Community social pediatrics center Le Tandem

ACTIVITY REPORT 2024-2025

Together, let's guide them toward a future without limits.



CHILDREN'S RIGHTS IN 7 PRINCIPLES



Children are born with equal rights.



Children's best interests govern decisions affecting them.



Children grow up in a family that fosters their development, with the support of the community.



Children are born and grow up healthy.



Children learn, have fun and open up to the world.



As full citizens, children have civil rights and freedoms.



Children are protected on all fronts.

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MESSAGE FROM THE CHAIRMAN OF THE BOARD AND CEO

Annual General Meeting 2024-2025

Dear partners, collaborators and friends of the Tandem,

2024-2025 was a year of change, development and improvement. A landmark year in many regards, in which our entire community was mobilized with commitment and heart to ensure the continuity and growth of our mission.

First of all, we greeted, with emotion and gratitude, the retirement of Anne-Marie Fournelle, founder and general Manager since Tandem's beginnings. For seven years, she embodied the vision, benevolence and boldness that have shaped our center. Her legacy is precious, and it is with great humility and enthusiasm that Manon Couture took over as general Manager in May 2024, carrying on the mission with renewed energy and a clear vision for the future.

This period of transition also gave rise to a structural reorganization. The creation of a philanthropy and communications position in July marked an important turning point for our community outreach and roots. The new philanthropy committee, now well underway, is already bearing fruit and preparing us for our very first major event in September 2025.

Other major developments included the proactive search for a new location in Stanstead, to establish a point of service recognized as a Community social pediatrics center - a further step towards better serving our growing clientele and meeting the complex needs of the territory.

On the human side of the medical team, the year was marked by a number of changes. The departure of Audrey Pierrat, physician since 2007 and medical director, marked the end of a chapter. We are happy to continue to count on her as chairman of the board and member of the philanthropic committee. Dr. Francis Livernoche, already involved in the Tandem's medical affairs, has taken over as medical director, ensuring valuable continuity. The arrival of Dr. Marie-Ève Bélanger to the team was also warmly welcomed.

The human resources challenges were numerous this past year : maternity leaves, departures, illnesses... those challenges opened the door to structural adjustments : updating of the employee handbook, implementation of an
health and safety work committee, revitalization of the social committee and particular attention to the ongoing training of our team. Each of these efforts is designed to strengthen our internal foundation, to better support our dedicated professionals.

The Hub of Arts project, too, has had its share of rolling challenges, but it has also seen some magnificent successes: the musical show in December 2024 and the opening of the Hive of Arts were real moments of emotion and collective pride. The back-to-school party, with over 240 people in attendance, was a testament to the energy and unity we all share.

Clinically speaking, the number of interventions jumped impressively, with over 1556 more interventions than last year. It should be noted that in the previous four years, the number of interventions had already doubled, from 4,848 to 8,581. And since 2021, the number of interventions per child has risen from 19 to 31.29. These numbers speak by themselves about the growing complexity of needs, but above all about the quality and intensity of the support offered by our team. We salute their commitment, their tenacity and their ability to adapt without ever losing sight of what's essential : the child.

Our heartfelt thanks go out to our exceptional team, to our invaluable volunteers, to our committed and visionary board of directors, to our clinical partners with whom we continue to enjoy exemplary collaboration, and to all our donors and financial allies. You are the heart and breath of what we do.

A special thank you also to our interns, who bring fresh ideas and a refreshing outlook, helping to ensure an inspiring and caring next generation.

Our vision for the upcoming years is set out clearly in our new three-year strategic plan 2024-2027. Our future is guided by four key priorities:

- The development of philanthropy and communications to ensure the financial sustainability of our mission,
- The establishment of our new premises in Stanstead to enhance our service offering,
- The strengthening and expansion of the Hub of Arts project, to reach more children in their full creative potential.
- Ensuring a realistic workload for the team and maintaining exceptional quality of service for our valued clientele.

The coming year will be one of stabilization. After a year of transformation, we want to solidify what we've built and sail confidently into the future.

Thank you for being here with us to make a real difference in our children's lives.

Together, let's guide them towards a future without limits.

With gratitude and optimism,

Audrey Pierrat
Chairman of the Board of Directors

Manon Couture
General Management



OUR VISION

The community social pediatrics center The Tandem contributes to the emergence of a supportive community concerned with the overall health of vulnerable children. To counter social inequity, services are free of charge.

