

The Jean Tweed Centre



For Women & Their Families

Annual Report

2019–2020



hope.

help.

healing.

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, trauma-informed 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

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Jan Lackstrom

VICE-CHAIR:
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Responding with Resilience

CHAIR AND EXECUTIVE DIRECTOR'S REPORT

We are pleased to share the 2019-2020 annual report with you. The theme of this report is resilience – the capacity to recover quickly from difficulties. This theme is appropriate for 2019-2020 for many reasons. Firstly, the women and families we serve often have many challenges in their lives. These challenges are inextricably linked to their substance use, mental health and gambling concerns.

The Jean Tweed Centre continues to offer a comprehensive range of women-centred services to women and their families affected by substance use, mental health and problem gambling. Working closely with other community agencies in Ontario, the Jean Tweed Centre helps women in over-coming the incredible hardships they face. For instance, in addition to providing ongoing education, counselling and support, we assist women around their gambling by taking part in Women Creating Community: Supporting Women to Manage Problem Gambling Through Arts-Based Programming and When Sisters Talk about Gambling. See story on page 8. We also piloted a Grief and Loss Group where women learned about the relationship between substance use/gambling and grief and loss. Survey results demonstrated 90% of participants strongly agreed that the group was relevant and supportive to their recovery.

Our integrated, trauma-informed approach assists women in their journey. Christine, who tells her story on page 4, says “Even when I have struggled with maintaining my goals, I have continued to get support to ignite feelings of strength and hope within myself.”

As well, the health care system continues to adapt in response to the changing needs of Ontarians. Over the last year, we have seen the reassembling of health care as well as the development of Ontario Health including the Centre for Excellence in Mental Health and Addictions with an aim of ensuring a better system to support Ontarians in their local communities. The Jean Tweed Centre has played a role in this transformational work ensuring that the unique needs of women and their families are met in a changing system. Out of this change work, comes new relationships and collective understanding that the system must take into account marginalized women’s needs. It has also brought to the forefront the need to consider equity broadly.

In addition, our ability to respond to adversity as a system was tested as Covid-19 changed our reality forever. Our new networks developed on an openness to learn from each other and commitment to doing things to better set the stage to respond rapidly and in highly cooperative ways. This ensures we are able to work together to overcome challenges that this crisis placed on all of us and subsequently the most marginalized women and their families. For instance, we were able to provide virtual care to many of our clients through the Ontario Telemedicine Network including the rapid development and deployment of our Intensive Online Program.

We want to thank all of the committed staff, volunteers, students and supporters. Because of you, Jean Tweed Centre is able to play an incredible role in the health care system to support women with substance use, mental health and gambling concerns and

their families. We give special thanks to our funders and donors.

“On behalf of the board and staff I thank Jan Lackstrom who has provided steadfast leadership over the last year as Chair of the board. Her commitment to Jean Tweed Centre and her client-centred approach has been of paramount importance during her tenure as Director.”

Lara Root, Vice Chair

Jean Tweed Centre looks forward to working with partners to support clients in their resiliency. We are entering into a strategic visioning year where we will hear from clients, staff and partners alike. We know that the coming year will require recovery and know that together we will overcome the challenges this year has posed. We have been learning incredible things about ourselves and our ability to respond to unprecedented challenges. We are excited, and will ensure this learning continues and supports ground-breaking models of care.

Thank you.



Jan Lackstrom
Jan Lackstrom
President



M Coombs
Michelle Coombs
Executive Director

MY STORY



Christine

A Story of Resilience and Courage

Hi, my name is Christine. I am a client of the Jean Tweed Centre, and have been since 2013.

When I first came to Jean Tweed Centre, I was of the understanding that I would go into the residential program for 21 days followed by the Continuing Care program, and that I would be all better. Well, I have since been back to the residential program three or four times and the day program once. This is not because I am not getting it.

