

# ANNUAL REPORT 2018-2019



THE TEAPOT 50+ CENTRE

# A Word From Our Board

For The Teapot, this has been a year of reflection. Our organization was established 43 years ago and over the years, Lachine and the 50+ communities have changed considerably. It is our wish that The Teapot remains relevant and adapts to these changes. To this end, we have undergone a process, where in collaboration with our members, volunteers, staff and partners, we are reviewing our mission, and beginning a strategic planning process with the support of COCO (The Centre for Community Organizations) with funding obtained from Centraide. As they are one of our main funders, it is important to consider their criteria to fund us.

Centraide's criteria includes our ability as an organization to address poverty. They define poverty as not having the resources to achieve the necessary living conditions and not being able to participate fully in society. They want to see that an organization adopts intervention strategies that include:

- 1) Self help and mutual aid which includes the development of support relationship amongst people.
- 2) Empowerment, by helping individuals to develop their full potential and their capacity to participate fully in society.
- 3) Inclusion, by ensuring the organization reflects on the diversity of the population on its territory and promotes the full participation of people. As an organization we need to understand the existing social needs of our community and ensure that the community has access to activities.

To ensure that we are meeting these criteria, the Teapot employs both preventative and Interventional actions. Our diversity of activities, which include: social outings, exercise classes, meal programs, education workshops, and so on, are preventative in nature and allow us to connect with the 50+ community by meeting multiple interests and needs. It allows us to help foster relationships, and keep individuals socially included in their community. Our interventional actions, such as our shopping services, transport, crisis intervention, and outreach allow The Teapot to support the 50+ community who are beginning to lose their autonomy by empowering them to continue to fully participate within our society.

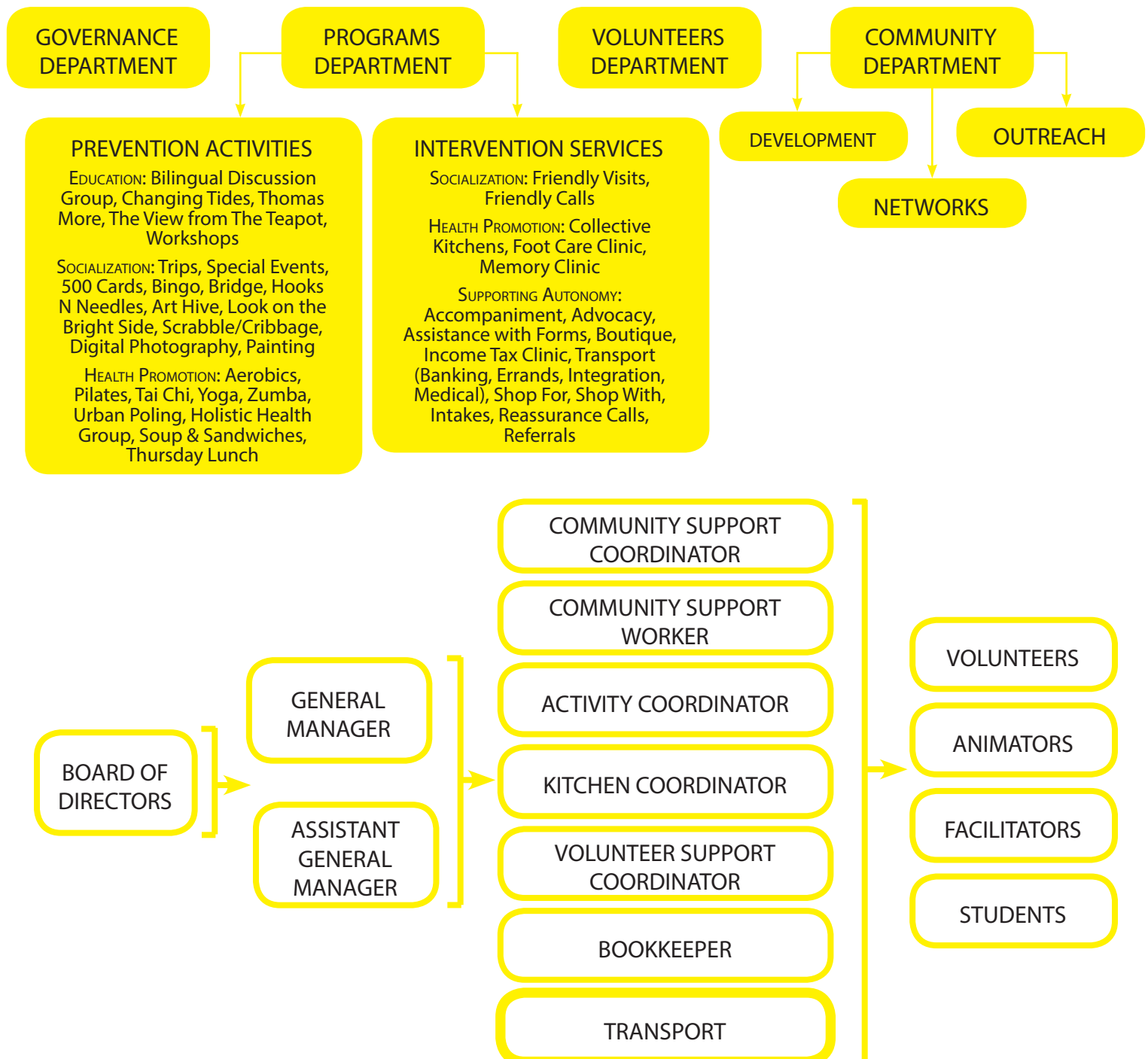
Lastly, this past year we are proud to highlight that we have adopted the Charter of Well-Being Towards Lesbian, Gay, Bisexual and Transgender seniors through the partnership with Fondation Emergence. This charter will generate awareness within the community that The Teapot is an open, safe, and welcoming space, which will facilitate inclusion.