OUR MISSION

CPSC Le Tandem is a Community Social Pediatrics Center that supports children aged 0 to 17 living in vulnerable situations. We work in collaboration with families and an interdisciplinary team to support their development and alleviate sources of toxic stress that hinder their well-being.

OUR VALUES

4 AXES, ONE DIRECTION

CHILDREN'S RIGHTS

Promoting children's rights and respecting their dignity is a core value of our organization.

EMPOWERMENT

We believe in the strengths and abilities of children and families to implement solutions adapted to their situations.

ACCESSIBILITY

We are committed to helping as many children in vulnerable situations as possible, for as long as necessary.

OPENNESS

A warm, non-judgmental welcome that creates a caring environment where children receive holistic care.

OUR MAJOR ACHIEVEMENTS



STANSTEAD'S NEW LOCATION

A brand new facility in Stanstead will allow us to better meet the needs of vulnerable children! It will allow us to enhance our services and move towards certification as a new social pediatric center!

BACK-TO-SCHOOL PARTY

The back-to-school party brought together more than 240 local residents for a colourful afternoon! Families, children and partners shared joyful moments through a host of free activities! Thank you to everyone who helped make this event a true community success!





THE VIDEO FROM THE RIGHTS COMMITTEE

The Rights Committee, made up of committed teenagers, created a powerful video on gender identity and its impact on mental health. This project gave voice to their realities and generated a great deal of interest. The video was shown in strategic locations, where it touched and made many people reflect. The young people on the Committee also gave a 3-hour course at UQTR, during which they led activities on children's rights while teaching the principles of these rights.

OUR MAJOR ACHIEVEMENTS



THE TEDDY BEAR HOSPITAL

The Teddy Bear Hospital activity, organized in conjunction with Grow Healthy, gave children a chance to discover the medical world while caring for their stuffed animals. Through interactive stations, including a visit of an ambulance, young children learned about the world of health care in a reassuring and fun way. The activity was a great success, demystifying white coats and making health rhyme with gentleness and fun!

YOUNG ENTREPRENEURS GARDEN

This project gives young teenagers a real-life experience of market gardening: planting, tending, harvesting and even selling their produce! They develop their independence, resourcefulness and sense of responsibility... as well as discovering the pleasure of teamwork. It's a great way to learn by getting hands-on and experiencing the entrepreneurial side of the project.



OUR MAJOR ACHIEVEMENTS



OUR NEW FLYER!

We're delighted to present our brand-new brochure, which reflects the dynamic vision of our Social Pediatrics Center with energy and vitality.

This redesigned visual illustrates our commitment to offering ever more accessible and adapted services, with a positive and inclusive approach.

We're moving forward with enthusiasm, ready to support even more children and families in the Memphremagog region.

USERS CHARACTERISTICS

THE MAIN REASONS FOR SEEKING HELP

- Psycho-emotional difficulties.
- Problems related to family life.
- Learning problems linked to suspected diagnoses (ADHD, language delays or disorders).

GROWING NEEDS

- We're seeing a growing need and increasing complexity in the situations of vulnerable children, who are often dealing with multiple issues.
- We are also seeing an increase in referrals from the DPJ, a sign of a context of growing concern.
- These observations reinforce the importance of our action in the field.



A DYNAMIC AND EFFICIENT SERVICE OFFERING

ACCESS

- Via proximity
- Via screening
- Via referral



WELCOME

Registration in a warm and welcoming space.





EVALUATION ORIENTATION

Méthode APCA - LSUA

APPRIVOISER / LEARN - Get to know each other, get closer, create a relationship of trust to work in partnership.

PARTAGER / SHARE - Discuss with the child, his family and the people around him to welcome emotions, facts and ideas without prejudice or judgment.

COMPRENDRE / UNDERSTAND - Understand the problems and the overall context, share hypotheses with the people involved and guide actions.

AGIR / ACT - Create and implement the action plan with the child, involving the extended family and community called upon to implement it.

FOLLOW-UP AND SUPPORT



HUB OF ARTS
Neuroscience-based program for emotional, social and cognitive development.



ART THERAPY
Therapeutic support through free artistic creation.

