

# THE TEAPOT 50+ CENTRE



**ANNUAL  
REPORT**

**2023  
-  
2024**

# A YEAR TO REMEMBER!

As we near the end of another remarkable year, we are filled with pride as we reflect on all we have achieved. It has been a year marked by dedication, collaboration, and countless accomplishments, and we are thrilled to share the achievements and challenges we've encountered.

We are forever grateful to you! Your unwavering commitment to The Teapot 50+ Centre has been genuinely inspiring. Whether through your active participation, volunteering initiatives, or generous donations, it has played a vital role in our achievements.

A flood to our Centre in July 2023 came as a shock. Yet our Board of Directors and Team continued to persevere despite the 6-month move. The Centre required a much-needed upgrade, and the refresh was well worth the challenges endured.

We completed the first year of the Strategic plan! We began modernizing the Teapot brand to reflect today's 50+ Community, fulfilled Board governance policies for best practices, increased staff capacity and skill training to support the growing mental health of our participants. Lastly, we implemented an organizational restructuring to prioritize financial efficiency and enhance frontline initiatives. This work underscores our commitment to adaptability, flexibility, and ethical responsibility to meet the evolving demands of our community.

Looking ahead, we are excited about what the future holds for our organization. With your continued support and dedication, we are confident we will achieve even greater heights in the coming year. Together, we will continue to strive for excellence, pursue our shared goals, and make a difference in the lives of those we serve.

Sincerely,

**Jane Cowell-Poitras**  
**(President of the Board)**

**Tamara Peel**  
**(Executive Director)**



# HOW WE SERVE THE COMMUNITY

## Ultimate Aspiration

A society where we age with dignity and no one is forgotten.

## Mission Statement

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

## OUR CORE VALUES



## CORE PROGRAMMING: HOW WE ACHIEVE OUR OBJECTIVES



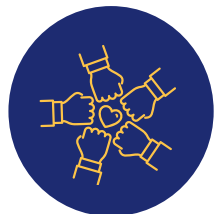
### GOVERNANCE

To uphold the Teapot's mission and vision, we prioritize ethical management practices, transparency, accountability, and trust among stakeholders.



### ENGAGEMENT

To promote the organization's mission by engaging & connecting with the target audiences and the wider community.



### VOLUNTEER

To mobilize, empower & coordinate volunteers effectively in support of the Teapot mission.



### PREVENTION

To empower 50+ adults for independence and dignity through health-promoting activities, community engagement, and informed decision resources.



### INTERVENTION

Empower older adults with personalized support and resources, promoting autonomy, dignity, and active community participation.

# GUIDING WITH PURPOSE - GOVERNANCE

The Board of Directors accomplished many objectives this past year. We focused on Board policies and aligned our governance structure with best practices and regulations. We have proactively revisited and added to the board recruitment practices, onboarding and training to best integrate board members and created an evaluation process for outgoing board members.

As a board, we initiated a restructuring of our organization's management team. This decision aimed to enhance our financial stability and sustainability while also creating more frontline staffing to better serve the increasing demands and needs of our 50+ community.

Despite a building flood that impacted all areas of our Centre, The Teapot community rallied with resilience and adaptability. Together, the Board of Directors and staff turned these challenges into opportunities for growth. This proactive stance addressed concerns and paved the way for future enhancements, improving accessibility, aesthetics, and an overall upgrade for the benefit of our participants.

The Teapot's Board of Directors has enriched my life with new friends and experiences. I wanted to be part of this amazing organization that prioritizes the 50+ community with activities, services and so much more. I am part of a team that actively works to raise funds to help sustain the organization. The Teapot has allowed me to be an active senior with a purpose, contributing to my community while enjoying the journey.

