

**THE TEAPOT
50+ CENTRE**



**ANNUAL
REPORT
2021-2022**

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A WORD FROM OUR PRESIDENT

2021-2022 has been another challenging year for us all – both personally and as an organization. The seemingly never-ending pandemic may have curbed our in-person activities but has not curbed our enthusiasm. To comply with government regulations, we were obliged to close for several weeks at a time, but with staff, volunteers, and the Board pulling together, we were able nonetheless to continue offering services.

Although often working from home – which can be hard on morale – our Staff, under the direction of our extremely competent Director, Tamara Peel, have gone above and beyond the call of duty to maintain services to our members. Programming, Shopping, Tech Assistance, Transport to vaccinations and medical appointments, Community Outreach, Newsletters - have all continued. My profound gratitude goes to Tamara, Kierra, Sasha, Jackie, Rebecca, Melissa, Michelle, Nora and Frank 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 individuals.

A big thank you to our funders without whom the Teapot could not operate. The Québec Government, Centraide, the Lindsay Foundation, Grace Dart Foundation, Borough of Lachine, and the Federal Government's New Horizons grants allowed us to provide much-needed community services.

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 more fragile members. Thank you for all that you do!

The Board held 9 meetings and many Board sub committees meetings since the last AGM. I would like to sincerely thank each of our Board members for their hard work over the last year. The various committees worked hard on updating our by-laws, the new employee manual, and the graphics for our bus. A big thank you to Noël Castillo who, despite a grueling work schedule, stayed on as Treasurer all year and to Lise Allard who has given so much time throughout her terms. We will miss you and we thank you for your service to the Teapot.

So, while it wasn't quite the year we envisioned, I am proud nonetheless of all we managed to accomplish despite the roadblocks placed in our way.

Respectfully submitted on behalf of the Board of Directors,
Jane Cowell
President

BOARD OF DIRECTORS 2021-2022



Jane Cowell
President



John Pinnell
Vice – President



Noel Castillo
Treasurer



Lina Lebeau
Secretary



Marie – Josee
Director



Lise Allard
Director



Valerie Clayton
Director



Margaret Fotiou
Director

It was important to improve our organization Bylaws. We strive to be an inclusive community. We have eliminated the membership cost to allow for a more inclusive approach in reaching people who otherwise would not be able to afford the cost of the membership. We want to break the barriers and offer an equal chance for seniors who live with reduced incomes to participate without restraint. We are a dynamic Center and it is essential that we represent the diverse 50 + communities in Lachine. All membership will now be a donation base offer.

MESSAGES FROM TEAPOT LEADERS



Tamara Peel
General Director



Kisha Joseph
Assistant General Manager
(maternity leave)



Kierra Dubeau
Administrative
Coordinator



Sasha Cardinal
Activity Coordinator



Melissa Maselli
Community Outreach
& Volunteer
Coordinator



Jacqueline Casey
Social Services
Coordinator



Rebecca Bryan
Program Support
Worker



Nora Xu
Book keeper



Frank Pedder
Driver



Michelle Welsford
Technology and Centre
Support Worker

The Teapot continues to take the time to invest in our staff. Over the last year, our staff has grown and we have added over 1,600 work hours to help meet the extraordinary challenges in the community. As part of our long-term commitment to sustainable operations, we continue to increase our compensation package to recognize the high level of talent. This is a work in progress and we stand by our commitment to our staff.

HOW WE ACHIEVE OUR IMPACT IN THE COMMUNITY

WHO:

The Teapot serves a diverse community of 50+ individuals in Lachine and surrounding areas who want to remain active and included in their community.

HOW:

The Teapot works to combat social isolation by offering an inclusive approach through our programs, community services and resources. The Teapot offers seven programs to achieve our objectives:



Learning Center: provides leadership to Staff and Volunteer growth; Onboarding, training and support.



Education: provides Courses, Trips, and Workshops.



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.



Health: provides Physical Activities and, Nutritional Activities.