# Our Story

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

# Our Organization



# Our Achievements



1242  
Total number  
of individuals  
reached



11,652units of  
service  
provided



\$9,445  
fundraised

## Highlight 1

### Mobilizing Our Members

Our Board wanted to focus on mobilizing our members this past year therefore , the activities we were able to realize are as follows:

- A Special General Meeting was held with our members, as we were hearing from the members that they are not feeling heard and that there was a lack of communication between the administration and the membership. This meeting helped create a bridge between the two instances and improved the relationship, in addition it has established an effective way to increase communication.
- A funding application to Centraide was submitted for us to review our mission and strategic planning, a world Cafe was held in September with our members and partners to begin the process.
- A World Cafe was held in January with the members who use the services within our Community Support department. We wanted to receive feedback in terms of what needs these members have and see if our organization is able to respond adequately to them.
- A series of “volunteer check-in” meetings took place to ensure adequate communication between the various groups of volunteers we have and the administration. In addition two groups of volunteers were met with, which include our Boutique and Kitchen Volunteers.

Through the various initiatives to mobilize our members, 241 were reached



# Our Achievements

## Highlight 2

### Clarity In our Work

Our Board of Directors and Management wanted to ensure that the centre has the necessary tool to ensure that the work that we do here at The Teapot is clear and the way we communicate rules and regulations is clear to the membership. We also wanted to ensure that we can adequately evaluate our programs in order to communicate our centres impact on our members. The work that was done this year:

**6 policies have been either created or adjusted over the course of this fiscal year which include:**

- Trip policy
- Volunteer Management policy
- Integration policy
- Cash handling policy
- Drivers policy
- Photography policies
- Improved the information provided in our welcome handbook for new members

**2 project proposals were created:**

- One for our Transportation services
- One for our new initiative Les Petits Marchés de Lachine

## Highlight 3

### Outreach

Our Board of Directors put focus this year on outreach in the community in order to help increase our volunteer pool, funding and awareness in the community. To increase our networking, the activities we were able to realize are as follows:

- Family Day Picnic, where the families of our members were invited.
- Open House in September
- Corn Roast in October
- Organized Outreach Kiosks:
- McGill
- Dawson, CRLT program
- New Neighbours of Lachine
- Fete de Paix
- Lachine Family Day Event

Les Petits Marchés de Lachine project was implemented over the summer, in which we actively worked with 4 partners in the community. We also distributed information about our centre to the individuals who came to the market.

In addition, a mindfulness conference, a conference designed for pre-retired members of the 50+ community was achieved.

Through these initiatives we managed to reach out to 260 individuals and retain 2 new volunteers.



# Our Impact

60 socialization participants surveyed

12 men  
48 women

19 French-speaking  
41 English-speaking

## How is The Teapot breaking social isolation?

29 members attended socialization activities with a friend  
but 55 members said they made a new friend at a socialization activity  
and of those new friendships, 26 members socialized outside of The Teapot.

Members are meeting at parks, at the mall, visiting each other in the hospital, going to the movies, and having birthday celebrations.