- Gerlinda Gimber, Director and volunteer since 2023



**Jane Cowell Poitras**  
President



**John Pinnell**  
Vice – President



**Brownlee Thomas**  
Treasurer



**Diane Larouche**  
Secretary



**Gerlinda Gimber**  
Director



**Valerie Clayton**  
Director



**Marie – Josée Boivin**  
Director

# OUR DYNAMIC TEAM



**Tamara Peel**  
Executive  
Director



**Kierra Dubeau**  
Communications  
Coordinator



**Melissa Maselli**  
Community  
Outreach &  
Volunteer  
Coordinator



**Rebecca Bryan**  
Interim Social  
Services Coordinator



**Michelle Welsford**  
Activities  
Coordinator



**Ashley Hamilton**  
Activities Worker



**Theresa Guihan**  
Intervention Worker



**Nora Xu**  
Book Keeper



**Peter Pardi**  
Bus Driver



**Carole Coulombe**  
Community Liaison  
Agent



**Amber Eckhardt**  
Community Liaison  
Agent



**Jacqueline Casey**  
Social Services  
Coordinator  
(Maternity Leave)

## Expanding our team to better serve the 50+ community.

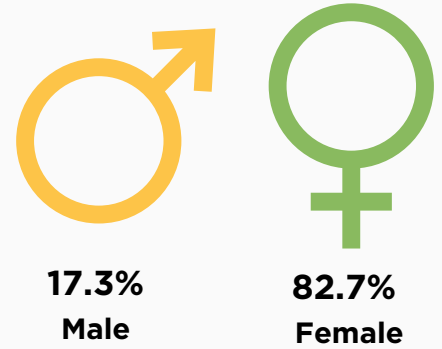
We're excited to welcome two part-time Triage liaison agents at our front desk, offering hands-on support and immediate responses to our most vulnerable population. With this addition, we've boosted our capacity to deliver impactful services and strengthen our community connection.

Our dedication and commitment to staff development remain unwavering. We emphasize skill-based crisis intervention training, nonviolent communication (NVC), and reinforcing our Core Values throughout the agency. This approach has increased our team's confidence and empowerment in communicating effectively across diverse situations.

