

Annual Report 2015-2016



Our project sponsors, funders and partners



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

A word from the President

It has been a year of excitement! The 4 Korner's Family Resource Center has been able to work within our guidelines and be the "go-to organization" when people need help in accessing health and social services in English. A task that is not easily accomplished but with the support of our many partners we have been able to do so.

This past year we welcomed the Health Caravan, an event that was a huge success for the communities in our mandated area. We have broadened and expanded the network. French-speaking organizations and partners know who the 4 Korner's are and how we can collaborate to reach common goals for the Laurentian communities. This is a direct result of our Executive Director, Lisa Agombar, and her hard work and dedication to building and strengthening our partnerships with the organizations and communities in our mandated territory.

The hard work and commitment of our staff has set in motion a lot of changes that will ensure the 4 Korner's will be able to continue impacting, in a positive way, the everyday lives of seniors, children, and families. The community will continue to be able to rely on us by assisting them in finding the resources they need in English.

Since I began my involvement, we have always been blessed with strong volunteers. This year the word strong does not do them justice. A heartfelt thank you to all the volunteers and their dedication over the past year; we couldn't have done it without you!

The Board of Directors is committed to ensuring the success of the 4 Korner's and accomplishing our mandated goal, which is to provide access to Health and Social Services resources to all people who need it in English. The decision to move our Head Office to the Ville de Deux-Montagnes' Community Center allows us to strengthen our foundation and carry out our strategic direction. We firmly believe that the path we are headed in will set us up for success for many years to come. A change which will be different, it doesn't mean that it is bad, just different.

I am looking forward to another year that will be filled with positive changes, equally challenging as they will be rewarding.

Sincerely,



**Peter Andreozzi
President, Board of Directors
4 Korner's Family Resource Centre**

A word from the Executive Director

Dear Community of the Laurentians and supporting regions,

It is with pride that I present our Annual Report for the 2015-2016 year. A sense of pride comes from the opportunity to coordinate and facilitate the Laurentian English Services Advisory Networks (LESAN) of over fifty partners who serve the English community and meet regularly to exchange information and resources for the communities throughout the Laurentians. They are continuously devoted and invested in improving the access of information and resources in English. Our many Laurentian partners of organizations and associations who now say, "Let's do this in English!" in an initiative, project or information tool reminds us of how unique the Laurentians are.

This year, we delivered some very exciting and interesting projects. Highlights of the year gone by have included Health information sessions for seniors, caregivers and families, a Health passport, The Quebec Community Groups Networks survey results of seniors living in the Laurentians, A Health Caravan touring the Laurentians, translations and dissemination of tools and resources in health and social services and law. Our new monthly newsletter increased subscriptions and continues to grow each month.

The many accomplishments are possible owing to the great work of all staff, volunteers and Board of Directors. The cornerstone of 4 Korners Family Resource Center success lies in the dedication of all those involved in its activities and we wish to express our heartfelt gratitude.

This continued commitment will allow 4 Korners to continue to strive in expanding our reach in the Laurentian community for all English speaking communities. As we undergo change and transition to our new location in the Ville de Deux-Montagnes Community Center we remain committed in offering information & resources to break isolation to those who know us and to those who are still to reach.

Sincerely,



**Lisa Agombar
Executive Director**



Our Mission

In a spirit of respect, support and empowerment, the **4 Korners 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**.

Our 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.

Our 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's 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 8 times.

Board of Directors



Tom Whitton
Vice-President
MRC Deux-Montagnes



Peter Andreozzi
President
MRC Deux-Montagnes



Gertrude Dore
Volunteer Coordinator
MRC Deux-Montagnes



Julie Piette
MRC Deux-Montagnes



Christina Kassab
MRC Deux-Montagnes



Linda Draycott
MRC Deux-Montagnes



Salinda Hess
MRC Deux-Montagnes

The Staff

The knowledgeable staff at 4 Korner's Family Resource Center, whether in Deux-Montagnes, Sainte-Agathe or Lachute, can help you find the appropriate resource every time.

A total of over 7,692 hours of work were completed in 2015-2016.