Leisure: provides Clubs, and Volunteer Opportunities.

SHORT TERM OUTCOMES

- Learn new skills, tools and information
- Experience new opportunities
- Feel better about themselves, better mood, confidence, increased motivation
- Reaching and connecting with a larger community to support our mission

LONG TERM OUTCOMES

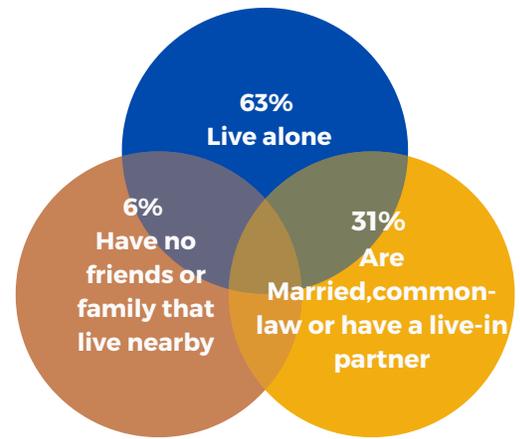
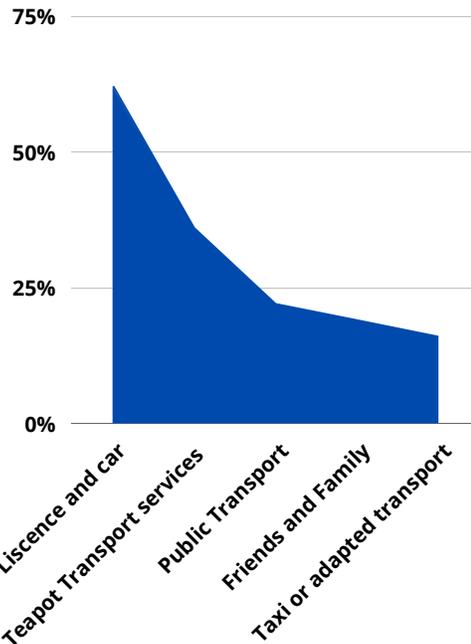
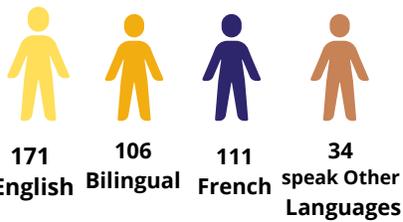
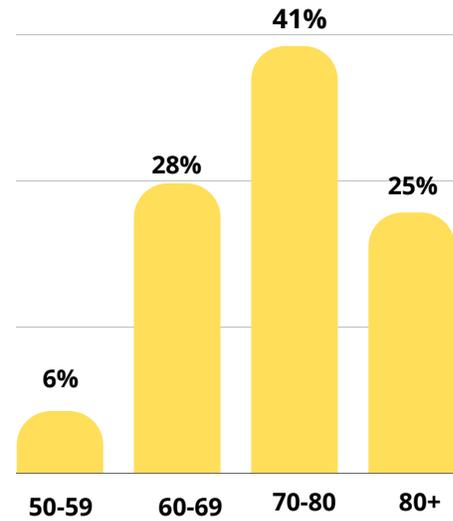
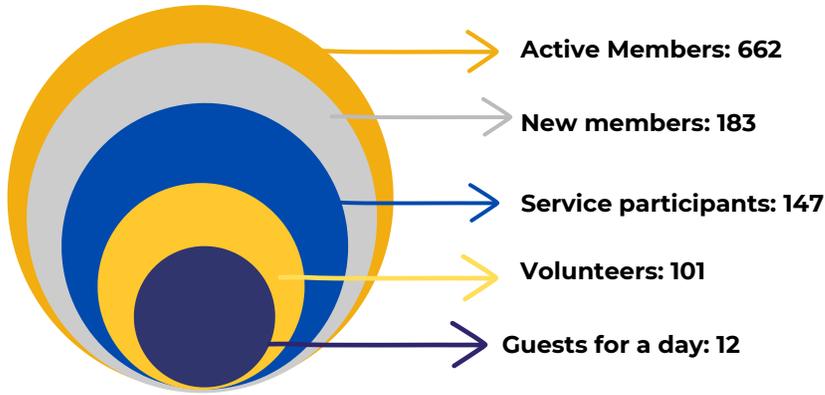
- Increase activities to support the growing needs of the community
- Members feel a sense of connection and empowerment
- An overall improvement of quality of life and health awareness
- Increased inclusion, resilience and resourcefulness
- A collective approach to combating social isolation