# PARTICIPANT PROFILE



**828 Participants**  
**284 New participants**  
 (Increase in new participants since last year!)

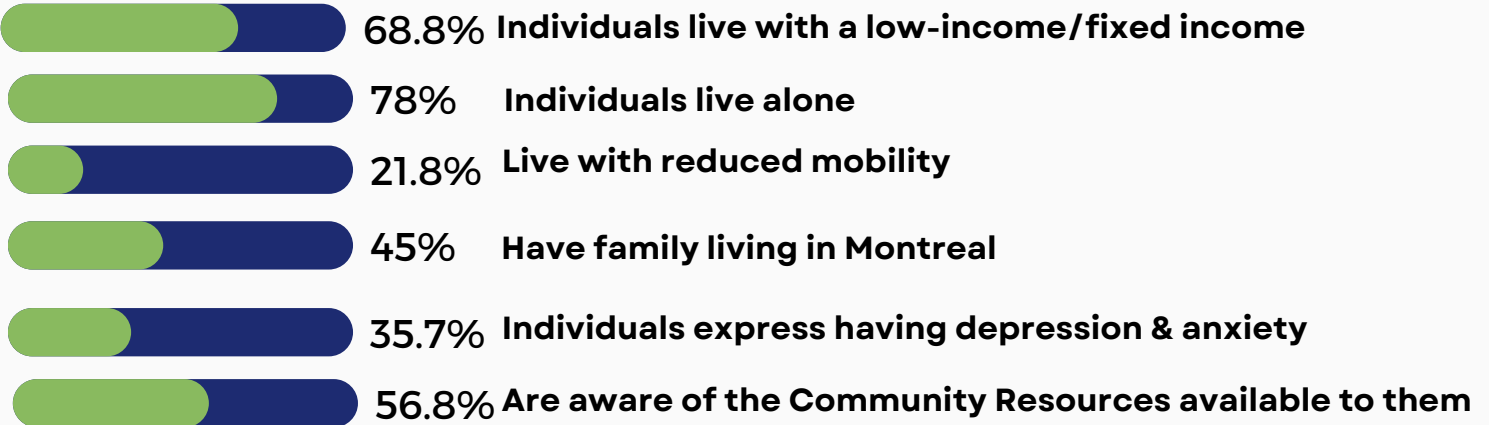


**60.5% >70 yrs and of those, 21% are more than 80 yrs**  
**34.5% 69 yrs <**  
**A large increase since last year!**



**6.2% of individuals identify as LGBTQ+**

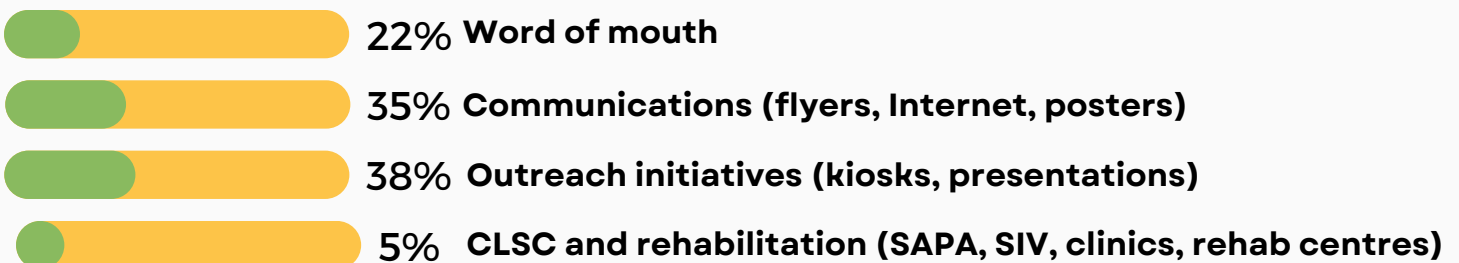
## LIFESTYLE



## LANGUAGES



## PARTICIPANTS REFERRED BY:



# VOLUNTEER PROFILE

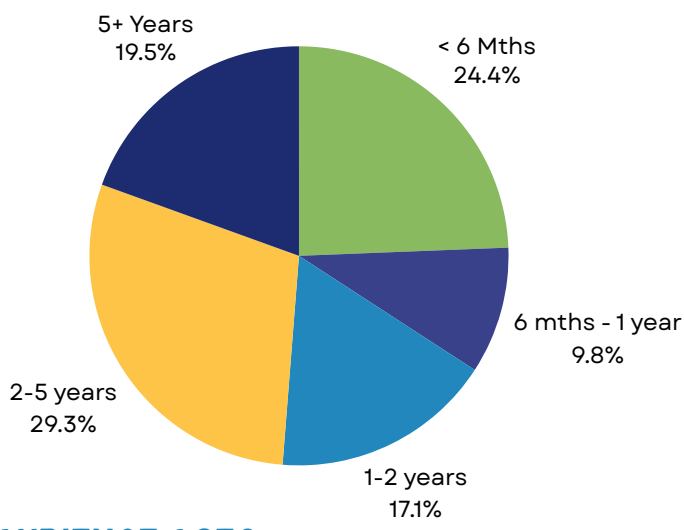


**55%** Volunteer to give back to the community

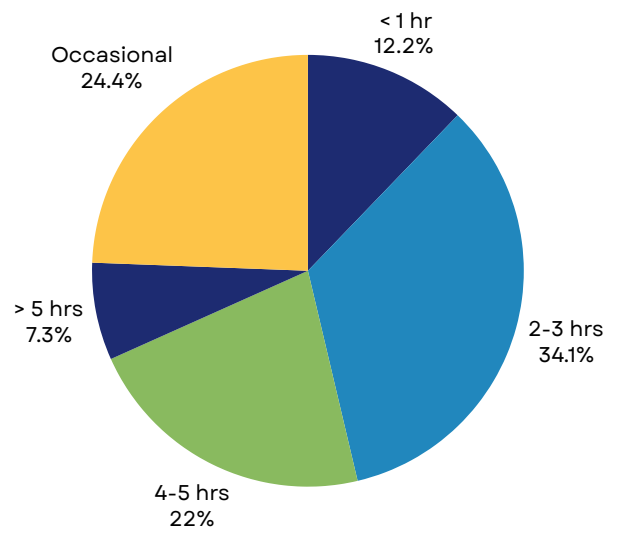
**96** Total Volunteers

**31%** Heard about us through word of mouth

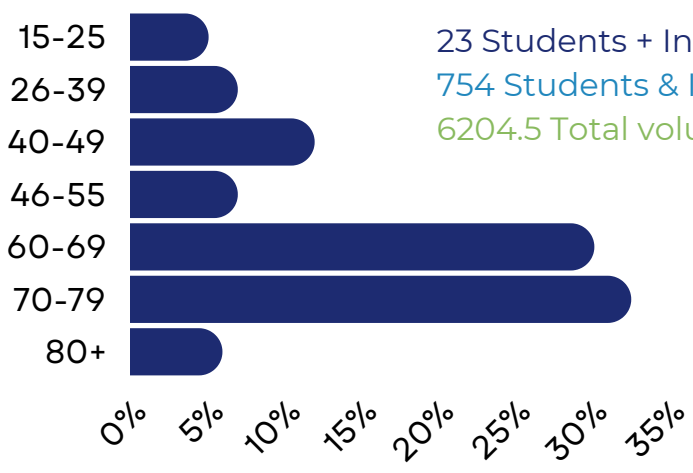
## VOLUNTEER COMMITMENT



## HOURS PER WEEK



## AUDIENCE AGES



23 Students + Interns  
 754 Students & Internship hours  
 6204.5 Total volunteer hours



**CAROL DISCENZA:**  
 25 YEARS OF VOLUNTEER SERVICE SINCE 1999

# ENGAGING THE COMMUNITY

Collaboration and impactful partnerships are at the core of our mission. By teaming up with the Lachine Library for the "Read to a Senior" pilot project, and offering volunteer technology support during the Senior Centre Awareness Week event, The Teapot demonstrates a strong commitment to fostering intergenerational connections, empowering lifelong learning, and promoting accessibility and visibility within the community.

