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THE TEAPOT 50+ CENTRE

ANNUAL IMPACT REPORT

2025-2026



50 YEARS STRONG, FOR OUR COMMUNITY.



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50 YEARS OF COMMUNITY CARE (1976 – 2026)

THE TEAPOT 50+ CENTRE

A portrait of The Maison du Brasseur building sketched by a Teapot member circa 1987!

A Permanent Home

The organization is formally incorporated, establishing the legal structure to serve the Lachine community in the Maison du Brasseur.

Strategic Independence

Ended the partnership with CCS to operate as a fully independent, member / volunteer-driven organization for the community.

Redefining Our Vision

Redefined our mission, vision, and ultimate aspirations along with our D.E.I and Core values execution to reflect the evolving needs of the 50+ community.

1983

2013

2023

1976

1992

2020

2026

A Cup Of Tea

The Teapot begins as a grassroots Anglophone tea group in the basement of Resurrection of Our Lord Church.

Unique Bridge

Transitioned to a bilingual resource center for seniors and expanded our impact by developing In-Home Support Services.

The Virtual Pivot

Rapidly transitioned to virtual programming. Overcame physical barriers to provide essential food security and social outreach to Lachine's most isolated seniors.

Golden Years

Our 50th year since that first tea group, The Teapot, stands as a blueprint, a model of democratic governance and resilient community care.

MISSION

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

CORE VALUES



Empowerment



Connection



Adaptability



Respect

ULTIMATE ASPIRATION

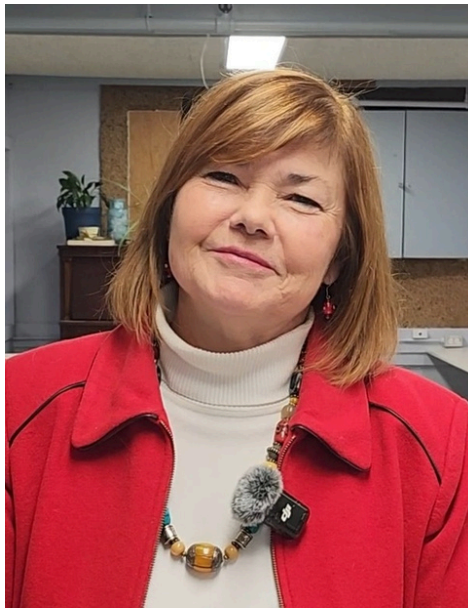
A society where we age with dignity and no one is forgotten.

A SPACE FOR ALL

A SHARED NOTE FROM OUR LEADERSHIP



Tamara Peel



Marie-Josée Boivin

As we mark a monumental milestone “The Teapot’s 50th Anniversary” this year’s report is more than a summary of activities; it is a celebration of five decades of shared history in Lachine. Since our first “cup of tea” in 1976, we have grown into a vital anchor for the 50+ community, and the 2025-2026 fiscal year has been a year of profound evolution to ensure we are here for fifty more.

While our community celebrated with the launch of our 50th Anniversary fundraising Campaign and the much-anticipated Summer Rockin 50ies & Anniversary Gala, the leadership team focused on strengthening our internal foundations. A major highlight this year was the total modernization of the organization’s Bylaws. This rigorous update ensures that our center operates with the highest standards of transparency and accountability, providing a safe and sustainable democratic space for all members.

On the front lines, we have successfully bridged the gap between tradition and innovation. From the heartwarming success of our “Give a Meal” holiday campaign to our expanding Digital Inclusion workshops, we continue to prioritize the holistic well-being of participants. Our volunteers remain the heartbeat of the Teapot; this year, we empowered them further with a comprehensive new Volunteer Handbook featuring updated best-practice policies, formalizing the incredible support they provide in everything from our boutique to medical accompaniments.

The Teapot’s mission has always been to ensure that no senior is forgotten. As we reflect on the year, we see a community that is more connected, autonomous, and empowered than ever. Our gratitude goes to our dedicated staff, our tireless volunteers, and our generous partners who believe in a society where aging is synonymous with dignity.

Together, we are brewing a future that is as bright and bold as the legacy we have built over the last half-century.

With gratitude and excitement for the years ahead,
Marie-Josée Boivin - President, Board of Directors
Tamara Peel - Executive Director

CELEBRATING OUR TEAM

Behind every program and every life changed at The Teapot is an extraordinary team. Navigating the challenges of limited resources with ingenuity, our staff combines compassionate outreach with a relentless drive for improvement. By linking daily tasks to our core mission, they are fostering a new culture of leadership—one defined by ownership, initiative, and an unwavering commitment to the community we serve.

Empowering Through Connection:

By prioritizing monthly one-on-one check-ins, we've moved beyond oversight to mentor our staff. This investment builds a resilient infrastructure that prevents burnout and equips our team to navigate change with confidence, ensuring high-quality service for our seniors.

140 Hours

Celebrating Our Synergy:

Recognition days allow us to pause and celebrate the milestones that define The Teapot. These dedicated moments of appreciation cultivate a vibrant internal culture, ensuring our staff feel seen, valued, and re-energized in their commitment to the community.

3 days

Cultivating Expertise:

We invested in professional development to provide our team with the tools needed for both daily operations and future transitions. By aligning every skill with our core values, we've fostered a clearer sense of purpose and the technical confidence to deliver top-tier community programming.

55 hours

“

I have grown into a stronger leader and gained confidence in transferring my skills and knowledge to others. Through the professional and personal development opportunities, I am proud to continue growing as a leader while sharing my learnings and passions with those around me.

Michelle - Activity Coordinator since 2023



Two new
Pilot Outreach
Initiatives

Strategic Team Outcomes:

Our commitment to continuous training, post-mortems, and structured reflection has fundamentally strengthened our internal operations. These improvements have led to clearer policies, stronger partnerships, and the launch of two key outreach initiatives.

BOARD OF DIRECTORS

MODERNIZING OUR GOVERNANCE - FOR THE NEXT 50 YEARS

Strengthening Our Institutional Foundation

Trust is the basis of our relationship with the Lachine community. This year, we formalized that trust by modernizing our governance framework—moving from an outdated model to a democratic, senior-empowered system.

- **Bylaw Modernization:** A 100% overhaul by our Task Force to meet 2025 nonprofit standards and legal regulations.
- **Operational Clarity:** Defined clear boundaries between Board and staff, eliminating overlap and ensuring democratic decision-making.
- **Democratic Engagement:** Hosted a Special General Meeting to secure collaborative member approval and ensure every voice was heard.
- **A Resilient Future:** 25 hours of intensive sessions dedicated to building a legal framework that protects our mission for years to come.

Diane Larouche
Secretary

Brownlee Thomas
Treasurer

Claudette Levasseur
Administrator

Gerlinda Gimber
Vice President

Marie-Josée Boivin
President

Anita Stern
Administrator



The Teapot has always been a special place to give back. With the updated volunteer policies and a user-friendly manual, everything is so clear. Knowing my rights and exact responsibilities helps me lead with total confidence.