Name	Title	Project/grant
Agnes Noubicier	Social Worker	SAPA
Amanda Fougere	Executive Assistant	General operations*
Edith Ury	Coordinator	CHSSN : CHEP / SAPA
Ellen Holdaway	Kids Let's Talk	Tandem 0-5 / Avenir d'enfants
Eren Dagdeviren	Kids Let's Talk	Tandem 0-5 / Avenir d'enfants
Gabrielle Paquette	Tous Complices Project	Adaptation program CHSSN / Health Canada
Harry Bleeker	Custodian	General operations*
Joyce Piette	Book-keeper	General operations*
Joanne Lamarre	Coordinator/intervention worker	Cal-en-Bourg / Avenir d'enfants
Kim Nymark	Communications Director	CHSSN / Avenir d'enfants
Roemisheil Marcelino	Support worker	Cal-en-Bourg / Avenir d'enfants
Laura Young	Coordinator/intervention worker	CHSSN: Health Promotion Project / Cal-en-Bourg / Avenir d'enfants
Lisa Agombar	Executive Director	CHSSN: NPI, HPP and McGill, General operations*
Lyne Girard	Accountant	General operations*
Melanie Murray	Support worker	Cal-en-Bourg / Avenir d'enfants
Melanie Wilson	Coordinator	L'APPUI / McGill / CHSSN
Mona Helal	Animator	Tandem 0-5/ Avenir d'enfants
Shan Lee Sauve	Participant navigator	Young Canada Works

***General operations funds include the CISSS des Laurentides' PSOC (programme de soutien aux organismes communautaires), SAPA (soutien à l'autonomie des personnes âgées) and FRASLA (fonds régionales à l'accès aux services en langue anglaise), Centraide Laurentides, Éducaloi and donations from other sources that are not project specific.**

Programs and Services

Information and referrals

The main role of the staff at 4 Korner's Family Resource Center is to ensure that health and social services are accessible to members of the English Speaking Communities of the Laurentians. In this process the staff provides referrals and information in the English language. Health information is provided through the distribution of printed materials, information sessions held for the public and an online resource database.

When appropriate, individuals are informed of 4 Korner's' in-house programs that may meet their needs. In the case that 4 Korner's cannot offer an appropriate in-house program, users are referred to community organizations or public institutions in the Laurentians that can offer support or aid in English.

4 Korner's members can benefit from these services by phone, email or in person at any of the three offices in the Laurentians. In 2015-2016 there were 1,288 inquiries made by persons in the lower and upper 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 the English Speaking Communities.

