

The Jean Tweed Centre



For Women & Their Families

# Annual Report 2017-2018



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 problems related to substance use and/or gambling.

Recognizing the diversity of women's experience in today's society, we seek to address a range of issues in women's lives that may contribute to substance use and gambling problems. Understanding each woman's experience within the broader physical, emotional, social, cultural and gender framework, we provide a client-centred approach to healthy recovery. Our services help a woman 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.



# Jean Tweed Centre Staff and Board

## Management and Staff

Adina Muskat	Greta Mehic	Kayleigh-Mai Larkin-Nguyen	Sabrina Appiah
Alett Olivares	Halina Below	Laura Levin	Safa Ali
Allana Fulton	Hortensia Puentes	Leanna Savion	Samantha Leite
Amanda Clayson	Inna Krychfalushiy	Lindsay Beattie	Samantha Sterling
Amanda Ross	Iryna Dutko	Lisette Fernandez	Sarah Dubeau
Andrika Sutton	Jana Crawford	Lucy Hume	Sarah Young
Angela Eddy	Janice Nadin	Lyndsey Kotchapaw	Shannon Fedoruk
April Furlong	Janine Fischer	Marcie Pekar	Sonali Sagare
Ashley Nelson	Jasmine Grantham-Smith	Marcy McGaw	Stephanee Doucett
Baldip Atwal	Jennifer Smith	Margaret Czarnecka	Stephanie Hill
Chelsea Kirkby	Jessica Dafel	Mariela Chipoco	Sursatte
Christine Barkhouse	Jessica Manley	Marlee Rubel	Jaggernaut
Colleen Pringle	Josette Marshall	Marta Leskiv	Susana Dougherty
Crystal Bowles	Jules Bruyn	Megan James	Susele Rodriguez
Daisy Lewis	Julia Bloomenfeld	Melody Pomares	Susy Cannon
Danielle Nofle	Julia Laine	Mia Abbas	Tammy Rasmussen
Denise Desrosiers	Kaela McCarney	Milena Grobin	Tania Medeiros
Dimple Mehta	Karen Marquis	Nadine Stewart	Tasha Palmer
Donna Peart	Katerina Lup	Nicole Montaque	Terri Lyn Stetson
Elif Giray	Kathryn Weiser	Nina Ghanbari	Tracy Sauve
Erin Brown	Katie Dunnigan	Patricia Ki	Victoria Cavaliere
Eunice Bueno	Katlin (Katie) Regimbald	Rhonda Hanula	Victoria Drozdal
Evelyn Offei	Katy Leroux	Rittu Sohal	Virginia Benson
Ewa Konart	Katya Dunn	Rosalie Clarke	Zahra Basti
Forouz Salari		Rosanra Yoon	Zuhra Hodzic

## Board of Directors

Chair: Erin Keleher  
 Vice-Chair: Jan Lackstrom  
 Secretary: Carolyn Ussher  
 Treasurer: John Culbert  
 Ross Gascho  
 Ian Genno  
 Sandy Lam  
 Sheila Lynett  
 Adair Roberts  
 Lara Root  
 Evan Thompson



# Chair and Executive Director's Report

The Jean Tweed Centre (JTC) offers a comprehensive range of women-centered services to women and families affected by substance use, mental health and problem gambling. JTC continues to strive to deliver the highest quality of service to women and their families – service that is rooted in evidence-informed practice and client-centered care. These services also reflect the broader system-wide priorities established by our funders.

In 2017/2018, JTC served a total of 2,218 individuals across programs (including family members and children). Our Child Development Centre welcomed 83 children, and 184 women accessed housing (both transitional and permanent). We have also built capacity and knowledge in our community, in the province and nationally by providing training and consultation to many organizations, both within and external to the mental health/substance sector. These strategic achievements are significant, particularly as they pertain to issues such as gender and trauma, and contribute both directly and indirectly to critical discussions with community partners and funders.

Fundamental to our ongoing learning and leadership is our commitment to an inclusive and collaborative culture that informs all that we do.