— *Diane Larouche - Boutique Volunteer & member of the Board of Directors*

SUPPORTING OUR VOLUNTEERS - STRONG FOUNDATION

Our volunteers bring life and meaning to everything we do, and they deserve a foundation that is as strong and reliable as their commitment.

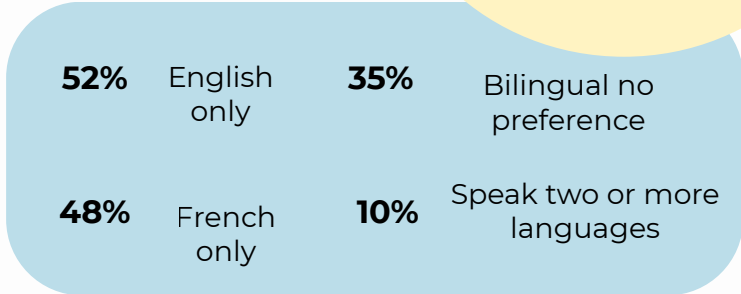
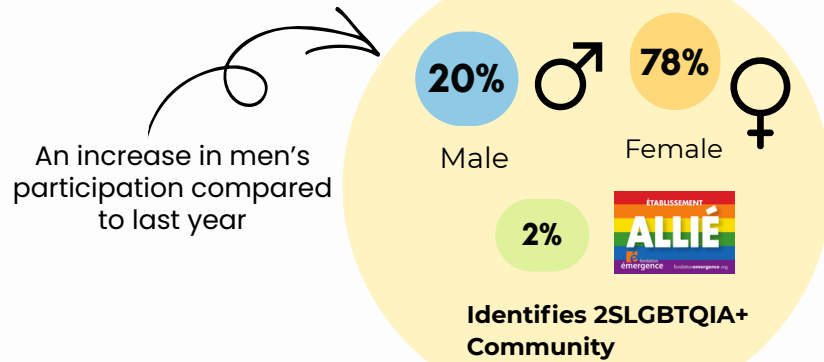
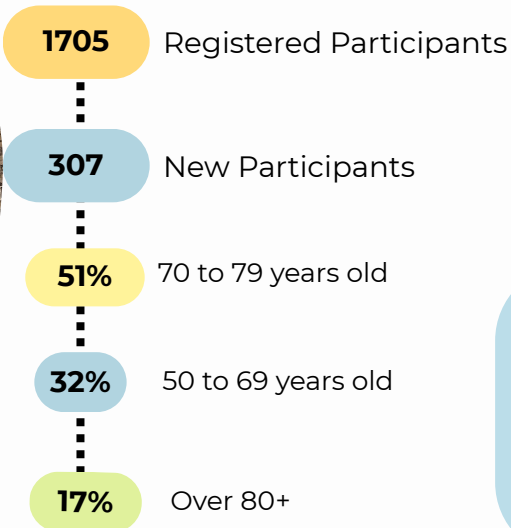
This year, the Board of Directors completed a comprehensive review of our Volunteer Policies, moving beyond simple rules to create a framework of true support and safety. To bring these updates to life, we launched a new, comprehensive Volunteer Handbook.

This essential guide provides a clear roadmap for every role from medical accompaniment to Centre ambassador, ensuring every volunteer has the tools they need to succeed.

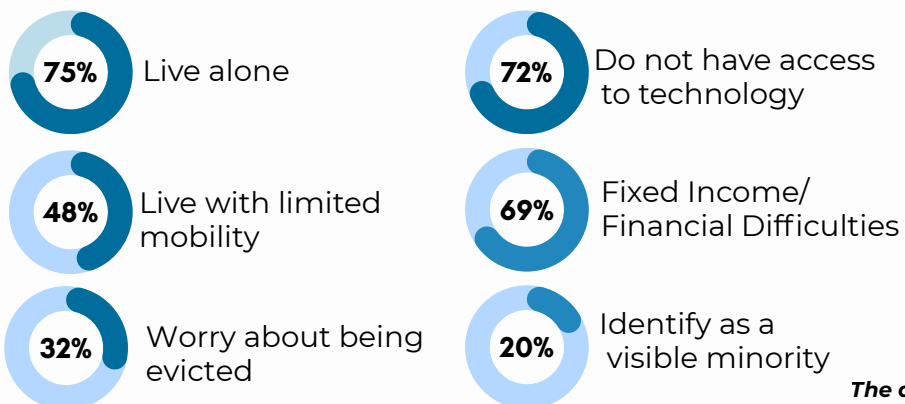
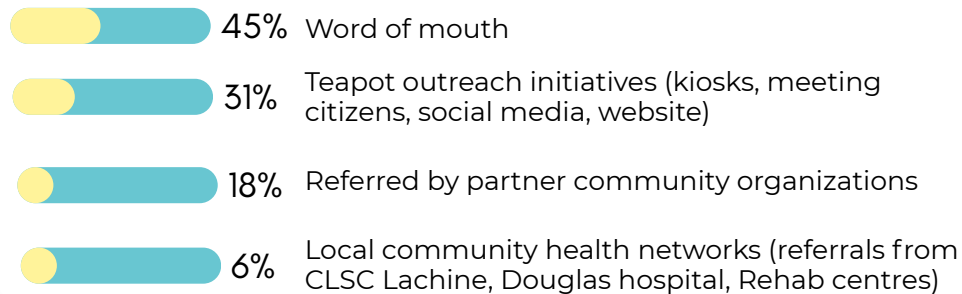
- **Increased Confidence:** Volunteers report hesitating less when faced with tricky situations; they know exactly what to do because it is in the guide.
- **Reduced incidents:** Fewer reported accidents or safety misunderstandings during events.
- **Lower turnover:** Volunteers are staying with the organization longer because they feel less stressed and have better boundaries.
- **Pride in the role:** Volunteers are excited to share the handbook with recruits, acting as ambassadors for the program.

Central to this update is our dedication to celebrating the incredible impact of our team. These enhanced standards allow The Teapot 50+ Centre to safeguard the vulnerable seniors we serve, while empowering our volunteers to find deep, meaningful purpose in their work.