I am getting it and I know now that through my counselling sessions and all the classes I have attended that I have taken that there is a reason why I suffer from addiction. I now know that trauma and my abusive marriage played a big role in my challenges with substance use. At times, I get discouraged but I get back up repeatedly, and go back to Jean Tweed because of the phenomenal programs, counsellors, support and acceptance. No matter how long it takes, I will keep coming back.

My journey has not been easy, but I have persisted.

In my time at Jean Tweed, I have learned and practiced skills to work toward my goals. One of my more recent accomplishments has been moving into a new apartment and living more independently. I never thought I could do it. It was not an easy process, as I found myself feeling lonely and disconnected, not having lived by myself for 65 years. Over time, I have worked to build up new and healthier connections and am better able to spend more time alone. Day by day, I progress toward a new life in which I can experience greater freedom and happiness. I feel as though I am 99% there. Although it has been hard at times to adjust to my new environment, I am gradually feeling more empowered and confident about the future. In addition, I feel calm for the first time in a long time.

Over time and with persistence, I have also worked on becoming more confident in my decisions, giving myself more supportive self-talk and acknowledging my accomplishments. I'm working to undo many years of self-criticism by understanding how my past has contributed to the challenges I've had with addiction

and am focusing more on my own needs. Doing this has been difficult since I, like many people with addiction issues, often receive a lot of blame – both from others and ourselves.

I continue to work on setting and upholding healthier boundaries. With commitment, I have learned about unhealthy patterns in some of my relationships and the connection between these relationships and addiction. When needed, I take space from relationships in order to take care of myself and stay on track with my goals. I find myself being able to set limits and to stand up for myself. I have learned that saying "no" to others is sometimes necessary in order to say "yes" to myself.

There have been ups and down along my journey with Jean Tweed but throughout the years I have done my best to stay connected. Even when I have struggled with maintaining my goals, I have continued to get support to ignite feelings of strength and hope within myself. I am determined to not give up on myself. This is my story.

Christine, Jean Tweed Client

"I am gradually feeling more empowered and confident about the future. In addition, I feel calm for the first time in a long time."

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 2019-20 over 1,522 women and children were assisted through over 33,000 interactions.



getting started

INFORMATION NIGHT

SUPPORT & STABILIZATION

ASSESSMENT

making changes

RESIDENTIAL PROGRAM

DAY PROGRAM

DAY PROGRAM ▯ PREGNANT & PARENTING

INDIVIDUALIZED COUNSELING

OUTREACH ▯ PREGNANT & PARENTING

OUTREACH ▯ JUSTICE ADDICTION & MENTAL HEALTH

OUTREACH ▯ MENTAL HEALTH & SUBSTANCE USE

continuing care

TWICE WEEKLY GROUP

INDIVIDUALIZED COUNSELING

wrap-around services

FAMILY SUPPORT

TRAUMA SERVICES

SUPPORTIVE HOUSING

CHILD CARE & DEVELOPMENT

PROBLEM GAMBLING

TRANSITIONAL HOUSING



138 clients were served by Reaching Out to Women (ROW).



329 women took part in Support and Stabilization.

We held **74** trauma group sessions.



67 children were served in Child Development.

The Child Development Centre (CDC) is available for women accessing services at the Jean Tweed Centre. Our licensed therapeutic Child Development Centre was created to limit barriers for women who are seeking support at the Jean Tweed Centre. Services include childcare, respite, onsite parenting workshops, parenting consultations, attachment intervention, information and support.

One mother said "I wish the Child Development Centre was around when I was a child. I may have understood my mom's substance use better and I would have had an opportunity to be with her in a safe space. I am so happy my son is able to come to the Centre with me. He is learning healthy coping strategies and we are constantly working on our attachment. I want him to break the cycle."

