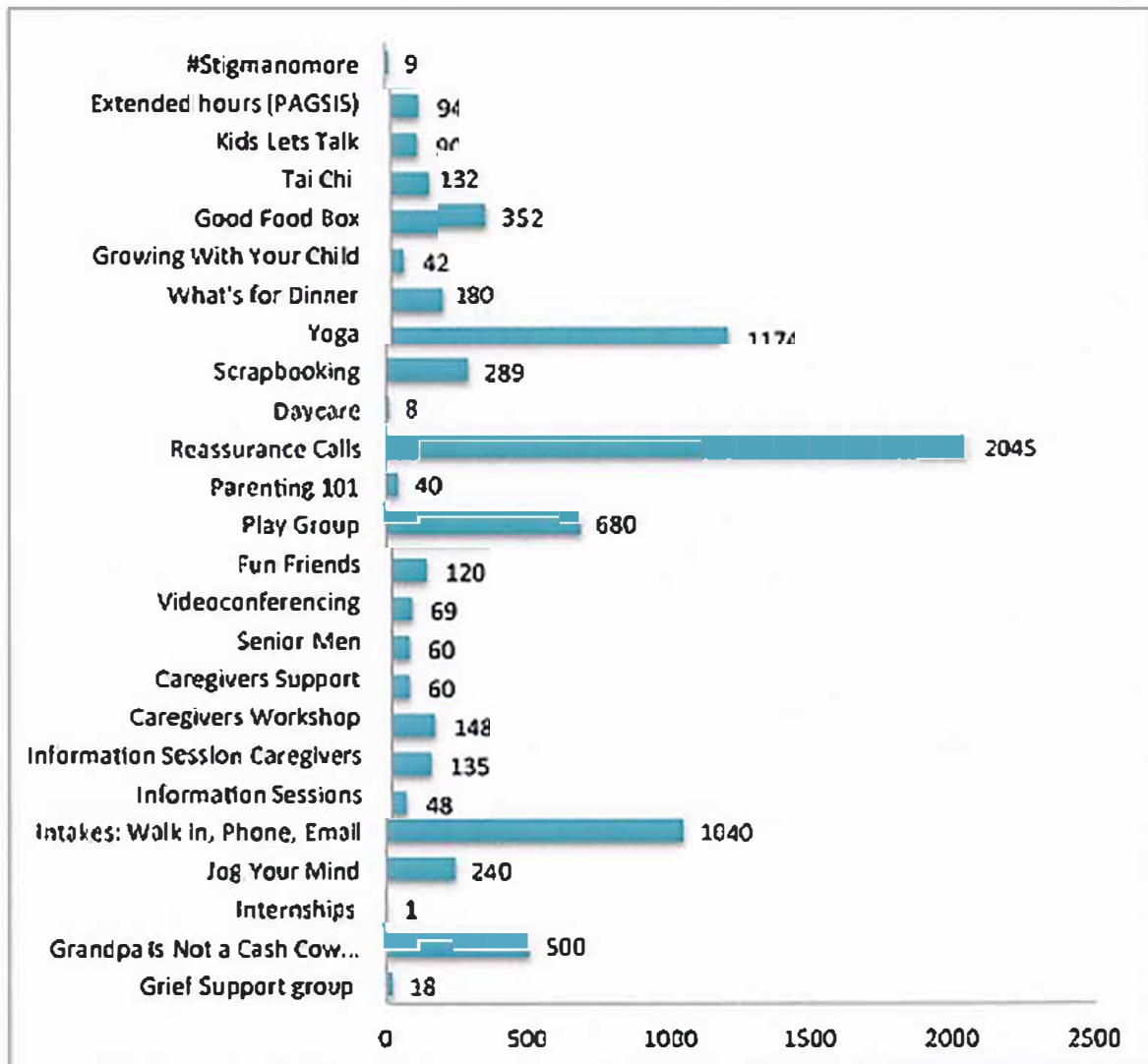
Members can access these services at 4 Korner's by phone, online or in person at one of the three offices in the Laurentians. In 2014-2015, there were 1,087 inquiries made by individuals all over the Laurentians.

**A special thank you to all the volunteers and partners who contribute to achieving fair access to health and social services for the vitality of English Speaking Communities.**



### **Total Number of Direct Interventions at a Glance**

This table provides an overview of the number of interventions made possible through the various programs and projects at 4 Korner in 2014-2015 – 7,574 interventions to be exact. More than 790 individuals benefitted from programs, services, information and referrals in English. More than 1,160 volunteer hours contributed to making this possible. 170 individuals renewed their membership for the 2014-2015 year.