## Our board and staff:

The Board of Directors governs the affairs of the Centre, while the day-to-day operations are the responsibility of the Executive Director and a senior leadership team consisting of managers for each program area, who work along with 51 full-time and 48 part-time individuals.

JTC employs a dedicated team of professionals who offer our range of services - tailored to the needs of individuals – in a framework of safety and respect and empowerment.

Members of the board bring a range of professional affiliations, personal commitment and community spirit that collectively ensures that we have an abundance of expertise, guidance and support.

## Appreciation:

The ongoing commitment of our funders, the City of Toronto, the Ministry of Children and Youth, and our primary funder, the Ministry of Health and Long-Term Care (via the Toronto Central LHIN), make it possible to reach across mandates and deliver integrated and holistic care in response to a multitude of needs.

Similarly, we are both inspired and deeply grateful to the many volunteers who work with us to carry a message of kindness, generosity and hope to those in need.

On behalf of the board and staff, we wish to formally acknowledge these collective actions that ensure JTC continues to be available to women and children.

Thank you,

**Lucy Hume, Executive Director  
and Erin Keleher, Chair Board  
of Directors**







## The Story of Hanna and Jakob

“My personal history of addiction and recovery begins with neglect and abandon. I could mention here poor partner choices, emotional and physical abuse and violence. However, most of all it was neglect of myself, my OWN inability to recognize myself as a valuable or even love deserving person.”

It was birth of my son that triggered change. The moment I saw him coming out from my body, I experienced an immediate and spiritual-like sensation of deep feelings like love, care and the miracle happening in front of me.

At that time, I connected with the Jean Tweed Centre (JTC) team. Immediately, I became surrounded by social workers and counsellors filled with empathy and dedication, which was incomparable to other organizations in the “help” industry. There was the ability to meet each client wherever they were at. There was no judgement, no fake sympathy, and no “infantilization” of me – instead, positive and respectful attention.

Throughout my time at JTC I learned, that in my case substance use was a symptom, a form of self-medication used to cope with childhood and adolescent trauma. I chose that very destructive and life shattering way because I was alone, in pain and most of all I did not have an ounce of belief in my value. That was the

way I was brought up and over the years, although somehow knowing that was wrong, I never gave myself permission to look deeply inside myself—to be vulnerable.

At JTC I found counsellors whom I could trust with my vulnerability. It was such an exhilarating experience to feel accepted, understood and respected. I felt these women believed in me.

My son was the ultimate motivation towards my healing. First, my sobriety was a condition that allowed me to actually have my son by my side. Then, therapy at JTC became, and still is, a vital part of my life.

There is integrity in each team and organic connection between these women. Whether it is support and stabilization, trauma and the continuing care team, Pathways and MK2, individual counselling or Child Development Centre – CDC (these are the programs of the JTC that I participated in). These counsellors really show what a group of women are capable of when connected under one mission, in this case women's wellness.

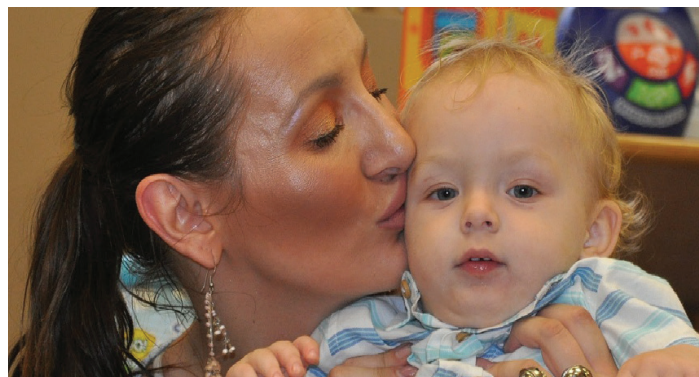
I am planning to stay actively connected with JTC until the spring of next year. Throughout that time, I am hoping to participate in continuous trauma groups, work with my Pathways social worker and create the opportunity for my son to enjoy his time in the Child Development Centre.