Focused on our Strategic Plan, we've progressed in establishing much-needed Satellite Centers throughout Lachine. We have received more funding to support five HLM senior residences and we've collaborated with the OMHM to implement our primary goal of connecting and fostering trust within the community.

The 50+ committee, in collaboration with The Teapot, provided two full days of training for intervention workers. The aim is to standardize workers' approaches when interacting with vulnerable seniors experiencing mental health challenges. This training aligns with the mental health initiatives post-pandemic.



44  
KIOSKS &  
PRESENTATIONS

121  
HOURS OF  
OUTREACH  
INITIATIVES

1046  
NEW  
INDIVIDUALS  
REACHED

42  
INTERVENTION  
WORKERS  
TRAINED

## COMMUNITY CONNECT: ENGAGING TOGETHER

Kiosks at Saul-Bellow Public Library, Sarto Desnoyers Community Centre (Dorval), Concordia LIVE Centre Volunteer Fair, Fête de la Paix (Parc Kirkland Ville Saint-Pierre), COVIQ Intercultural Party, Marché Notre-Dame (Sidewalk Sale), *Les P'Tits Marchés* at COVIQ (Duff Court), 59 Saint-Pierre (Ville Saint Pierre), Ivan Franko Park, Dixie Park, Presentation and events at John Patterson Residence and Residence 3111 Sherbrooke, Summerlea United Church, Résidence Jean-Placide-Desrosiers (Ville Saint-Pierre), Dawson College, Brunch des aines with the Mayor, Concordia University, Club Zone de Lachine



I discovered The Teapot and its benefits in 1985. I became an active member in 1988 and soon began volunteering in the foot care clinic after my back surgery. I contributed to the creation and facilitation of the Bridge group and served on the Board of Directors for four years. Renewing my membership and donating annually is important to me as a way to show my appreciation and support for the Teapot. Thanks to our online activities, I can stay active and enjoy participating in photography sessions via Zoom. Memories to reminisce and many precious moments.

**- Pierrette Fortin (member for 39 years)**



# EMPOWERING CONNECTION: PREVENTION

Our Preventative programming includes Education, Health and well-being along with Leisure to embody personal development and community empowerment by integrating many individuals from all walks of life. This approach fosters an environment where individuals thrive intellectually, physically, and emotionally. The testament of our programs has made a positive difference in the lives of 50+ people.

Our Workshops cover a broad spectrum of topics, including mental health, art and finances, giving people practical tools for life's challenges. They create a culture of learning and resilience, building a stronger community.

Health and wellness activities constitute a fundamental aspect of our mission. We focus on physical and mental well-being. Through mindfulness and fitness activities, participants learn to take care of themselves in body and mind. It encourages self-love and balance and it has helped people live happier, healthier lives.

Teapot trips offer a chance to explore different cultures and experiences. They provide joy, fun, relaxation, and opportunities for personal growth and social connection. The feedback and attendance show how much people enjoy and benefit from them.

*"It is a wonderful place to go with friendly faces over a cup of coffee anytime, helping to alleviate loneliness. Amazing programming with socializing luncheons, trips of interest, Shop With and Shop For programming, painting and creative courses, music discussion and other activities, The Teapot is a great place to be. Nice place to make a new friend." -Diadra, Participant Since 2021*



**405**

Participants  
Increase since  
last year!

**35**

TRIPS  
with **181**  
participants

**153**

Individuals benefited  
from Health and  
Well-being activities

**98**

individuals  
participated  
in **20** Workshops



# LEADING WITH CARE: INTERVENTION

The Social Service Department encountered some obstacles last year with a smaller team and fewer volunteers. Despite these challenges, they adapted their strategies and maximized effectiveness to keep resources available. This resilience demonstrated their dedication to the people they served.

We were proud to have delivered Case Management Services to 98 individuals, offering essential advocacy, aid with forms, referrals, crisis intervention, and assessments.

We had taken significant strides to enhance our frontline services, ensuring that our Intervention team was readily available to offer support. With two Liaison agents available to receive calls, we witnessed a notable reduction in the anxiety and stress experienced by our participants. We were truly grateful to have fostered a community where people placed their trust in us and relied on our support during their most vulnerable moments.

