

The Jean Tweed Centre



For Women & Their Families

hope. help. healing.



Annual 2018-2019 Report

Who we are

The Jean Tweed Centre is a safe and supportive environment that offers a wide range of services for women experiencing substance use, mental health and gambling concerns. Understanding each woman's experience within the broader physical, emotional, social and cultural context, we provide a client-centred approach to health care. Our services help women develop insight and life skills to reinforce healthy choices, now and in the future.

Our mission

We provide excellent care to support women and their families in the pursuit of health and well-being.

Our vision

To be leaders in the delivery of innovative, accessible, and effective services that address substance use, mental health, and/or problem gambling experienced by women and their families.

BOARD OF DIRECTORS

Chair:
Jan Lackstrom

Vice-Chair:
Erin Keleher

Secretary:
Carolyn Ussher

Treasurer:
John Culbert

Ross Gascho
Ian Genno
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Sheila Lynett
Adair Roberts
Lara Root
Evan Thompson

"Every day is a new day.
There is always hope.
I get to become who I
want to be instead of
holding on to all this
stuff. I'm not trapped
by my history."

Jean Tweed Client



New Beginnings - New Chair and New Executive Director

CHAIR AND EXECUTIVE DIRECTOR'S REPORT

We are pleased to share with our stakeholders the 2018-19 annual report. Substance use, mental health and gambling concerns have been top of mind for many Ontarians over the last year. Given the opioid crisis and the ongoing concerns around the high cost of health care it is no wonder that there is a focus on improving the care people receive. Whether to prevent hallway medicine or improve patient choice community-based, health care remains a critical component of our health care system. The Jean Tweed Centre continues to be a leader and partner in the transformation of health care and is well positioned to provide a range of service options allowing women to make choices about their health care.

We have had an exciting year. One of the things we are most proud of is our ability to provide wrap-around support to women and their families - including the provision of parenting and family programs, childcare, trauma counselling, substance use treatment, transitional and supportive housing. We have had many successes including providing Parenting Beyond Trauma training for our colleagues at Children's Aid Society-Toronto and winning the Abstract of Distinction at the Health Quality Transformation conference. We also transitioned 14 women into supportive housing in partnership with Mainstay Housing and continued to coach and support the sector in trauma-informed care through our Reaching Out to Women program. These are but a few of the ways we support our clients and our communities.

Below we hear from Samantha about her own journey with substance use and her ability to choose the support she needs at the Centre. We know that choice is paramount and many women choose our services because they are women-specific and focus on the underlying trauma that is a part of their substance use, mental health and gambling concerns.

“Providing choices to patients can help with creating more successful outcomes”

Nathoo, et al. 2018

As with the system as a whole, the Centre has experienced change. We say good bye to a thoughtful and committed leader - Lucy Hume - who is a fierce advocate of the Centre and women-centred programs. During her tenure she raised the bar on evaluation and quality improvement and stewarded in new, timely and vital programs like Mom and Kids Too, Release from Custody and the Justice Addiction and Mental Health program. We thank Lucy for her tireless commitment to trauma-informed practice and unwavering support for the women we serve. While the leadership has changed the Centre continues with its' steadfast focus on meeting the substance use, mental health and gambling concerns of women and their families.

We want to thank all of the dedicated staff, volunteers, including students and supporters - without you there would

be no Jean Tweed Centre to make this incredible work happen. We give special thanks to outgoing Chair of the board, Erin Keleher for her leadership and to John Culbert for the many years he has been volunteering as the Treasurer.

The Jean Tweed Centre team looks forward to continuing to play a key role in keeping clients at the heart of all interactions and making it easier for them to access and navigate the health care system. We commit to developing more innovative and flexible options with our new and emerging partners. We believe in the importance of working together to continue to improve the Ontario health system. The coming year will be one of ongoing change. We are excited about working with others in developing new and ground-breaking models of care. As always we will continue keep quality of care at the centre of our services. Finally, we are hoping to expand our research, quality and educational programs.

Thank you



Jan Lackstrom

Jan Lackstrom
President



M Coombs

Michelle Coombs
Executive Director



MY STORY

Samantha

Ten years ago in 2009 at 18 years old, I was recommended to The Jean Tweed Centre.

