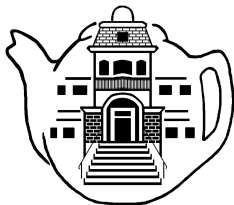


THE TEAPOT 50+ CENTRE



**2022
2023**

ANNUAL REPORT

A WORD FROM OUR PRESIDENT & GENERAL DIRECTOR



JANE COWELL-POITRAS
PRESIDENT OF THE BOARD



TAMARA PEEL
GENERAL DIRECTOR

As we come to the end of the year, we realize that we can breathe a sigh of relief having moved beyond the grip of the pandemic. As we get back to what once was our normal before the world changed, there are still challenges that we have had to face. With an increased number of mental health and crisis situations, The Teapot was very aware of the importance of acting as a support system to help heal from the aftermath of the pandemic. Despite the emerging changes in our community, The Teapot was committed to evolving.

Our Board members, employees, and volunteers played a large role in ensuring that we met our goals, and I am grateful for their enthusiasm and hard work. A very special thank-you to our former Activities Coordinator, Sasha Cardinal, and our former Bus Driver, Frank Pedder, for their dedication and commitment to The Teapot.

With determination, our team accomplished our 2023-2028 Strategic Plan. Through a dedicated and meticulous process, we shaped the future of our organization. We gained valuable insights by engaging with participants, volunteers, and partners, culminating in a refined mission statement and a shared vision.

This year, we also established core values and boundaries to maintain a safe and positive environment for all. We look forward to sharing these values with our stakeholders.

We are proud of The Teapot because we continued to grow and expand, and we are excited about the opportunities that lie ahead. We are confident that we will continue to achieve great things with our board, employees, volunteers, participants, and partners.

Thank you for your support throughout the year, and we wish you all happiness and health.

Ultimate Aspiration & Vision
A society where we age with dignity and no one is forgotten.

Our Strategic Plan

Our Mission Statement

The Teapot supports 50+ adults in being a valued and connected part of their community.

Our Strategic Priorities

1

The Teapot is adapting to the ever-evolving community and creates an inclusive space.

Strategies:

- Create new programming for diverse groups
- Modernizing our image and increasing visibility
- Collaborate with partners for new programming and satellite centers

2

The Teapot is a trusted and safe community where people acquire the skills and tools to support their own mental well-being.

Strategies:

- Develop a team that has the capacity to support the mental well-being of participants
- Create new services and resources
- Invest in partnerships and collaborate with specialized institutions and organizations

3

The Teapot prioritizes staff's sense of purpose and value which contributes to a healthy community.

Strategies:

- Enrich the culture of learning and recognition
- Invest in the well-being and work-life balance of our employees

Our Core Values



Adaptability

To adjust and be flexible to the ever-evolving needs of the community.



Respect

To value our differences with dignity, compassion and empathy, creating an inclusive environment for all.



Connection

To create unity by building trust which fosters genuine relationships that will have a lasting impact.



Empowerment

To promote a culture of personal growth and development, by encouraging confidence, autonomy, and self-determination.

MEET OUR BOARD OF DIRECTORS



John Pinnell
Vice – President



Susan Hanusaik
Treasurer



Lina Lebeau
Secretary



Margaret Fotiou
Director



Valerie Clayton
Director



Marie – Josee Boivin
Director

ENHANCING GOVERNANCE

The Board of Directors revised the Centre's By-laws, aligning our governance structure with best practices and regulations. We have proactively addressed important aspects of governance by revisiting the board design, duration of office, and election process. We have also clarified the duties and responsibilities of board members and employees. We expanded membership categories, clarified board and employee responsibilities, and updated the election process.

We have also been able to eliminate membership fees. The board of directors will continue to carefully assess the annual budget to ensure the sustainability of our commitment to providing free membership. These changes demonstrate our commitment to growth, inclusivity, and adherence to legal requirements.