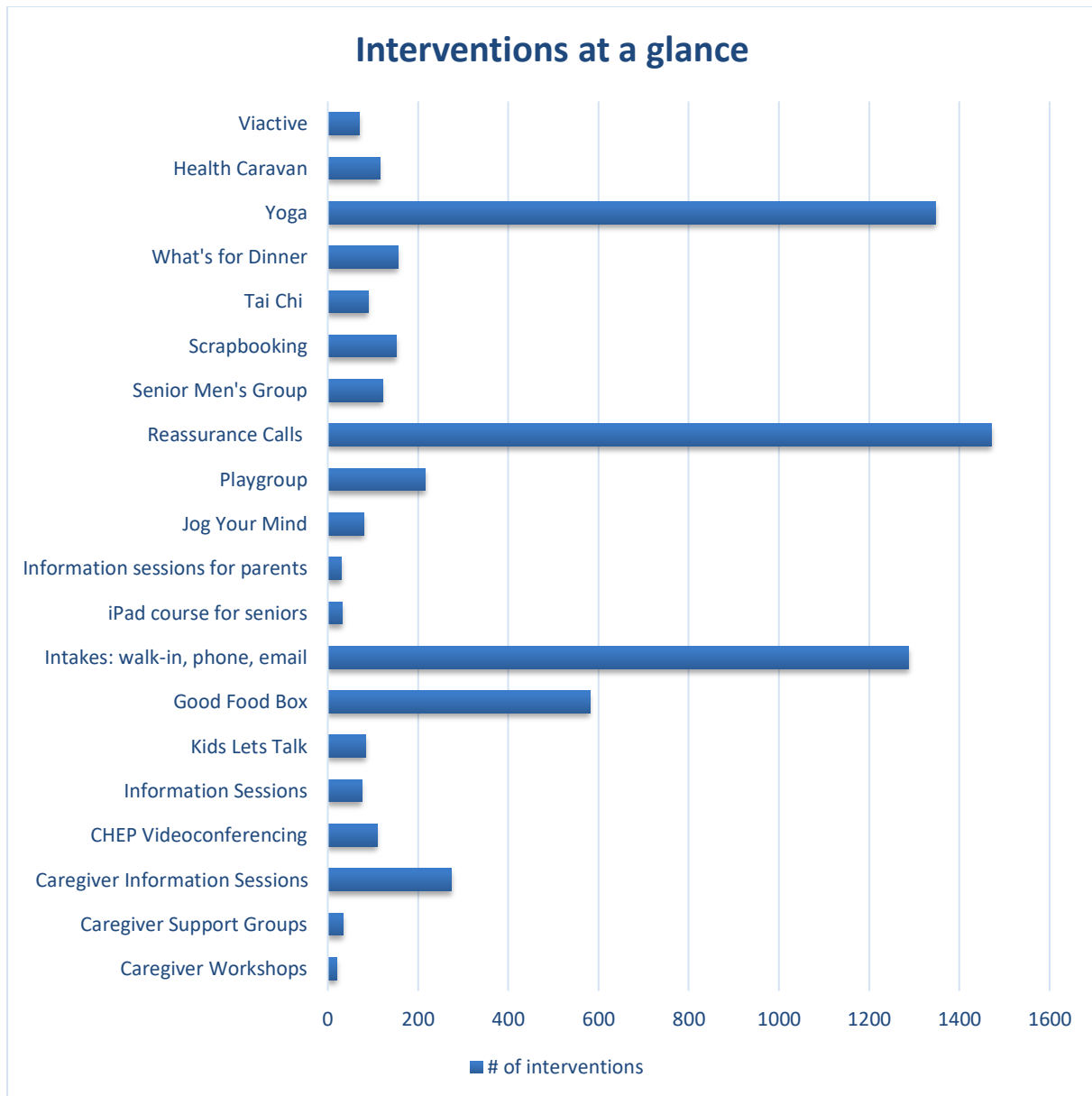


The senior men's cooking

group.

Total number of interventions at a glance

The table below provides an overview of the number of interventions made possible through the various programs and projects offered by 4orners in 2015-2016, 1,288 interventions in total. Over 2,360 individuals benefitted from programs, services, information and referrals in English. More than 1,434 volunteer hours contributed to making this possible. 113 people renewed their membership in the 2015-2016 year.



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 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 roundtables throughout the region to communicate the needs of the English-speaking community and to bring information to the English-speaking community about services in English.

In 2015, a Communication Committee, consisting of representatives from four of the five LESAN committees was created to develop a comprehensive communication plan. Once the communication plan was set in place, it allowed for an improved flow of information, support and solidarity among the LESAN groups. The Committee also created a complete communication kit, designed to reach and inform individuals, organizations and institutions as well as the population at large.



Head Office in Deux-Montagnes

In the MRC of the Lac-des-Deux-Montagnes

Activity	Health Impact	Number of interventions
Coordinate and facilitate the LESAN Deux-Montagnes	Partners work together to improve access to health and social services in English for all.	Met 7 times with an average of 8 partners.
CAA Quebec Foundation: <i>Driving, is it as Safe as it used to be?</i>	Increased knowledge of resources available in English.	One session attended by 10 individuals.
Éducaloi's "<i>Lets Talk Law in the Laurentians</i>"	Increased knowledge of resources available in English.	One session attended by 14 individuals.
Good Food Box	Improved access to healthy choices and an increase in food security within the community.	An average of 17 people received Good Food Boxes over 22 weeks.
Information Sessions for Caregivers	Increased access to information in English.	6 presentations were attended by an average of 13 individuals.
Kids Let's Talk	Parents have tools to support their child's (aged 0 to 5) development.	An average of 5 families met for 16 weeks.
Reassurance Calls	Support for seniors living alone, prevention or early intervention, improved mental health.	An average of 28 calls made per week for 52 weeks.
Roundtables	Improved access to health and social services in English for all through strengthened partnerships	6 to 8 roundtables that meet approximately 8 times a year. Each roundtable has on average 8 to 10 partners.
Senior Men's Cooking Group	Reduced isolation, increase of knowledge of healthy choices, improved mental and physical health.	An average of 4 senior men attended for 29 weeks.
Scrapbooking	Reduced isolation, improved memory, improved fine motor skills.	An average of 6 seniors for 23 weeks.
Support for Caregivers	Improved mental health and psychosocial support in English.	An average of 3 caregivers per

		month for 10 months.
Tai Chi	Improved physical and mental health.	An average of 3 participants per week for 26 weeks.
Tous complices pour la communauté	Adapted project for youth and English speaking community contributes to identifying and sharing their needs. Participants become active members of their community.	Reached approximately 150 individuals.
What's for Dinner?	Parents have increased tools and knowledge to make healthy lifestyle choices for themselves and their families.	An average of 4 families met weekly for 22 weeks.
Workshops for caregivers	Caregivers have tools to support their loved one and maintain their own health.	An average of 5 caregivers attended two seven -week workshops.
Yoga for the rest of us	Reduced isolation among seniors, improved physical and mental health.	An average of 9 seniors per session for 51 weeks, 3 times a week.
Viactive	Reduced isolation among seniors, improved physical and mental health.	An average of 5 participants per week for 14 weeks.