PARTICIPANT DEMOGRAPHICS



PARTICIPANTS REFERRED BY:



Bridging the Digital Divide: Technology as a Human Right

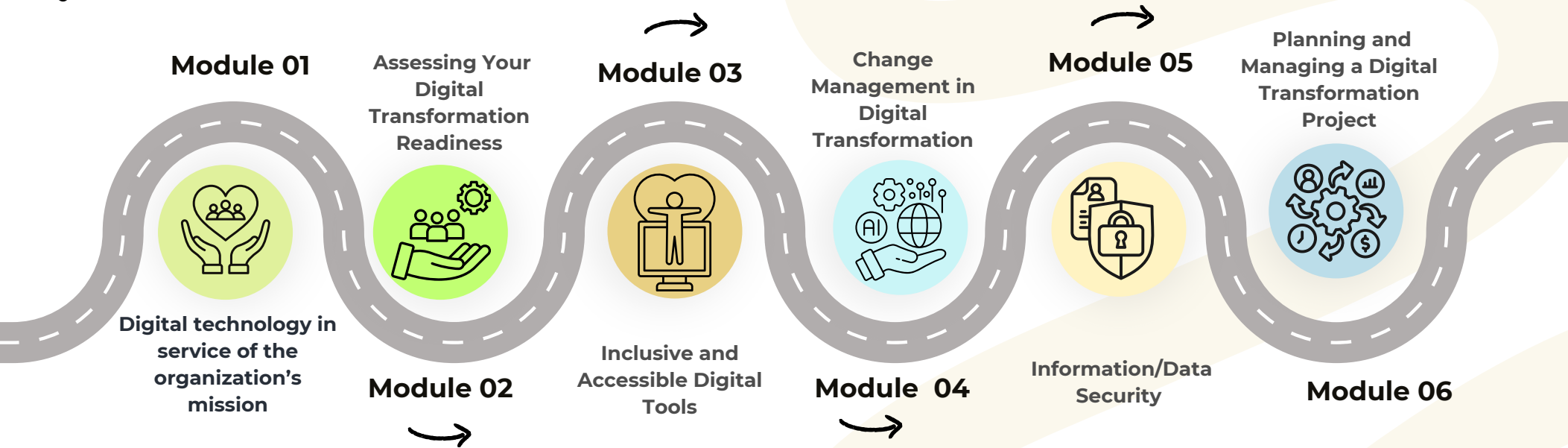
Technology is no longer a luxury; it is a lifeline. Partnering with Literacy Unlimited and Connecting Canadians to learn about digital literacy workshops is a primary point of equity for the Lachine community.

- 82%** of our participants report feeling significantly more secure online, specifically citing their increased ability to recognize digital fraud and phishing attempts.
- 75%** of participants now feel confident managing their government documents, digitizing documents, emailing family - marking a clear transition from classroom learning to true functional independence.
- 72%** of seniors specifically requested written or video instructions for technology, showing a long-term commitment to self-led learning and troubleshooting.
- 70%** Social Connectivity: Individual one-on-one tech initiatives are directly reducing isolation by empowering seniors to use technology as a lifeline for communication and community engagement, like registration platforms.

The above statistics are based upon 60% of participants' responses to our Demographic Survey.

BRIDGING THE DIGITAL DIVIDE:

EQUITY IN ACTION - DATAIDE CERTIFIED



The Human-Centric Transformation: Strategy & Impact

Our digital transformation was never just about software; it was a mission-driven evolution to ensure The Teapot remains a "human-first" space in an increasingly digital world. By identifying and eliminating administrative "irritants" and technical silos, we successfully reclaimed hours of staff time. This "efficiency dividend" was immediately reinvested back into our members, allowing our team to transition from manual data entry to providing high-touch, direct support. By modernizing our "digital front door," our website and registration systems, we have created a hybrid environment where accessibility is a right, not a privilege. This journey has fostered a new culture of digital ownership among our staff, ensuring that as our systems become more sophisticated, our personal connections remain the heart of everything we do.

Personalized Care

Integration of a membership logging system that allows for proactive support, where staff can identify members who haven't participated recently and reach out to offer personalized encouragement.

Cultural Readiness

Staff reported increased confidence in using digital tools to resolve participant needs, shifting from "tech-hesitant" to "digital leaders."

Organizational Trust

100% alignment with Loi 25 & 27 standards, ensuring our community feels safe and respected in how their data is handled.

Systemic Resilience

A sustainable 3-year roadmap that ensures our technology evolves at the pace of our community's needs, not just for the sake of modernization.

The Bottom Line:

We used technology to remove the barriers between our staff and our members. The result is a more agile, secure, and responsive organization that uses digital tools to amplify - never replace - the power of human connection.



DATAide





“ ” +

My mother, Mariette Laliberté, now 82, has been a member of the Teapot for over 15 years and has cherished every moment spent participating in its activities, outings, and special events. Being part of the Teapot family has brought her great joy and companionship.

The staff are compassionate, cheerful, helpful, and exceptionally well organized. All of their dedication truly makes a difference.

The Teapot has enriched my mother's life and helped her maintain her independence. Even after suffering a stroke two years ago, she continues to enjoy the programs and welcoming environment the Teapot provides.

I joined the Teapot during her recovery to support her adjustment and was so impressed by the organization that I now look forward to volunteering and participating myself.

Congratulations on your 50th anniversary, and best wishes for continued success in the years ahead. The Teapot is truly a wonderful organization.

Sincerely,
Lynn Lafond

COMMUNITY DEVELOPMENT

HOUSING CONCERNS & KNOWING YOUR RESOURCES

In response to an unprecedented surge in senior evictions, The Teapot launched a targeted Housing Campaign to move vulnerable community members from uncertainty to empowerment. Seniors receive support earlier, helping prevent crises like eviction.

WHAT WE CHANGED

- Increased one-on-one accompaniment for seniors
- Provided earlier intervention before situations escalate
- Strengthened outreach and relationship-building

WHAT WE'RE SEEING

- Seniors are reaching out sooner for help
- Increased trust and openness in sharing challenges
- More consistent follow-up and support

WHAT IT MEANS FOR OUR COMMUNITY

- Fewer seniors reach the point of eviction
- Seniors feel supported, not alone
- Stronger sense of safety and dignity

147 hrs of community outreach

17 presentations & Kiosks

6 collective Projects

458 new isolated seniors reached who now have resources



THE LACHINE RESOURCES TOUR: MOBILIZING THE COMMUNITY

Born directly from the voices of our members in our recent demographic survey, the inaugural Lachine Resources Tour was launched as a strategic response to the complexities of navigating local support. Rather than waiting for seniors to find help, we visited a diverse network of health and social providers, and participants gained more than just information: they gained agency.

Key Indicators & Outcomes

- 100% of Seniors reported feeling more confident in identifying which local organization to call for specific social or food needs.
- By facilitating face-to-face introductions between seniors and service providers (like the CIUSSS), we replaced "fear of the unknown" with trusted personal connections.
- Multiple participants identified services they needed now but didn't know existed, allowing for early intervention before their situations escalated.
- The tour served as a social bridge, developing throughout the year to reconnect isolated seniors with local community hubs and wellness programs to expand their reach.

Organizations visited/information received: Club des personnes handicapées de Lachine, Bibliothèque Saul-Bellow, COVIQ (Duff-Court Neighborhood Life Committee), CMRL (Centre Multi-ressources de Lachine), La P'tite Maison de Saint-Pierre, Le 59 Saint-Pierre, Carrefour d'entraide Lachine, Groupe d'entraide de Lachine, CLSC Lachine - Clinic psychosocial

COMMUNITY OUTREACH

OMHM Satellite Program: Impact and Growth

This year marked a significant evolution in our partnership with the Office Municipal d'Habitation de Montréal (OMHM) in Lachine. We transitioned from just building relationships to delivering measurable support and fostering independent leadership among residents. By moving past the initial barrier of isolation, we have created a sustainable network of care. Our presence no longer just offers a safe space to talk; it provides a direct, accessible gateway to dignity, health, and community integration for Lachine's low-income seniors.