Shopping was a crucial service provided year-round by the Social Services Department. Whether it was through the minibus initiative "Shop With" or the in-home service "Shop for," it took a dedicated team to make it happen. Each week, 85 individuals relied on this support to receive either "Shop With" or "Shop for" services. The impact of these services was immense, ensuring that essential goods were accessible to those in need.



'Now that my health is less strong and I am not as active, they help me with specialized resources like medical transportation and grocery shopping services and I get calls to see how I am doing. It is important that I volunteer in any capacity when I am feeling well, and they include me.'

*-Lise Allard, Participant and volunteer since 2013*

**423**  
Participants

**381**  
Transport Requests to medical APPT received

**98**  
Individuals benefited from Case Management

**85**  
Shopping groceries participants

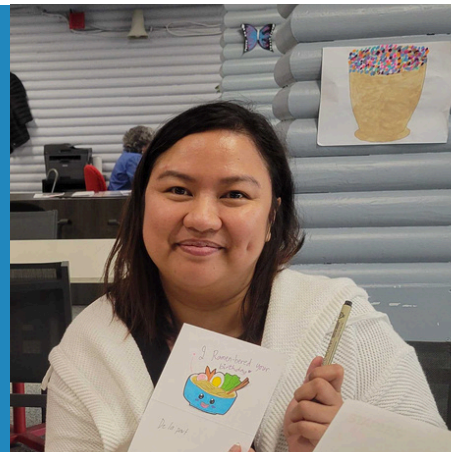


# OUR VOLUNTEERS; THEIR STORIES



*"I began volunteering at The Teapot during a period of significant life changes, including relocating to the West Island of Montreal. My commitment expanded, and I now work 3.5 days a week with an energetic team that respects members, which I find very rewarding."*

**-Carole Coulombe, Volunteer since 2022**



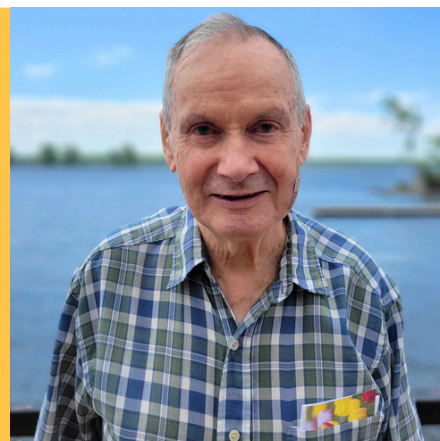
*"I've been volunteering at The Teapot for a while and love it. The supportive and friendly environment helped me overcome three months of unemployment and improve my skills, even without French experience. I'm grateful to contribute to an organization that combats social isolation among the elderly. As a Lachine resident, I'm proud to support a local center and hope to continue for years. If you're considering volunteering, The Teapot is one of the best with amazing staff and volunteers."*

**- Goldie, Volunteer since 2024**



*"My experience as a volunteer at The Teapot has been very enriching because I love the contact with people, and feeling useful gives me great satisfaction. I feel privileged to have discovered this organization by taking a walk on the waterfront. I hope to make a difference by exchanging with the members or during the calls to give information about the beautiful outings. You're making a difference with your diversified services and activities for 50+ individuals. You are the best and an essential service for many people!"*

**-Gaetane (volunteer and member 2019)**



*"After my wife passed in 2007, I chose to volunteer at the Teapot. My reason is because of the wonderful connections I've made throughout the years. It's more than just volunteering; it's about building trusted connections. I've made lifelong friends, like Kathy, for whom I shopped for over 10 years. I cherish her memory and this letter in my pocket she wrote me, near and dear. Volunteering at The Teapot is more than just a service — it's essential."*

**-Tom (volunteer for 17 years)**

# EMPOWERING VOLUNTEERS: LEARNING & INCLUSION

Over the last fiscal year, our initiatives aimed at nurturing a culture of volunteerism have resulted in substantial achievements. Particularly noteworthy is the expansion of opportunities for student involvement in volunteering. Students now have access to assist at the Breakfast Club, Special Events (including Volunteer Recognition Events), and Open House activities, fostering a stronger sense of community and altruism.

The active engagement with the Community Council on Volunteerism (CCV) is central to this expansion. Through regular bi-monthly meetings, volunteer coordinators have collaborated to share insights and best practices, facilitating robust discussions on navigating challenges and seizing opportunities in volunteer coordination. Participation in workshops focusing on Diversity, Equity, and Inclusion, as well as communication styles, we've enriched our collective understanding and approaches. These sessions have strengthened our capacity for inclusivity and improved our ability to engage effectively with diverse stakeholders.

