

TEWATOHNHI'SAKTHA

Review

3rd & 4th Quarter Report • October 31, 2018 - March 31, 2019

Creating a Client Focused and Relaxed Environment at Tewaohnhi'saktha



Tewaohnhi'saktha reception area refreshed.

*By Allison Jacobs
PR/Communications*

It has been sometime since the Tewaohnhi'saktha office has been refreshed. Over the past few months, there has been extensive work to revitalize our public areas, keeping in mind to create a space that is client focused and at the same time inviting and tranquil. Clients now have access to a public computer in our reception area to use at their leisure. We also have new seating to ensure people are most comfortable when waiting for service from staff; they can have tea, coffee, water or juice during

their wait. There has also been an upgrade to our digital lobby monitor to ensure that the public has access to the most up to date news from the organization; that includes job opportunities, our offered programs and services and whatever else may be going on at Tewaohnhi'saktha. Included in the rotation of digital information, you will find beautiful photography of our quaint community; enticing you to take advantage of all that Kahnawà:ke has to offer and maybe decide to take a walk along our beautiful bike paths and enjoy nature. We were sure to not forget the history of our community and we included

a wall of nostalgic photographs depicting the lives of our ancestors. The entire building has been freshly painted and the main floor lobby atmosphere now boasts a few plants, lobby music and additional comfortable seating. We also look forward to reviving our outdoor fountain and include more flower gardens and outdoor seating soon. The Tewaohnhi'saktha building and the surrounding grounds are meant to be a place that is open to all community members, whether you are shopping, looking for employment and training support or looking to secure a meeting place; we welcome you to stop in and get acquainted with our staff and the new and improved surroundings.

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Key Success Measures 12 Month Results (April 1, 2018 - March 31, 2019)

Our Key Success Measures are our outcome measures of success. They measure how effectively Tewatohnhi'saktha is achieving our vision, mission, and values on a year-by-year basis. It is our scoreboard for continuous improvement of success.

Revenues Generated

Annual Target

CELLPHONE TOWERS

Annual Target: \$86,548

BUSINESS COMPLEX

Annual Target: 48,472



Actual Results:

\$86,547



Actual Results:

\$2,216 *

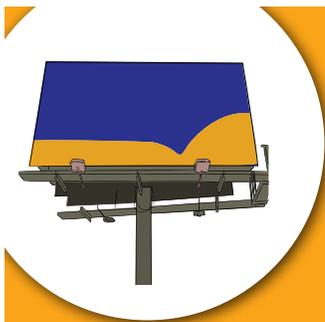
* Building upgrades

BILLBOARD & OTHER LEASES

Annual Target: \$127,672

OFFICE COMPLEX

Annual Target: \$272,290



Actual Results:

\$127,672



Actual Results:

\$329,324

OFFICE SPACE/MEETING ROOM

Annual Target: \$22,480

TEWATOHNI'SAKTHA LOAN FUND/ LOAN INTEREST

Annual Target: \$40,000



Actual Results:

\$28,343



Actual Results:

\$36,755

Key Success Measures 12 Month Results (April 1, 2018 - March 31, 2019)

Business Creation/Expansion	<i>Target</i>	<i>Actual</i>
# of new businesses started or expanded*	7 Micro 1 Small 1 Expansion	13 Micro 2 Small 1 Expansion
New jobs created by new businesses/expansions	26	27 10 Part-time 17 Full-time
New loans under Tewatohnhi'saktha Business Loan Fund	\$250,000	\$42,211
<i>*Micro=1 employee, Small=2-5 employees, Medium=6-10 employees, Expansion=increase in # employees, second loan, additional products/services, or new market/location.</i>		

Business Services Operational Measures	<i>Target</i>	<i>Actual</i>
Dollar value by year - products*	\$210,000 \$484,896	\$186,797 \$570,447**
Total clients served	150	272
New clients	20	105
<i>* Total Spent financial grant programs (Business Assistance Fund, Marketing, Professional Services Fund)</i>		
<i>**Represents all loans and grant funds. Dollar value by year Tewatohnhi'saktha Business Contribution Fund (TBCF) Products*</i>		

Job Creation & Capacity Building	<i>Target</i>	<i>Actual</i>
Clients attain employment (unsubsidized)	47	77
Clients attain employment (subsidized)	228	171

Employment & Training Operational Measures	<i>Target</i>	<i>Actual</i>
Total clients served	520	509
New clients	135	138
Dollar value by year - products*	\$2,823,367	\$2,164,175
<i>*Represents tuition, allowances, and child care. Plus an added 18% to represent services.</i>		

Employment & Training Client Success Story

White has a keen eye for the lay of the land



Tracy White is on her way to becoming a Certified Landscape Technician.

By Jordan Standup

Kahnawa'kehrónon Tracy White is putting her vast talents to work for a landscaping company located in Pointe Claire called Plantenance as a Horticultural Care Manager. She began working there last May following her graduation from the New Frontiers School Board's Landscape Operations course in Ormstown.