16 individuals received Friendly Visits or Friendly Calls

5 had a decrease in anxiety and stress

3 participated in at least one activity at The Teapot for the first time after over 6 months

15 had a positive verbal reaction to the visits and/or calls

---

We provide our volunteers with new experiences,  
a sense of accomplishment, new skills,  
new social connections, and a sense of belonging.

35 volunteers recruited in 2018-2019

22 volunteers retained past 2018-2019

The most common reason for recruits not staying is that they found other employment.

19 volunteers recruited who are not Teapot members

4 volunteers currently on extended leave

# Our Finances

REVENUES 2018		EXPENSES 2019
Self- Financing: \$ 83,053		Salaries & Fringe Benefits: \$284,869
Municipal: \$5,250		Related to Self-Financing: \$36,107
Federal: \$29,556		Office Expenses: \$6,557
Centraide: \$115,650		Other: \$78,313
PSOC: \$175,111		
BUDGET FLUCTUATION - 2018 VS 2019		
2018	2019	Monetary Difference
Revenues: \$386,679	Revenues: \$408,620	+\$21,941
Expenses: \$380,919	Expenses: \$405,846	+\$24,927









### PROGRAMS DEPARTMENT PREVENTION ACTIVITIES



331 Participants



9,099 Units of service provided



12 Health Promotion Activities  
5,374 Units of service provided



10 Socialization Activities  
2,985 Units of service provided



6 Education Activities  
740 Units of service provided

Through our Trips and Events, we are able to give members the chance to have social contact with individuals in their community with common interests. Through the 20 trips and 10 special events we offered last year, we were able to give 184 members the opportunity to make new friends and increase their social network. Research has shown that having a strong social network, can have a positive influence on emotional well-being, cognitive functioning, and physical health (Social and Emotional aging, Charles & Cartensen 2010, Annual Review of Psychology). The trips and special events at The Teapot are so popular that we had 11 waiting lists for the trips and 4 waiting lists for the events.

The physical activities we offer also reach a different demographic of Teapot members, as many of these individuals do not attend our trips or events. Not only do our physical activities prevent the onset of early aging, but they also offer members an opportunity to develop friendships with peers and expand their social networks.



### PROGRAMS DEPARTMENT INTERVENTION SERVICES



236 Participants



2,593 Units of service provided



3 Health Promotion Services  
654 Units of service provided



3 Socialization Service  
42 Units of service provided



15 Supporting Autonomy Services  
1,897 Units of service provided

One of the biggest barriers that prevent someone from the 50+ community from integrating into society once they begin to experience a degree of loss within their physical and cognitive abilities is transportation. The Teapot has put a lot of focus in offering diverse transport services so that our members can remain connected to their community. The transport services that were offered last year include medical drives, shopping, special errands, and integration to the centre. These services ensure that our members have opportunities to remain independent. Last year we were able to offer 136 individuals 989 drives.

As well, Our Shop With service is not only an essential service to ensure our members are able to access food and other essentials that they need, but it also serves as an outing where they socialize with their peers. Through their participation in the shopping service and their interactions with other members, 13 shoppers began to participate in activities at the centre.





### VOLUNTEER DEPARTMENT



76 Volunteers contributing  
7,509 hours

6 Students contributing  
1,764 hours

Through the ongoing development of our Volunteer Department, we have increased the diversity in our recruitment pool for volunteers. Last year, we attended a number of recruitment fairs and outreach events, including the McGill, Dawson, and John Abbott College volunteer fairs, the Fête de la Paix in Ville-Saint-Pierre, and the Rencontre de Bienvenue at the Saul Bellow Library in Lachine. We have also increased our recruitment through the use of traditional and online media, such as Le Messager de Dorval et Lachine, the West Island Gazette, and Arrondissement.com. This enabled us to recruit nineteen volunteers who are not part of our membership.

One challenge that the Volunteer Department has been facing recently is the long-term retention of readily available volunteers who are able to handle more complex or physically demanding tasks. Part of the reason is that these sorts of volunteers are both very rare and in extremely high demand.