Lastly, despite facing a decrease in volunteers, we stood tall, proud of our ability to maintain our programming and unwavering commitment to our participants. Our perseverance and dedication to fostering connections and mutual learning remained steadfast. Here's to a year of resilience, growth, and the enduring spirit of community!



**88**  
VOLUNTEERS

**6204**  
HOURS

**754**  
HOURS  
FULFILLED  
BY STUDENTS

**156**  
HOURS  
FULFILLED BY  
CORPORATE  
VOLUNTEERS

The Teapot has become a big part of my life and I really enjoy being able to give back. I love helping out and cannot wait to come back as a more permanent volunteer. **-Khai**  
**(Lakeside Academy Sec 5 student)**

*I've volunteered at 'The Teapot' for a short time, and it is nice to meet and greet other seniors in the community! I've enjoyed helping out with the 'Boutique' and some other functions! The staff has been so helpful and nice to work with!*  
**-Debbie**



# FUNDRAISING & MARKETING



Our marketing efforts have advanced significantly, highlighted by our collaboration with Anchor Marketing, an external marketing agency. This partnership has provided us with a comprehensive audit, SWOT analysis, and a concise marketing and fundraising plan for the next five years. Leveraging the insights gained from Anchor, we've revamped our brand kit, ensuring consistency in our colours, logos, fonts, and calls to action.



Our communication stats are improving. We now have over **715 Facebook followers, which is a 93% increase in the last two years.** We have maintained 500 monthly visitors to our website and increased our active **infoletter subscribers from 726 to 1505, a 107% increase** due to new database inputting practices.

*"I looked over a copy of The Teapot 50+ Centre Tea Leaves for April-May-June 2024 and I looked over the website, too. It is very clear, easy to find the information and it is attractive and beautiful as well!"*

*-Diane Laferrière*

Furthermore, we've transformed our Tea Leaves publication into a magazine-style format, featuring a more engaging and user-friendly layout enriched with additional imagery and detailed descriptions of our programming.

Our organization had a successful fundraising year with two campaigns: **"Spring Forward" raised over \$15,000** to support our transportation program, providing taxi rides to medical appointments for those in need. **The "Give a Meal" campaign raised over \$13,000, delivering over 100 warm meals and distributing more than 200 grocery gift cards** to combat holiday season isolation.

Thanks to our external committee's support, we engaged local Lachine businesses to advertise in our "Tea Leaves" program guide, with proceeds covering printing and production costs. With Anchor's guidance, we developed a professional advertising package and compelling case for support, detailing why businesses should back our cause.

We're eager to integrate our case for support into next year's fundraising initiatives, seeking new ways to engage and partner with local Lachine businesses.



# STRATEGIC ACTIONS 2024-2025

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

Create new activities according to the assessment of the needs

Develop community projects



Implement the marketing plan

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

Create support groups & discussion groups

Research and partner with mental health counsellors



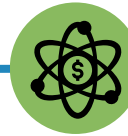
Offer specific training on mental well-being

Hire an employee to assess needs of the well-being (initial contact)