"After seeing an advertisement for the Landscape Operations course, I contacted Tewatohnhi'saktha for assistance. I met with Nadine Montour (Employment and Training Counselor) and discussed my options," White explained. "We went through the counseling process, and I applied for the Landscape Operations course in Ormstown."

She began the course back in September 2017 and proudly graduated as the class valedictorian last May.

When asked what made her decide to pursue this particular course, White said it was actually a funny story.

"My friend Iris asked me if I wanted to go with her to shop for rocks. All I heard was 'shopping,'" she laughed. "Little did I know that I was going to be helping her build flower beds. I had no idea what I was getting into. It was a long project but a lot of fun and

definitely a learning experience. At this point I figured that I should learn how to do this properly."

Fast-forward a bit and White is now working at what she could only describe as her dream job.

"Absolutely," she said. "I love working outdoors, planting and creating beautiful spaces. I am constantly learning and improving my skills. I've attended trade shows."

White is in the process of becoming a Certified Landscape Technician, which is nationally recognized. But she doesn't plan on stopping there.

"I would like to expand my knowledge with other certifications in the coming years," she proudly asserted.

White grew up in Kahnawake and later attended high school at Howard S. Billings in Chateaugay. She would go on to attend Montreal's Concordia University and then spent a great deal of time working in customer service in an office environment.

These days though, she's busy getting dirty outdoors.

"This change in careers has been the best decision!" she said. "A lot of hard work, long hours but I love what I'm doing. I'm a landscaper in the spring/summer/fall and the winter is for figure skating."

Employment & Training Client Success Story

Robertson goes back to school and finds her calling in Accounting, Secretarial field

By Jordan Standup

Tewatohnni'saktha's Interim Financial Clerk Robyn Robertson is quite proud of her recent accomplishments and rightfully so.

The ambitious 24-year-old Kahnawake Survival School graduate talked about her educational background.

"I went to school at Access Career Training Centre for the double DEP, which is Accounting and Secretarial studies," she said recently. "I started in September 2016 and I ended last year in May 2018."

Robertson began working at Tewatohnni'saktha last July.

She explained what made her decide to return to school to continue her education.

"I was working dead end job after job, not knowing if it was going to be steady or not," Robertson revealed. "Until one day, I decided that I needed something more; some life experience."

She admits that she wasn't exactly certain of what she wanted to do at that time.

"I was stuck between accounting and secretarial," Robertson said. "I'm happy I found a course that offers both fields in a shorter amount of time."

She noted that her counselor at Tewatohnni'saktha helped her find the aforementioned course.

Robertson couldn't be happier these days.

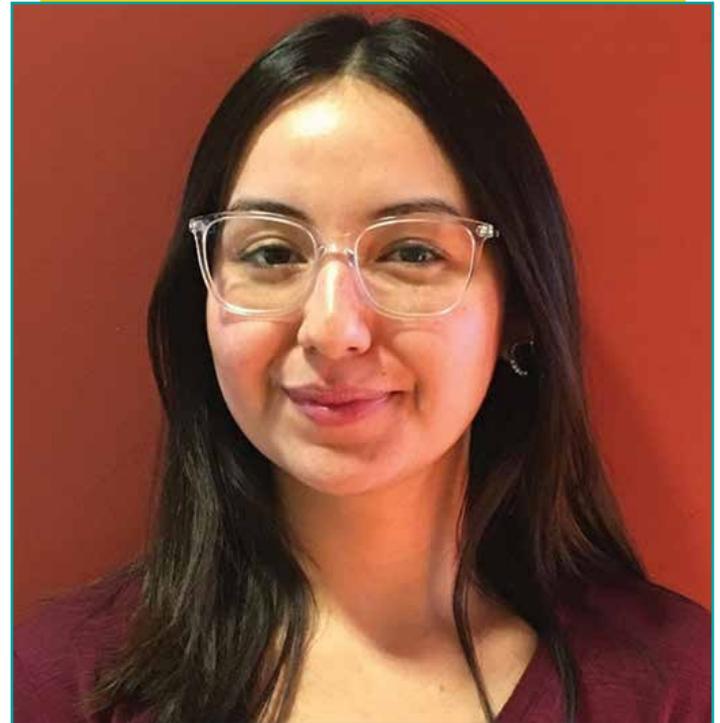
"I would say this is my dream job," she said. "It's a great place to work and I've gained a lot of skills and experience."

With any luck, Robertson is hoping to extend her stay at Tewatohnni'saktha.

"If I'm lucky (fingers crossed) then I'll be staying longer," she said. "I definitely see myself here in the next five years, if all goes well."

A positive attitude and sound work ethic will surely help Robertson wherever she is employed.

"Had I not asked to do my four-week stage at Tewatohnni'saktha, I don't think I would have been given the opportunity to work here," she said. "I had



Robyn Robertson, Accounting Clerk, Tewatohnni'saktha.

just started the Transitions Program working at a different location and one day I received a call from Tewatohnni'saktha to work on a contract."

Robertson said deciding to accept the job was a no-brainer.

"I knew I couldn't pass up the opportunity," she asserted.

WWW.SHOPKAHNAWAKE.COM



TBS Success Story

McComber's passion for helping others shines in new business venture



Leta McComber, Essential Care.

