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4Korners
family resource centre

Serving the English-speaking community of the Laurentians

Annual Report: 2009-2010

www.4kornerscenter.org

Centre aide Laurentides

Société de l'Université du Québec

Québec

VILLE DE DEUX-MONTAGNES

Canadian Heritage Patrimoine canadien

Emploi Québec

CRASLA
Comité régional d'accès aux services en
langue anglaise

CHSSN
Community Health
And Social Services Network

President's Report
4 Korers Family Resource Center

As I stood before you last year at the Annual General Meeting, I presented you a fundraising plan to raise over \$20,000 for the 4 Korers Family Resource Center. Once that meeting was completed, I was elected President of the Board of Directors and given the opportunity by my fellow Board members to lead the 4 Korers. My strengths are known by many, and I spent the year focussing on fundraising as well as bringing visibility to the 4 Korers on a daily basis. It was however everything that I have learned over the past year that has made this experience so fulfilling and successful, not only to the 4 Korers, but on a very personal level.



The 2009-2010 Board of Directors was certainly a diverse group, but I believe the perfect mix of people to lead this organization at this time. Different generations, genders, educations and opinions allowed us to have great dialog during our meetings, and always with the assistance and leadership of our Executive Director, Shane Corrigan, we were able to make informed and well thought out decisions to better the 4 Korers. Make no mistake, this edition of the Board of Directors was a "working" Board. Everyone got their hands dirty and everyone pitched in when needed. I want to thank the entire Board for making this year a complete success.

Financially, the 4 Korers has never been more sound. Due to Shane Corrigan's dedication, our revenues increased significantly and they are projected to increase once again in 2011. From an operational perspective, we have had major growth and significant improvements throughout this fiscal year. With leadership from Shane and our Program Manager Sylvia Schatrowski, we have gone from 1.5 full time employees (FTEs) at this time last year to 4.5 FTEs. Through their drive, efficiency and complete and undeniable dedication, we have been able to focus not only on building our resource center internally by offering increased programming for the upcoming year, but also establishing a Laurentian Network to improve access to Health and Social services in English.

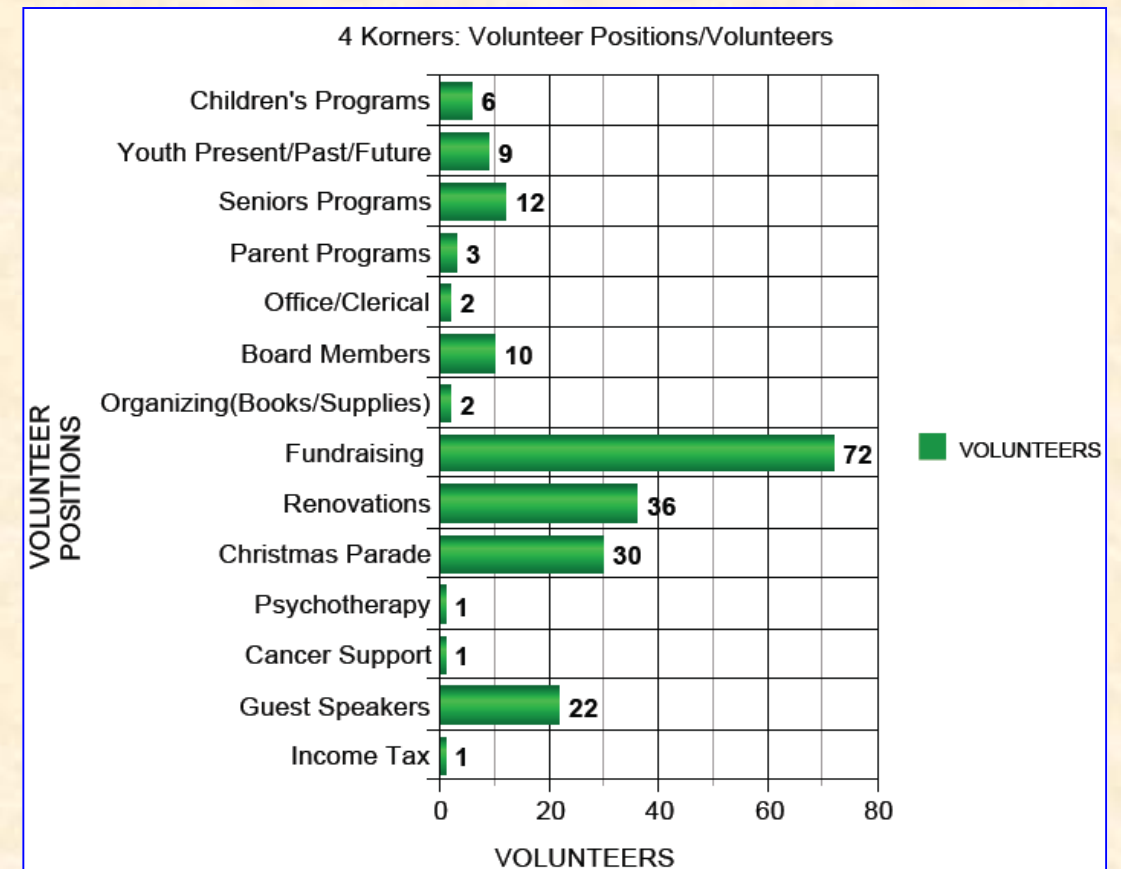
Through our many successful fundraising efforts, we were able to afford significant renovations to our building. We created offices for our employees, soundproofed our meeting areas, and had the lighting improved. This allowed us to implement a more efficient work environment as well as maximize the usage of our conference rooms and programs.