Even at a young age, I had already been subjected to significant trauma which led me to substance use as a coping strategy. My long and ongoing journey with the Centre began when I finally reached out and asked for help - a decision that the Centre took seriously and supported immediately.

After connecting with the Centre for the first time, I was placed on a short wait list for the Residential program. In the meantime, I was offered the Support and Stabilization program that helped to prepare me for what coming into my stay would be like. I believe that when you make the hard decision to ask for help you should be provided with something, anything, right away - that's what the Centre did for me.

I was raised to believe that women are to be dependent and secondary to men. Coming to a women-specific organization taught me that I am so much more than secondary and dependent - I am a strong woman. The Centre women-specific supports created a sense of safety for me and have allowed me to be vulnerable and do the work I need to.

I went on to complete the 21-day residential program then was referred to the Continuing Care program, individual trauma counselling, and various trauma groups. While my time in these programs I did difficult work, I have always remained connected. I was then linked with the Reaching Out to Women program which then finally referred me to housing. I moved into the Elm Supportive Housing program in February 2017. The Centre encourages commitment to programing but acknowledges the difficulties and complexities that come with being a woman with substance use and trauma history.

What makes the Centre stand out is their dedication and flexibility in working with women and their choices. My experience has been gentle and organic - the staff and experience is genuine and doesn't feel "textbook". The Centre provides a realistic time frame for women, allowing their goals to be grounded in reality. Staff have been honest with me throughout my process and provided authentic feedback and realistic goals. The Centre team are always accessible, attentive and put the needs of the clients first. The team always allowed me to make my own choices and accommodated me as needed, whether it bringing my friend's children to my appointments, calling Cumberland House when I wasn't a resident or staff has even come to dental surgeon appointments!

I have now been in the Elm Supportive Housing program for over two years. Housing without support was not an option for me. The Jean Tweed team onsite at Elm allows me to safety plan in real time as needed, attend appointments consistently and creates a level

of confidentiality. I've learned life skills, worked through some of my difficult thoughts and grown in self-love. The Jean Tweed Supportive Housing has provided me the long term choice of hope, help and healing.

At this point in my life, I have not used any substances in 18 months. Upon securing my housing, I was able to complete transitions to post-secondary education program, I was accepted into the Behavioural Science Technician program (in which I am currently maintaining a 3.85 GPA) and am working full time as a Peer Support Community Resource Worker.

I continue to work toward my other goals of growing my coping strategies, taking care of my body and navigating my trauma. Being supported and now housed, I have been able to take massive next steps in my life. In order to continue achieving my goals, I am supported but stable and independent.

Samantha, client

"The setting provided an environment conducive to healing. Something that women need to do."