PHYSICAL THERAPY
Assessment and treatment to restore physical capabilities.



SOCIAL WORK
Help with change and finding solutions.





EDUCATIONAL AND SOCIAL SUPPORT
Clinical groups 0-5 y/o
Clinical groups 6-11 y/o
Clinical groups 12-17 y/o



ZOOTHERAPY
Therapy assited by animals.



OCCUPATIONAL THERAPY
Assessment and treatment for functional autonomy.

NURSING FOLLOW-UP
Health care + promotion of healthy lifestyle habits.



PSYCHOEDUCATION
Supporting children and their families through challenges.



PROMOTION & AWARENESS ACTIVITIES



PREPARATION CAMP
for the first school transition for kindergarten children ages 4 and 5, in both Stanstead schools

GROWING UP HEALTHY
Promoting health and healthy living. Workshops, activities, conferences





LANGUAGE STIMULATION
Parent-child dyads (ages 2 to 5)
6 workshops for playing and learning effective strategies



324 English and French speaking children have benefited from our services

CLINICAL APPROACH

EVALUATION ORIENTATION

254 assessment-orientation meetings involving the child, family, physician, psychosocial worker and partner as needed.

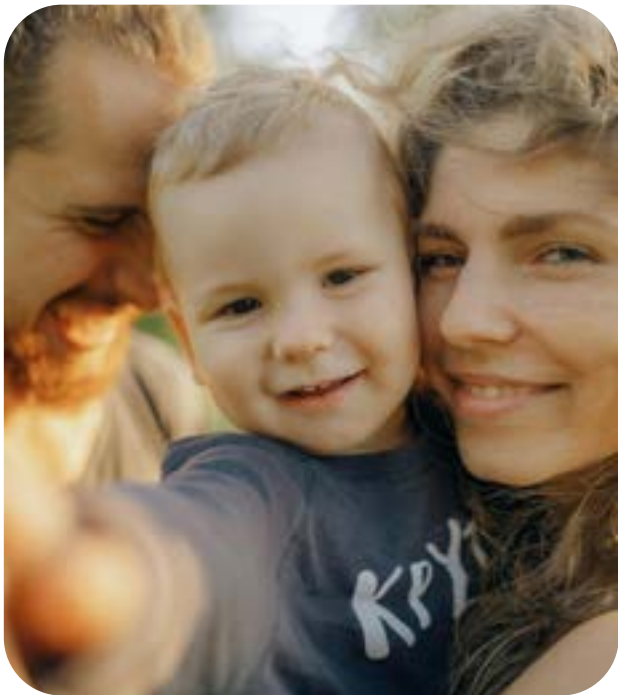
ACCESS

72 new inscriptions



FOLLOW-UP INTENSITY OF THE FAMILIES AT TANDEM

Over the past four years, the intensity of follow-up with children has been steadily increasing. The total number of interventions has doubled and in the last year alone there was a further **increase** of **18%**, for a total of **1,556 more** interventions.



On average, the number of interventions per child has risen from 19 to 29.39 in four years - representing an **increase** of **55%**.

And in the last year alone, this figure **climbed** a further **7%**, to **31.29** interventions per child. This increase reflects the growing complexity of our families' needs.

	2020-2021	2021-2022	2022-2023	2023-2024	2024-2025
TOTAL INTERVENTIONS	4 848	6 115	7 874	8 581	10 137
INTERVENTIONS PER CHILD	19	22	27.6	29.39	31,29

FOLLOW-UP SUPPORT

Focused on the child's development, the service offered has an impact not only on the child, but also on the parent.



PSYCHOEDUCATION
249 kids or families
4 481 interventions



SOCIAL WORK
147 kids or families
1504 interventions



EDUCATIONAL SUPPORT
190 kids
5 different groups



ART-THERAPY
52 kids
508 interventions



ZOOTHERAPY
19 kids
211 interventions



PHYSICAL THERAPY
30 kids
72 interventions



OCCUPATIONAL THERAPY
12 kids
92 interventions



NURSING FOLLOW-UP
176 kids
1 215 interventions



HUB OF ARTS
109 kids
19 activies

PROMOTIONAL AND AWARENESS-RAISING ACTIVITIES



PREPARATION CAMP
8 kids from Sunnyside
10 kids from Jardin-des-Frontières



GROWING UP HEALTHY
The teddy bear hospital : 19
Back-to-school party : 240
Other activites : 54



LANGUAGE DYADS
16 dyads from Tandem Magog
3 dyads at Stanstead



RIGHTS COMMITTEE
33 kids
8 parents



JJE
13 kids
30 activities

CLINICAL GROUPS 0-5 YEARS OLD

LANGUAGE STIMULATION DYADS

Goal: To inform and equip parents in their child's language development (18 months to 5 years) for any child with language difficulties in the Memphrémagog MRC.

