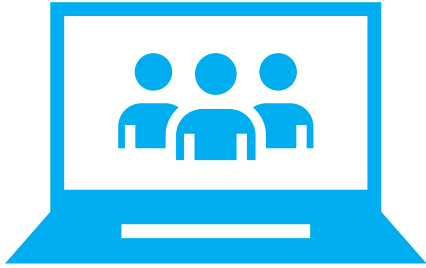




Annual Report 2020-2021

The Teapot 50+ Centre

our impact



123 participants

2186 units of service provided

27 hours of outdoor activities

351 hours of virtual activities



291 participants

2373 units of service provided

997 reassurance calls made

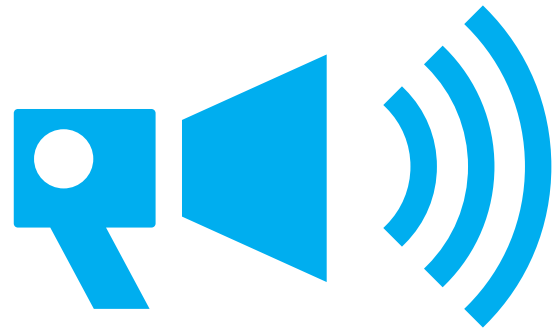
1931 groceries delivered

60 hours of individual tech support



88 volunteers contributing
3873 hours

9 students contributing
213 hours

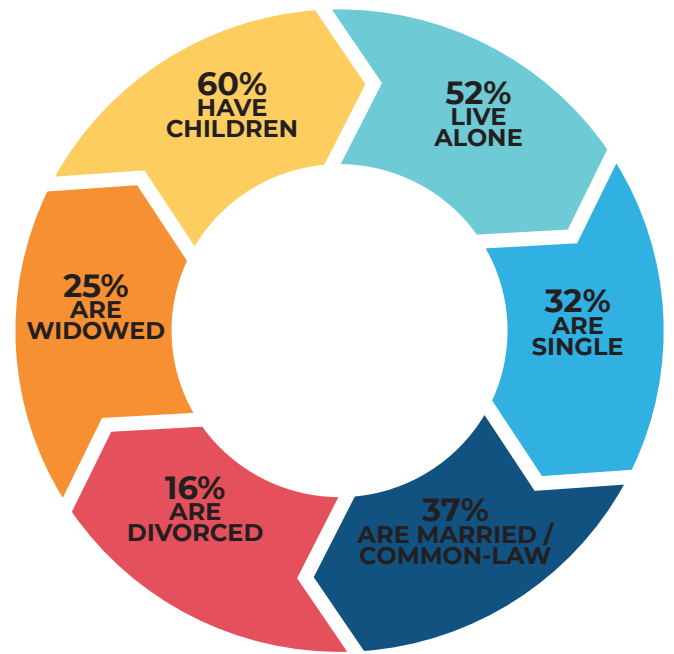
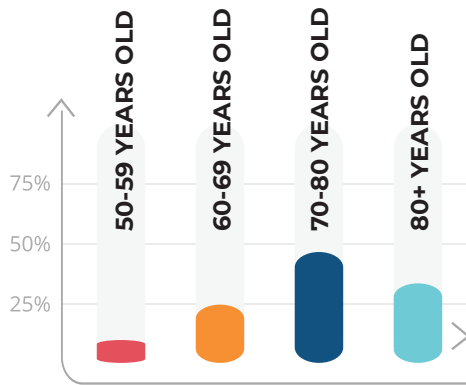
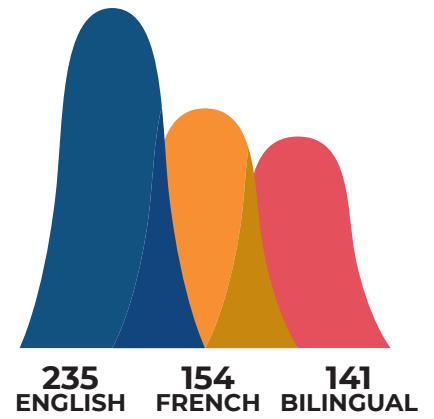
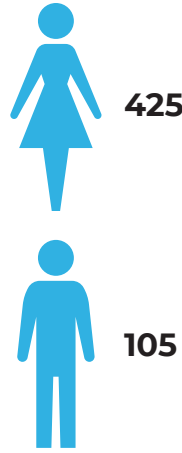
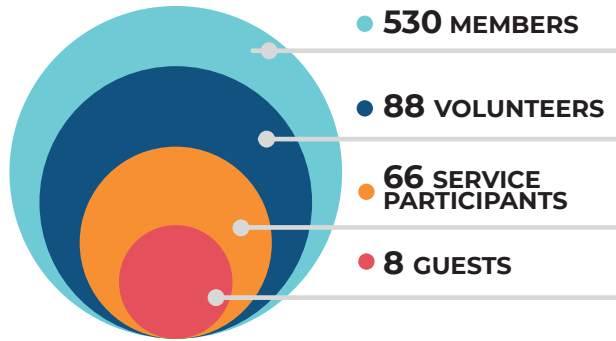