Number of volunteers recruited in 2018-2019 fiscal year: 35

Number of volunteer retained past 2018-2019 fiscal year: 22

Number of volunteers recruited who aren't Teapot members: 19



### GOVERNANCE DEPARTMENT



79 attended our  
Annual General Meeting

8 Board of Directors Meetings  
9 members contributing 192 hours

Our Governance Department includes the work of our board of directors and 3 internal board committees, Internal Affairs, External Affairs and Governance. This is a highlight of some of the important work that was accomplished:

#### Internal Affairs:

- Reviewed our Collective Agreement to prepare for negotiations in 2019
- Reviewed staff salaries and made recommendations
- Developed a matrix to improve evaluating staff

#### External Affairs:

- Organized our "Big Raffle" including the donation of prizes and the publicity
- Supported the organization of one of our World Cafes
- Researched the development of future fundraisers

#### Governance:

- Supported the planning process for our mission review and strategic planning
- Supported the planning of our Special General Meeting
- Reviewed our membership form to ensure the legality of the information collected.





### COMMUNITY DEPARTMENT DEVELOPMENT



15 hours  
dedicated to  
development

Through our work with the Table des 50ans et plus Dorval-Lachine, The Teapot was part of the development of the Sentinelles en Veille project that is being coordinated by The Centre multi-ressources de Lachine (CMRL). A sentinel is someone who is keeping watch. This project aims at achieving the following:

- To locate, approach and refer seniors who are in situations of social isolation and showing signs of vulnerability
- To train local businesses and citizens of Lachine to become Sentinels

Through our involvement with the Table des 50ans et plus Dorval-Lachine, we were able to support the development of the project within the community of Lachine.

As a result, the CMRL came to one of our World Cafes to present the project to our members and invited our members to be trained to become Sentinels. As a result one of Teapots members was trained. In addition, we have become an "Antenna" organization of the project, which means we have agreed to:

- Distribute the pamphlets promoting the recruitment of Sentinels.
- Manage any referrals that come to our organization through a trained Sentinel
- Manage and refer the needs of the senior who was referred. 91 Sentinels trained.

### COMMUNITY DEPARTMENT NETWORKS



61 hours  
dedicated to  
networking

Through our involvement within Concert'Action Lachine and the Groupe de Travail en Securite Alimentaire de Lachine, The Teapot embarked on a collaborative project and became one of the sights for Les P'tits Marcher de Lachine. It is a project that is funded by the Projet Impact Collectif a fund that is provided by Centraide. The anticipated outcomes of the project are as follows:

- To provide access to nutritious food, both physical and economical accessibility
- To provide access to quality nutrition and to maintain an active lifestyle
- To Provide access to diverse fruits and vegetables to help satisfy nutritional preferences
- To empower the citizens, through education and mobilization

As for The Teapot, we also see this project as being an opportunity to reach out to the public and make them aware of our organization. Last year, we managed to reach 135 individuals who were unknown to our organization and a total of 434 visits to the market.

### COMMUNITY DEPARTMENT OUTREACH



714 individuals  
reached

This past year The Teapot set an objective to:

- Mobilize our members to actively support our mission and to become influencers in their community,
- Ensure an increase in opportunities for our members to express their needs
- Increase our networking

Through our efforts we managed to organize the following:

For mobilizing our members we managed to have 2 World Cafe's, 2 membership meetings, 2 Cafe Rencontres and our open house. We managed to reach 287 of our members through these various activities. These efforts resulted in receiving relevant feedback from our members regarding our policies and procedures, suggestions for improvement, and relevant feedback to support our mission review. These efforts also resulted in our members feeling more heard and feeling more acknowledged that they play a significant role in the development and maintenance of the centre. Our outreach to the community consisted of the following:

- Participated in Lachine Family Day, and La Fete de La Paix
- Organized a Mindful Conference
- Organized a Family Picnic for our members and their families
- Organized our open House, which brought in 16 new members to The Teapot

Through these efforts we managed to reach a total of 564 individuals that were not known to our organization and recruited 90 new members.



# Our Plans

## To reduce social isolation of the 50+ community through the following objectives:

### 1) Outreach, Development and Partnerships:

- To continue developing outreach initiatives through mobilizing our members, reaching out to the community at large, and to seek out opportunities to connect with Isolated members of the 50+ community
- Increase our partnerships with community and government agencies that will connect us with isolated and marginalized members of the 50+ community

### 2) Integration:

- To ensure that a procedure is in place, in order to ensure that the integration of the 50+ Community with mental and physical disabilities

### 3) Organizational Structure:

- To review our administrative policies and procedures to ensure accessibility to our programs and services
- To ensure procedures are in place to so that all members feel welcome
- To define our needs and limitations as an organization, in order to respond to the increasing needs of the 50+ Community
- To review and evaluate our programs that facilitate integration