Impact(s): Parents feel better equipped to support their child's language development. Feedback and support are offered to parents to help them meet their child's language needs.

Language difficulties in preschool can affect daily functioning, as well as learning to read and write. Reading is a central element of language stimulation workshops, as is play between parent and child.

CLSCs and CPEs are important collaborators in these prevention and awareness workshops.

THE SMURFS

Goal: To stimulate the developmental skills of children with specific academic challenges, with a view to fostering their transition to Grade 1 and continuing their stimulation during the summer.

Impact(s): The children are happy, the parents are grateful, an assessment of their child's functioning is provided, and a significant improvement in various skills is observed in the children.

11 children - 8 days of activities



CLINICAL GROUPS 0-5 YEARS OLD

THE KANGOUROUS

Goal: To foster a sense of belonging to the Tandem among children and their parents. It also enables caregivers to observe relationship dynamics and components of child development.

Impact(s): Creation of educational opportunities. Solicitation of pre-school skills for children. It's also a learning context for both families and caregivers.

25 children and 18 parents - one 3-hour meeting per quarter.

PREPARATION CAMP FOR THE FIRST SCHOOL TRANSITION

Goal: Children are familiarizing themselves with their new school environment, establishing their bearings, getting to know their new friends and, for some, experiencing their first separation from their parents.

Impact(s): The child's transition to integration is well under way. The parents' fears are eased, the parents' relationship with the school is initiated, and the professionals' observations enable screening.

18 youngsters - 4 to 5 half-days - 4 hours a day








CLINICAL GROUPS 6-11 YEARS OLD

LEARNING ASSISTANCE

Goal: Learning support is provided on a weekly basis. The child completes his or her lessons in a tutorial format (volunteer/trainee). The tutor accompanies the child in his challenges, encourages him to persevere, and takes time to engage in a relationship with the child.

Impact(s) : The tandem youth/tutor formula builds a privileged relationship, creating an island of kindness that facilitates action towards the learning to be achieved. This supports the child and calms the parent, for whom the homework period can be a time of anxiety and conflict.

69 children - 1h per meeting - Throughout the school year

LES APPRENTIS GÉNIES

Goal: To counter the summer school slide by offering fun and educational activities to elementary school children, thus encouraging them to continue their academic learning over the summer.

Impact(s): Young people learn to stimulate their brains in ways other than academically, while learning new information on a variety of subjects. This project reduces the impact of the summer slide on children.

Project financed in part by RÉUSSIR

12 young people - over 8 days of activities



CLINICAL GROUPS 6-11 YEARS OLD

THE EXPLORERS

Goal: The program aims to present young people with opportunities to communicate, assert themselves, self-regulate and resolve problems or conflicts.

Impact(s): Children develop their ability to communicate appropriately with others, while learning to assert themselves respectfully. Self-regulation and emotional awareness are an important part of the group, as is conflict management, as the group addresses social development issues.

8 children - 8 sessions

D-CODE

Goal: To raise children's awareness of their rights, demystifying them and empowering them to take control of their own lives and the issues they may face.

Impact(s): The group provides children with opportunities to assert themselves positively and take a stand, while encouraging reflection, self-criticism (e.g. on how to behave according to rights), the sharing of opinions and the creation of solutions.

8 young people - 4 days of activities





CLINICAL GROUPS 12 YEARS OLD AND OVER

YOUNG ENTREPRENEURS GARDEN

Goal: To support the overall development of young people aged 12-14, by putting them in touch with themselves and others through a complete market gardening experience. The program allows children to experience all stages of cultivation, from planting to selling their produce. The entrepreneurial component is an interesting one to develop for our young teenagers.

Impact(s): The young people develop a close-knit spirit of mutual support, and their sense of pride is heightened by all the experiences they have had through their market gardening experience. They have aroused their curiosity by visiting other companies, and have acquired self-reliance skills and a sense of teamwork.