INTRODUCING OUR DYNAMIC TEAM



Kisha Joseph
Assistant General
Director



Kierra Dubeau
Communications
Coordinator



Melissa Maselli
Community Outreach &
Volunteer Coordinator



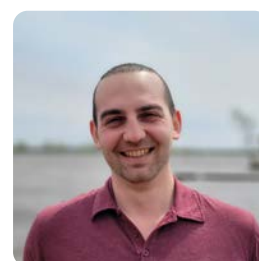
Jacqueline Casey
Social Services
Coordinator
(Maternity Leave)



Rebecca Bryan
Interim Social
Services Coordinator



Michelle Welsford
Interim Social
Services Worker



Jordan Lahmy
Activities Coordinator



Thomas Kapicka
Activity Program
Worker



Nora Xu
Book Keeper



Peter Pardi
Driver

STAFF INVESTMENT

Throughout the year, we took significant steps to expand and strengthen our team to meet the growing demands and needs of the 50+ community. We are proud to have hired an Activities Program Worker and Communications & Centre Support Coordinator. We have managed to increase our capacity to deliver impactful programs and enhance our outreach efforts.

Continuing to invest in our staff, we have prioritized skill and knowledge base training, nurtured team spirit, and strengthened recognition initiatives to ensure a motivated and dedicated team. Effective management of the center's budget has allowed us to allocate resources to increase human capital and provide on-par salaries.

2022-2023 SNAPSHOT

613
MEMBERS

185 NEW MEMBERS

72 SERVICE PARTICIPANTS

104 VOLUNTEERS

12 GUESTS

124

MEN

489 WOMEN

151

BILINGUAL

213 FRANCOPHONE

249 ANGLOPHONE



6576

**UNITS OF
ACTIVITIES
PROVIDED**

49 WORKSHOPS
DELIVERED

TO **119** INDIVIDUALS

917 MEALS SERVED

321 PARTICIPANTS

4777

**SERVICES
PROVIDED**

1638 GROCERIES

DELIVERED
TO **81** INDIVIDUALS

835 FRIENDLY CALLS
& VISITS

430 PARTICIPANTS

43%

70-79 YEARS OLD

4% 50-59 YEARS OLD

19% 60-69 YEARS OLD

26% 80-89 YEARS OLD

7% OVER 90 YEARS OLD

CREATING AN INCLUSIVE SPACE

5%

IDENTIFY AS A
VISIBLE MINORITY

2% IDENTIFY AS
LGBTQ+

44%

DO NOT HAVE
A DRIVER'S
LICENSE
AND ACCESS TO
A CAR

43%

LIVE WITH A
LOW INCOME

63% LIVE ALONE

23%

DO NOT HAVE
ACCESS TO
TECHNOLOGY



23%

ARE NOT EATING
HEALTHY
HOMECOOKED
MEALS

9%

HAVE ANXIETY
6% HAVE
DEPRESSION

8%

HAVE WORRIED
ABOUT HAVING
ENOUGH MONEY
TO BUY GROCERIES
IN THE LAST
12 MONTHS

10%

HAVE HAD THEIR
MENTAL HEALTH
AFFECT THEIR
ACTIVITIES
IN THE LAST
12 MONTHS

The above statistics are based upon the 226 responses to our Demographic Survey.

EXPANDING PARTNERSHIPS, AND EMPOWERING THE COMMUNITY

The Teapot is committed to building partnerships with local organizations and businesses so that we can best serve our members. This year, to enhance our network, we partnered with local organizations to share our minibus, increasing its accessibility and reach.

We actively participated in Concert'Action's development of its strategic plan working alongside 40 organizations and Lachine citizens. We now serve on two new committees: the Cross-sector communications committee and the Citizen Forum Committee.

To tackle food security, we partnered with Place 59 St. Pierre, supporting food distribution and community meals while collaborating on sustainable solutions.

The Teapot joined the planning committee in April 2022 for a 50+ Community Resource Fair on November 8, 2022. They managed a \$5000 budget and recruited volunteers. The committee included representatives from various organizations and met monthly to plan the event. Over 25 community organizations held kiosks, and conferences on various topics were hosted throughout the day. Metro Plus Lachine provided free pastries, and H8S Café offered quality coffee. 11 Teapot volunteers assisted with different tasks, and the event had over 250 participants. Participants confirmed their interest in an annual event through a live survey.