*Story time:
Eren*

the Kids Let's Talk program.

Ellen and animating

Satellite Office in Sainte-Agathe-des-Monts

In the MRC des Laurentides and the MRC Pays-d'en-Haut

Activity	Health Impact	Number of interventions
Coordinate and facilitate the English Communities Committee	Improved access to health and social services in English for all through strengthened partnerships.	Met 4 times with an average of 7 partners.
Coordinate and facilitate the LESAN Pays-d'en-Haut	Improved access to health and social services in English for all through strengthened partnerships.	Met 5 times with an average of 8 partners.
Coordinate and facilitate LESAN communication committee	LESAN networks work together to improve access to health and social services in English for all.	3 meetings with 4 representatives, one from each LESAN committee.
Éducaloi's "Lets Talk Law in the Laurentians"	Increased knowledge of resources available in English.	43 individuals attended one conference.
Playgroup (Family Zone)	Reduced isolation among families and model activities for children aged 0 to 5 years old.	An average of 3 families met weekly for 36 weeks.
Roundtables	Improved access to health and social services for all ages.	Met 42 times with a total of approximately 90 partners.


Family ZONE
THURSDAYS 2:00 - 4:00 P.M.
 Parents and kids, come play with us!
 Arrive when you can and leave when you want!
 ■ open to all, no sign up or registration required ■
 ■ being a member is not mandatory ■

 Location: Holy Trinity Church
 12, rue Préfontaine Ouest, Sainte-Agathe
 For more information call 1-888-974-3940




Satellite Office in
In the MRC Argenteuil

Lachute

Activity	Health Impact	Number of interventions
CAA Quebec Foundation: <i>Driving, is it as safe as it used to be?</i>	Increased knowledge of resources available in English.	20 individuals attended one conference.
Coordinate LESAN Argenteuil	Improved access to health and social services in English for all through strengthened partnerships.	Met 6 times with an average of 6 partners.
Éducaloi's "<i>Lets Talk Law in the Laurentians</i>"	Increased knowledge of resources available in English.	18 individuals attended one conference.
Jog Your Mind	Maintains seniors' cognitive vitality.	8 individuals met weekly for 10 weeks.
Information sessions for caregivers	Increased information available to caregivers in English.	Three sessions were attended by a total of 45 individuals.
Workshops for caregivers	Increased information and support available to caregivers in English.	An average of 5 caregivers attended two seven-week workshops.
iPad courses for seniors	Increased knowledge to access various health and social services information sources.	An average of 10 participants met weekly for 4 weeks.
Roundtables	Improved access to health and social services in English for all through strengthened partnerships.	4 roundtables that meet 8 -10 times a year. Total of approximately 50 partners.
Videoconferencing	Increased knowledge about various health topics for individuals of all ages.	An average of 14 participants attended 8 conferences.

In the MRC Thérèse-de-Blainville

Activity	Health Impact	Number of interventions
Rosemère: Information sessions for caregivers	Increased information available to caregivers in English.	4 individuals attended one information session.
Blainville: Comité pour proches-aidants de Blainville	Improved access to health and social services in English for all	Met 2 times with 8 partners

	through strengthened partnerships	
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Reaching 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 people may receive services, inquiries come from all

Health Caravan 2016

4 days
8 communities
28 students
140 people served

Information provided on:
Using an Epi-Pen
Youth Health
Caregiver health
Healthy ageing
Dental hygiene
Youth corrections
Overall health
Stress management
Nutrition

Services included:
Blood pressure tests
Blood sugar tests
Electrocardiograms

JOHN ABBOTT
OCTOPUS

Explaining the law in everyday language.

Let's Talk Law in the Laurentians


3 information sessions
3 communities
2 attorneys at law
75 people informed

Information presented on:
Wills and testaments
Powers of attorney
Mandates for incapacity
Local resources and model documents

Laurentians. In addition, partnerships extend beyond the three offices and result in activities in various parts of the region.

Translations that matter.

1 **Caregivers to the Elderly**
 Maintaining Life Balance while Caregiving



Information and Support Guide for Caregivers

This project was made possible thanks to financial support from

L'APPLA

Québec, 2018


The Caregiver Guide was translated from French and hard copies are made available throughout the Laurentians. Caregivers can also view the guide online for free at any time.

2 **TOUS COMPLICES**
 pour notre COMMUNAUTÉ



The "Tous complices pour notre communauté" general population survey and youth survey were translated from French. This allowed for the English-speaking citizens and students to provide their feedback and suggestions regarding the development of the community of the MRC of Deux-Montagnes.