13 children - 30 activities - a few hours each session









CLINICAL GROUPS 12 YEARS OLD AND OVER

TEEN GROUPS

Goal: Engage teens in shared experiences and meaningful bonding activities that strengthen their sense of belonging to Tandem and their peers. They also develop their autonomy and sense of responsibility (committee, fund-raising activities, decision-making, etc.)

Impact(s): Young people learn democratic decision-making processes, mobilize their energy for fund-raising and take pride in the activities they want to take part in. They are integrated into the Tandem's major activities as “helpers”. They feel valued, involved and recognized.

82 teens - 12 activities - 2h per session







CLINICAL GROUPS 12 YEARS OLD AND OVER

CHILDREN'S RIGHTS COMMITTEE

Goal : The Children's Rights Committee project teaches young people about fundamental rights (the principle of non-discrimination; the fact that the child's best interests govern; that he or she enjoys civil rights and freedoms; the importance of community involvement with children and families; the different spectrums of health preserved; the right to education and leisure; and that he/she has the right to protection at all times) by carrying out various activities aimed at awakening this knowledge (taking a stand on the issues, informative sessions, creative period, presentation of their project, etc.). The workers who accompany these young people will be responsible for ensuring that the project is well-founded with the children, and that it is visible in the community, with a view to raising awareness and making a stand.

Impact(s): The teenagers have all gained significant self-confidence. Their parents also measure the effects on their children's self-esteem. Their commitment is very high, and they are taking on ever-greater challenges. They have regained control over their lives and transformed their sense of identity.

12 teens - 8 meetings - 2h each session









THE HUB OF ARTS IN TANDEM

Goal: To act on the brain plasticity of children and young people, from **6 to 17** years old, in addition to creating emotional, cognitive and social benefits. Identify new children and youth with needs. The program aims to accompany children and young people through the world of art and music, so that they experience the benefits and success they need.

Impact(s): Each trimester of classes ends with a wonderful show. The young people improve their cognitive functioning, their level of emotional well-being, their social skills, their self-esteem and their sense of belonging to the Tandem.





109 kids - 19 sessions of 45 to 120 minutes per group.

The HUB of arts is a promising initiative, combining music and visual arts. We're looking to expand the services of this vibrant project to make it more accessible to children and encourage more outreach. In this second year, the number of participants has almost doubled, a sign of the growing enthusiasm for this project!

We're particularly proud of the superb brochure produced last year, which showcases the HUB's full potential.



LIFE AT TANDEM

- **240** people at the Back-to-school party in September 2024
- **75** children at the Halloween party in Magog
- **33** children and **17** parents at the Christmas party in Magog
- **13** children and **6** parents at the Christmas party in Stanstead
- **8** children and **2** parents at the spring break activity in Stanstead
- **10** children and **6** parents at the end-of-school-year party in Stanstead



OUR TEAM

AS OF MARCH 31, 2025



Our medical team: 1 medical director, 2 physicians, 1 clinical nurse specialist, 3 pediatricians and 2 clinical nurses.

Our psychosocial team: 4 psychoeducators, 1 social worker, 1 specialized educator, 1 social work technician and 1 clinical coordinator, 1 homework assistance coordinator

Our therapy team: 1 occupational therapist, 1 physiotherapist, 1 zootherapist and 1 art therapist

Other positions on our team: 1 general manager, 1 medical receptionist, 1 philanthropy and communications advisor, 1 administrative assistant, 1 music teacher at the Hub of Arts

Interns from various programs (occupational therapy, special education, social work, psycho-education, law, medicine, psychology)

Volunteers: 36 dedicated people support us on a regular basis, including homework help, transportation, the philanthropic committee, support for groups and outings, photography at events, the Board of Directors, disinfection, the Jardin Jeunes Entrepreneurs project, Dragon Dungeon meetings and much more.
Our volunteers have a combined total of more than 3,168 volunteer hours for the year 2024-2025!