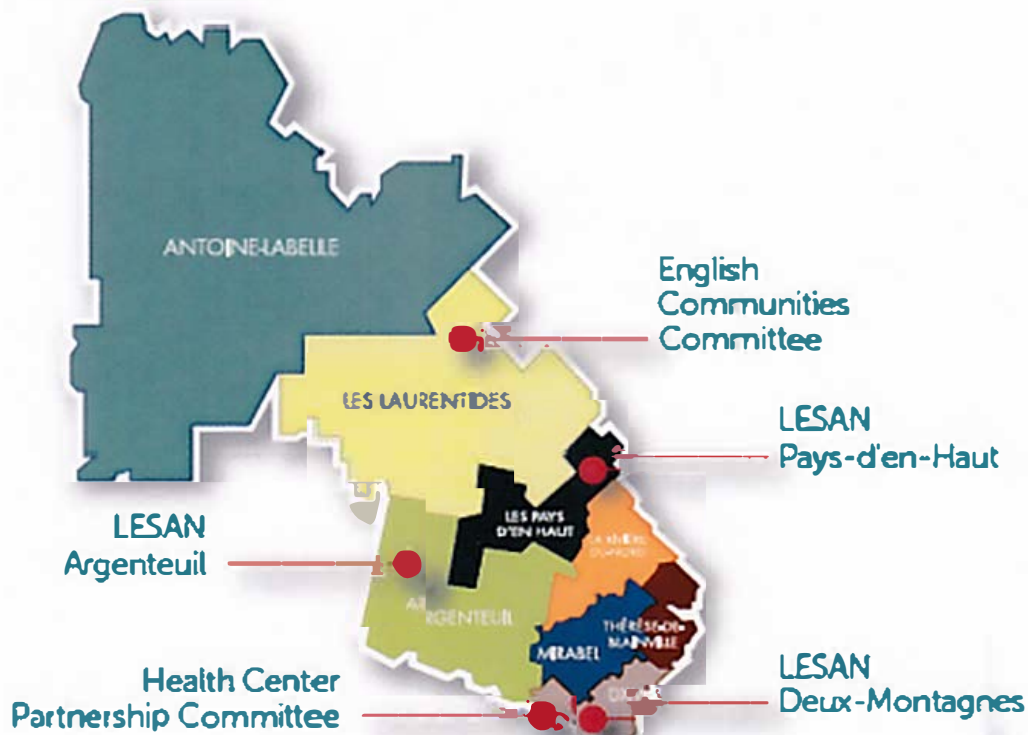


## Networking in the Laurentians

4 Korner, through a grant from the Community Health and Social Services Network (CHSSN) 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 be in a position to speak with one voice to promote improved services in English.

LESAN members are primarily volunteers and representatives of local community organizations and institutions. Members of the LESAN committees sit at various roundtables throughout the region to communicate the needs of the English-speaking community and to bring information to the English-speaking communities about services available in English.

This past year four of the five LESANs had one representative on a newly formed Communication Committee. Over the past year they have met regularly in order to improve awareness of and access to services in English and especially health and social services for the English-speaking people in the Laurentians. The Communication Committee developed a comprehensive communication plan that would incorporate tools and methods to reach and inform individuals, organizations and institutions as well as the population at large.