ULTIMATE IMPACT

Reduce Social isolation through INTEGRATION AND BELONGING
Increase connectedness AND maintain AUTONOMY
FOSTER ACTIVE PARTICIPATION IN SOCIETY

Reach one's ultimate potential

Our Reach

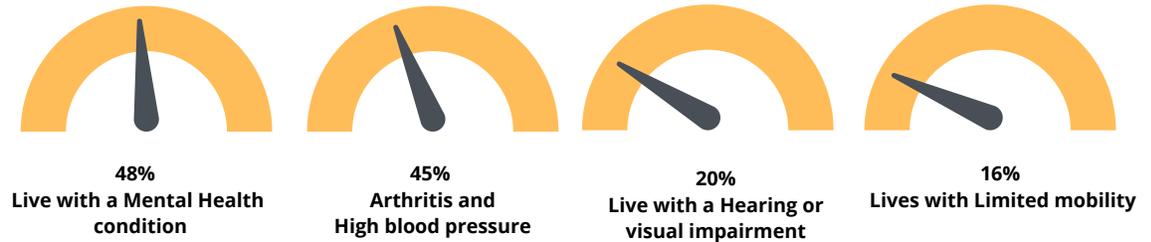


Visible Minority (18%)

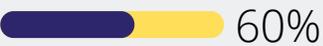
Low Income (30%)

Does not have access to technology (28%)

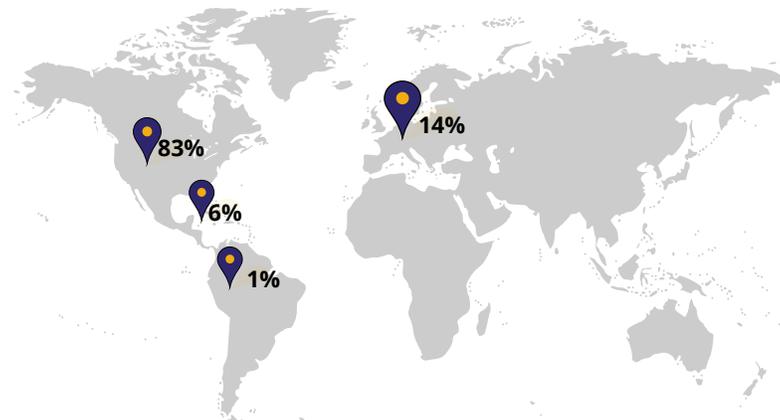
Identify as LGBTQIA2s+ 3%



Knowledge of community resources when needing support



Member of another organization



The above statistics are based upon the 361 responses to our Demographic Survey

OUR IMPACT

PREVENTION PROGRAMMING

256

Participants

3,545

Units of service provided

1,092

Hours of in-person activities

620

Hours of virtual activities

8

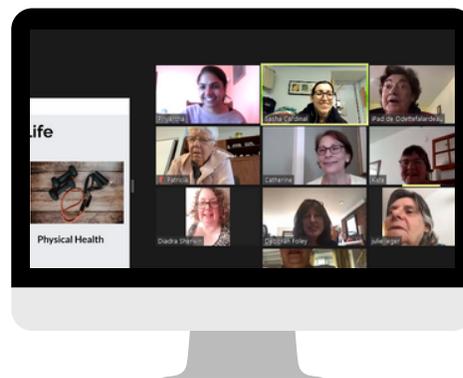
Special events hosting **35** people

120

Seniors enjoyed our cultural outings around Montreal

49

Health, wellness and educational workshops



INTERVENTION PROGRAMMING

332

Participants

64

First initial in-home needs assessment (Intakes)