KEY ACHIEVEMENTS AND OUTCOMES

- **Intergenerational & Library Partnerships:** In an exciting new initiative with the local library, we launched programs bridging the gap between Lachine's youth and seniors. These shared activities promoted digital literacy, storytelling, and direct social bonds.
- **Proactive Door-to-Door Safety:** Our ongoing door-to-door visits evolved into critical safety assessments. We identified and addressed specific security concerns directly inside seniors' units, ensuring they feel safe, secure, and dignified in their own homes.

These workshops served as a consistent, visible anchor in the building. By being a "fixture" in their daily lives, we moved from being outsiders to trusted partners, empowering residents to advocate for their own security and navigate complex systems with confidence.



275

door-to-door visits transformed isolated individuals into more informed participants, reducing feelings of loneliness and isolation.

65

complex advocacy cases were completed, securing essential healthcare, rental renewals, and security resources for residents.

100%

of residents reported improved mood and reduced anxiety, citing the consistent presence and integration of staff as a key factor in their increased sense of well-being.

160

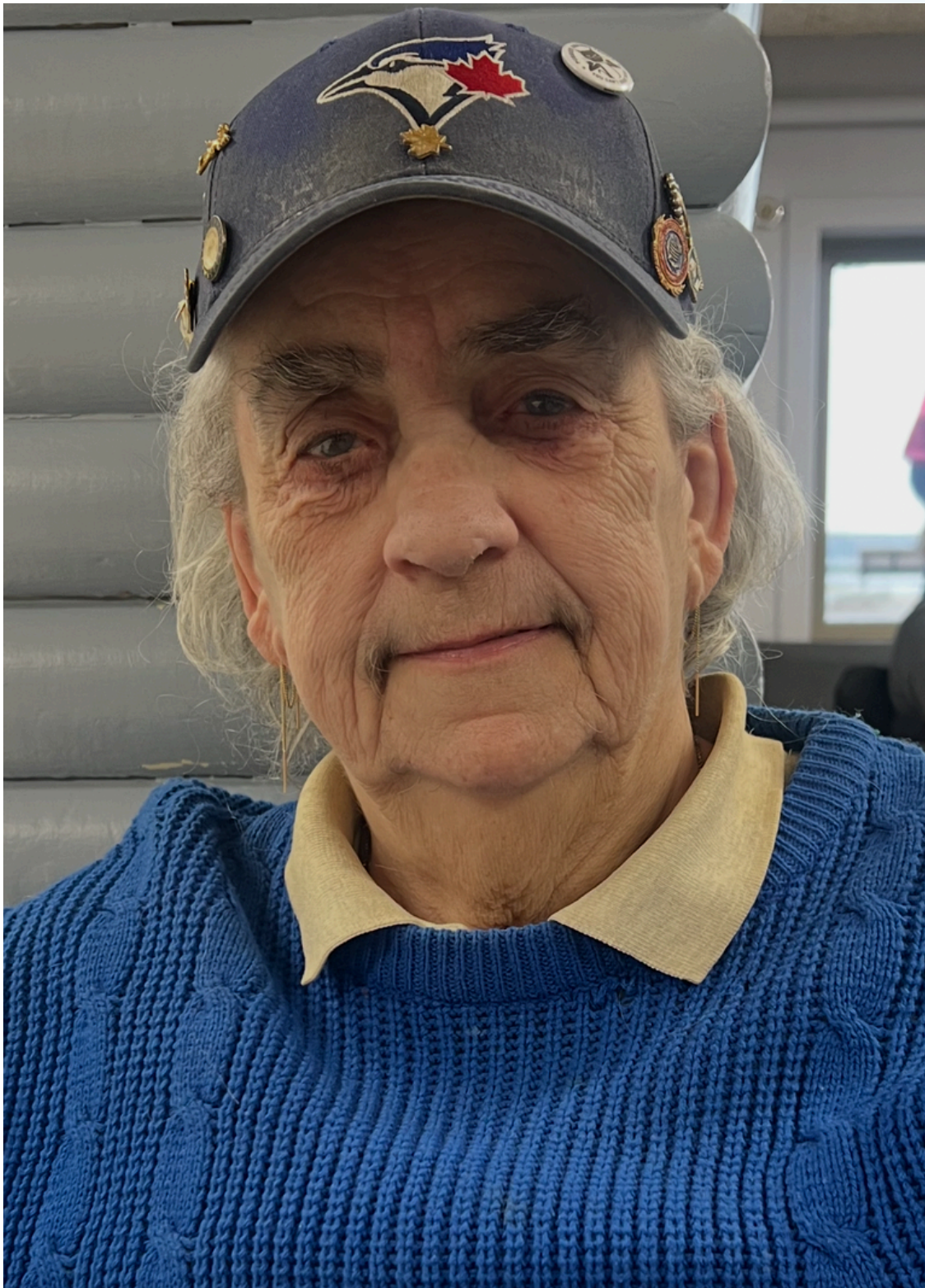
weekly workshops were hosted, providing a consistent space for creative expression, educational growth, and vital mental health discussions that foster long-term resilience.



“

We love having Rebecca come to our building every week to play games & learn new things. It really helps to get out of my apartment & socialize. It gives me something to look forward to. The team is patient and has a friendly attitude that is always appreciated. It lifts our spirits & helps me with my loneliness. Looking forward to seeing them.

- Sincerely Joyce Corbett



“ ————— +

Mickey has been a cornerstone of our community since 2003, first as the reliable face behind the wheel of our transport service, and now as the spark that brings us together every week.

Her transition from staff member to participant leader is a testament to her heart; she didn't just retire from a job, she doubled down on her commitment to her peers. Mickey doesn't just organize the Friday card group; she crafts a space where everyone, regardless of their background, feels they belong.

A fierce advocate who is never afraid to speak up for what is right, ensuring that the injustices are heard and addressed. Mickey is defined by her courage and her conviction that every senior deserves a seat at the table and a voice that is never ignored.

*-Mickey Bain,
involved since 2003*

Intervention Department

Strategic Intervention: Fairness & Advocacy

Equitable Support: Managing Growth

With rising demand, we have refined our eligibility criteria to ensure fair, transparent access to high-demand services like our Transportation, Accompaniment, and Foot Care services. We're managing our resources wisely to ensure the Teapot remains a reliable safety net for everyone.

Community Triage: Removing the Weight

We don't wait for a crisis; we prevent it. Our Strategic Triage model takes our team directly into the community, acting as a bridge to partners like the CIUSSS, SPVM, and Housing Committees. We handle the "bureaucratic weight," so the senior doesn't have to.