## Head Office in Deux-Montagnes

Activity	Health Impact	Number of Interventions
Yoga for the rest of us...	Reduced isolation among seniors. Improved physical and mental health.	An average of 8 people 3 times per week for 51 weeks.
Tai Chi	Improved physical and mental health.	An average of 4 people once each week for 29 weeks.
Daycare	Respite for parents, stimulation and socialization for children.	An average of 2 children once a week for 4 weeks.
Reassurance Calls	Support for seniors living alone, prevention or early intervention, improved mental health.	5 volunteers made a total of 2,045 calls to 11 seniors.
Support for Caregivers	Improved mental health and psychosocial support.	10 monthly support groups, with an average of 6 individuals as well as one-on-one support 4 to 5 hours per week.
Workshops for Caregivers	Caregivers have tools to support their loved one and maintain their own health.	One 7-week workshops and two 8-week workshops were offered to 19 caregivers of all ages.
Scrapbooking	Reduced isolation. Improved memory. improved fine motor skills.	An average of 11 seniors 2 hours each week for 26 weeks.
Senior Men's Curling Group	Reduced isolation. increase of healthy choices. Improved mental and physical health.	An average of 8 men meet once each week for 20 weeks.
Information sessions for caregivers	Increased access to information in English.	5 sessions offered. 144 people attended.
Information sessions on various topics	English-speaking population is more informed about various services and health topics.	3 sessions offered. 48 people attended.
Coordinate Deux-Montagnes LESAN	Partners work together to improve access to health and social services in English for all.	8 meetings with several community partners, volunteers and the CSSS du Lac-des-Deux-Montagnes
Coordinate Health Center Partnership Committee	Partners work together to improve access to health and social services in English for all.	2 meetings annually with partners from Health Center, CSSS, ASSS, and roundtables.
Growing With Your Child	Parents have tools to support their child's (under 5 years old) development.	An average of 3 families met weekly for 14 weeks.
Kids Let's Talk	Parents have tools to develop social and language skills.	An average of 5 families met weekly for 9 weeks.
What's For Dinner?	Parents have tools to make healthy lifestyle choices.	An average of 6 families met weekly for 30 weeks.
#stigmaisnotmore	Youth between 15 and 18 years of age speak up against stigma around mental illness and have tools to maintain mental health.	An average of 3 youth per week for an 3-week period
Volunteer Squad	Increased autonomy among seniors.	7 students were trained to support seniors' autonomy at home.

<b>Roundtables</b>	<b>Improved access to health and social services in English for all through strengthened partnerships.</b>	<b>Between 4 and 6 meetings per year at 7 roundtables.</b>
<b>Good Food Box</b>	<b>Improved access to healthy choices and an increase in food security within the community.</b>	<b>352 Good Food Boxes were delivered to 4 Corners bi-weekly for a total of 14 weeks.</b>
<b>PAGSIS</b>	<b>Increased accessibility to information on health and social services in English.</b>	<b>3 additional opening hours once a week for 24 weeks.</b>



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

The office in Sainte-Agathe-des-Monts has been operating for over two years. It has enabled staff working in the MRC des Laurentides and the MRC des Pays-d'en-Haut to better serve the English-speaking community, and to strengthen collaboration with partners in the area.

In the MRC des Laurentides and MRC Pays-d'en-Haut			
Activity	Health Impact and Age Group Targeted	Number of Activities	Partners
Coordinate the English Communities Committee	Improved access to health and social services in English for all through strengthened partnerships.	4 meetings (E.C.C.) Between 6 and 11 partners present	E.C.C., CSSS des Soumets, Users' Committee, and several volunteers
Playgroup	Reduced isolation among families and model activities for children (under 5 years of age).	Once per week for 34 weeks. Approximately 18 families and 30 kids.	CAI, en Bourg Maison de la Famille du Nord
Parenting 101	Increased information about child development and parenting.	Once a week for 10 weeks, offered twice in 2014-2015 4 families	PAIX
Roundtables	Improved access to health and social services in English for all (0 to 99).	An average of 6 meetings per year per roundtable	A total of 9 roundtables with numerous partners.
Coordinate the LESAN Pays-d'en-Haut	Improved access to health and social services in English for all through strengthened partnerships.	5 meetings with an average of 6 partners present.	CSSS des Pays-d'en-Haut



## Satellite Office in Lachute

The satellite office in Lachute has been operating for over one year. It has enabled staff working in the MRC des Laurentides and MRC Pays-d'en-Haut to better serve the English-speaking community, and to strengthen collaboration with partners in the area.


In the MRC Argenteuil			
Activity	Health Impact and Age Group Targeted	Number of Activities	Partners
Coordinate the LESANA Committee	Improved access to health and social services in English for all through partnerships	8 meetings between 6 and 11 partners present	CSSS d'Argenteuil and several community partners and volunteers
log Your Mind	Maintained seniors' cognitive vitality	Once a week for 30 weeks 8 seniors	CSSS d'Argenteuil Fonds d'emprunt des Laurentides
Roundtables	Improved access to health and social services in English for all through strengthened partnerships	Between 4 and 6 meetings per year per roundtable	A total of 4 roundtables with numerous partners
Information session for caregivers	Increased information available to caregivers in English	Twice 70 caregivers attended	CSSS d'Argenteuil L'APPUI
Videoconferences	Increased knowledge about various health topics for individuals of all ages	8 videoconferences 69 people attended	Community Learning Center Lachute and CSSSA CHSSN



## In Other Parts of the Laurentians

The mission of the organization is to ensure improved access to services in English throughout the entire Laurentian region. Though there are currently three physical spaces where individuals may access services, inquiries come from all parts of the Laurentians. In addition, partnerships extend beyond the three offices and result in activities in various parts of the region.