46

Individuals receive weekly reassurance calls from other members

2,080

Medical Transportation requests accomplished

28

New individuals received FREE vaccination transport

1,560

Groceries delivered

480

Minibus grocery shopping outings were carried out

42

Individuals received support to break isolation

58

Income taxes were filed for low-income individuals

86

Individuals received Case Management support



OUR IMPACT

COMMUNITY OUTREACH, DEVELOPMENT AND NETWORKING

729

Hours dedicated to Community
Development and Networking

674

Hours dedicated to Community
Outreach through SPVM door to door,
kiosks and presentations at residences

2,985

Individuals reached

21, 632

Households reached through our mass
mailing (Teapot post card initiatives).



VOLUNTEER DEPARTMENT

101

Volunteers contributing

4171

Total hours

17

Students contributing

450

Total hours

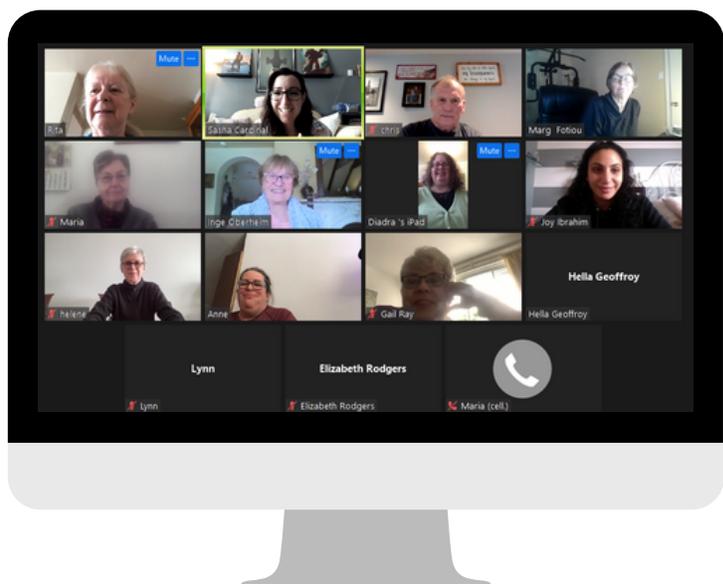


Our Prevention Department

Despite the ongoing challenges brought on by the pandemic, the prevention department continues to develop with resilience and perseverance to ensure that seniors' needs are being addressed.

Health and Wellness Opportunities:

In April 2021, we received new funding from CHSSN to increase our health and wellness workshops. Our members shared the need to hear expert speakers and facilitators. The experts offered a variety of topics to help with wellbeing and mental health. **155 seniors benefited in 49 different workshops that helped with wellness, physical health, educational activities, language skills, music therapy, dance expression, mental health awareness and coping tools.** To allow for a greater reach, the workshops were offered both online and in-person.



Emerging need:

We acknowledge the growing mental health challenges expressed by our most at-risk seniors. Those who live alone, have reduced mobility and minimal family involvement indicated dealing with the unknown of what their futures hold. We have prioritized to offer an ongoing support group facilitated by mental health experts, staff and interns.

Our Prevention Department: Diversifying

Students are growing!

The Teapot relies on the support of student interns. We had more students than ever before! 17 students were able to offer free activities so that more individuals could be active and involved in integrative programming that reduces social isolation.

The activities that we offered:

Art Discussion Group and Movie Club, Painting workshop, Special Event co-animation, Afternoon Tea, and our Walking Group. Members were offered more diverse programming and felt included. Students also expressed feeling empowered to develop and carry out their own programming with pride.