Essential Connection and Shopping Support

2184

Individuals received instances of essential shopping support. By assisting **135 seniors** every week with transportation and in-store accompaniment, we ensured that food insecurity was addressed with dignity and consistent care. While not every registered senior attends in person each week, our team maintains a consistent safety net through weekly check-ins and shopping support.

8

The "Bridge" in Action (CIUSSS/Housing)

We secured long-term residential stability for those at immediate risk of displacement, ensuring they remain safe and housed.

1855

TRIAGING – Our Accueil Service

Our phone service is a vital link, handling individual requests and needs with personalized care. It is an opportunity to listen, provide immediate support, and ensure that no senior who reaches us feels alone or unheard. By managing these initial points of contact, we transform moments of uncertainty into a clear path toward stability.

622

Transportation & Accompaniment

More than just a ride, our accompaniment service ensures seniors navigate medical appointments and essential errands with a steady hand and a caring heart.

Medical transportation and accompaniment offered, covering 10,080 km across Montreal.

Imagine: ***The distance equals travelling from Montreal to Vancouver and back again!***



“

I didn't feel safe and didn't know who to trust. Having someone by my side who listened, they helped build a circle of support around me, which changed everything. I now have support in place and feel more secure and at peace.

-Anonymous participant

Intervention Department

A Legacy of Advocacy: Rights of Our Seniors

For 50 years, The Teapot has been more than a social place; it has been a shield. Thanks to a new funding partner, the Jeanine Esther Foundation, we've significantly expanded our reach in housing rights and income tax services. Our dedicated intervention team offered year-round, intensive support to address the two biggest fears our seniors face: financial instability and housing insecurity. Whether it is navigating complex government forms or standing up against unfair rent hikes, we ensure that Lachine's seniors aren't just surviving, they are thriving with dignity. By securing their rights today, we are protecting their place in our community for tomorrow.

252

INCOME TAX - By completing 252 tax returns, we ensured uninterrupted access to federal and provincial supplements. For many, this prevents a monthly loss in their budget, which occurs if taxes are not filed out. Up-to-date tax filings are a prerequisite for housing assistance. Supporting them ensures they remain eligible for rent subsidies, directly preventing eviction and housing insecurity among the low-income elderly population.



160

CARE PACKAGES - By reaching 160 seniors with minimal service access, we have successfully reintegrated them into a protective network. This contact allows us to monitor long-term health and wellness changes and prevent declining isolation. These deliveries build the trust necessary for participants to begin utilizing transportation, advocacy, and social activities, moving them to active, engaged community members. 100% of care package recipients have a direct line of communication to our social service coordinator.

221

FORM ACCOMPANIMENT - Overcoming barriers to dignity. By providing seniors with specialized assistance with forms, advocacy, and referrals for those facing literacy, vision, and anxiety-related barriers, we ensure that administrative hurdles do not lead to a loss of rights. This intervention provides long-term psychological safety and guarantees that Lachine's most vulnerable residents remain connected to the essential services they depend on to age in place.

“

I'm in my 80s and live alone with no family in Quebec. I was having trouble bringing myself to deal with something that needed to be done. They listened to me, took the time to show me and helped me put things right. It is a good feeling!

— **Fred Kemp**



“ ————— +

Jean is a man of few words, but the peace in his eyes speaks to a gratitude that goes beyond them. When he first came to us, the 'bureaucratic weight' of securing a safe, accessible home for himself and his wife felt insurmountable. By standing beside him through every form and phone call, we didn't just provide a service; we restored a sense of security that words can't quite capture. By integrating health and social access through the CLSC, navigating social housing applications, and resolving back-tax filings, we built a comprehensive security net for Jean. This holistic approach didn't just solve a single problem; it restored his financial foundation and secured a dignified, stable future for his family.

-Jean Moquin, Active since 2024

PREVENTION DEPARTMENT

At the Heart of Senior Needs

Our approach is simple: we listen first, then act. This year, we've focused on removing barriers to participation and expanding our mental health initiatives to meet the rising demand for mindful connection.

Our Registration Evolution

We have streamlined our Registration process to ensure every senior feels reassured from their very first interaction. While the world moves toward "digital-only," The Teapot is pursuing Inclusive Modernization.

Accessible Registration: We simplified in-person processes specifically designed to reduce "tech-anxiety," ensuring the gateway to our services is welcoming, not overwhelming.

218

by introducing a pre-registration information session with "Memory Forms," we successfully bridged the learning curve for new members, resulting in 218 new registrations this year, a significant jump that reflects our commitment to inclusive modernization.

100%

while digital-only trends rise, The Teapot maintained 100% equitable access by providing in-person onboarding. This ensured that our most vulnerable members, specifically those facing digital literacy or vision barriers, retained their right to community participation and accessible programming.



“

It's impressive how quickly the staff and volunteers adjusted to the new systems, but the best part is still the connection. It is so nice to see everyone face-to-face while we register."

— Denise, participant in physical activities



The Power of Peer-to-Peer

We believe that our greatest resources are the people walking through our doors. This year, our programming evolved into a dynamic Peer-to-Peer model, shifting away from traditional classes toward a collaborative exchange of wisdom. This "Seniors Teaching Seniors" approach ensures that every workshop is rooted in shared experience and mutual respect.

- **The Boomer Series:** Designed to meet the shifting interests of a new generation, this workshop focused on Martha's background in the Boomer era!
- **Movement & Expression:** From the rhythmic energy of dance to the creative flow of sessions with Lesley, our members are leading the way in staying active and inspired.
- **Culinary Connection:** Our Ready, Set, Scone series with Lydia proved that the kitchen is a powerful classroom for reducing isolation and building confidence, and sharing a beloved recipe that unites our participants.

By empowering members like Martha, Lesley, and Lydia to lead, we aren't just hosting activities; we are building a sustainable ecosystem where every senior has the opportunity to be both the student and the mentor.

PREVENTION DEPARTMENT

A Thriving Ecosystem

Our community groups have not only grown in size but also in variety, proving that there is a "niche" for everyone at The Teapot.

- **Creative & Tactile:** Student-run Art Hives, participant-led Hooks and Needles, and our Scrabble group have become cornerstones for participants to express themselves.
- **Mental Health & Mindfulness:** Our specialized Mindful Painting Series with Ashley, our Recreational Therapist, addresses the rising need for mental health support through creative outlets.

Breaking Barriers in Men's Participation -

We observed a significant and heartening shift in our demographics. By diversifying our social offerings, we successfully created a space where men's participation has flourished.

This growth was driven by a high interest in structured yet casual social settings, specifically:

- **The Breakfast Club:** A new favourite for building morning routines and camaraderie.
- **Tuesday Meal Program:** Bringing members together over shared tables.
- **Card & Board Game Days:** Providing a competitive yet friendly environment for connection.
- **Tai Chi:** A major draw for those seeking physical wellness and focus.