OUR BOARD OF DIRECTORS

AS OF MARCH 31, 2025

Audrey Pierrat	President	Family doctor
Anne-Marie Laberge	Vice-president	Marketing specialist
Alexandre Hamel Petit	Treasurer	Certified accountant
Eloise Dallaire Gauthier	Secretary	Lawyer
Lucie Leclair	Administrator	Ressource teacher (retired)
André Ladouceur	Administrator	Lawyer (retired)
Nathalie Meunier	Administrator	HR/strategy specialist
Marie-Josée Boulet	Administrator	Elementary school teacher
Anne-Marie Fournelle	Administrator	Founder of Tandem

FINANCIAL PARTNERS

You're making a major contribution to the emergence of a gentle community that cares about our children!

GRANTS

- CIUSSS de l'Estrie-CHUS
- Emploi et Développement social Canada (EDSC)
- Ministère de la famille via la Fondation Dr Julien
- Le Réseau des Éclaireurs via le Centre intégré universitaire de santé et de services sociaux de l'Estrie - Centre hospitalier universitaire de Sherbrooke
- Ville de Magog
- Ville de Stanstead
- RÉUSSIR
- Service Canada (emploi étudiant)

THANKS TO OUR MAJOR DONORS

- Banque Nationale via le Grand Tour BNC
- Caritas Estrie
- Club optimiste Magog-Orford
- Complexe Funéraire Charron Lamoureux
- Comptoir familial Magog
- Distributions Car-Tel inc.
- Estrie Aide
- Ettehadieh Peeling Family Fund / Jewish Community Foundation
- Famille Fournelle (Michel Éric, Michel, Claire et Marie-Annick)
- Famille Lamarre
- Finances Québec (Député d'Orford - Gilles Bélanger)
- Fondation Bannerman
- Fondation Canadienne FCSCJ – Les filles de la Charité du Sacré-cœur de Jésus.
- Fondation Capucine
- Fondation Grand Défi Pierre-Lavoie
- Fondation Henrichon-Goulet
- Fondation J. d'Amours
- Fondation Simple Plan
- Les Chevaliers de Colombs
- Michelin Magog /Camso inc.
- Provigo / Lowblaws Inc
- WaltMart



THANK YOU TO OUR SPONSORS

CENSS
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le centre dentaire
819.847.3535

HERBES ORFORD

OPTO
RÉSEAU

Marais de la Rivière aux Cerises

serres st-elie
greenhouses

LES SERRES
ste-catherine

SERRES MAGOG

BLEU LAVANDE
wellessentials

LES MARCHÉS TRADITION

Domino's Pizza

DVERT

PROGYM

THANK YOU TO OUR PUBLIC AND COMMUNITY PARTNERS

maison de la famille Memphrémagog

Marché public de Magog

Les Amis de la Bibliothèque Memphrémagog

Commission scolaire Eastern Townships School Board

Colby-Curtis

Phelps Aide Phelps Helps

Banque alimentaire Memphrémagog

RCPECE Regroupement des CPE des Cantons de l'Est

Centre l'Élan

Cépup du social, on en mange!

Solutions Budget Plus

Centre de services scolaire des Sommets Québec

Maison des jeunes L'Exit

Carrefour jeunesse-emploi Memphrémagog Gratuit 16-35 ans

Centre intégré de santé et de services sociaux Québec

Cégep Sherbrooke

Association des centres jeunesse du Québec

GRIS Estrie

Ressources Relais Memphrémagog

Fondation Dr Julien

Cégep de Granby

Université de Sherbrooke

Aide juridique Estrie – Centre communautaire juridique de l'Estrie

Table Jeunesse Socio Économique Memphrémagog

On behalf of all the Tandem's children, THANK YOU!

PERSPECTIVES 2025-2026

- Setting up our new premises in Stanstead, then building a small permanent team to improve and increase access to our services. Our ultimate goal is to obtain certification from the Fondation Dr. Julien for Stanstead as well.

- We hope to diversify our sources of revenue by staging Signature events and raising the profile of our organization among major donors and various corporate circles. Of course, we also aim to retain our partnerships.

- We are continuing to improve and consolidate our Hub of Arts service offering, including screening for 6-17 year-olds.



ACKNOWLEDGEMENTS

On behalf of all the children and families of the Tandem, thank you a thousand times over for tandeming with us.



BECOME PART OF THE FAMILY!

le tandem

Centre de pédiatrie sociale en communauté



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letandem.org

https://www.facebook.com/letandemmagog

Make a donation!

Made by Catherine Goudreau