“My experience at The Teapot was exceptional. The Teapot supported and helped me throughout my internship. I met amazing people where i created lasting relationship with them, and they made my journey unforgettable. The staff, volunteers and members are all so wonderful; they are always there to listen, to make sure that I was doing well and ultimately brought a smile to my face each day. I want to thank everyone who came on my journey with me, The Teapot will always be in my heart!”

- Joy, Therapeutic Recreation intern, Concordia University

Thank you to all of our wonderful Interns this year:

Anima - Dawson College, Joy - Concordia, Laura - Concordia, Wendy - Cégep Brébeuf, Chrystal - McGill, Ishrinder - McGill, Courtney - McGill , Aries - McGill, Samuel - McGill, Veronica - McGill, Chloe - McGill ,Keijah - McGill, Sara - McGill , Kiera - Dawson, Joseph - Dawson, David - Dawson , Chase - Dawson

Diversifying our programming:

Our strategic plan 2021-2022 was to increase partnerships. The goal; to offer shared programming to increase our reach to a diverse community. During Summer 2021, we partnered with CMRL to offer our members time to enjoy outdoor water activities. 15 seniors with their family members were supported and learnt how to kayak, canoe, paddle board on the newly accessible Port de Plaisance de Lachine. We partnered with arrondissement Lachine to offer Radio Lachine to 5 members who learnt how to build a hands-on radio and share their love for the medium. There was a special FM radio station dedicated to speaking about their love of Lachine and their involvement at The Teapot.



"We have been waiting for this moment for so long. To be back here at the Teapot is very exciting. I can't wait to have activities in-person! I've missed everyone, it's been lonely. We are all adjusting to this new normal and I think the staff has done a great job supporting us during this hard year. "

(Janet, member since 2015)

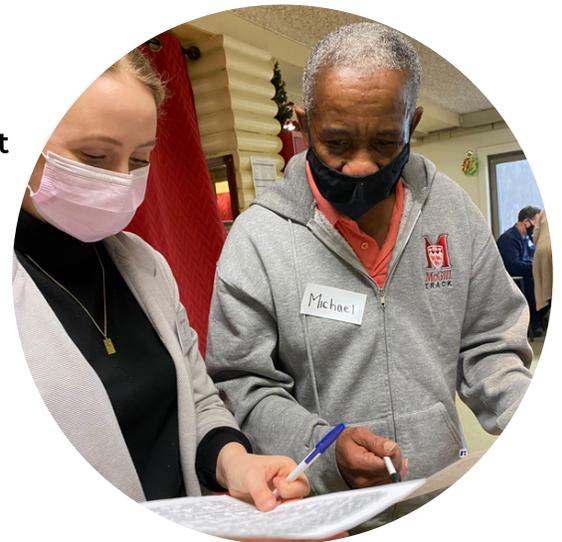


Our Intervention Department

As with many organizations, there has been an increase in the number of support to seniors in the community. Throughout the last 2 years, the needs of the 50 + Lachine community have grown exponentially.

Reassurance calls to Friendly Visiting;

This year, the volunteer-run reassurance service called **46 individuals on a weekly basis**. Because of the impact of the reassurance calls, our volunteers and members initiated a reboot of our Friendly Visiting program. **We reached 5 individuals with the support of 3 members**. They built an empowering relationship through outdoor walks, meaningful conversation while passing time enjoying one another's company. The highlight of this program is that we have members calling and visiting members – building on wonderful relationships where everyone benefits!



Accompanying our Seniors;

Our team of volunteers and staff were able to fulfill the high level of requests to support our most vulnerable clients. The demand for transportation has increased enormously. We put our focus on accompaniment to medical transportation and special errands. **We recruited and trained 6 volunteers**. Each month, we fulfilled **60 transportations requests from individuals who were not eligible for *transport adapté* and otherwise would not have gone to their appointments without accompaniment**. These individuals stated this service was affordable and reliable. This is important when building a trusting relationship and an element in offering a credible service.



I'm extremely grateful for the visits that I have received from the Teapot! They have helped me regain the courage to start going on walks alone again!