Top takeaways shared from participants :

SENSE OF COMMUNITY
& BELONGING

RENEWED MOTIVATION
FOR MOVEMENT

IMPROVED EMOTIONAL
RESILIENCE



Finding Community at The Teapot

Moving to Canada from the US, I worried my limited French would be a barrier, but The Teapot's welcoming, bilingual environment put me at ease. The center offers a peaceful atmosphere, beautiful river views, and an exceptional staff—especially Ashley, whose kindness and creativity make every visit a joy. Programs like Thomas More offer engaging, diverse discussions, while Art & Mindfulness provides a peaceful introduction to painting. I wholeheartedly recommend The Teapot to anyone looking for community, creativity, and a true place to belong.

— Mark Pucci

95%

successfully navigated the shift to modern systems resulting in a 95% satisfaction rate regarding the registration experience.

6%

Increase in Men's Participation

Our focused efforts to diversify social offerings resulted in a consistent growth of male members, rising from **273 to 290** active participants this year (income tax clinic and foot care on top of prevention programming.)

15%

of the male participants who joined the Tuesday meal activity and Breakfast Club, have also recently joined Tai Chi.





“



Attending Camp Connect was a life-changing experience that truly helped me step out of my shell. As my first time attending a retreat like this, I was amazed by the incredible warmth, acceptance, and sense of community. It felt like a safe space where I could open up, connect deeply with others, and rediscover how healing shared laughter can be.

From the outdoor morning exercises, walks along the country road, to karaoke nights and cooking group meals in a beautiful chalet, everything was organized perfectly. Tamara and Kierra brought a phenomenal energy and positivity that made me feel genuinely supported.

Since returning home, the impact of the camp has stayed with me. I feel noticeably more positive, calmer, more motivated to stay active, and much more socially connected. This experience truly helped me grow, and I am so grateful to The Teapot for creating something so special!

Rafika - Member since 2023


VOLUNTEER DEMOGRAPHICS


112 Active Volunteers

36 New volunteers compared to last year

6210 hours This amount of time is equivalent to about **3 full-time staff** working throughout the year.



89% 
Female

11% 
Male

Languages
57% English
17% French
26% German, Kirundi, Greek, Spanish and Arabic/Berber

100% of volunteers surveyed said that they feel their **contribution as a volunteer is valued and appreciated.**



60% learned about us through word of mouth.

40% have been volunteering for 3+ years.

36% Volunteer **2 to 3 hours per week.**

25% Volunteer occasionally when needed.

Volunteer retention and commitment has increased!



A shift in volunteerism toward more flexible, as-needed participation rather than consistent, scheduled commitments.



Primary Reasons to Volunteer

- 70%** To give back to their community
- 20%** To be active in their spare time
- 5%** Want to meet new people
- 5%** New arrivals, immigrants needing to develop skills and experiences

Volunteer Profile:

- 70 to 79 years old** **31%**
- 60 to 69 years old** **27%**
- Live Alone** **66%**
- Retired** **60%**
- Work Part Time** **20%**
- Unemployed** **20%**

VOLUNTEER DEPARTMENT

Training, Spaces, and Shared Connections



Boutique & Café Gatherings

The Teapot 50+ Centre offers a boutique-style thrift store where all items are priced at \$2, making clothing and accessories affordable and accessible to participants. This initiative supports older adults on fixed incomes, promotes dignity and independence, and creates an enjoyable, social shopping experience within the centre. The Boutique is entirely run by a team of ten volunteers.

In addition, the pay-what-you-can coffee station, featuring freshly baked scones, provides a welcoming space for connection and nourishment. It ensures that everyone can enjoy a warm drink and snack regardless of financial means. Together, these initiatives help reduce financial barriers, foster inclusion, and strengthen a sense of community among participants. The coffee station is supervised by three ambassador volunteers.



Community Impact Through Training

In November 2025, The Teapot partnered with Monica Dunn, an outsourced contract professional, to deliver a high-impact Non-Violent Communication (NVC) Workshop. This training moved beyond theory, providing 25 key volunteers with a specialized toolkit for navigating the complex emotional landscapes of older adults.

- **25** volunteers trained in active listening, empathy-mapping, and de-escalation techniques.
- **70%** of participants reported heightened readiness to manage sensitive or high-conflict social situations. This training increased volunteer retention and confidence.
- **The Impact:** By fostering a "compassion-first" environment, we have strengthened the emotional safety net for our seniors, ensuring they feel truly heard and respected during every interaction.



Language Café

The Teapot 50+ Centre hosts a weekly Language Café funded by New Horizons, offering small-group conversation practice in English, French, and Spanish, with a maximum of six participants per group and an average attendance of four. While based at the centre, the program is open to all ages and the wider community. The small group format creates a relaxed, supportive environment where participants can build confidence, improve language skills, and form meaningful connections. The program also fosters intergenerational exchange and cultural diversity, helping reduce social isolation while strengthening a sense of belonging among participants. This program is led by a team of four English volunteers, four French volunteers and two Spanish volunteers.

VOLUNTEER DEPARTMENT

Student Internships: Intergenerational Connections

By partnering with local academic institutions, The Teapot provides students with vital hands-on experience while expanding our operational capacity and intergenerational reach.

Following an internal evaluation to identify departmental gaps, we targeted student recruitment in social intervention, special education, and recreational leadership to achieve three key goals:

- **Fulfilled our Mission:** Bridged service gaps in niche programming to directly enhance senior well-being.
- **Created Reciprocal Learning:** Staff mentored students in senior advocacy, while students introduced modern, creative tools to our team.
- **More Help for the Centre:** We made sure every student placement helped our organization grow stronger.



For me, volunteering represents being an integral part of an engaged, inclusive and caring community while also supporting The Teapot's mission.

As a bonus, as a retired RBC employee, I participate in its Volunteer Rewards Program, where, in recognition of my volunteer hours, RBC donates yearly to a charity of my choice. Needless to say, I chose The Teapot!

- Marie M., volunteer since 2025 (Grocery Shopper & Data Entry Helper)

90%

of seniors reported that the intergenerational energy and modern techniques brought by our interns significantly enhanced their learning experiences.

7

schools that offer expert internships

19

students involved in daily programming

1039

hours dedicated to their learning and skill development

2

interns successfully transitioned into paid summer roles through Canada Summer Jobs

- **Lakeside Academy** - High School
- **McGill University** - BSc. Nursing Students
- **École Boileau** - Adults with intellectual disabilities
- **CEGEP André-Laurendeau** - Trilingualism & Special Education Techniques
- **Vanier College** - Special Education Techniques
- **CEGEP Valleyfield (Vaudreuil Campus)** - Special Education Techniques
- **Concordia University** - Therapeutic Recreation



“ ————— +

“When the Teapot created a peer-to-peer pilot project named Ready, Set, Scone, and asked if I would like to do it, I accepted it as it was new for me to lead an activity.