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

Providing a space where learning can be transferred

Research and find new funding opportunities



Assure that the core values are upheld

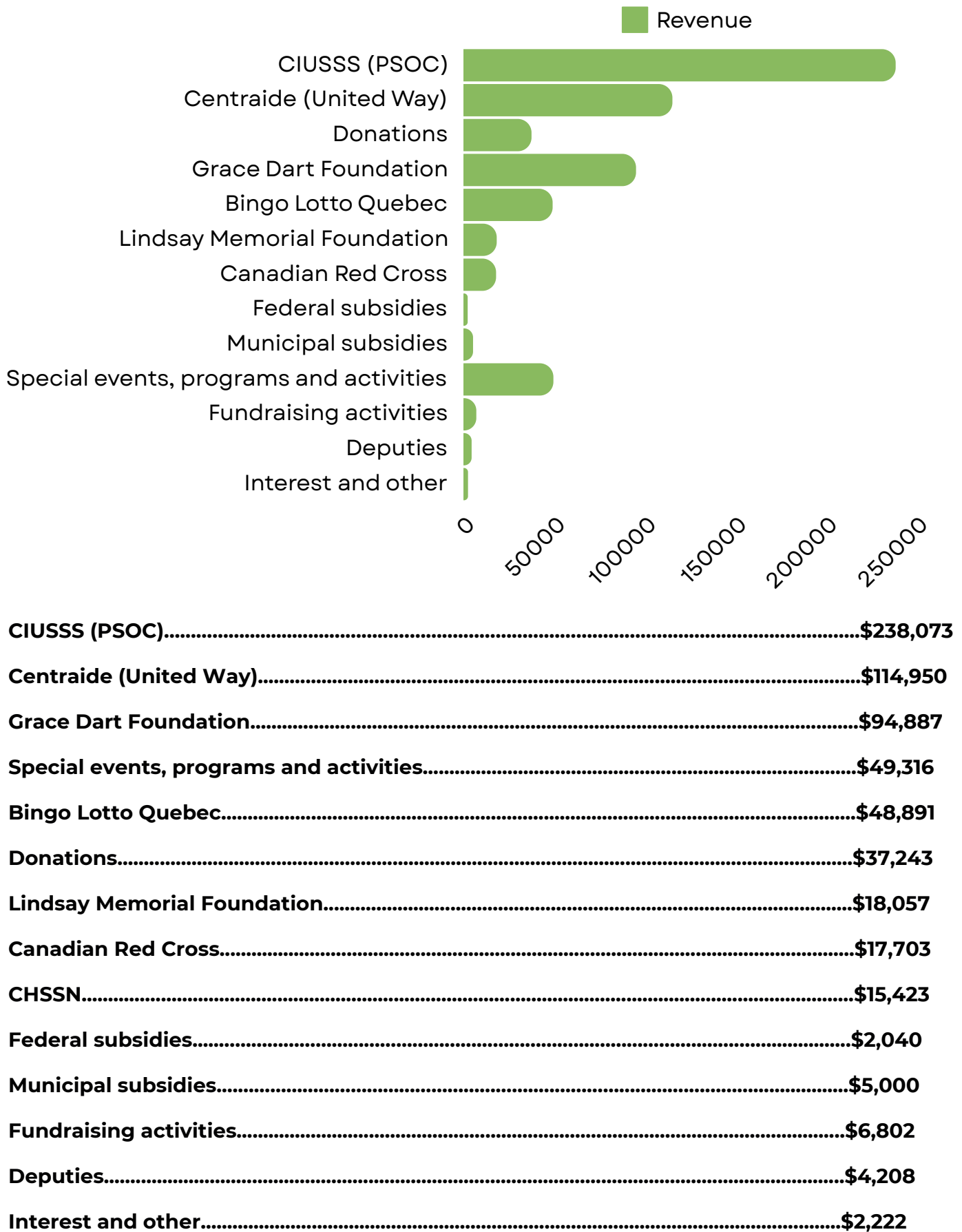
Provide team-building opportunities

Research and find best practices



# FINANCIAL BREAKDOWN

## REVENUE



**TOTAL REVENUE: \$657,815**

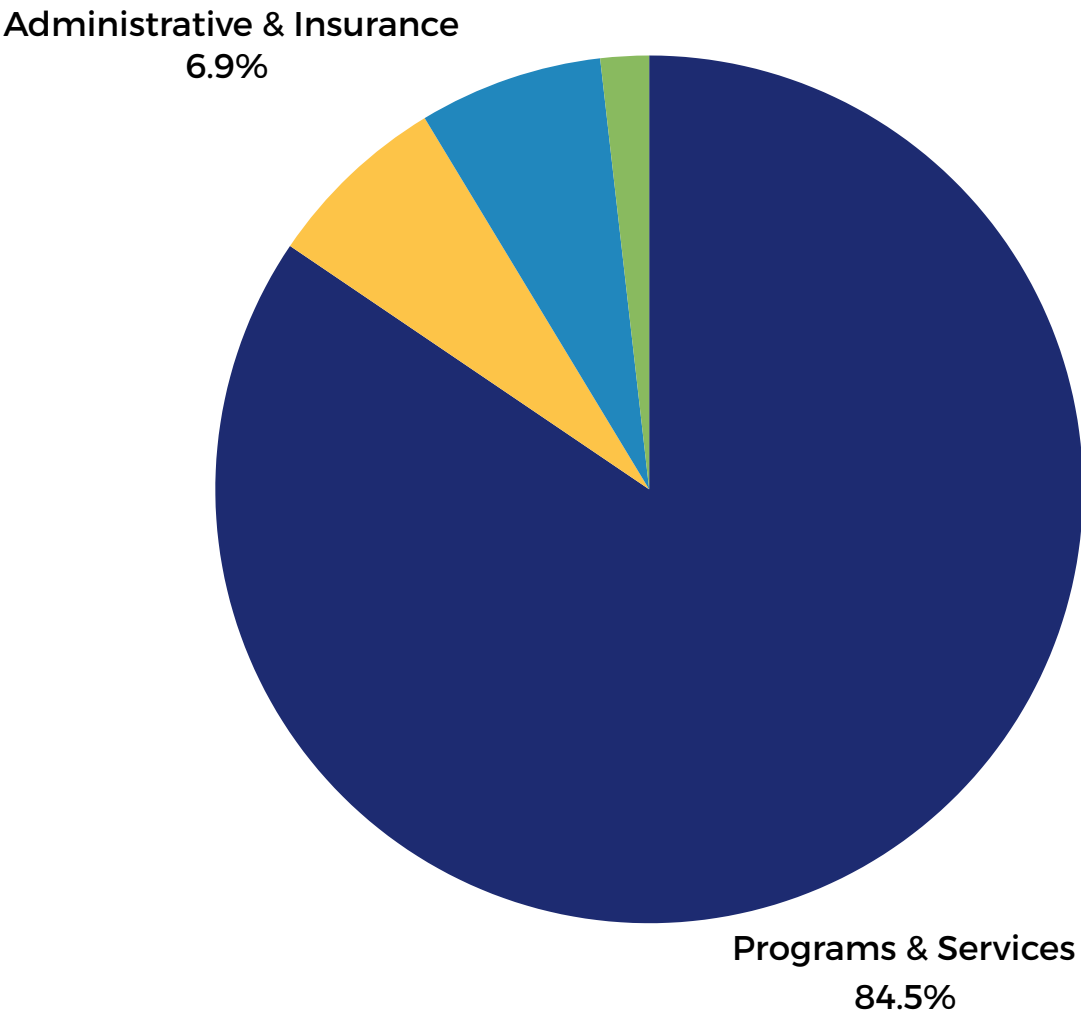
(PG. 5 FROM THE AUDIT REPORT)