- Mrs. Elliot (member since 2014)

Our Intervention Department

Shopping Service; Shop With & For

We were able to partner with Metro to receive help in offering our members a positive grocery experience. We managed to restart our "Shop With" bus program after a year of not transporting our members to the grocery store. We have a healthy participation of 23 individuals who shop for themselves each week with the help of Metro staff, 4 volunteers and 1 staff. Our "Shop For" program is still in great need. We have 5 volunteers calling 45 seniors weekly who take orders over the phone. The volunteers also take time to chat while taking their orders. For many, this is their only activity and the only way they stay connected and engaged.



*"When Covid started, The Teapot became my life-line to grocery shopping. I am now more independent but will forever be in your dept for all the hard and courageous work you have done. The caring staff truly helped keep my anxiety down during some hard times."
-Anonymous*

GET TECHY!

Through our Grace Dart funding, we were able to hire a part-time worker who coordinated one-on-one tech support with our members. 65 individuals received regular tech support from a staff person and 2 volunteers. We offered a loan of tablets to those who were without. They got connected to our virtual activities and enjoyed learning how to maneuver the Internet, sending emails and researching fun projects. Since the beginning of March 2022, we've been offering a tech café where seniors come to enjoy a coffee and have their tech questions answered by staff and a volunteers.



*The Tech Talk program has helped me learn a lot of little techniques that are not intuitive! Every session I learn something new!
(Patricia Hayes, member since 2021)*

Our Volunteer Department

Another Teapot objective was to focus on our “volunteer learning” and reach out to diverse volunteers. Our goal was to integrate volunteers who needed work experience to reintegrate into the workforce along with offering a space to learn new skills.

We added staff hours to focus on volunteer recruitment. We saw that in the first year of the pandemic, volunteer participation dropped and the volunteer demographics changed. This year, we recruited **45 new volunteers** who were onboarded to support various activities and programs. Within these **new volunteers 5 required work experience and support to learn new skills.**

We are also proud to have improved on our onboarding and training. The Volunteer Guide book was created to offer important information to the volunteers when onboarded. The purpose of the guide is to allow volunteers to feel more connected and a better understanding of the purpose to their work. It was also important to offer relevant Covid-19 training. Part of the support and success of our volunteer department is the bimonthly group check-ins and individual office hours for one-on-one support.

The Teapot guides by recognizing our volunteers for their contribution. On top of small acts of kindness and training opportunities, we also celebrated and recognized our volunteers by having an annual volunteer party; This year theme; We “do-nut” know what we’d do with you. **A meet and greet was held where 29 volunteers shared stories and experiences from the work they accomplished at the Teapot.**

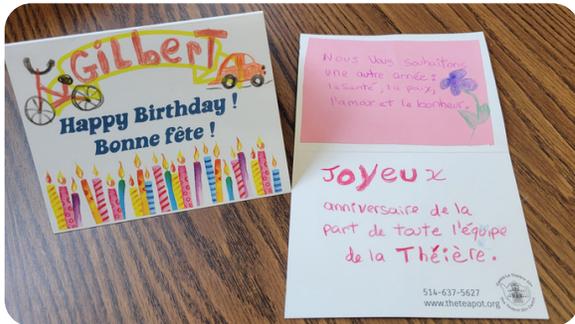


Our Volunteer Department

Volunteerism in action

Members supporting members;

4 volunteer members design and mail monthly birthday cards to our more isolated members. This recognition is a small step in letting our members see how much we think of them even when many are feeling uneasy to be together. A creative leisure activity while giving care to our membership!



From the bottom of my heart, I want to thank you all for thinking of me on my birthday. It was so kind, sweet and thoughtful. I can't wait to see you and join in the celebrations.

Love and greetings

(Emma Villacorta member since 2014)

Teapot Boutique

We relaunched our volunteer run Teapot Boutique twice a week to allow the community to shop for “like new” articles at a lower price. ***This program is offered uniquely by 7 committed volunteers.***



Teapot Café

With the initiative of a dedicated staff and volunteer, we reopened our Café to help set the atmosphere in welcoming members back to the Centre. ***We have 2 volunteer that make scones to serve with coffee. On average we have 20 people inquiring about programs and services per day.*** It was important for people to have a warm environment to come to and in turn it allowed them to reconnect with one another.