We have also been blessed with many outstanding qualified volunteers that have come forward this year to donate their valuable time and help us provide some essential services that we otherwise would not have been able to provide to our members. Our qualified volunteers have agreed to start up support groups in October as well as offer staff support and coaching. In addition, we have a qualified volunteer that is a nurse with 35 years' experience. She will be assisting on our cancer support groups as well as heading up blood pressure and diabetes prevention at the center. And finally we have a retired teacher that has helped run children's programs in the center.

Although we faced many challenges as an organization this past year, we accomplished many goals. The year 2011 looks extremely bright for the 4 Korers and, I am positive, as a group, we look forward to meeting all the challenges that we are faced with both individually and as an organization. Our Board is united and we have strong leadership internally to do some amazing things in 2011. 4 Korers is only as strong as our volunteers and our members. Thank you all for being a part of our successes for the past 5 years

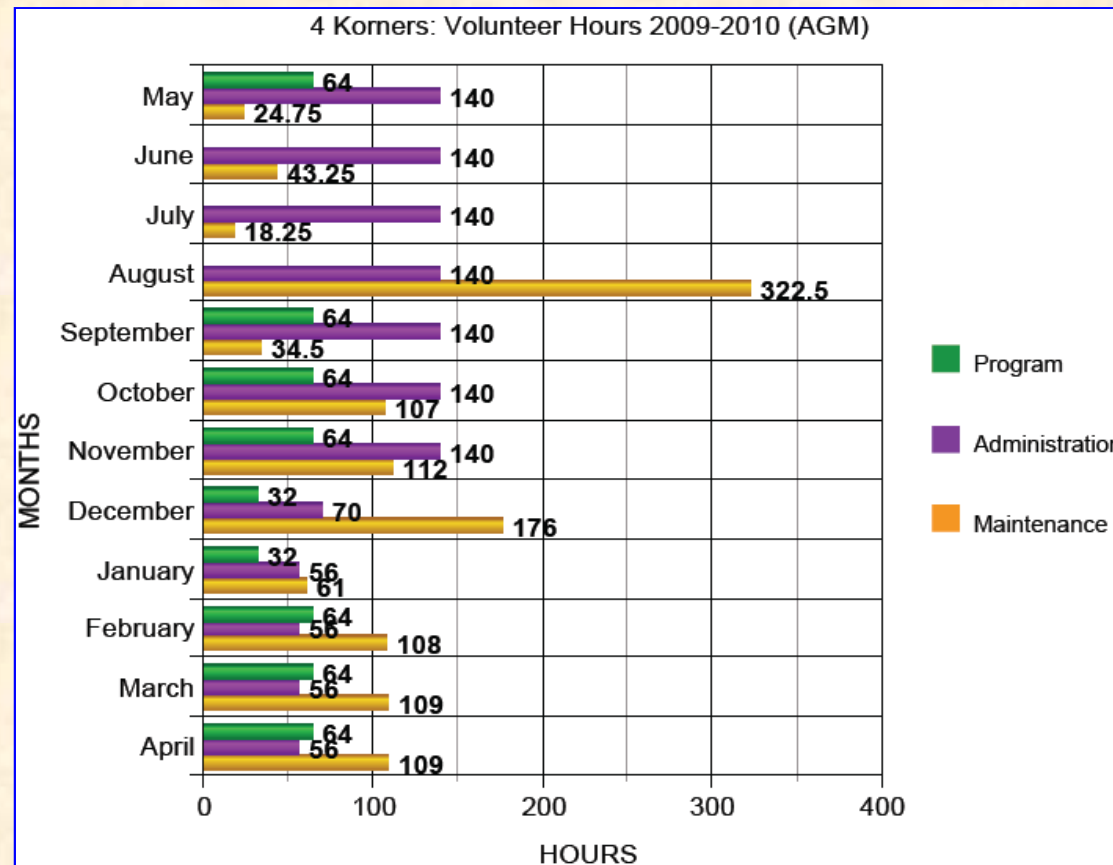
Cordially

Troy Ewenson
 President
 4 Korers Family Resource Center



VOLUNTEERS

This year, as always, 4 Korners has relied heavily on the work of several dedicated volunteers who contribute to our operations, programming, fundraising events and community outreach. The involvement of our volunteers goes far beyond our daily tasks, helping out in every aspect of our organization. It is purely through their good will that we are encouraged to move forward to further in our endeavours.



Executive Director's report September 2010

2009-2010 marks the 5th year of operation for 4 Korners Family Resource Center. I think that we: Board, Staff, Volunteers and Partners can all be proud of our accomplishments achieved in a relatively short period. I feel that this year we have more than just a milestone to celebrate. The real success story is that of the impact of "community cooperation", the true testament to the results that can be achieved when we work together!

Improving access to health and social services in the Laurentian region through referrals, resources and programs remains at the core of our operations. This year we were able to offer 17 programs and information sessions for all age groups. We also continued to secure partnerships with other organizations throughout the Laurentians in our ongoing efforts to fulfill our global mandate. Our revamped website and resource centre are available to all who are seeking information which is often not available in the English language. Our trained staff is also available to provide information and referrals on a wide range of information related to health and social services in the English language.