We expanded our outreach through presentations and information kiosks, visiting five residences and reaching 36 individuals. We value the opportunity to connect with new people and share our services and activities.

**785 hours
of community
investment**

**1398
individuals
reached**





"My name is Frank Pedder and I started my membership with the Teapot in 2011. In 2013 I was contracted to drive a rental Mini bus for shopping and outings until 2018. In 2018, the Teapot purchased their own Mini Bus. I continued to drive for them until after Covid 19 . I retired in 2023 at the age of 80. Driving for the Teapot was my passion. Driving these great folks to almost any one day location and giving them the most pleasure and musical fun times ever. I feel being with other ages and interests along with making new friends is a must. For most, these outings and trips are the dreams they have had for years. They now come true. Grocery shopping as a group gives the folks a sense of belonging. These trips make them active seniors and feel much happier after the outings."

-Frank Pedder

EMPOWERING WELLNESS & CONNECTION



Recognizing the importance of physical activity in maintaining overall wellness, we increased the number of participants for physical activities to resemble our pre-pandemic attendance. By expanding our capacity, we have increased opportunities for the 50+ community to engage in exercises tailored to their interests and abilities.

Understanding the significance of communal meals as a catalyst for connection and social interaction, we reinstated Tuesday's Soup & Sandwiches Lunch. This regular gathering brings participants together to enjoy a nourishing meal while fostering a sense of camaraderie and community.

We are thrilled to introduce the Breakfast Club, a new initiative aimed at cultivating connections among participants and staff. This program offers a warm and inviting space for individuals to start their day with a nutritious breakfast while engaging in conversations and building relationships.

“I think the Breakfast Club is a great opportunity to meet other members and make friends. We do meet new friends at classes but have no time to converse. Thank you!”

321

Participants

34

individuals
attended the
Breakfast Club

154

individuals
participated in
physical activities

62

participated in
Tuesday's Soup &
Sandwiches Lunch



“Thanks for your best wishes. It is always nice to receive a card once in a while. Be well & play safe”

- James H.

“It has been a pleasure to be able to help the community and know that we can put a smile on people’s faces. I hope I can continue to help out at The Teapot and continue to provide some form of happiness to the amazing members of The Teapot.”

- Grade 10 Lakeside Academy Student

“I'd also like to thank everybody for being very entertaining, sociable and feeding us. Thank you for all the help in getting us to sit down with our food and making sure we were well fed and well watered. Very much appreciated.”

- Diadra S.

“The Teapot staff are very professional and helpful - they work side by side with the volunteers and try to pair up people they think will work well together... There's always a backup and well-scripted tasks, so virtually no confusion as to what needs to be done and when. Congratulations to the Teapot team for making us want to help you anytime!”

- Special Event Volunteer

INCREASED SUPPORT FOR THE COMMUNITY



Our Social Services team provided 35 new intakes, 15 of whom are now receiving regular services, and our efforts have reached even more deserving individuals.

This year, we proudly served 128 individuals and provided 551 transportation services. Although transportation costs have risen this year, our commitment remains unwavering. In April, we launched the Spring Forward Campaign, aiming to ensure that our transportation services remain accessible to all.

Additionally, we are proud to have provided 86 Case Management Services to 59 individuals, encompassing vital advocacy, form assistance, referrals, crisis intervention, and assessments. Over the past three years, our focus on crisis intervention has intensified, resulting in impressive growth. Last year, we extended this service five times, while this year, we were able to provide it 13 times. We are immensely grateful for the opportunity to support the 50+ community in their times of need.

"I feel that I am helping and giving people the attention and care that one deserves... I feel I have done some good (which is) what this world needs now and always."
- Valerie V, medical accompaniment volunteer

430
participants

13
individuals benefited
from our Crisis
Intervention service,
compared to 5 last
year.

19%
increase in
Transportation
Services



“Without The Teapot's transportation services, I'd be stranded. I do not have help from anyone else. I have no children and my family and friends are too busy with other commitments. Transport is a godsend.”