3



MARMITONS HANDBOOK

This handbook provides the necessary information needed to implement the Marmitons program (a popular education program for families of children aged 0 to 5 years old, originally developed in French).

4



LES RASSEMBLEURS

A 4 Korners volunteer translates "Les Rassembleurs", a new quarterly newspaper created by residents of the ORH (Regional Housing Office) du Lac-des-Deux-Montagnes facilities. 350 copies of this paper, including 50 English-language editions are delivered to 333 residences in 13 of the buildings in the MRC of Deux-Montagnes.

Translations that matter (continued).

Cal-en-Bourg 0-5: Online Resource Directory

This directory features resources for families living in the Pays-d'en-Haut with 0 to 5 year-olds. Resources include:

5



- Emergency services
- Leisure and culture
- Telephone help & listening services
- Daycare services
- Personal support and services for families

6

Food Security in the Upper Laurentians

This directory showcases the resources available for food security in the MRC des Pays-d'en-Haut. It is designed for people who live in the Pays-d'en-Haut as well as for those who work in the field. It is user-friendly and easy to consult.



FOOD SECURITY RESOURCE DIRECTORY

for the
MRC des PAYS-D'EN-HAUT

2015-2016



Printed materials created and distributed in the Laurentians for the general population.



The 2016 Services Directory
Created in 2013, the English-language Services Directory was designed to help find the community organization resource that meets your needs anywhere in the Laurentians. The 2016 edition of the Directory features recently verified & updated information.

The Health Passport
Adapted to the Laurentian region, this practical booklet serves as a guide to make it easier for an English-speaking person to communicate with French-speaking health professionals.

Lunch & Learn + Community Discussion



The results of the research on English-speaking seniors in Quebec were presented to 27 participants. The survey was conducted by the QCGN and represented the opinions of 835 English-speaking seniors



Special events.

In May of 2016, 4 Korner's Family Resource Center celebrated its ten-year anniversary. Longtime members dropped by to join the celebration and had many stories to share from the past ten years.



The McGill Retention Initiative.



Your opportunity awaits in the Laurentians!

Promotional brochure

4 Korners Family Resource Center developed an extensive online database of health and social services careers and internships in the Laurentian region. This was done as part of the McGill Training and Retention of Health Professionals Project. This project aims to attract and retain bilingual health and social services students and professionals to the Laurentian region.



We reached approximately **3,100** people through our website, online newsletter, social media accounts, visits to schools, promotional brochures and collaboration with partners.



Communications.



Over **14** articles were published in newspapers in both the Upper and Lower Laurentians. 14,000 copies of Mainstreet are printed monthly and 2,500 copies of Community Connections are printed bi-monthly. Both publications are available online.

4 Korners' began emailing monthly newsletters in September 2015. The mailing list of 384 subscribers grew to 414 subscribers in March 2016.



C.E.S.A.M.E.
Caisse Desjardins de Saint-Eustache-Deux-Montagnes
CAA Foundation
Cal-en-Bourg 0-5
Canada Revenue Agency
Canadian Cancer Society
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 Deux-Montagnes
City of Morin Heights
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 Ste-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
Groupe relève pour personnes aphasiques des Laurentides
Health Canada
Health Center Partnership Committee
Heritage Social Club
John Abbott College
Kanesatake Health Center
Quebec Community Groups Network
L'APPUI des Laurentides
L'Éveil
L'Oeufrier
La Farandole
Lake of Two Mountains High School
Laurentian Club of Canada
Laurentian Elementary School
Laurentian Regional High School
Le Carrefour Péri-Naissance Saint-Eustache
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
Masonic Foundation
McGill University
Morin-Heights Elementary School
Morin-Heights St-Eugene's Church
Mountainview Elementary School
MRC Argenteuil
PANDA BLSO
Petite Maison Pointe-Calumet
PRISME Lutte contre la dépendance
Portail Lac2M
Québec en Forme Argenteuil
Québec en Forme Deux-Montagnes
Sainte-Agathe Academy
Seniors Action Québec
Seniors Heritage Club
Sir Wilfred Laurier School Board
Société de développement de Saint-Eustache
Sur les ailes des artisans
Table 0-6 Pays-d'en-Haut
Table 3e âge Deux-Montagnes
Table Consultation Régional Aînés Laurentides
Table de jeunesse des Sommets
Table jeunesse 6-12 Deux-Montagnes
Table jeunesse Argenteuil

Table régionale des aînés d'Argenteuil
Table régionale des aînés des Laurentides
TOPS

Notes

Thank you for your support!



HEAD OFFICE

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Deux-Montagnes
QC J7R 1N4

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Satellite Office

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