"I was hesitant to return to the Center. But the first day I started back at reception I realized how much I missed my volunteer work in person and seeing all the wonderful faces I hadn't seen in over a year! It sure changes my mood and i am happy to see other people."

(Gail is a caregiver to her husband who has Alzheimers. She uses her respite time to volunteer at The Teapot. (Gail, member and volunteer since 2016)

Our community involvement

Our outreach efforts focused on two areas: reaching more vulnerable/isolated seniors and reminding the 50+ community of our relevance.

Once again during the summer, we continued the **Balcony Project**. We coordinated activities to help keep the most vulnerable seniors engaged and active (those living in residences.) We provided physical activities and different musical concerts while residents were able to participate from their balconies. Building on this initiative, we realized how isolated the OMHM residences were and the benefit of satellite programming.

We started a new collaboration with OMHM to offer regular indoor activities with the residence John Patterson. We managed to *reach 102 residences through door-to-door contact*. A bimonthly group is being offered to help facilitate connecting the residences with each other through animated and group building activities. The idea was to help break isolation and develop friendships. To live in a harmonious community and move past their differences.

Many efforts were made this year to reach out to more individuals within the community and increase our visibility.

This included:

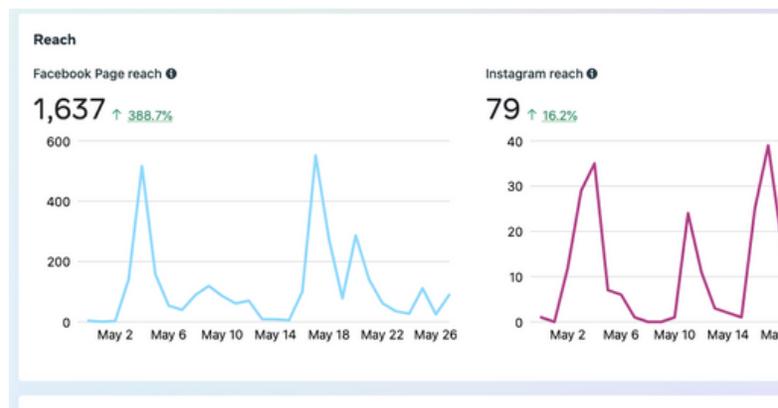
- Annual week-long Open House that welcomed 342 seniors to the Teapot.
- Visits and presentations at 6 local residences; reaching 265 seniors.
- Delivered 205 Holiday Care Packages to individuals who only used one service from our last fiscal year.
- Door-to-door initiative with the SPVM and CMRL to offer resources to areas of Lachine that have been highlighted as at-risk areas where seniors live.
- 453 - 50+ individuals were reached through kiosks that began in May 2021 at the Lachine Library & throughout the summer partnering with the P'Tits Marchés de Lachine.
- The launch of our bus graphics to help promote the Teapot while in the community.



The Positive Power of Communication!

We put great effort into our visibility through social media. Since the pandemic we realized that we needed to find new ways to engage the community. We also want to encourage the 50 to 65 year old demographics that the Teapot is relevant. We saw the impact of our efforts by the use of our Facebook page, Instagram, our weekly e-newsletter announcements, website and direct mailing. Partners Highlighted - Through our social media posts, we have seen an increase in engagement and our followers increased from 30 to over 100 on our Instagram account.

Through our social media commitment, we have received positive feedback. We obtained 100 new page likes on our Facebook page since July 2021. The average age of readership is between 50 to 65 years old. Instagram is followed by a younger generation - who are interested in volunteering and becoming active at the Center. We also had more subscribers from other community organizations. Our next year priority is to offer live videos, Tiktok clips and Instagram reels.