I had so much fun showing my knowledge of baking scones during that project.

It gave me the chance of meeting new people and sharing my passion for baking with others.”

- Lydia S.
Volunteer since 2024

MARKETING AND COMMUNICATION

Strengthening Our Voice and Our Presence

The Teapot modernized its marketing and communications framework to actively bridge the digital divide and dismantle social isolation among our diverse 50+ community. By transforming our website into an open-access Community Development hub and introducing inclusive, team-wide content workflows, we shifted from passive information sharing to dynamic community engagement. Supported by intergenerational volunteer collaboration, these strategic adjustments ensure that our programs remain deeply accessible, transparent, and representative of the vulnerable populations we serve.

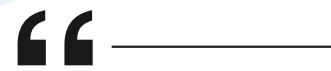
Digital Accessibility & Utility: Optimized our website backend for a faster user experience and increased the visibility of our Community Development section. By integrating real-time updates and social justice initiatives, the site has evolved into an essential tool for seamless information retrieval and community advocacy.

Inclusive Content Strategy: Partnered with a diverse group of students (ages 18–25) through the La PUCE "Boost Ta Voix" program. This intergenerational collaboration produced branded social media content that reflects our mission and raises awareness for the issues that matter most to our community.

Unified Team Planning: Introduced a collaborative content calendar supported by all staff. This ensures that every department is fairly represented and that all messaging stays consistently aligned with our Marketing Strategic Plan.

Mutualization & Collaboration: Partnered with other community organizations, including The Yellow Door, to share marketing expertise. Through this exchange, we integrated a new volunteer photographer, significantly upgrading our visual storytelling and community visibility.

Engagement & Retention Growth: Improved communication accuracy by moving to a monthly infoletter, supplemented by "pop-up" bulletins for urgent news. This resulted in a record 5,320 average monthly website impressions, indicating a more connected and informed membership.



"Participating in the **Leadership Rassembleur program** empowered me to grow from a coordinator into a confident leader. Being part of a diverse network of 17 inspiring individuals gave me the courage to implement new digital strategies and lead with more empathy and clarity. This experience has been vital in strengthening both my personal leadership abilities and our organization's community voice."

-Kierra Dubeau,
Marketing & Communications Coordinator



80

e-infoletters sent out, providing timely access to important information.

1400

subscribers across our social media pages.

100%

staff alignment through the new integrated content planner.

5320

a metric indicating a highly connected, self-informed, and growing digitally active participation.

PHILANTHROPY AND FUNDRAISING

Expanding Our Reach, Strengthening Our Roots

The Wheels of Connection:

The true measure of our success lay in how effectively we mobilized our assets and deepened our roots within the community. By transforming our resources into shared community tools and forging powerful new alliances, we significantly expanded our operational capacity and long-term sustainability.

Building a Foundation for Tomorrow: We actively diversified our fundraising ecosystem by looking outward and building meaningful corporate relationships. We are proud to have successfully engaged 12 new corporate and local foundations this year, anchoring the sustainability of our mission.

Engaging Community, Ensuring Sustainability

Fundraising at The Teapot this year focused heavily on creativity, long-term sustainability, and meaningful community participation. By blending interactive campaigns with strategic donor outreach, we strengthened local relationships and elevated our overall visibility.

- **Art for a Cause:** Art remained at the heart of our grassroots efforts. Community-led initiatives like our seasonal vernissages, silent auctions, and monthly raffles offered participants engaging ways to celebrate local talent while generating critical program support.
- **New Pathways for Giving:** We successfully modernized our digital landscape by migrating our donation platform to Zeffy. This strategic shift made giving more accessible than ever, driving noticeable growth in our digital donor base.
- **Corporate Sponsorships:** We introduced structured corporate sponsorship packages, allowing local businesses to visibly champion our cause. These new corporate collaborations ensure sustainable, predictable funding for both our ongoing programming and marketing initiatives.

12

Resource mutualization:

Times our community bus was shared to combat isolation and support local partners, generating 4,600\$ in mutualized revenue.

7

new corporate & local foundations engaged

10%

increase in Digital Donors via Website Migration (Zeffy)

17,230\$

community-led initiatives

New Horizons Grant - Anju Dhillon MP Visit



External Committee Appreciation Brunch



"Art for a cause" Vernissage

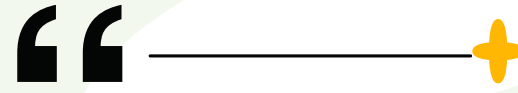


Groove Salon Fundraiser



Resource Mutualization





REJUVINATE. REFRESH. REINVENT.

That's what the Teapot provided me with a chance to do when I joined as a member.

After losing my job and having assumed increased responsibilities as a caregiver to my mom, I needed to find a space just for me that offered not only a form of respite through various activities and outings, but that allowed me to form new relationships and find meaning in 'giving back,' all of which helped nurture my soul and help me 'find myself' again.

I'm flourishing today, and I thank the Teapot for being there.

Happy 50th birthday, Teapot!

*-Anna Bedic
Participant since 2024*

FINANCIAL REPORT

Revenue & Expense Sources

REVENUE

CIUSSS (PSOC)	\$258 233
Centraide (United Way)	\$121 950
Foundations & Grants	\$93 375
Programs & Services	\$70 107
Bingo Lachine	\$38 272
Donations & Fundraising	\$33 494
New Horizons & Municipal Subsidies	\$20 033
Deputies, Interest	\$5 277.



TOTAL REVENUE: \$642 541
(pg. 11 of the audit report)

EXPENSES

Programs & Services	\$577 677
Administrative & Insurance	\$12 460
Office & Building	\$10 232
Marketing & Communication	\$4 098

TOTAL EXPENSES: \$625 052
+ \$17 489
(pg. 5 of the audit report)

DONORS



PARTNERS

ACEF Sud-Ouest | Agriculture, Pêcherie 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 (CIUSSS ODIM) | Centre social d'aide aux immigrants (CSAI) | Centre multi-ressources de Lachine (CMRL) | Centre Vieux Moulin LaSalle and Ligne de Fournisseur | Centre la P'tite maison 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 Unlimited | 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 | Gay & Grey Montreal | Projet Suivi Communautaire | ITMAV | L'Association québécoise des centres communautaires pour aînés (AQCCA) | La Cantine pour tous | MdJ l'Escalier de Lachine | The Yellow Door | Crisis & Trauma Resource Institute | Commission de la santé mentale du Canada | Geronto-logi | NOVA | SAM: Suicide Action Montreal | INFO 211 | Elder abuse hotline | Tel-Aide Montreal | Welcome Hall Mission | Action bénévoles de Québec | Dynamo | Dataide, Open North | Centre for Community Organizations "COCo" | Ricochet | 59 St. Pierre | Friends for Mental Health | Caring Paws Animal Therapy (CPAT) | Lachine Ouest Pool | West Island Crisis Center | Alzheimer Society of Montreal | La démocratie dans les mains des jeunes | Connected Canadians | RBC Dominion Securities | Montreal Council of Women | Rotary Club of Montreal Lakeshore | Service Canada | Fondation emergence | AJOI West-Island | PAAL Partageons le monde | McGill Community For Lifelong Learning (MCLL)