I really believe that when the time comes, I will be leaving JTC armed in self-love and with a set of tools that will help me navigate in the world without ever reaching for substances that ruined my life once before.

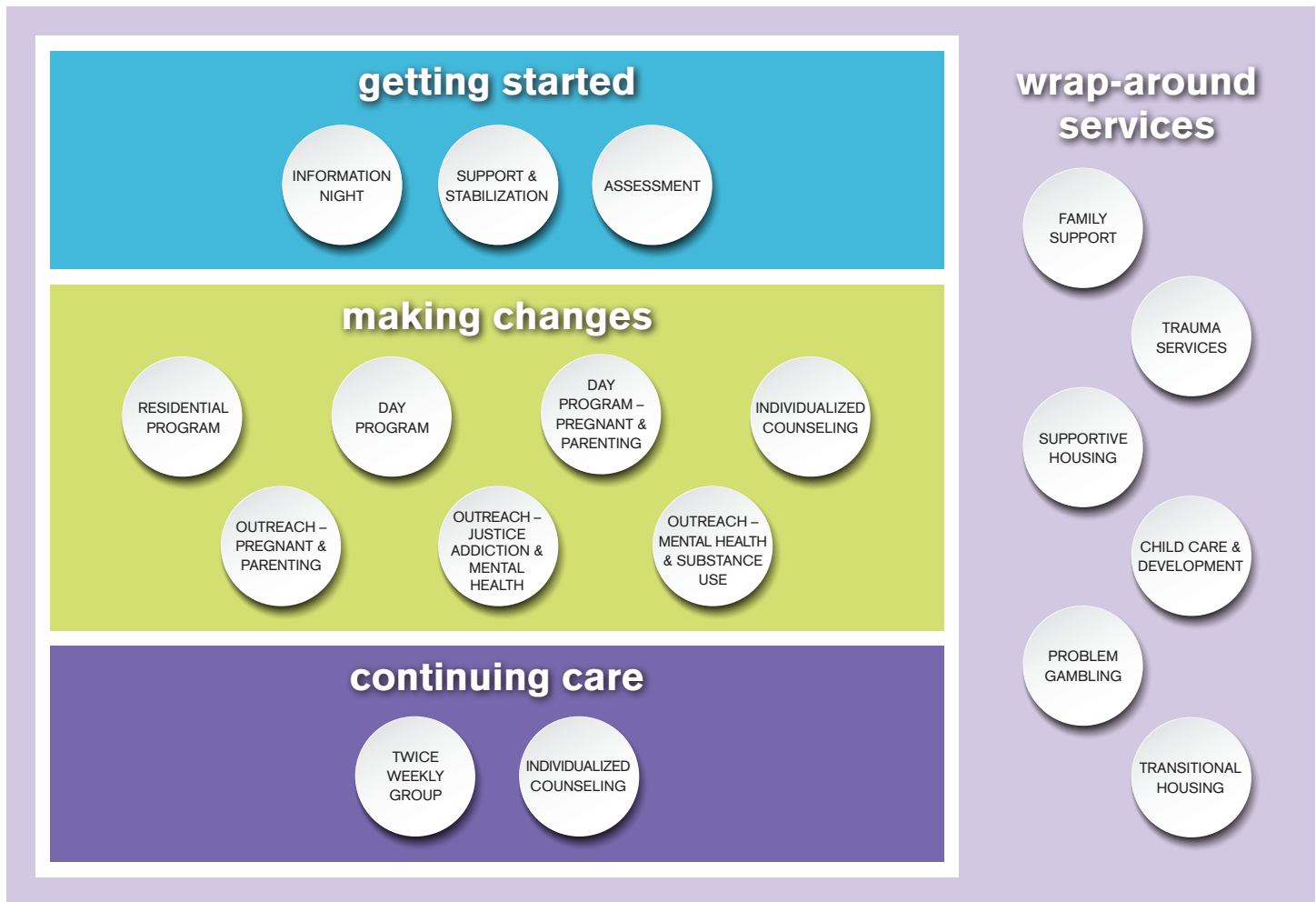
If you would like to know more about me please visit the link below.