498 hours dedicated to
development & networking

1883 individuals reached

21,146 households reached

our reach

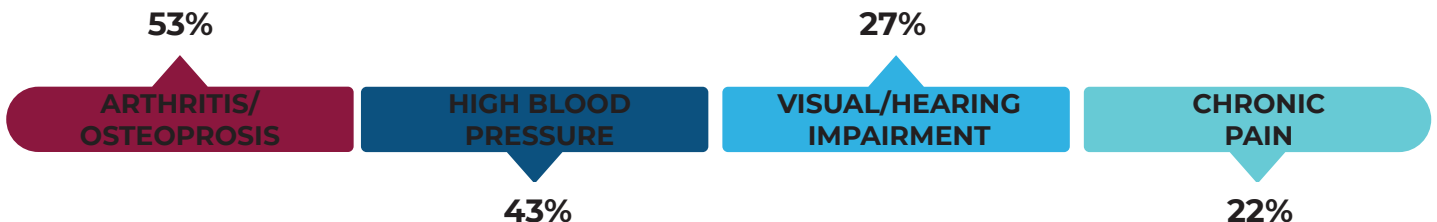
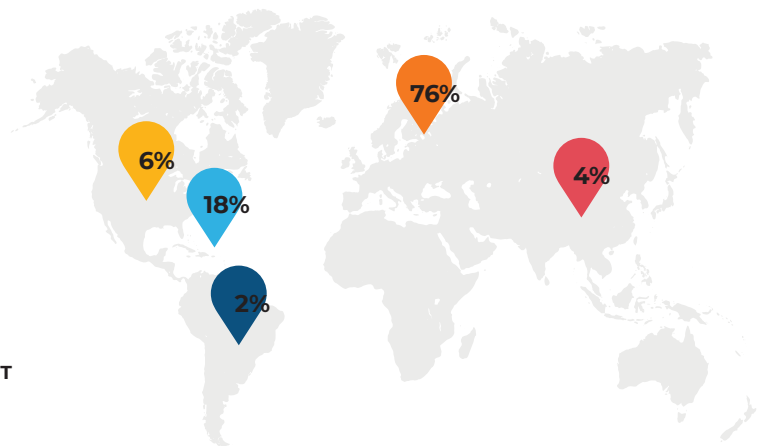
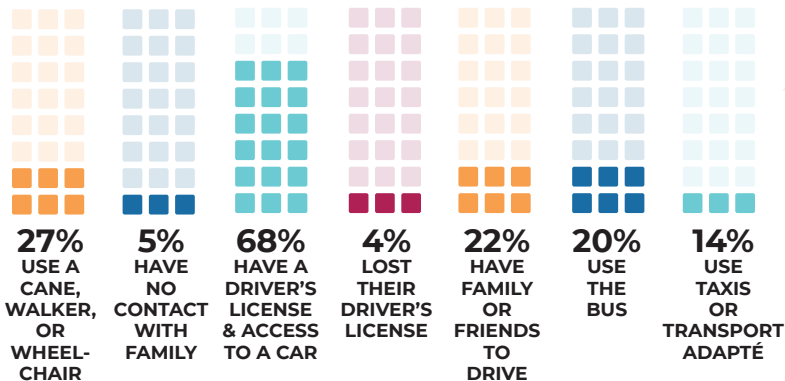


29% LIVE WITH A LOW INCOME

18% IDENTIFY AS A VISIBLE MINORITY

82% HAVE ACCESS TO TECH

0.4% IDENTIFY AS LGBTQ+



The above statistics are based upon the 287 responses to our Demographic Survey

a word from our president

We all benefit from The Teapot's creativity, hard work and willingness to help resolve any problems that arise, particularly during this new normal. (K. McElroy)

This year has been one quite unlike any other, but nonetheless, The Teapot has managed to be a lifeline to many of us who have been stuck at home during the pandemic. The Staff, under the able direction of Tamara Peel, have worked diligently to maintain programming, and to break the isolation of those living alone. From discussion groups to Zumba, from Book Club to Chair Yoga, and yes - even Board meetings - The Teapot has gone virtual!