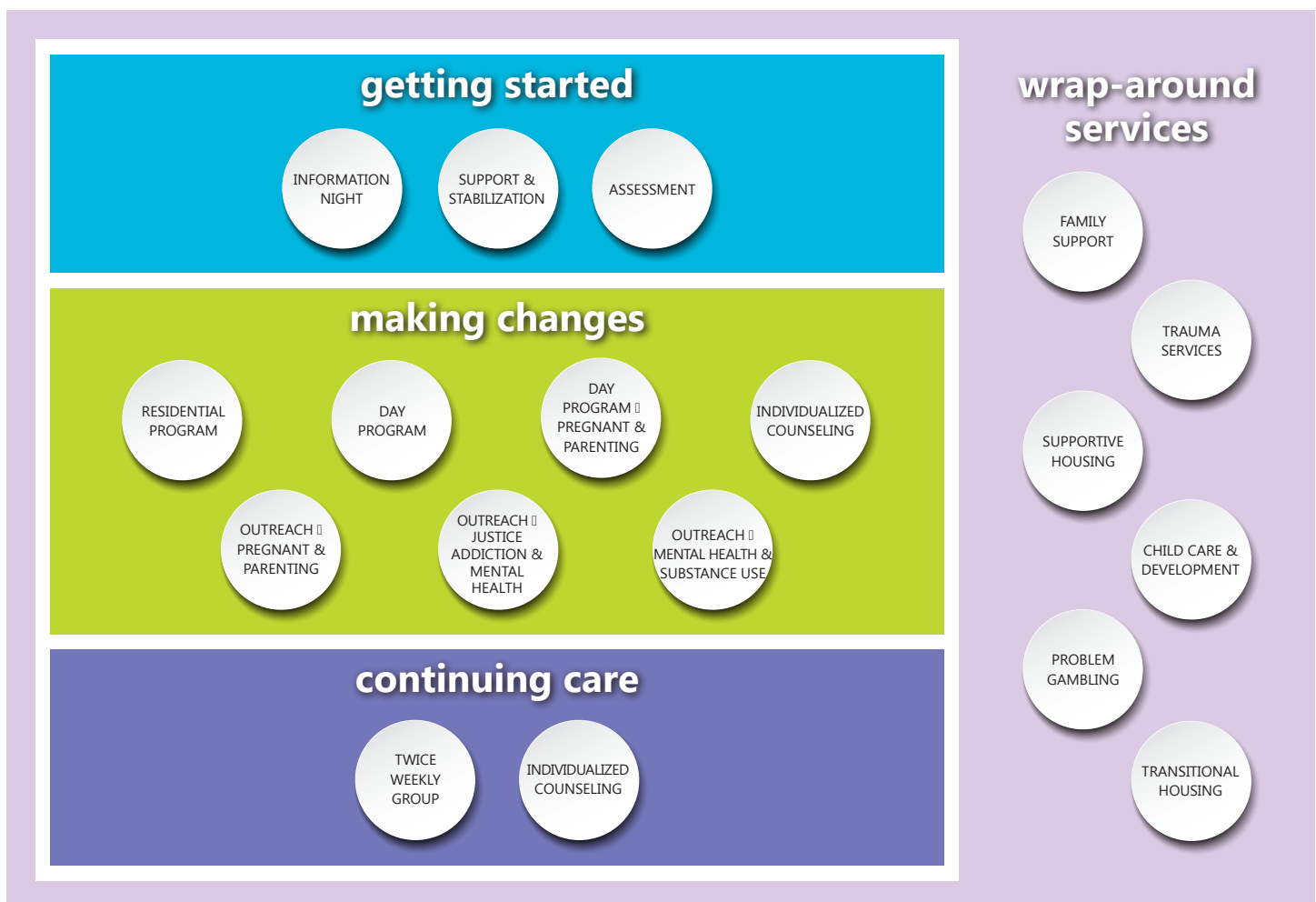
Jean Tweed Client



Programs and Services - Highlights



The Jean Tweed Centre offers a range of programs and services to meet women's needs. Women and families can take part in one - or multiple - programs to ensure they get the necessary support. In 2018-19 over 1,490 women and children were served through over 22,500 interactions. **Following are 2018-19 highlights:**



372 women took part in Support and Stabilization



We held **85** trauma group sessions

What did the Trauma and the Body 2 co-leaders do that was helpful?

"Listen with open hearts, encouraging words and were always gentle and thoughtful to everyone equally making sure we were all heard."

Client



161 clients were served by Reaching Out to Women (ROW)



441 clients were served via the Ontario Telemedicine Network

"Thank you so much for the Pathways Worker, she is saving my life one visit at a time."

Client, Central West Opioid Strategy program



We have seen an increase in clients **18-64** identifying prescription opioid use as a presenting concern

"Among women, the greatest risk for opioid addiction is receiving a prescription for opioid medication."

Hachey, et al., 2017

The Telemedicine Nurse Practitioner program supports women with opioid use disorders living in the community through timely assessment and referral to medical withdrawal and inpatient specialized opioid use treatment. For a number of women this includes providing support with tapering and managing use through harm reduction and health teaching. The Nurse Practitioners are able to support women through care transitions and gaps between community and specialized treatment services through a trauma and gendered responsive approach.

We held
102 Continuing Care group sessions



More than **50%** of the women
in our Supportive Housing have
stayed for 5 years or more

With our partners
we supported

132

women and their families maintain
permanent Supportive Housing



68 children were served in
Child Development Centre

"Women housed in our Addiction Supportive Housing program continue to report a 95% reduction in visits to hospital emergency departments." – Kaela McCarney, Director, Supportive Housing

Release from Custody
served over **80** women



held in provincial custody at the
Vanier Centre for Women. Of
these, 17 women were admitted to
the Centre's residential treatment
program upon release.

"The Release from Custody program creates engagement, promotes resiliency and provides viable and gender-specific options to address complex concerns in incarcerated women's lives. Meeting with women regularly in custody and observing the women participate at the Centre once released has been a highlight over the past year."