Other areas in the Laurentians		
Activity	Number of Interventions	Territory
Support for Caregivers	A monthly support group ran for 4 months with an average of 4 individuals attending.	Rosemere
Regional Caregivers' Guide	Several committee meetings to plan guide, which was translated into English, thanks to a grant from the CRASIA at the Health and Social Services Agency of the Laurentians.	St-Jérôme
Information Sessions & booths for Caregivers	Increased information available to caregivers	MRC Deux-Montagnes
Board of Directors	4 Korners represents roundtables in Deux-Montagnes at Regional board: TCRAE (Table regional des aînés)	Mirabel




**DIRECTORY FOR SENIORS OF ARGENTEUIL**

INDISPENSABLE

### Caring for the Caregiver


A 7 week workshop for caregivers.




**What is a caregiver?**  
Caregivers can be anyone: a child, sibling, friend or spouse of any age who cares for a loved one who requires extra attention.

**Why a caregiver workshop is so important:**  
The workshop offers an opportunity to promote, recognize and share the health and well-being of caregivers to ensure that they do not become overwhelmed.

**Want to know more:**  
For more information or to register please call 450-939-3300 or email us at [info@4korners.org](mailto:info@4korners.org)



4 Korners  
Family Resource Center



L'APPU  
LES AÎNÉS  
UNIS

## **Additional Projects and Partnerships**

- 1. Thanks to a grant from the fonds régional de promotion de l'accèsibilité à des services de santé et des services sociaux en langue anglaise, 4 Korner was able to develop and launch a fully updated and bilingual website, increasing access to information regarding health and social services in English.**
- 2. The Distribution of The "Women and Money Survival Guide" increased financial literacy among women in the Laurentians. 4 Korner provided financial support in 2013-2014 towards the translation of the Guide from French to English in collaboration with numerous partners, including the Fonds d'Emprunts des Laurentides.**
- 3. The PAGESIS project increases access to health and social services information by allowing 4 Korner to open for 3 additional hours a week in the evening for those who have obligations during the day. Therefore, 4 Korner's Head office is now open Tuesdays until 6:30 p.m.**
- 4. The Good Food Box program is a collective purchasing endeavor that buys large quantities of affordable garden fresh fruit and vegetables to be distributed at a very low cost to community drop-off points. The primary objective of this program is to facilitate the physical, financial and educational access to top quality fresh fruit and vegetables. This project is in partnership with Moisson Laurentides.**
- 5. The Kids Let's Talk program, formerly offered in French, was translated and offered in English at 4 Korner's Head Office by our partner, C.E.S.A.M.E.**
- 6. Le Temps d'une Pause Project increased self-identification among 135 caregivers and increased awareness of resources available to them in the Deux-Montagnes area. This project was made possible through funding from L'APPUI pour les proches-aidants des Laurentides and in collaboration with the Comité local proches-aidants Deux-Montagnes et Sud de Mirabel.**
- 7. A new partnership was formed with l'Oeufrier in Deux-Montagnes. 4 Korner Members can now benefit from a 10% on their orders.**
- 8. Sensitizing youth to elder abuse through the presentation of "Grandpa is Not a Cash Cow and Grandma Won't Take Any Bull". Over 500 students were exposed to the notion of countering elder abuse.**



## **Special Funding by Access in the Laurentians by the fonds régional de promotion de l'accèsibilité à des services de santé et des services sociaux en langue anglaise.**

4 Korner's Family Resource Center has historically received a special fund for community organizations that submit projects intended to improve access to health and social services in English. This year, 4 Korner's was approved for five projects totaling \$12,500. The following table provides a breakdown of the projects and partners concerned:

<b>Breakdown of projects</b>			
<b>Grant</b>	<b>Partners</b>	<b>Description</b>	<b>Agence</b>
1- Information distribution	ECC, LESAN Deux-Montagnes, LESAN Argenteuil, LESAN Pays-d'en-Haut, Health Center Partnership Committee	Create and disseminate informational packets to potential partners of the LESAN groups.	\$2,000
2- Translation	Table parole aux âînes Argenteuil, Q.E.F. Argenteuil, Table Jeunesse Argenteuil, L'APPUI	Translate essential documents pertaining to health and social services into English.	\$4,500
3- Open House	Partners, Members and Volunteers	Celebrate 4 Korner's 10 year anniversary in Deux-Montagnes and Lachute	\$1,500
4- Communication Plan	ECC, LESAN Deux-Montagnes, LESAN Argenteuil, LESAN Pays-d'en-Haut	Develop a comprehensive communication plan to better map out the future of the LESAN groups.	\$4,200
5- Offer services in the MRC des Laurentides	CSSS des Sommets	Services at the office in Sainte-Agathe	\$1,800