<https://www.youtube.com/channel/UCsYvxWaJ1JMoZZRu7bQhXxA>

**Hanna Kurowska**



# The Jean Tweed Centre's Programs and Services



## Programs and services highlights

Over the past year, the JTC continued to grow and provide innovative, high quality services to women and their families. We have expanded our programming across the agency to include more:

- case management to reach justice-involved women
- services via videoconference to increase accessibility
- supportive housing units for women and their families
- services to address problematic technology use

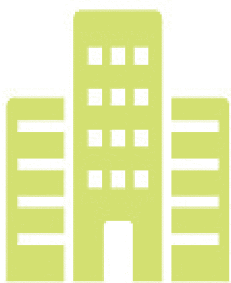
These expansions reflect the urgent and changing needs of women and families. JTC worked hard over the past year to ensure that we continue address the substance use, mental health, problem gambling, and related concerns that women and their families are facing.

The supportive housing programs are nearing 7 years of operation, with the average length of stay for current tenants reaching 4 to 5 years. This is significant as this is the longest many women have lived in safe and affordable housing. Women housed in these programs continue to report a 95% reduction in visits to hospital emergency departments.

Our outreach programs continue to grow and adapt to the changing needs of women in the community. Our justice, addiction, and mental health programming has expanded to include our new Release From Custody program. This program provides case management and support women transitioning from custody back into the community.

We have expanded the use of videoconferencing in our telemedicine program to connect with more women in our outreach programs.

## The JTC's supportive housing programs continue to grow with:



- a total of **172** funded apartment units for women and their families
- an additional **14** units secured this year



- our transitional housing program has **11** beds for women and **4** beds for infants at Palmerston House

Our parenting programs continue to grow and provide unique options for women and their families. Our adapted day program, Mom and Kids Too, allows mothers to attend programming to address substance use concerns and receive parenting support. With a licensed Child Development Centre on site, mothers are able to do this important work close to their children and engage regularly in parenting activities. This holistic approach continues to receive positive feedback from the mothers that complete the program.

Our Pathways to Healthy Families program offered flexible and accessible care to over 160 pregnant and parenting women.

In 2017-18 JTC ran our first Changing the Script: Relationship is the Key program thanks to funding from the Circle for Children Foundation. This program offers a forum for foster and adoptive parents to:

- discuss how they support their children
- problem solve any issues that come up as a group
- to share in mutual support

Changing the Script is one of a number of innovative and essential initiatives that JTC is offering to address Fetal Alcohol Spectrum Disorder in the community. We are in the unique position to support families who are living with FASD as well as working to prevent FASD through programs supporting pregnant women.

*“As a facilitator for the first Changing the Script group I was so impressed with the caregivers who were open, honest, and willing to share their personal experiences with the group. Through mutual support I saw how caregivers were able to better understand their children with FASD and how this understanding will lead to building more supportive family relationships.”*

**Sonali Sagare, Director of Outreach Services**



The Problem Gambling Program does education in the community. Evidence shows gender differences in technology use and behaviours, including that women use the internet excessively to cope with and regulate their emotions through online social interactions and are more likely to go online alone than men. As a result women sometimes experience social isolation that results in negative emotion and depression.



## PROGRAMS + SERVICES

The JTC's Day and Residential program continues to provide gender-specific programming to women from across Ontario. Every woman in this program has an individual counselor and takes part in a variety of groups. In 2017-18 over 250 women learned:

- about the impact of substance use and/or gambling on their life, relationships, and health
- ways to move towards their goals in addressing these issues



The JTC Trauma Program developed a partnership with Women's College Hospital for a new group called Trauma and the Body 2 to provide further support to women who have experienced trauma.