Jean Tweed Centre Client



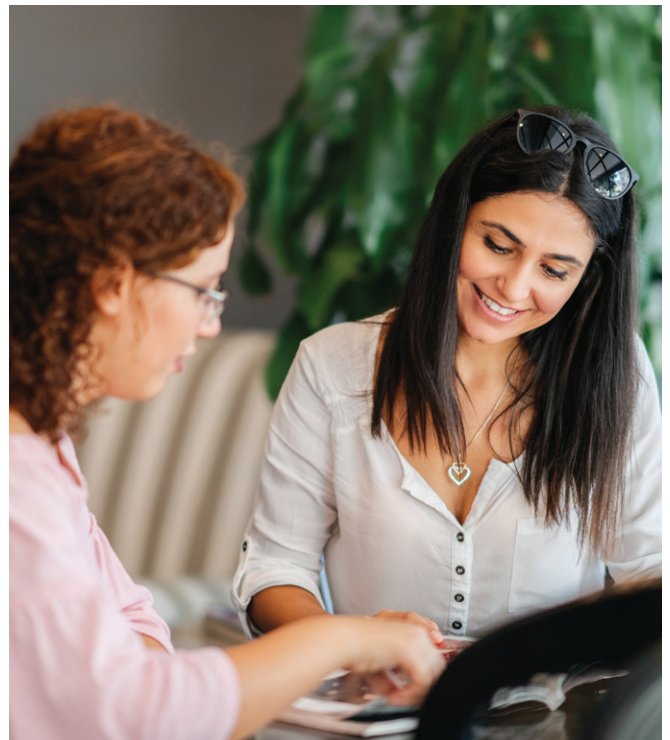
43% of clients in supportive housing have stayed in their units for 5 years or more.

"In close partnership with the Nurse Practitioner, the supportive housing counsellors and case managers have supported 90% of the women residing in supportive housing to be connected to a primary health care provider. These connections offer holistic care coordination and reduce emergency room visits."

Kaela McCarney, Director, Supportive Housing



441 clients were served via the Ontario Telemedicine Network (OTN).





We held **99**
Continuing Care
group sessions.

"Last week workshops really gave me the final pieces to my 32 years of addiction. I am immensely grateful for this program and the counsellors for their compassion and understanding."

Jean Tweed Centre Client

Release from Custody
served over

106 women

held in provincial custody
at the Vanier Centre for Women.



Over **20%** of the women were
admitted to the Centre's residential
treatment program upon release.



We took part in
more than

6

research projects.

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

We welcomed
29 new
students



and **7**
new volunteers.



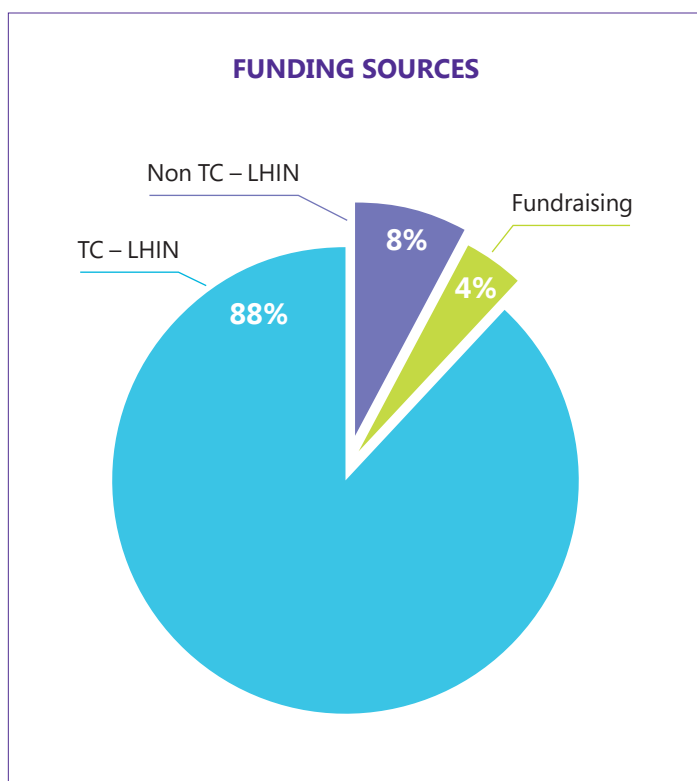
In 2019, the Jean Tweed Centre, with partners Across Boundaries, Amethyst Women's Addiction Centre, Black Creek Community Health Centre, Elizabeth Fry Toronto, Ontario Women's Gambling and Technology Use Network and TAIBU Community Health Centre, took part in When Sisters Talk About Gambling. We developed a "tool kit" to help guide community agencies in Ontario to create awareness and engagement communications about gambling among older African Caribbean Black women (ACB women). Although gambling commonly starts as nothing more than a social activity for older ACB women, it can evolve into a problem or addiction.