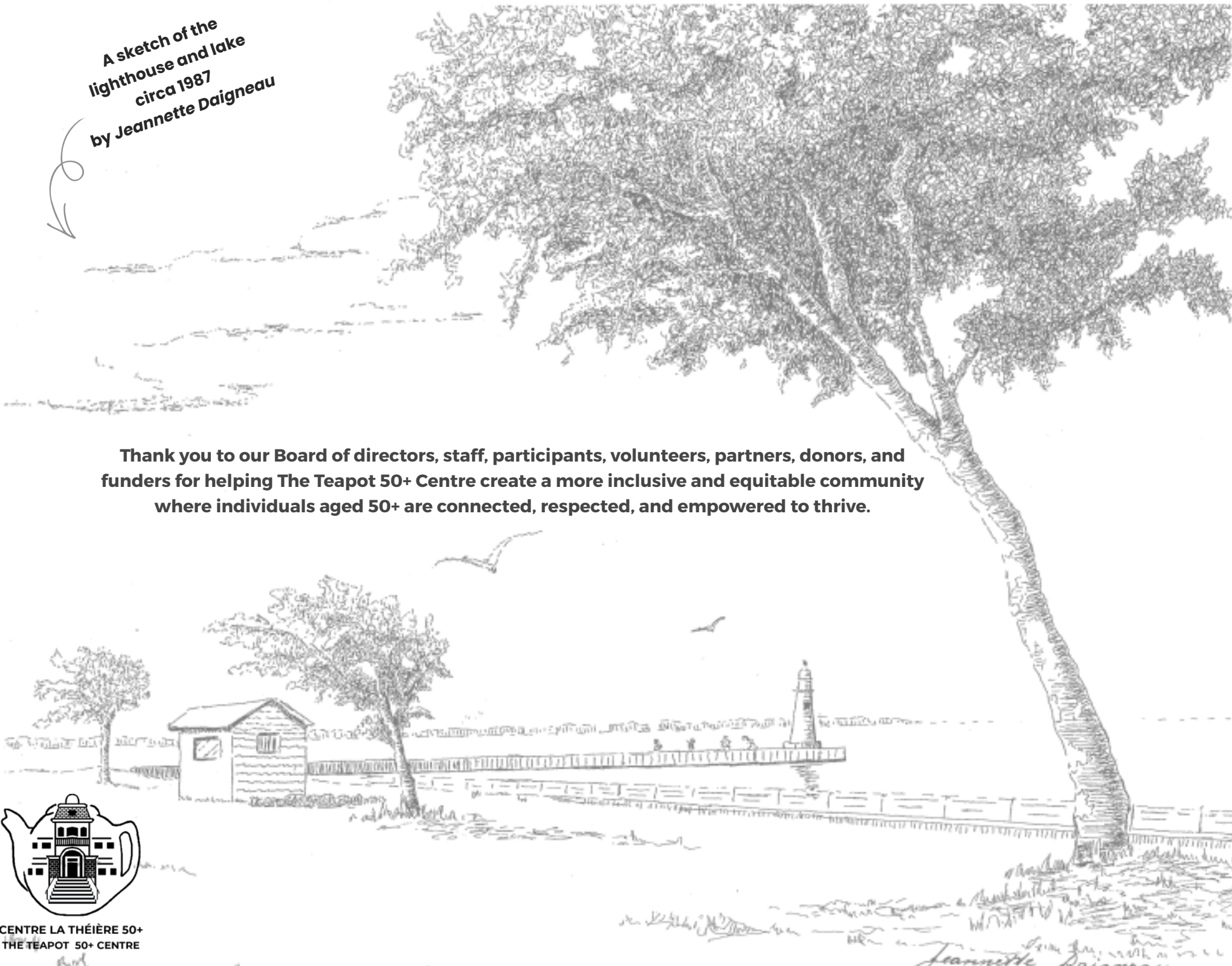
MEMBERS OF:

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 Coalition pour le maintien dans la communauté | Conseil des femmes de Montréal | Le Regroupement intersectoriel des organismes communautaires de Montréal (RICOM) | WIN Intergenerational Network | Volunteer West Island | Volunteer Bureau of Montreal | Quebec Association of Senior Centres (AQCCA) | CASUAL: Comité d'action en sécurité urbaine de l'arrondissement Lachine | FADOQ |

CONTRIBUTORS

Action Autonomie | Actuel: Funeral Services | Assistance and Referral Centre (ARC) | Atwater Library | Brigade Solidaire Lachine | Bank of Montreal | Canada Revenue Agency | New Horizons | Canadian Summer Grants Program | CEGEP Vanier | Dawson College | Educaloi | Handicap-Vie-Dignité | Helping Seniors | Karen Tannous | Kathleen Murphy | Valérie Fillion | Philip Lauzon | Kevin Boire | Monique Choquet | 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 | Annie-Effijie Brault | Alejandra Gil | Sasha Cardinal | John Cloutier | Laura Gan | Kasia Malec | Marie Corbeil of Parkinson Montreal | Dr. Morais MD Director of McGill Geriatric Medicine | S.Maltezo. PhD Candidate in Neuropsychology | S. Ziou Dietician | Dr. Antonio Canuto: Optometrist | Claire Webster - Founder of McGill Dementia Education Program | Justine Bouvier - Village Urbain | Russell Clough: Nurse Clinician-Douglas Hospital | Dr. Chonciere & Dr. Poulin: members of the Canadian Pain Task Force | Roger Chalet: Phillips Lifeline Representative | Simeon Pompey | Jean-Marc Belanger: Community Pharmacist | Jade Bédard | Patricia Clark: Active Aging Canada | Jennifer Hobbs-Robert: Senior Advisor - JHCP | Kirstin Bennett: ElderCARE Planner and Aging Well Advocate | Laurie-Lynn Macdonald | Karen Le Khanh Van Diep at RBC Dominion Securities INC. | Nada Chably- Civil Law Notary | Fadia Musa | Jasmina Wegrzycka | Leslie Cotton | Christine Baldry at Navigaidants | Chlag Amraoui et Véronique Poirier | Jean Eric Trudeau- Yves Légaré | Barbara Lewis | Monica Dunn | CROM | Ecole Boileau | CEGEP André-Laurendeau: Trilingualisme & TES

A sketch of the
lighthouse and lake
circa 1987
by Jeannette Daigneau



Thank you to our Board of directors, staff, participants, volunteers, partners, donors, and funders for helping The Teapot 50+ Centre create a more inclusive and equitable community where individuals aged 50+ are connected, respected, and empowered to thrive.



**CENTRE LA THÉRIÈRE 50+
THE TEAPOT 50+ CENTRE**

Jeannette Daigneau