While 4 Korners is steadily approaching financial stability, success cannot simply be measured from a balance sheet. All our programs and initiatives have been supported through the efforts of our dedicated volunteers and partner organizations. The financial value of this contribution is immeasurable, and without it we would never have realized our accomplishments over the past year. We have also been fortunate to benefit from the expertise and dedication of Sylvia Schatrowski, Program Manager, who has been a cornerstone of the organization since its inception.

While the results of our local activities are well recognized, our larger "global" mandate of securing a comprehensive Laurentian Network can sometimes appear elusive. In this regard, it is important to reiterate, that, as with the success of our local collaborations, we can only hope to grow as a community though this same type of collaboration.

As our work becomes more visible locally, we are increasingly reaching out to English-speaking communities in our home constituency; MRC Mirabel Deux-Montagnes as well as the greater Laurentian region by sharing what we have learned and working towards a global vision.

We want to develop a new confidence in this long-neglected community and put into perspective ALL that we have to offer. More than ever we invite community members, partners and visitors to challenge and influence the current systems in place, and shape the evolution of our identity.

It is within this context that I am looking forward to working with you during the coming year.

Sincerely,

Shane Corrigan
Executive Director
4 Korners Family Resource Center



MISSION STATEMENT

In a spirit of respect, support and empowerment, the 4 Korner Family Resource Center, 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 people marginalized by factors such as isolation, low income, low levels of education, single parenthood, 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.
- In order to attain the above, to disseminate information and to encourage and facilitate the use of existing resources and services offered by other agencies and institutions.



WHY LESAN? (Laurentian English Services Advisory Network)

Throughout 2009, 2010 4 Korner was funded by the CHSSN (Community Health and Social Services Network) to initiate a Networking Partnership Initiative (NPI).