- Gail R.

“When I was very young my mom would help me with my boots so I could go out to play; she'd usually slip in a hug when she was done. Driving for the Teapot brings me back to those memories and feelings. I'm helping someone and I can slip in a virtual hug too!”

- Rochelle

“My volunteer is a great person. I think she has a great heart. She is a great connection that I have, because I don't talk to many people during the week. I know she is there for me.”

- Bernard

“While chatting with my friendly call recipient, I noticed that phone calls even brief ones (sensitive vocal cords), give her great pleasure. The cold weather and sidewalk conditions slow down the opportunities for outdoor activities. The days seem, at times, a little long. Therefore, the friendly calls in January and February are all the more appreciated by our seniors!”

- Friendly Caller Volunteer

EMPOWERING VOLUNTEERS THROUGH LEARNING & INCLUSION



The Teapot is committed to fostering a culture of continuous learning. This year, we have successfully facilitated the integration of several volunteers, providing them with valuable opportunities to develop language, social, and technical skills.

In collaboration with the West Montreal Readaptation Centre, we are proud to have welcomed volunteers with mild intellectual disabilities to contribute to our Centre at the Boutique. Our team and volunteers have been instrumental in supporting these volunteers, ensuring they receive the necessary assistance. The team actively engages in initiating conversations by fostering meaningful interactions.

In September 2022, we re-established our partnership with Lakeside Academy High School in Lachine. We have had the pleasure of hosting grade 9 and grade 10 students who actively participated in the birthday card club. It has been truly heartwarming to witness the positive interactions between these students and our 50+ participants. This next year we eagerly anticipate creating more intergenerational opportunities that promote connection and mutual learning. 96 volunteer hours; 10 students and 7 Teapot volunteers

"My time spent at the Teapot is truly such a reward each week... Encouraging (members) to be more comfortable with technology *and* creating these bonds is the best part."
- Elisabeth

104

Volunteers

6341

hours

988

hours
fulfilled
by students

159

hours
fulfilled by
Corporate
Volunteers

VOLUNTEER DEMOGRAPHICS: CREATING A DIVERSE COMMUNITY



38%

heard about us
through
word of mouth

51%

of our volunteers are over the age of
65. Our third highest percentage
(14%) is between 15 and 25 years old