Although working from home – which can be hard on morale – our Staff have gone above and beyond the call of duty to maintain services to our members. Programming, Shopping, Tech Assistance, Transport to vaccinations, Newsletters - have all continued to be organized. My profound gratitude goes to every staff **memeber** for taking care of all of us so well. They are passionate about their jobs and about our members, and I am enormously proud to be surrounded by such creative, talented, and hard-working people.

A big thank you to our funders without whom The Teapot could not operate. We continued to receive from our long-term funders and additional, unexpected grants from the Federal Government, have also been a huge help.

Volunteers are the backbone of our organization. Whether picking up or delivering groceries for shut-ins, making phone calls, and a multitude of other tasks, we deeply appreciate everything you do to bring joy and comfort to our members.

Last, but certainly not least, I would like to thank my fellow Board Members for their dedication and steadfast support. They have risen to the challenge of doing things differently during this time of the pandemic -- **we had 12 board meetings with 9 directors contributing 600 hours**. A particular thank you to those who are leaving the Board this year, following several years of devoted service: Carol Roach, Darroch Robertson, Catherine Navarra. They have each brought their special gifts and ideas to the Board business and have made our meetings pleasant, efficient, and yes, even fun.

Like all of you, I am looking forward to the day when we can all meet again in person. I pray it will be sooner rather than later.

Respectfully submitted,
Jane Cowell
President

our organization

We are working to improve the life of the 50+ community of Lachine and surrounding areas, by helping them maintain their lifestyles in their own homes for as long as possible; to help our members express their needs and opinions.

Theory of Change



STEP 1: INPUTS

We began our 2020 program year with our fall session completely online! We discovered that the only thing we need to be successful is: **our staff, our volunteers, and consistent finances.**



STEP 2: PROGRAMS

The Teapot offers seven programs; **Learning Centre, Education, Leisure, Health, Integration, and Community Involvement.**



STEP 3: OUTPUTS

Our Learning Centre provides **Volunteer Management and Staff Growth.** Education provides **Courses, Trips, and Workshops.** Leisure provides **Clubs, and Volunteer Opportunities.** Health provides **Physical Activities, and Nutritional Activities.** Community Support provides **Support for Autonomous Living, and Case Management.** Integration provides **One-on-One Support, and Volunteer Integration.** Community Involvement provides **Outreach, Networking, and Development.**



STEP 4: SHORT-TERM OUTCOMES

We believe that after one experience, our participants will have **learned, improved, increased, maintained, and/or connected.**



STEP 5: MID-TERM OUTCOMES

We believe that by mid-session, our participants will have **developed and received.**



STEP 6: LONG-TERM IMPACT

We believe that after one-year, our participants will be **empowered and have experienced growth.**

our strategic plan



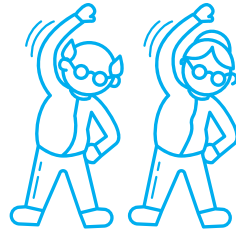
Development & Guidance

Be a learning centre for staff, volunteers, and students



Resourcefulness

Ensure vulnerable older adults have access to affordable essential services



Relevance

Grow and retain membership of Baby Boomers and Generation X



Diversity & Inclusion

Represent today's community

2020-2021 ACCOMPLISHMENTS

- Redeveloping orientation and onboarding for volunteers
- Completing an organization book read on leadership
- Redesigning our website, allowing for online payments and donations
- Increasing our Facebook presence
- Switching all our activities online for the pandemic
- Offering 10 new activities
- Hiring a Technical Outreach Worker & Sentinel Outreach Worker
- Developing our Logic Model for 2020-2023

2021-2022 PRIORITIES

- Increase volunteer opportunities for work integration, newly arrived, and allophones
- Restart presentations in residences to reach out to vulnerable older adults
- Develop list of resources for our members
- Launch Teapot bus with graphics
- Increase transportation services
- Revise our mission and vision
- Have all staff communicate at quarterly Cafe Rencontre meetings
- Develop collaborative partnerships with organizations serving diverse populations

our governance department

Thank God that I am a member of The Teapot and have found many friends there and thank you for the zoom workshops that help us get through these difficult times, especially for isolated seniors who cannot go out or are afraid to go out lest we catch this terrible disease. (Anonymous member)

The Teapot continued to take the time to invest in their staff. Our team embarked on their first organization book read; Dare to Lead by Brene Brown. Together, we reflected on who we are as leaders and the type of organizational culture we want to build. We have developed and implemented principles and practices that encourage both our individual and collective growth.