### Trauma and the Body 1

Our existing program focuses on:

- connecting with sensations or impulses in the body
- practicing mindfulness
- learning about a self-protection strategy
- experimenting with how survival responses and resources show up in the body

### Trauma and the Body 2

This new program focuses on how trauma and unmet attachment needs affect capacity to identify ones' own needs and to engage in self-care. Each session explores trauma's somatic, emotional and cognitive impact on the meeting of one's needs with an emphasis on new practices of self-care. This second group is a welcome addition as there is a need for more trauma resources in the community.

"All the counsellors being so diverse in both expertise and style made it easy for most all of my needs to be met here at Evans as well as at the house. There was always someone there to answer my question or offer advice which was amazing."

**Day and Residential program participant**

## Release from Custody



**Julia Laine**  
Case Manager,  
Release from Custody

JTC welcomed the addition of the Release from Custody Program. This program supports women with mental health and/or substance use concerns successfully reintegrate into their communities upon release from provincial detention through the delivery of psychosocial rehabilitation

supports. These women face unique challenges leading up to and during their time in custody.

A number of issues contribute to women's involvement with the criminal justice system. These include:

- **Victimization and trauma:** A number of studies find that up to 98% of justice-involved women report experiencing physical or sexual abuse in their lifetime
- **Mental health and substance use:** In a recent study of justice-involved women, 82% experienced problematic drug or alcohol abuse or dependence in their lifetime and women are twice as likely as men to have co-occurring substance use issues and mental illness
- **Unhealthy relationships:** Women's involvement in criminal activity is best understood in the context of unhealthy relationships such as working in the sex trade or having a male partner who influences substance abuse
- **Poverty and economic marginalization:** In Canada 80% of incarcerated women are there for poverty-related crimes.

Beck, Berzofsky, Caspar & Krebs, 2013; Wolff, Shi & Siegel, 2009  
Lynch, DeHart, Belknap & Green, 2012.  
CASA, 2010  
Berman, 2005.  
Elizabeth Fry Society of Canada, 2008.



**100%**

of clients report the Continuing Care Program helped them deal with problems

**90%**

of Mom and Kids Too Program reported positive outcomes regarding substance use and parenting goals

**95%**

of clients surveyed agreed JTC is welcoming, non-discriminating, inclusive, and comfortable

**30**

JTC clients were diverted from the emergency room as a result of our Telemedicine Program

**22**

workshops and presentations held

**17**

formal community partnerships

**97%**

of clients surveyed reported that they would recommend JTC to a friend

**364**

women served in out primary care urban telemedicine program

# Statement of Operations Year Ended March 31, 2018

	TC LHIN	Non-TC LHIN	Fundraising	Capital Asset Fund	2018 Total	2017 Total
<b>REVENUE</b>						
Operating Grants	4,788,965	421,588	–	–	5,210,553	5,178,010
One-time Funding	53,118	–	–	–	53,118	19,016
Donations and Fundraising	–	–	182,487	–	182,487	180,242
Childcare Subsidies	51,533	–	–	–	51,533	57,705
Interest Income	–	–	10,458	–	10,458	8,179
Transfer of Palmerston House	–	–	–	–	–	897,000
Transfer to Capital Fund	(11,910)	–	–	11,910	–	–
	<b>4,881,706</b>	<b>421,588</b>	<b>192,945</b>	<b>11,910</b>	<b>5,508,149</b>	<b>6,340,152</b>
<b>EXPENSES</b>						
Salaries	3,453,026	288,344	49,581	–	3,790,951	3,734,884
Employee Benefits	538,543	45,864	7,795	–	592,202	573,975
Office and General	637,372	87,380	4,621	–	729,373	776,040
Rent and Utilities	238,706	–	–	–	238,706	242,548
Special Projects	–	–	46,489	–	46,489	58,423
Fundraising Activities	–	–	49,780	–	49,780	35,407
Amortization	–	–	–	32,107	32,107	29,209
	<b>4,867,647</b>	<b>421,588</b>	<b>158,266</b>	<b>32,107</b>	<b>5,479,608</b>	<b>5,450,486</b>
Funds due to TC LHIN	14,059	–	–	–	14,059	4,320
<b>Excess (deficiency) of revenue over expenses</b>	<b>–</b>	<b>–</b>	<b>34,679</b>	<b>(20,197)</b>	<b>14,482</b>	<b>885,346</b>