46%

volunteer to
give back to the
community



14%

do not speak
English or
French as their
first language



18%

are students
while 61% are
in their
retirement



20%

are immigrants
to Canada



22%

identify as a
visible minority

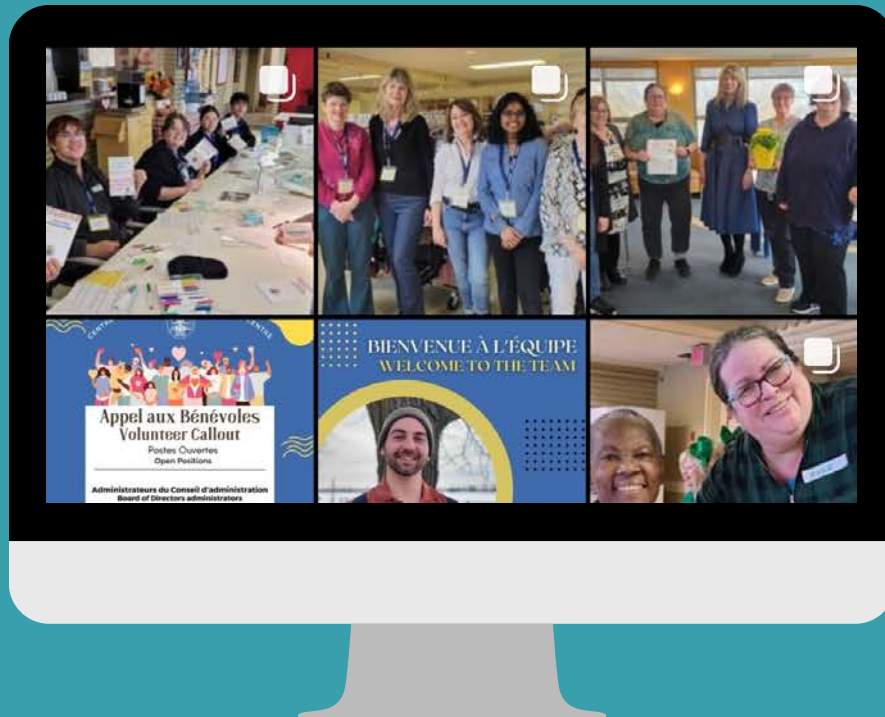


6%

are not
Canadian
Citizens



UNLEASHING THE POWER OF COMMUNICATION



500

is the average number of monthly visitors to our website

726

Active Subscribers to our weekly info letter.

576

Facebook followers and over 490 Likes on our Facebook Page.

The Teapot's communication efforts have yielded impressive results, with increased viewership on social media platforms. Our Instagram account gained over 100 new followers, reaching a total of over 200, while the Facebook page neared 600 followers. Bus graphics were used innovatively to enhance visibility and inspire community engagement. The organization's reach extends beyond social media, with an info letter reaching over 700 individuals and website enhancements attracting over 500 monthly visitors. Looking ahead, the organization plans to reflect on modernizing our brand increase social media frequency, and recruit a dedicated team of volunteers. With a growing and interested audience and successful campaigns, our communication section drives its goals and promises a promising future of connecting with the community.

STRATEGIC PLAN ACTIONS FOR 2023-2024

The Teapot is adapting to the ever-evolving community and creates an inclusive space



The Teapot is a trusted and safe community where people acquire the skills and tools to support their own mental well-being



The Teapot prioritizes staff's sense of purpose and values which contributes to a healthy community



Research and analyze the needs of the community



Identify needs for staff & volunteer training



Identify behaviour associated to our organization's core values



Review current image and develop ad-hoc committee for marketing



Hire a first-line worker to assess individual's mental well-being



Surveying needs and wants of the employees



Develop new partnerships for programming



Implement needs assessment of participants



Providing training for skill-building and professional development



Provide team building opportunities



Increase community networking



Increase visibility within specialized institutions and organizations



Research and find best practices for employee benefits



FINANCIAL LEADERSHIP

Revenue

CIUSSS (PSOC).....	\$217,659
Centraide (United Way).....	\$117,725
Donations.....	\$24,585
CHSSN.....	\$14,000
Grace Dart Foundation.....	\$67,840
Bingo Lotto Quebec.....	\$48,476
Lindsay Memorial Foundation.....	\$26,676
Federal subsidies.....	\$1,400
Municipal subsidies.....	\$5,000
Special events, programs and activities.....	\$46,639
Fundraising and other activities.....	\$1,704
Deputies.....	\$5,000
Interest and other.....	\$863
Total: \$578,603	

Expenses

Programs and Services Expenses.....	\$ 481,950
Administrative & insurance expenses.....	\$ 41,367
Office and building expenses.....	\$ 35,588
Communication.....	\$ 3,988
Total: \$562,893	

INDIVIDUAL DONORS

\$100 and over

BOURNE, VELDA | GRIGG-MALETTE, NANCY | CATTINY, JANET | CATTINY, LYNNE |
GODIN, FRANCINE | LALONDE, EDOUARD (Eddy) | THOMAS, BROWNLEE