## **Sponsors, Supporters, Funders and Partners 2014-2015**

AGAPE Laval  
Agence de la santé et des services sociaux des  
Laurentides  
Arundel Elementary School  
Avenir d'enfants  
Bayer Inc.  
Benoit Charest, CAQ  
Beverly Bentley  
Board of directors of CSSS  
du Lac-des-Deux-Montagnes  
C.E.S.A.M.E.  
Caisse Desjardins de  
Saint-Eustache-Deux-Montagnes  
Cal en Bourg  
Canada Revenue Agency  
Canadian Cancer Society  
Carol and Gordon Whetmore  
Catholic Women's League of Canada  
CENTRAIDE Laurentides  
Centre d'Action bénévole solidarité Argenteuil  
Centre d'entraide Racine-Lavoie  
Centre de réadaptation en dépendance des Laurentides  
Centre jeunesse des Laurentides  
Christine Newmeyer  
City of Deux-Montagnes  
City of Morin Heights  
Comité des proches aidants Argenteuil  
Comité des proches aidants Deux-Montagnes  
Comité des proches aidants TDB  
Comité régionale de l'accès aux services en langue  
anglaise  
Community Connections  
Community Health and Social Services  
Community Learning Center Lachute  
Community Learning Center St-Faustin  
Coop Bon-Ménage  
Coop Coup de Pouce Argenteuil  
CSSS d'Argenteuil  
CSSS des Pays-d'en-Haut  
CSSS des Sommets  
CSSS du Lac-des-Deux-Montagnes  
CSSS Thérèse-de-Blainville  
Dawson College  
Dayna Morrow  
Dépannage St-Agapit  
Design DXM c/o Steve Menard  
Deux-Montagnes LESAN  
Deux-Montagnes Lions Club  
Donna Gautreau  
Éducaloi  
Edith Ury  
Elizabeth Saccà  
Emploi Québec  
English Communities Committee  
English Language Arts Network  
Équité Santé Basses-Laurentides  
Fondation Médicale Pays-d'en-Haut – des Sommets  
Fonds d'Emprunts des Laurentides  
Groupe relève pour personnes asphasiques des  
Laurentides  
Health Canada  
Health Center Partnership Committee  
Heritage Social Club  
Kanesatake Health Center  
Kanesatake Human Resources Center  
L'APPUI Committee for Guide  
L'APPUI des Laurentides  
L'APPUI des proches aidants d'ainés des Laurentides  
L'Éveil  
L'Oeufrier  
La Farandole  
Lake of Two Mountains High School  
Lauren Liu  
Laurentian Club of Canada  
Laurentian Elementary School  
Laurentian Regional High School  
Le Carrefour Péri-Naissance  
Les Artisans de l'Aide

Les Petits Frères  
LESAN Argenteuil  
LESAN Pays-d'en-Haut  
Maison de la Famille Argenteuil  
Maison de la Famille du Nord  
Maison des jeunes Deux-Montagnes  
Masonic Foundation  
McGill University  
Meals on Wheels  
MNA Yves St-Denis  
Morin Heights Elementary School  
Morin Heights St-Eugene's Church  
Mountainview Elementary School  
MRC Argenteuil  
Network  
PAIX  
PANDA BLSO  
Petite Maison Pointe-Calumet  
PRISME Lutte contre la dépendance  
Québec en Forme Argenteuil  
Québec en Forme Deux-Montagnes  
Mr. Ray Grant  
Sainte-Agathe Academy  
Seniors Action Québec

Seniors Heritage Club  
Sheita Eskenazi  
Sir Wilfred Laurier School Board  
Sur les ailes des Artisans  
Table 0-6 Pays-d'en-Haut  
Table 3e age Deux-Montagnes  
Table Consultation Regional Aînés Laurentides  
Table de jeunesse des Sommets  
Table jeunesse 6-12 Deux-Montagnes  
Table Jeunesse Argenteuil  
Table regional des aînés d'Argenteuil  
Table regional des aînés des Laurentides  
Taking Off Pounds Sensibly  
TANDEM 0-6 Deux-Montagnes  
Traiteur Farsa  
Ville de Deux-Montagnes  
Ville de Lachute  
Ville de Ste-Marthe-sur-le-Lac  
Ville de Saint-Eustache  
Volunteer Squad  
Women's Time Out