The initial activities involved meetings and discussions with stake holders throughout the Laurentian region, including specific CSSS, agencies, and community organizations and learning centers. The project was presented as an empowerment tool that would give a voice to members of English speaking communities who felt otherwise excluded from the system.

The importance of minorities taking an active role in promoting health and social services in english will not only ensure a more culturally responsive service, but it will also improve the community's sense of self-reliance and cohesion, two elements that are essential for the long-term sustainability of a community. However, there are very few resources available to assist a minority community in its efforts to take on an active role.

Why is community governance important for our minority community?

Linguistic or cultural minority communities are responsible for holding their communities together and ensuring their own community's "health" and future.

It is up to the minority community to ensure its long-term, sustainable future.

This responsibility forces a community to seek the ability to act on our own behalf. In order for a community to take an active part in improving its own "health", it must create a sense of ownership

Community governance can:

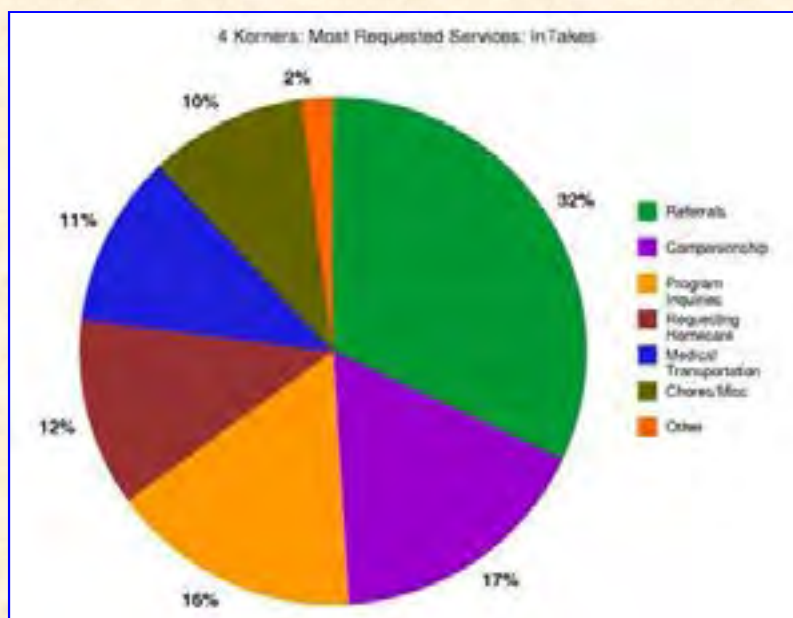
1. **Promote community leadership**— The community as a whole or some of its members can take a leadership role in determining needs, establishing priorities, and proposing and implementing realistic solutions.
2. **Foster community consensus**— If the issues are properly discussed and researched, the community should be able to find common ground upon which it can act.
3. **Move community from advocate to actor**— The community governance approach necessitates that a community see itself as part of the solution; that the community move from being an advocate to being an actor
4. **Ensure control over process and outcome**— By taking an active role in determining the solutions and participating in them, the community will have more control over the results.
5. **Improve appropriateness of responses**— If the community designs a project it will be more sensitive to its unique needs.
6. **Promote accountability of the organisation to the broader community**— If community members are stakeholders in a project they will have more interest in being kept abreast of its development.

RESOURCES AND REFERRALS

4 Korers **Resource Center** contains several hundred pamphlets, brochures and teaching guides which are not always available in the English language in other government institutions. We are constantly updating the library which is open to anyone who is seeking information on health and social services in the English language.

INFORMATION AND REFERRAL SERVICES

Each year the 4 Korers receives numerous inquiries relating to various issues that affect the population in our MRC. We are pleased to be able to help the people in our MRC by providing information and referrals when possible. The 4 Korers has become an integral part of the community due, in large part, to the positive feedback we have received and the increased demand for our services. We are reaching out and are available to our Francophone service providers for their English speaking clientele. We are available to provide referrals and specific information in the MRC's about the Anglophone population.