Up to \$99

McELROY, KATHLEEN | BYTAUTAS, DANA | REID, SUZANNE | MACKLIN, JOAN | FORGET,
MONIQUE | SEKELI, ZDRAVKA | LAROSE, ELIZABETH | MANLEY, SANDRA | PYSZNIAK,
OLGA | BALL, MONIQUE | FARROW, ARTHUR | GENEREUX, CAROLYN | GRENIER,
ANDRÉE | HOWARD, SHIRLEY | KABAT, JOSEPH | OSIDACZ, VERA | PANGBORN,
CATHERINE | TORRES, RODOLFO | WALTER, ARLETTE | SOTELSEK, SONIA | AUSTIN,
PAMELA | FORTIN, PIERRETTE | GAGNON, THERESE | LACASSE-GALARNEAU, MICHELLE
| PROULX, MARGUERITE | BIRNIE, ANNE | CASGRAIN, HELENE | LECAVALIER, SYLVIE,
MENARD, LOUISE | RICHARD, PIERRE | RIVEST, CARL | CARDINAL, HELENE | FLETCHER,
TERRY | SKOULIKAS, MARIA | BELANGER, MICHAEL | DELISLE, JEANNETTE | DUHAIME,
ROCHELLE | FOUCAULT, JULIETTE (JUDY) | JEQUIER, SIGRID | JODOIN, DIANE |
LAROUCHE, HELENE | MOORE, THERESA | NAVARRA, CATHERINE | RILEY, FRANCESCA
| TRACE, ANDREW | VAILLANCOURT, FRANCINE | VALLIERES, DANIELLE | ZEGRAY,
SANDRA

Benefactors

Borough of Lachine | 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 | Agriculture, Pecherie et Aimentation Quebec | 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 immigrant (CSAI) | Centre Multi Ressource de Lachine (CMRL) | Centre Vieux Moulin LaSalle and Ligne de fournisseur | Centre la P'tite maison Ville st. Pierre | 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 Accueil | Literacy Canada | Thomas More Institute | SPVM Poste de Quartier 8 | Services psychosociaux généraux et relais du projet "Réseau d'Éclaireurs" | West Island Citizen's Advocacy | West Island Volunteer bureau | Montreal Volunteer bureau | LIAM: Ligne Intervenant.e Aîné.e Montréal | Gay & Grey community | Projet Suive Communautaire | ITMAV | l'Association québécoise des centres communautaires pour aînés (AQCCA) | La Cantine pour tous | ACEF du Sud-Ouest de montreal | MdJ l'Escalier de Lachine | Yellowdoor | Westmountone | Crisis & Trauma Resource Institute | Commission de la sante mental du Canada | Geronto-logi | NOVA | SAM: Suicide Action Montreal | INFO 211 | Elder abuse hotline | Telaide Montreal | Mission bon accueil | Action benevoles de Quebec | Dynamo | Centre for Community Organizations "COCO"

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 |

Contributors

Action Autonomie | Actuel: Funeral Services | Assistance and Referral Centre (ARC) | Amelie Diagle: Strategic planning Facilitator and professional Coach | Atwater Library | Brigade Solidaire Lachine | Bank of Montreal | Canada Revenue Agency | Canadian Red Cross | CEGEP Vanier | Dawson College | Educaloï | 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 Aging & Society (OAS) | Philips Lifeline Representative | Service Canada | Suzanne Ried | Florence Say | Tina Diamant | Karima Danse Prima | Priyantha Kulansikam | Marie Corbeil of Parkinson Montreal | Julien Bouchard ;Lachine museum | Maged Attala; reflexology | Lara McKinnis: music therapist | Kathleen Murphy Professional Organizer | Dr. Morais MD director of Mcgill geriatric medicine | Nelly Esmeralda Zarfi Theatre group facilitator | S.Maltezo. phd candiate in Neuropsychology | S. Ziou Dietician | Dr. Antoinio Canuto: Optometrist | Alan Wright: Author | Melissa Simard: Artist/foodie from MEM | Russell Clough: Nurse Clinician-Douglas hospital | Dr. Chonciere & Dr. Poulin: members of the Canadian pain task force | Roger Chalet: Phillips Lifeline Respresentative | Jean-Marc Belanger: Community Pharmacist | Patricia Clark: Active Aging Canada | Lisa Hanash: Artist | Jennifer Hobbs-Robert: Senior Advisor - JHCP | Kirstin Bennett: ElderCARE planner and Aging Well Advocate

**Thank you to all our staff, participants,
partners, contributors, donors, and funders
for supporting The Teapot
in empowering the 50+ community!**



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514-637-5627 • www.theteapot.org



Centraide
du Grand Montréal

Québec



Lachine
Montréal