Tamara, the General Manager participated in Dynamo's Unifying Leadership™ program which is inspired by best practices in leadership training . It uses innovative and diversified strategies to create a learning environment of great richness.

Policies were developed to support staff growth. Our Performance Management Policy allows for clear staff-evaluations. Our Progressive Discipline Policy has created more accountability within our team. Our Team Meeting Policy and Overtime Policy ensure that our time is being used wisely. Our Staff Absences Policy encourages our team to prioritize self-care. Our Conflict Approach Policy encourages healthier communication among our team. Our job descriptions were redesigned to provide more clarity to the positions. And our Board adopted a salary matrix to allow for more equity among employees.

To increase our reach through marketing and communications, we launched our new website that allows for online registration, online donations, and better communication.

our prevention activities

Just a few words to thank you and all the Teapot team for a wonderful winter session on zoom. This medium has allowed me , and I am sure many others, to get through the wintry months feeling a little less isolated. Even though we sometimes see you only on zoom , your passion for your work is all present. Looking forward to a new session! (L.Kearney)

The greatest evolution at The Teapot took place with our prevention activities. The pandemic originally cut all activities. Then in the summer, we were able to provide a few outdoor activities. And in the fall, we made the switch to 100 percent online. In January, we purchased software to allow our participants to register through our website. Our team made huge adjustments to support our members being active both in body and mind. Without a building, The Teapot was able to provide new activities.

With everything put on hold, our team was able to evaluate the impact of our programming. We discovered our meal programs were only a form of socialization; not food security. The Teapot is working to use those resources to invest in food security for Lachine. We changed the “Socialization” title in our programs to “Leisure” as the pandemic has shown us how valuable leisure is to prevent isolation in individuals.

This year, we also took on more students than usual and thus, were able to provide more free activities. We are proud of the “Learning Centre” we are becoming that allows our students the autonomy and independence to be creative and challenged.

our intervention services

This is a great service. Congrats for being so supportive, available and on top of things for us seniors. (M. Hunt)

The Teapot continues to evolve their services to maximize our support to the 50+ community. We reevaluated our programs to ensure that we are reaching our desired outcomes -- that our service participants are maintaining their autonomy and empowered to take initiative. We also strive for all our service participants to be active members of The Teapot.

As the pandemic continued on this year, everyone's world was online. We worked hard to keep individuals from becoming isolated by offering tech support. Through in-person visits and on the phone, our team taught older adults to use Zoom, navigating the internet, and online security. We also lent tablets to members that were not connected. It was inspiring to see older adults who have never used a device before logging into Zoom every week to participate in physical activities.

For those individuals that did not want to participate online, we maintained regular contact through our reassurance calls. With 94 members to call, our volunteers kept them connected and built wonderful friendships. The highlight of this service is that we have members calling members -- everyone benefits.

our volunteer department

Hello everyone, Thank you for the little bag of surprises I received in the mail today. I will definitely wear the mask, even if I have to explain what the Teapot is from time to time! That's a nice thought on your part. It is comforting to feel that we still belong to a social club despite this loneliness. It helps to keep our spirits up and hope for a more normal life. I look forward to reading about you all in "The Tea Leaves" (L. Séguin)

As The Teapot moved to working remotely, many of our volunteer positions were placed on hold. The Teapot worked very hard to connect with those individuals through reassurance calls and online meetings. Many volunteers were able to find new roles to keep them connected.

Through our Strategic Plan, we identified wanting to improve our Volunteer Orientation to ensure that we are creating the best environment for learning. This year, we were able to overhaul our volunteer onboarding process. Our volunteers that joined us in October now had a better understanding of our organization and the program they were involved in. These volunteers felt more confident when they started.

Our team also provided more support to our volunteers -- there were individual check-ins, as well as, group check-ins. Volunteers were given the space to ask clarifying questions about the position and learn best practices from one another. It has been exciting to watch our volunteers learn new skills. Many of our volunteers are ready to take on new roles and responsibilities.

our community involvement

You helped us, during COVID-19, make the confinement and the long days of keeping away from friends and family bearable which without your help would have been more like « doomsday »! Thank you (M. Rozon)

Our outreach efforts focused on letting our members know that we were thinking of them and even though we couldn't be together, they were not alone. During the summer, we delivered 338 plates of scones to our members living in Lachine. For our open house, we delivered and mailed 382 care packages filled with items to keep our members occupied and safe.