# FINANCIAL BREAKDOWN

## EXPENSES

- Programs & Services
- Administrative & Insurance
- Office & Building
- Communications & Marketing



<b>Programs &amp; Services expenses.....</b>	<b>\$ 551,142</b>
<b>Administrative &amp; Insurance expenses.....</b>	<b>\$ 44,784</b>
<b>Office &amp; Building expenses.....</b>	<b>\$ 44,697</b>
<b>Marketing &amp; Communication expenses.....</b>	<b>\$ 11,778</b>

**TOTAL EXPENSES:           \$652,401**  
**\$5,414 OVERTURE**  
*(PG. 5 OF THE AUDIT REPORT)*

## **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 | Red Cross Foundation

## **PARTNERS**

ACEF Sud-Ouest | Agriculture, Pêche et Alimentation Québec | 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 and Ligne de Fournisseur | Centre la P'tite maison Ville Saint-Pierre | CLSC de Dorval-Lachine | COVIQ Duff Court | Club des personnes handicapées du Lac St-Louis | Groupe des Aidants du Sud-ouest (GASO) | Les P'tits Marchés Lachine | Lachine Accueille | 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 | Volunteer West Island | Volunteer Bureau of Montreal | LIAM: Ligne Intervenant.e Aîné.e Montréal | Gay & Grey Montreal | Projet Suivi 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 | The Yellow Door | Westmount One | Crisis & Trauma Resource Institute | Commission de la santé mentale du Canada | Gerontologi | NOVA | SAM: Suicide Action Montreal | INFO 211 | Elder abuse hotline | Tel-Aide Montreal | Welcome Hall Mission | Action bénévoles de Québec | 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 (facilitator) | 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 Aging & Society (OAS) | Philips Lifeline Representative | Service Canada | Suzanne Reid | Florence Say | Tina Diamant | Karima (Prima Danse) | 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 Candidate in Neuropsychology | S. Ziou Dietician | Dr. Antonio 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 Representative | 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 | Gabrielle Thomas (The Community Gab)

A photograph of two women embracing warmly. The woman in the foreground has short, dark, curly hair and is wearing glasses and a blue and white floral patterned shirt. The woman behind her has short, white hair and is also wearing glasses and a blue and white floral patterned shirt. They are standing in front of a blue banner with white text that is partially visible, including the words "Lachine" and "Centre".

**A SINCERE THANK YOU TO OUR STAFF, PARTICIPANTS,  
PARTNERS, CONTRIBUTORS, DONORS, AND FUNDERS  
FOR BACKING THE TEAPOT INITIATIVE, WHICH  
EMPOWERS INDIVIDUALS AGED 50+.**

**THE TEAPOT 50+ CENTRE  
2901 ST-JOSEPH BLVD.  
LACHINE, QC H8S 4B7  
514-637-5627**

**TEAPOT@THETEAPOT.ORG  
SOCIAL MEDIA: @THETEAPOT50**