Governance Department

This year our priority for the organization was inclusivity for all 50+ individuals in the community along with employee operations for a healthy culture.

The following are this years accomplishments:

- The bylaws committee met 5 times to review and propose changed
- A review of our membership policy and costs
- Volunteer SPVM police check policy
- Staff training to ensure that all staff is equipped to deal with crisis situations.
- Steps have been taken to improve on our Center's Core Values this work will continue.
- The evaluation of the Team meetings designs was completed - Shared leadership during the staff meetings has shown growth within our team culture.
- The creation of “lines of support” to help each other when precarious situations arise.
- Employee manual - Integration and retention of staff to help with communication.
- Board evaluation design is in process and will be implemented in September 2022.

Strategic planning - Priorities 2022-2023

- Increase in person activities to bring back the activeness at the Centre
- Continue to work on the Employee compensation package to be more equitable
- Present the employee manual for best onboarding, support practices.
- Complete the core value work along with the review of the Mission and Vision statement.
- Revise the code of ethics policy to represent The Teapot of today
- Focus our energy on researching and understanding the needs and interests of the 50 to 65 year old in the community.
- Offer training to Board of directors and staff on Non Violent communication and Appreciative Inquiry approach.
- 2023-2026 strategic plan development



Our Finances

Revenue

CIUSSS(PSOC).....	\$202 650
Centraide (United Way).....	\$135,119
Donations.....	\$11,742
CHSSN.....	\$36,000
Grace Dart foundation.....	\$39,179
Bingo Lotto Quebec.....	\$29,176
Lindsay Memorial foundation.....	\$22,740
Federal subsidies.....	\$6,519
Municipal subsidies.....	\$5,000
Registration (membership) donations.....	\$3,997
Special events, programs and activities.....	\$26,108
Fundraising and other activities.....	\$3,348
Deputies.....	\$2,000
Interest and other.....	\$860
	Total : \$524,438

Expenses

Programs and Services Expenses:.....	\$399,691
Administrative expenses:.....	\$58,881
Office and building expenses:.....	\$48,408
Fundraising and communication:.....	\$12,170
	Total : \$520,670

OUR SUPPORTERS



Benefactors

Borough of Lachine
Caisse Desjardins de Lachine
Canadian Federal Government Service Canada/Canada Summer Jobs
CEGEP Vanier
Centraide
CHSSN - Wellness Centre
City of Montreal
CIUSSS (PSOC and PAPA funds)
Constituency Office of Enrico Ciccone, MP for Marquette
Foundations Community Partners
Grace Dart Foundation
McGill University
METRO Lachine
Loto Quebec - Bingo Lachine
Lindsay Memorial Foundation
Office municipal d'habitation de Montréal (OMHM)
Royal Bank of Canada

Partners

ACEF Sud-Ouest
Avatil
Atwater Library
Lachine Library
Le Carrefour d'Entraide Lachine
C.A.D.R.E.
Centre intégré universitaire de santé et de services sociaux de l'Ouest-de-l'Île-de-Montréal)
Centre social d'aide aux immigrants (CSAI)
Centre Multi Ressource de Lachine (CMRL)
Centre Vieux Moulin LaSalle
Centre la P'tite maison Ville st. Pierra
CLSC de Dorval-Lachine
COVIQ Duffcourt
Club des personnes handicapées du lac st. Louis
Groupe de Aidants du Sud-ouest (GASO)
Les P'tits Marchés Lachine
Lachine Accueille
Thomas More Institute
SPVM Poste de Quartier 8
West Island Citizen's Advocacy
West Island Volunteer bureau
Montreal Volunteer bureau



Networks

Conseil Concert'Action Lachine
Table de réflexion et d'action interculturelles de Lachine (TRAIL)
Groupe de travail en sécurité alimentaire de Lachine (GTSAL)
Table 50+
Table de concertation des aînés de l'île de Montréal - TCAÎM
COMACO
La RUI
GRAME

Contributors

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



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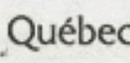
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