We also mailed 21,137 postcards to Lachine residents to inform them of our online activities and essential services.

In the summer, we collaborated with Concert'Action Lachine, the Office Municipal d'Habitation De Montréal (OMHM), Concert Lachine and the city of Lachine on the Balcony Project. We coordinated activities to help keep the most vulnerable seniors engaged and active; those living in residences who were not able to leave their apartments at the beginning of the pandemic. We provided physical activities and different musical concerts while residents were able to participate from their balconies. Each activity had on average 20 active participants.

We are also very proud of our continued partnership with Centre Multi Ressources de Lachine (CMRL) on the Sentinel Project. We signed a new agreement this year that allowed us to hire a Sentinel Outreach Worker. This position is recruiting Sentinel volunteers who will identify seniors that are in need of The Teapot's resources. We look forward to becoming more known in the community.

our finances

Revenue

CIUSSS	\$207,459
Federal Subsidies	\$16,632
Municipal Subsidies	\$7,500
United Way (Centraide)	\$149,905
Grace Dart Foundation	\$28,202
Lindsay Memorial Foundation	\$12,004
Donations	\$16,260
Bingo	\$14,349
Special events, programs, and activities	\$10,340
MP for Marquette	\$6,500
Interest and others	\$1,959
Membership fees	\$1,260
Fundraising and other activities	\$212
TOTAL	\$472,582

Expenses

Salaries and fringe benefits	\$316,737
Expenses related to self-financing activities	\$39,775
Professional fees	\$27,375
Contractual fees	\$24,212
Advertising and promotions	\$18,523
Telecommunications	\$17,507
Office expenses	\$14,746
Amortization of capital assets	\$8,292
Equipment	\$6,846
Expenses for volunteers	\$2,354
Insurances	\$2,185
Bank fees	\$625
Maintenance and repairs	\$0
Representation expenses	\$0
TOTAL	\$479,177

our supporters

Benefactors

Borough of Lachine	CIUSSS (PSOC and PAPA funds)	Lindsay Memorial Foundation
Caisse Desjardins de Lachine	Constituency Office of Enrico Ciccone, MP for Marquette	Office municipal d'habitation de Montréal (OMHM)
Canadian Federal Government Service Canada/Canada Summer Jobs	Grace Dart Foundation	Québec ami des aînés (QADA)
CEGEP Vanier	IGA - Vallée Lachine	Royal Bank of Canada
Centraide	Institute for Christian Communities	
Clty of Montreal	Loto Quebec - Bingo Lachine	

Individual Donors

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Louise Gagne	Kathleen Cummings	Margaret Smith	Beverly Fender
Lawrence Kearney	Pierrette Fortin	Mariette Cappuccilli	Mary Lamoro
Shirley Howard	Sekeli Zdravka	Denise Gaumont	Clothilde Bilodeau
Lettie James			

Partners

Avatil	Centre Multi Ressource de Lachine (CMRL)	IGA extra Vallée
Brigade Lachine solidaire	CLSC de Dorval-Lachine	Les P'tits Marchés Lachine
Centre intégré universitaire de santé et de services sociaux de l'Ouest-de-l'Île-de-Montréal (CIUSSS)	Concert'Action Lachine	Metro Lachie
	Groupe de Aidants du Sud-ouest (GASO)	SPVM Poste de Quartier 8

Networks

Conseil Concert'Action Lachine
Groupe de travail en sécurité alimentaire de Lachine (GTSAL)
Table 50+
Cellule de Lachine CIUSSS
Community Council of Volunteerism (CCV)
CIUSSS - Capsule de crise COVID

Contributors

Action Autonomie	Karen Tannous
Actuel: Funeral Services	Kathleen Murphy
Assistance and Referral Centre (ARC)	Kevin Boire
Atwater Library	Labo Dumoulin
Brigade Solidaire Lachine	Lobe - Hearing health and communication clinics
Bank of Montreal	McGill Nursing Students
Canada Revenue Agency	McGill University DRAW
Canadian Red Cross	Observatory on Ageing & Society (OAS)
CEGEP Vanier	Peter Vavougios
Dawson College	Philips Lifeline Representative
Educaloi	Service Canada
Handicap-Vie-Dignité	Thomas More Institute
Helping Seniors	

thank you

to all our staff, members,
partners, contributors, and funders
for supporting The Teapot
in empowering the 50+ community.



LACHINE SENIOR CITIZENS INC.
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514-637-5627 • www.theteapot.org



Centraide
du Grand Montréal

Québec  Lachine
Montréal 

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John Pinnell
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