By Jordan Standup

Kahnawake's Leta McComber is the sole proprietor of the increasingly popular Essential Care.

"I am a massage therapist offering Swedish, deep tissue and trigger point therapy," McComber recently explained.

But that's just start of the services that she currently offers through her flourishing business.

"I also hand make infused oils with herbs to help aid in pain relief/healing and skin conditions," McComber proudly asserted.

Essential Care customers have taken to social media to share their experiences with her products and the reviews are nothing short of glowing.

"Seeing all of my reviews from my clients has to be one of the most rewarding feelings of this entire life changing experience," she said.

McComber talked about her extensive educational background.

"I attended IKRA École de Massothérapie (in Verdun) and I am a certified therapist," she explained.

McComber is also registered with the RMPQ, which is the professional association for specialized massage.

"I am also a self-taught herbalist," she noted.

McComber spoke passionately when she discussed why she does what she does today.

"I pursued this career after taking a healing journey and came to realize my natural abilities as a healer," she said.

McComber has truly found her calling.

"Helping others and being an entrepreneur is definitely my dream job," she said.

"Tewatohnhi'saktha helped me with funding to be able to attend school and also with the courses they offer, such as the ACE course," McComber said. "I am currently enrolled part time in the ACE course."

She recommended Tewatohnhi'saktha's services to anyone considering returning to school and bettering their future, like she did.

Her educational journey didn't end when she finished school at IKRA, as she returned to join a Passive Mobilization course there earlier this month.

The 35-year-old went to the Kahnawake Survival School as well as the Nova Career Centre in Chateauguay and the Pearson Adult and Career Centre in LaSalle.

She wanted to offer some important advice.

"Being able to have the courage to do something your passionate about is truly amazing," McComber said. "Take the risk! Quit the job you hate! Follow your dreams!"

Thinking of opening a Business?

Our Business Services Officers are here to guide you in the right direction!

SERVICES INCLUDE:

- Business Consulting
- Bookkeeping aftercare
- Entrepreneurship Training
- Business Plan Preparation
- Business Assistance Fund (BAF)
- Marketing Program Fund (MPF)
- Kahnawà:ke Youth Business Fund (KYBF)
- Professional Services Fund (PSF)
- Tawatohnhì'saktha Business Loan Fund (TBLF)
- Tawatohnhì'saktha Business Contribution Fund (TBCF)
- Aboriginal Initiatives Fund (AIF)

Visit www.tewa.ca for more details on all the services.

Or contact a member of the Business Services Team:

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Mentor A Student Intern Program Staffing Update:
JUNIOR COMMUNICATIONS ASSISTANT

JARRETT JACOBS

Jarrett oversees...

- ★ Creative aspects & design of advertisements
- ★ Shop Kahnawake video creation & editing
- ★ Creating Office Notices



On February 4th, 2019, Jarrett Jacobs began his new position as Junior Communications Assistant. Jarrett brings his experience in graphic design and video editing to his new role, and welcomes any challenge with open arms! He is currently enrolled in the Cinema & Communications program at Dawson College, hoping to pursue a career in filmmaking. Working at Tawatohnhì'saktha, Jarrett would like to reinforce his skills in design as well as provide a creative outlook on community advertising.



Kahnawà:ke's Economic Development Commission
P.O. Box 1110, Kahnawà:ke Mohawk Territory
(450) 638-4280
www.tewa.ca

Visit www.tewa.ca/jobs
and check out
current job postings in
& around the community

Kahnawà:ke Tourism Update

Kahnawà:ke Tourism closes out 2018 -2019 visitor statistics



Kim Delormier, Tourism Coordinator, at the Tourisme Montreal summer season kickoff.

By Allison Jacobs, PR Communications

Over the past 12 months, the Kahnawà:ke Welcome Center received 1,317 visitors from various countries around the world. Visitors were from Canada, France, the United States and Germany primarily. Thanks to Kahnawà:ke Tourism’s promotion and alliance with many tourism associations and tour operators, we receive widespread publicity.

The Quebec Aboriginal Tourism magazine Origin[e] is distributed throughout Quebec and gets the most mentions in our surveys when visitors are asked, “How did you hear about Kahnawà:ke”? A copy of the magazine is also included in the complimentary tote bags given to visitors who stop in at the Welcome Center. Kahnawà:ke Tourism also promotes local businesses on our website and social media platforms to encourage local shopping. Contact Kim Delormier, Tourism Coordinator for information on promoting your products and services.

Kahnawà:ke Tourism generates revenue through sales of tour packages and artisan products at the Welcome Center and the tourism team works closely with the Tawatohnhi’saktha Shop Kahnawà:ke

Facebook campaign to share new business information. This year, \$20,342 was paid directly to artisans and craftspeople, caterers, tour guides, flower shops and more. Add in the spin-offs generated by guiding more than a thousand visitors yearly to our restaurants, retail stores, B&Bs and other local businesses, and it is evident that tourism plays a vital role in strengthening our local economy.



Junior Communications Officer, Emmitt Hamelin, hard at work at the Tourism Office.

ACKNOWLEDGEMENTS

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