Julia Laine, Counsellor-Release from Custody Program

The reason for the success of our new program Release from Custody program? Engagement. By connecting with women before their release from custody, women learn about the supports available to them, complete the assessment process, and prepare a concrete plan that meets their needs and goals.

The Centre also engages and acts a leader in the sector through sharing our knowledge of trauma-informed and women-centred care:

We took part in
6+
research projects

We welcomed
29
new students
and **7**
new
volunteers



Statement of Operations Year Ended March 31, 2019

	TC LHIN	Non-TC LHIN	Fundraising	Capital Asset Fund	2019 Total	2018 Total
REVENUE						
Operating Grants	4,932,568	450,412	-	-	5,382,980	5,210,553
One-time Funding	2,102	-	-	-	2,102	-
Rental Income	55,972	-	-	-	55,972	53,118
Donations and Fundraising	-	-	223,871	-	223,871	182,487
Childcare Subsidies	48,701	-	-	-	48,701	51,533
Interest Income	-	-	21,487	-	21,487	10,458
Transfer to Capital Fund	(4,048)	-	(4,599)	8,647	-	-
	5,035,295	450,412	240,759	8,647	5,735,113	5,508,149
EXPENSES						
Salaries	3,533,533	294,525	51,145	-	3,879,203	3,790,951
Employee Benefits	543,485	47,197	11,279	-	601,961	592,202
Office and General	693,745	108,690	3,280	-	805,715	729,373
Rent and Utilities	260,212	-	-	-	260,212	238,706
Special Projects	-	-	52,471	-	52,471	46,489
Fundraising Activities	-	-	86,141	-	86,141	49,780
Amortization	-	-	-	30,843	30,843	32,107
	5,030,975	450,412	204,316	30,843	5,716,546	5,479,608
Funds due to TC LHIN	4,320	-	-	-	4,320	14,059
Excess (deficiency) of revenue over expenses	-	-	36,443	(22,196)	14,247	14,482

“The most helpful for me with this program was learning new coping skills and learning how to be self confident and set boundaries. Understanding how to deal and overcome daily struggles in life with out having to use.”

Jean Tweed Client

Our Donors



It has been 20 years since the Staying on Course Charity Golf Classic began. This event is our largest fundraiser of the year and the Centre's fundraising efforts allow us to grow new initiatives and expand our much needed services.

Thank you to our corporate sponsors and those who attended Staying on Course. Many of you have been supporting this tournament year after year and your contribution truly makes a difference. Thanks to Cooper and Company, KRG Insurance Broker, Evan Thompson & Associates, Optima Communications, Grace Foods ReMark and many more.



In The Community

We are grateful to our community partners for their support and recognition as our services continue to grow.

The Centre is always thankful for the support of community members who contribute their time and effort to ensure that the Centre has the resources it needs.

We would like to thank Toronto Police Service 22 Division for the generous toy donations and Kingsway Fish and Chips for hosting an Annual Holiday Turkey Drive that raises funds to provide upwards of 45 turkey dinners for our clients.



Our Locations



215 Evans Avenue, Toronto

This wheelchair-accessible location functions as the agency headquarters for all services including childcare and is readily accessible by public transit. Parking is free.



Palmerston House

Palmerston House is a unique transitional housing program where women and mothers with infants work towards their substance use and related mental health goals. It is located centrally with convenient access to a number of community resources.

Cumberland House

This Victorian house has been 'home away from home' for women attending our residential programs. Cumberland House has been identified as an important heritage structure by the Ontario Heritage Foundation, and is listed in the Canadian Inventory of Historical Buildings. It was designed by Kivas Tully, a 19th century provincial architect. The house was named in honour of the first superintendent of the Lakeshore Asylum, who resided there during his tenure.



Pathways Partnership Sites

- Rosalie Hall
- Robertson House
- Massey Centre for Women
- Native Child and Family Services of Toronto
- Central West Pathways

Telemedicine Partnership Sites

- Mainstay Housing
- YWCA
- Toronto Western Hospital

Supportive Housing Partnership Sites

- Mainstay Housing
- YWCA

Reaching Out to Women Partnership Sites

- Elizabeth Fry Toronto
- Sistering
- YWCA-First Stop
- Fred Victor Centre
- Barbra Schlifer Commemorative Clinic

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healing.



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