INTERACTIVE WEBSITE AND ONLINE HEALTH AND SOCIAL SERVICES DIRECTORY

An on-line forum featuring a **“Speakers Korner”** inviting residents throughout the Laurentian region to give their comments concerning health and social services in their area. Data will be collected on a regular basis for consideration of future projects and proposals.

A Directory of Health and Social Services with several hundred links to services available to the ESC in the Laurentian region (CSSS, Hospitals, Seniors, Home Care, Food Banks, etc..) Visitors to the website are encouraged to submit and give their feedback on any service that they feel is missing or would like to see included. This aspect of the website will be an ongoing work in progress.

GOVERNANCE

2009-2010 BOARD OF DIRECTORS

Troy Ewenson, **President**
Barney Rooney, **Vice President**
Sarah Leboeuf, **Secretary**
Darlene Goyetche, **Treasurer**
Peter Andreozzi, **Director**
Matthew Bleeker, **Director**
Steve Hodge, **Director**
Carol Knight, **Director**
Lori Leonard, **Director**
Laura Young, **Director**

STAFF

Shane Corrigan, **Executive Director**
Sylvia Schatrowski, **Program Manager**
Linda Draycott, **Administrative Assistant**
Beverley Taillon, **Administrative Assistant**

PROJECT STAFF

Lisa Agombar, **Youth Project Coordinator**
Erica Booth, **Community Liaison Officer**
Monica Neal, **Community Liaison Officer**
Sandra Savard, **Community Liaison**