# Our Supporters

## BENEFACTORS

L'Agence de la santé et des services sociaux de Montreal (PSOC and PAPA funds)  
 Atelier de verre de Lachine  
 Centraide  
 La Guilde de poterie de Lachine  
 Lindsay Memorial Foundation  
 Canadian Federal Government Service Canada/Canada Summer Jobs/New Horizons Grant  
 Borough of Lachine  
 Residence Chartwell - Les Belvedere de Lachine  
 Pfizer

## PARTNERS

Le Carrefour d'Entraide Lachine  
 Centre for Community Organizations (COCO)  
 Centre Multi Ressource de Lachine  
 Thomas More Institute  
 Centre Multi-Ressources de Lachine  
 SPVM Poste de Quartier 8  
 West Island Citizen's Advocacy

## NETWORKS

Conseil Concert'Action Lachine Comité Liaison  
 Groupe de travail en sécurité alimentaire de Lachine  
 Table 50+ Dorval -Lachine

## INDIVIDUAL DONORS

\$200 to \$399

Nancy Grigg

\$100 to \$199

Nicole Collette

Odette Falardeau

Francine Godin

Edward Lalonde

Tom Mcowen

Sonia Sotelsek

Up to \$99

Dorothy Bourgaze

Dana Bytautas

Mary Clamen

Kathleen Cummings

Jean Frampton

Ruth Heim

Nicole Lapointe

Lettie James

Joan Maklin

Kathleen McElroy

Terri McKeown

Vera Osidacz

Olga Pysziak

Suzanne Reid

Balbir Sandhu

Lise Spangl

Aida Vidzer

Justin Pysziak

## CONTRIBUTORS

CIUSSS de l'Ouest-de-l'Île-de-Montréal.

CEGEP Vanier

Clinique Auditive

Concordia University

CSSS Dorval-Lachine-Lasalle/Le CLSC du Vieux Lachine

Cummins

Dawson College

Groupe des Aidants du Sud-Ouest (GASO)

Kinatex Sports Physio West Island

La Guignolée

Lakeside Academy High School

Maax Bath inc.

McGill Legal Clinic

McGill University Research Centre for Studies in Aging

McGill University

Panalpina

Fondation Emergence

Residence Chartwell - Les Belvedere de Lachine

Volunteer West Island

Vuwall

## Corporate Volunteers

Hewlett Packard

Montreal-Lakeshore Rotary Club

Northbridge

Pfizer

UPS

# Our Team

## STAFF

General Manager  
Carolyn Arsenault

Assistant Manager (4 days/week)  
Mina-Cassandra Aira

Community Support Coordinator  
Tamara Peel

Community Support Worker  
Rebecca Bryan

Activity Coordinator  
Jacqueline Casey

Volunteer Support Coordinator (2 days/week)  
Theresa Guihan

Kitchen Coordinator (4 days/week)  
Barbara Thompson

Bookkeeper (6 days/month)  
Nora Xuo

Transport (1 day/week and occasional)  
Frank Pedder

Transport (occasional)  
Patrick Wheaton

## BOARD OF DIRECTORS

President  
the late Ernie Laudi  
John Pinnell (Interim)

Vice President  
John Pinnell

Treasurer  
Michel Legault/ Hikmat Ibrahim

Secretary- Julie Leger

Director  
Marcia Babb

Director  
Carol Roach

Appointed Directors  
Francine Godin /  
France Therrien

## COMMITTEES

Executive  
The late Ernie Laudi  
John Pinnell  
Michel Legault  
Julie Leger

Governance  
John Pinnell  
Carol Roach  
Marcia Babb  
Michel Legault

Internal Affairs  
John Pinnell  
Carol Roach

External Affairs  
the late Ernie Laudi  
Carol Roach  
Lise Allard

## FOOT CLINIC NURSES

Nancy Grigg (Tuesdays)

Sonia Sotelsek (Fridays)

## ACTIVITY HELPER

Darroch Robertson (Digital Photography)

## PHYSICAL ACTIVITIES ANIMATORS

Rona Donald (Aerobics)

Suzanne Reid (Chair Yoga, Pilates)

Geovany Roque (Zumba)

Qian Zhou (Tai Chi)



LACHINE SENIOR CITIZENS INC.  
2901 St. Joseph blvd., Lachine  
514-637-5627 • [www.theteapot.org](http://www.theteapot.org)



Centraide  
du Grand Montréal

Québec  Lachine  Montréal 



# Thank you

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