Statement of Operations Year Ended March 31, 2020

	TC LHIN	Non-TC LHIN	Fundraising	Capital Asset Fund	2020 Total	2019 Total
REVENUE						
Operating Grants	5,023,585	426,590	-	-	5,450,175	5,382,980
One-time Funding	62,942	-	-	-	62,942	2,102
Rental Income	54,410	-	-	-	54,410	55,972
Donations and Fundraising	-	-	213,225	-	213,225	223,871
Childcare Subsidies	51,665	-	-	-	51,665	48,701
Interest Income	-	-	26,024	-	26,024	21,487
Transfer to Capital Fund	(66,017)	-	(11,578)	77,595	-	-
	5,126,585	426,590	227,671	77,595	5,858,441	5,735,113
EXPENSES						
Salaries	3,499,373	265,707	50,181	-	3,815,261	3,879,203
Employee Benefits	535,783	41,585	8,870	-	586,238	601,961
Office and General	757,448	97,649	4,401	-	859,498	805,715
Rent and Utilities	294,078	-	-	-	294,078	260,212
Special Projects	-	-	18,646	-	18,646	52,471
Fundraising Activities	-	-	92,149	-	92,149	86,141
Amortization	-	-	-	39,647	39,647	30,843
	5,086,682	404,941	174,247	39,647	5,705,517	5,716,546
Funds due to TC LHIN	39,903	21,649	-	-	61,552	4,320
Excess (deficiency) of revenue over expenses	-	-	53,424	37,948	91,372	14,247

Toronto Central (TC) LHIN FUNDS		
	\$	%
Operating Fund	1,876,965	38%
Pathways to Healthy Families	804,330	16%
ASH Supportive Housing	601,730	12%
Elm Supportive Housing	604,693	12%
Reaching Out to Women ROW	219,130	4%
Ontario Telemedicine Network	128,587	3%
Palmerston House	410,194	8%
Program Gambling	110,407	2%
Release from Custody	101,720	2%
Sessional Fees	28,790	1%
Total Funding	4,886,546	100%

Non-Toronto Central (TC) LHIN Funds		
	\$	%
Central West Pathways	197,500	46%
City of Toronto-Investing Neighborhoods	72,570	17%
Criminal Justice Initiative JAM	95,472	22%
Strengthening Families	45,341	11%
Gambling Research	15,000	4%
Special Projects	707	0%
Total Funding	426,590	100%



Our Donors

Staying on Course

CHARITY GOLF CLASSIC





Thank you to our corporate sponsors and those who attended the 21st annual Staying on Course Charity Golf Classic. This event is our largest fundraiser of the year and the funds raised allow us to grow new initiatives and expand much needed services. Many of you have been supporting this tournament each year and your contribution makes a difference. Thank you to Cooper and Company, Evan Thompson & Associates, KRG Insurance Broker, Optima Communications, ReMark and many more.

This year the Jean Tweed Centre participated in the 2019 Introduction Capital Canadian Alternative Investment Forum as a Charity Partner. We would like to thank Introduction Capital for helping us to garner support from among members of Canada's investment community.



In The Community

We are grateful to our community partners who have contributed throughout the year. To all of the loyal individual donors for their support 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 60 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
- William G. Davis Centre for families

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

hope. help.
healing.



The Jean Tweed Centre



For Women & Their Families

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Ontario 