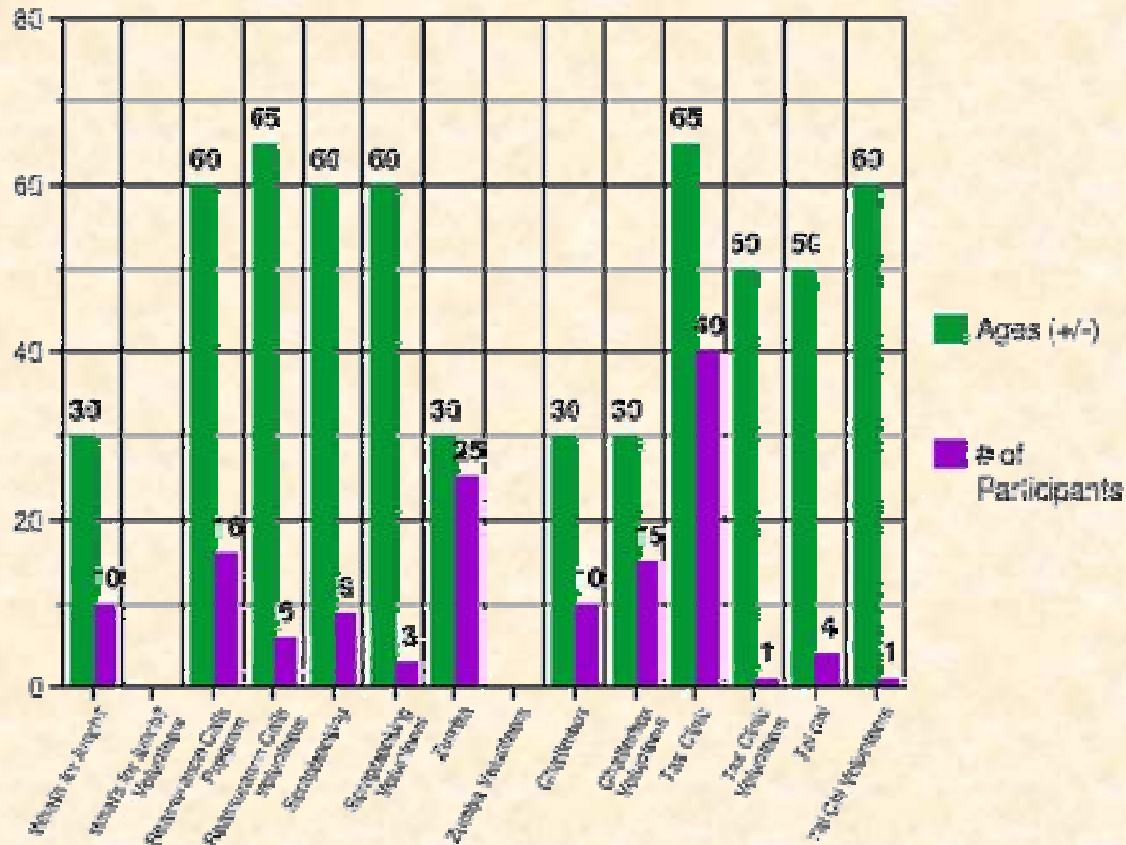
Michael Sinclair, **Accounting**



PROGRAMS

Within the MRC Deux-Montagnes—Mirabel Sud, 4 Korner offers the community a place to come and obtain services or participate in programs. These programs vary from health to social activities and serve a broad range of age groups: families, children, and seniors. Programs are delivered based on need and demand, and 4 Korner encourages the community to get involved and give suggestions for a program which could benefit to a particular sector of the community.

4 Korner's Program: Participants & Age



INTERGENERATIONAL PROJECT

The purpose of the project was to try and address the critical issue of engagement and participation between French and English-speaking youth living in the Laurentian region.

While the theme of the project revolved around senior appreciation with an on-going dialogue between youth and seniors of both official languages, the overall objectives were to promote a spirit of learning and cooperation in a linguistic exchange which spans generations.

Through active listening, French and English-speaking youth between the ages of 16 and 18, played a proactive role by focusing on a specific senior's concern, story or history, and re-telling the story through a chosen medium: Music, Dance, Video, Poetry, Art or Theatre. Another key objective of the project was to help youth realize their own potential and appreciate the contributions of an earlier generation.

Project Summary Goals

- To demonstrate the benefits of collaborative learning
- Promote a better understanding between the French and English-speaking communities
- Development of an after-school program encouraging linguistic duality within the Laurentians
- Appreciation of linguistic and cultural differences and commonalities

After 6 months of interviews with seniors, the project culminated on Sunday March 28, 2010, at the Veterans' Hall in Two Mountains with a bilingual, multi-disciplinary display of theatre, poetry and art. Many things were learned on both sides, dispelling many preconceptions. We are hoping to continue this project with even more schools in the future.



PROGRAMS FOR ALL AGES

Oh, Cébo ! Painting (all ages)

Whether you want to learn how to paint or are already comfortable with expressing yourself on canvas, this fun course is for you.

Sewing With Nancy (all ages)

Whether you're a beginner or an expert, come relax, meet new friends and embrace the art of sewing.

Tai Chi - 5 Elements Form (all ages)

Incorporating music with the "five elements" form of Tai Chi (wood, fire, earth, metal and water), Christine Neumayer helps to promote overall health and total body harmony while developing strength and cardio in a relaxing, open environment.

Tai Chi – Yang Style Form (all ages)

Led by Naomi Bellos, Yang style Tai Chi improves flow inside the body. It does this through a series of slow, gentle movements, which help promote strength, stamina and flexibility, as well as contributing to healthy joints. Thursdays 1:30 p.m. – 2:30 p.m. Starts September 17. \$50 for 10 weeks.

Scraping With Carol (adults)

With the senior scrapbooking club having been so popular, Carol Knight will offer a drop-in scrapbooking program to women and men of all ages.

Brainwaves Tutoring- New!! Grade5-6 /Sec 1

This program is a tutorial service offered to students. The program is meant to defray the costly expense & assist the parents.

Tax Clinic

Thanks to the the donation of time from Michael Sinclair (CAA), we are able to operate a tax clinic to families on fixed incomes. Over 40 individuals benefitted from this service in 2009-2010.

Women's Information Sessions

In collaboration with Women's Time Out, 4 Korner's launched a new series of information sessions that dealt with a broad range of issues for women of all ages: security, financing, support, nutrition, family, etc. These sessions were held on the first Thursday of every month at the Veteran's Hall in Two Mountains.



MOMS AND TOTS



What's For Lunch? (Mom's and pre-schoolers)

A weekly program designed for mothers with children under the age of 6. Each week, a facilitator will demonstrate how to prepare a healthy lunch for mom's and their children, and provide information sessions that deal with meal preparation and healthy eating habits. Free daycare is provided.