Toronto Central (TC) LHIN FUNDS		
	\$	%
Operating Fund	1,836,057	39%
Pathways to Healthy Families	791,124	17%
ASH Supportive Housing	509,040	11%
YWCA Supportive Housing	594,490	13%
Reaching Out to Women ROW	215,000	5%
Ontario Telemedicine Network	126,200	3%
Palmerston House	400,000	9%
Problem Gambling	108,242	2%
Release from Custody	50,000	1%
Sessional Fees	28,080	1%
Total Funding	4,658,233	100%

Non-Toronto Central (TC) LHIN Funds		
	\$	%
Central West Pathways	187,496	44%
City of Toronto-Investing Neighborhoods	34,586	8%
Criminal Justice Initiative JAM	93,600	22%
Black Creek Pathways	3,000	1%
Strengthening Families	91,463	22%
Central West Trauma Training	1,500	0%
Best Practices/Trauma Funding	2,707	1%
FASD Foster/Adoptive Group	7,236	2%
Total Funding	421,588	100%

**Total Number of Unique Individuals Served by Agency		
	# of People	
	2018*	2017
	1,444	1,488

Individuals Served by Each Program NOTE: Many clients access more than one program		
	# of People	
Program	2018	2017
Substance Abuse	1,498	1,577
Problem Gambling	39	59
Supportive Housing	45	49
Supportive Housing YMCA	104	85
Supportive Housing Palmerston House	35	29
Reaching out to Women	133	161
Ontario Telemedicine Network	364	363
<b>**TOTAL</b>	<b>2,218</b>	<b>2,323</b>

\*\* Total number of individuals served by each program is higher than the number of unique individuals served by the agency because most clients access more than one program.

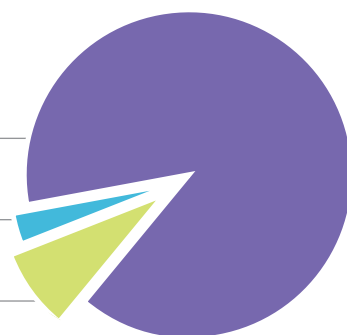
\* 2018 number lower than 2017 because of changes to the way data is reported; clients assessed for housing are no longer counted as individual served in FC unless they move into bed.

## Funding Sources

TC – LHIN, 89%

Fundraising, 3%

Non TC – LHIN, 8%



## OUR DONORS

# 35 YEARS OF IMPACT

This year represents a major milestone in the history of the Jean Tweed Centre. JTC has witnessed thirty-five years of growth from a small residential agency to one that has grown and expanded both in scope and range of services offered along with the number of women, children and families served.

In November, 2017, the centre celebrated 35 years of service with an evening with Toronto's legendary jazz singer, Heather Bambrick. We have so much to be proud of and we would like to thank our generous donors who supported us in raising over \$20,000 dollars. We are profoundly grateful for your support and we look forward to another 35 years.



## In The Community

We are appreciative to our community partners for their support and recognition as our services continue to grow providing a safe and supportive environment for women with mental health, substance use and/or gambling issues make an enormous difference not only in their lives, but in the lives of their loved ones.

JTC 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 The Toronto Star Santa Claus Fund.

## Thank You

A thank you to Kingsway Fish and Chips for the lovely holiday turkey dinners. Staff and volunteers help collect dinners that were distributed to women who access JTC services.





# 2018

## Volunteer Recognition

We are grateful to our volunteers as they selflessly offer the women, children and JTC their time, efforts and dedication. Their contribution makes a tremendous difference in the work we undertake each day. We thank each and every volunteer for being a special part of JTC.