Chatterbox (parents of preschoolers)

This weekly time-out program is designed for mothers of preschoolers and provides a nurturing environment in which to share information. Invited guest speakers will discuss an array of topics related to child rearing and other family issues. Free daycare is provided.

Part time daycare service (6 months-5 yrs)

We are happy to announce our new daycare service. Take advantage of 4 hours to do what ever you please! We are here to give a helping hand.

Mommy and me

This new program was created by moms for moms to enjoy active play and sharing with their child and also to offer support to each other.

SENIORS

Reassurance Calls

4 Korner's telephone Reassurance Program was set up in order to help seniors keep their independence with confidence for as long as possible. The Reassurance program is a monthly, weekly, or daily morning phone call in order to ensure your mental and physical wellbeing. This program is perfect for individuals who are feeling particularly vulnerable because of illness, loss of a spouse or for those who just need a "friendly hello".

Balcon Vert – Anti-Isolation

Through a grant from "Les Oeuvres du Cardinal Léger, foundation Jules et Paul-Emile Léger", 4 Korner's initiated a community gardening project. The objective of the project was to provide seniors living in apartments with a means to have fresh produce. Over 30 containers were distributed to seniors, and volunteers prepared the bins and gave seniors gardening tips. As a result of this project, seniors got out of isolation, talked to other participants about their plants and shared their knowledge. They gained a sense of empowerment and felt that they were helping themselves.

Information and Referrals

Each year the 4 Korner's receives numerous inquiries relating to various issues that affect the population in our MRC. We are pleased to be able to help the people in our MRC by providing information and referrals when possible. The 4 Korner's has become an integral part of the community due, in large part, to the positive feedback we have received and the increased demand for our services. We are reaching out and are available to our Francophone service providers for their English speaking clientele. We are available to provide referrals and specific information in the MRC's about the Anglophone population.

Caring For You, Caring For Me

The intention of this project is to address five key elements for sustaining home caregivers: 1) information, 2) referral, 3) education, 4) support and 5) respite, the primary goal is to provide information about all existing resources and support programs offered in the region, and ensure that information is reaching those for whom it was intended. While much of the groundwork and research was laid done this year, The long-term objectives of the project will be to establish a comprehensive network of support groups with greater access to information in the English language.



Let's Get Together

The idea behind this new group is to allow people with Alzheimer's disease or related disorders (ADRD) to discuss their concerns while their caregivers take some personal time. If you are recently diagnosed or would like more information regarding Alzheimer Disease this group is for you. Facilitated by 4 Korner's and animated by a Therapeutic Recreation Specialist, the purpose of the group is to provide people with ADRD with information, a friendly ear and understanding, in order to help them learn to accept their disease and to better cope with its inherent difficulties.

Intakes

Since its inception, 4 Korner's has received, on an annual basis, 50 – 60 people who are experiencing some degree of distress. These "intakes" have often been referred to us through the local CLSC who will direct a person searching for English language support or comfort, or, by a friend, neighbour or family member. 4 Korner's believes that at a time of crisis, anyone, regardless of language, needs to be understood not simply because of language but also because of culture. It is important to note that the greatest number of intakes are seniors who feel isolated and express feelings of fear, loneliness, depression, lack of support, poverty or abuse.

Early-Bird Scrapbooking

Led by veteran scrapbooker Carol Knight, this program uses journaling and stories from the past, spurring on lively group conversations. A light breakfast and coffee will be served.

Seniors Walking Club (adults 55 and over)

This activity helps seniors stay fit by getting together as a group and exploring the outdoors.

Yoga — For the Rest of Us (adults 55 and over)

Now in her mid 80's, Nel McChristie shows no signs of slowing down. She attributes her longevity to a positive outlook and healthy life choices. Join Nel for low-impact chair yoga, as she combines basic yoga positions and proper breathing techniques.

Foot Clinic (adults 65 and over)

Proper foot care helps prevent health problems such as infections and diabetes-related problems. Takes place on Fridays. Please call for an appointment.

Stand-up Program (adults 65 and over)

For adults 65 or older and have fallen or are worried about your sense of balance, this program is held to provide information and discuss safe exercise at home.