Ajay Lad  
Anna Baggetta  
Anne Roche  
Clare Sheedy  
Ela Bielski  
Emily Opala  
Jen Cash  
Kristen Butler

Louanne Zies  
Mariko Swanick  
Nanci Harris  
Nancy Szabo  
Olivia Barden  
Rhonda Brodflieb  
Rissa Chandra  
Sara Coladipietro



# What our clients are saying

[The staff] are great and know what they are doing. This is a very honest and inclusive program. The CDC staff are the most competent child care staff I have ever encountered at a licensed daycare. They always listen to my concerns and are open to listening to any needs that I have in regards to my child. This really is a great program.

– MK2 CLIENT

The parts of the program that were most helpful to me were the structure the program provided, the daily courses, and the one-on-one counseling. Between all of these, I feel much more able to identify and fulfill my needs, set healthy boundaries within my relationships, identify and regulate my emotions, and work through my cravings and potential slips or relapses.

– DAY/RES CLIENT

The Intake counsellors were amazing. They were non-judgmental, supportive, engaging and they listened. They helped me focus and motivated me.

– INTAKE CLIENT

I am grateful you offer this very important service here for us clients. It relieves stress having someone so knowledgeable and kind here to help you with your personal health issues.

– TELEMEDICINE CLIENT

I really struggled over the holidays and into the New Year but the continuing care group was always a safe place for me even if I was still in active use which was something I really love. It helped me see that I needed abstinence.

– CONTINUING CARE CLIENT

I don't get angry and jump to conclusions like I used to. I breathe, take my medications, ask for support. Recognizing that I have Borderline Personality Disorder has been helpful because it helps me understand why I get angry or have suicidal thoughts. It was life changing. Now I know I can change my reactions to things. I've done a lot of really good work.

– ROW CLIENT

## Our Locations

JTC day/residential programs and outpatient services operate out of 215 Evans Avenue, Cumberland House and Palmerston House.



### 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 residential programs at JTC. 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, 3020 Lawrence Avenue East, Toronto ON
- Robertson House, 291 Sherbourne Street, Toronto ON
- Massey Centre for Women, 1102 Broadview Avenue, Toronto ON
- Native Child and Family Services of Toronto, 30 College Street, Toronto ON
- Central West Pathways, 60 West Drive, Suite 205, Brampton ON
- Black Creek Community Health Services, 1 Yorkgate Blvd., Toronto ON

### Telemedicine Partnership Sites

- Mainstay Housing, 1499 Queen Street West, Toronto ON
- YWCA, 87 Elm Street, Toronto ON
- Toronto Western Hospital, 399 Bathurst Street, Toronto ON

### Supportive Housing Partnership Sites

- Addiction Supportive Housing (Mainstay Partnership) – housing units across the city.
- YWCA, 87 Elm Street, Toronto ON

### Reaching Out to Women Partnership Sites

- Elizabeth Fry Toronto, 215 Wellesley Street East, Toronto ON
- Sistering, 962 Bloor Street West, Toronto ON
- YWCA-First Stop, 80 Woodlawn Avenue, Toronto ON
- Fred Victor Centre, 145 Queen Street East, Toronto ON
- Barbra Schlifer Commemorative Clinic, 489 College Street, Toronto ON



Judy Monk

### A tribute to a dear friend and colleague

We are profoundly saddened at the death of Judy Monk, our Property Manager of Cumberland House.

For over 3 decades Judy's compassion and dedication contributed to more than 7,000 women having a safe and nurturing home away from home during their time at JTC.

Judy will be remembered for her quick-wit, her amazing sense of humour, and her unwavering care for the clients and staff of the Jean Tweed Centre. She will be greatly missed by all and her legacy will remain when women find comfort in their stay at the Cumberland House.





The Jean Tweed Centre



For Women & Their Families

## Believe in New Beginnings

The Jean Tweed Centre provides services for substance use, mental health and problem gambling to women aged 16 and over and their families.



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