

Annual Report

2011 - 2012



HOPE | HELP | HEALING

The Jean Tweed Centre



For Women & Their Families



HOPE

Who we are

The Jean Tweed Centre is a safe and supportive setting 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, our programs seek to address a range of issues in a woman's life 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

The Centre provides counseling and care to assist each woman to restore herself to a meaningful life within her community.

Our vision

To be one of the most innovative, accessible and effective Centres responding to the needs of women with substance abuse and gambling problems and their families.

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Chair and Executive Director's Report

The Jean Tweed Centre, in our 29th year, provided counselling and support to over 1197 women and their families. We continue to help women and their families reach their goals and look for opportunities to expand our services and programs in response to ongoing and emerging needs. Our Staff and our Board of Directors share a vision of service that includes the broad determinants of health, such as education, prevention, and early intervention. To this end we work collaboratively with our clients, their families, our volunteers and our community partners.

As in the past we continue to be involved with Federal, Provincial, and Municipal projects and have had exciting opportunities to be part of system planning for services for Women.

We'd like to share examples of our projects:

Supportive Housing:

The Elm Street Centre opened this year and is a partnership with the YWCA and Wigwamen Incorporated. This Housing project is a 300-unit building that has 50 geared to income apartments, 150 below market rental units and 100 supportive housing homes for women with Mental Health and Substance use problems. In addition, our second supportive housing project at 180 Sudbury Street in partnership with Mainstay Housing continues to offer 32 units for women with Substance use problems. These two housing initiatives are part of system wide planning to support women and their families as they rebuild their lives. We know that housing is an essential need and determinant of health and we are excited to participate in the expansion of services in our system to include safe and stable homes.

Guidelines for Trauma-Informed Practices and Trauma-Specific Services for Women with Substance Use Problems and Histories of Trauma:

Through the Drug Treatment Funding Initiative, Jean Tweed will develop best practice guidelines for women with substance use problems and a history of trauma. Working with a provincial advisory committee, the guidelines will enhance service provider knowledge about the specific issues associated with women's trauma and substance abuse and support their capacity to use evidence informed approaches.

Mom and Kids Too:

This program continues to provide an integrated substance abuse and parenting service for young mothers. This innovative program provides a combination of child development and substance abuse programming for three days a week over a seven week period. Because

of the success of this program CAMH has provided the funds to Jean Tweed to have a MOM and KIDS TOO program in Scarborough at Rosalie Hall. We have also been successful in securing funding from the TCLHIN for ongoing delivery at our Centre. In our current climate of fiscal restraint, this decision was especially gratifying.

A Best Practice Guideline for Work with Caregivers who Misuse Substances: Understanding Addiction to Better Serve Children and Youth:

This document was recently completed and widely distributed across the Child Welfare Sector. This document was the final deliverable in two year project that included positioning a Jean Tweed staff in Intake at Child Welfare Toronto.

Smoking Cessation:

While we already address smoking cessation in some of our programs, we are now in a position to offer a specific smoking cessation service including providing clients with nicotine replacement therapy (NRT). This is a partnership program to deliver a "STOP" (Smoking Treatment for Ontario Patients). Program facilitation will initially include staff from a new partner, Stonegate Community Health Centre, and NRT support from the Centre for Addiction and Mental Health (CAMH). Once again, we are venturing into new waters; including smoking cessation in our service continuum is a great achievement.

Our Thanks

We wish to thank our donors, funders and partners for their support as we strive to continue to be innovative and responsive to new research and client and community feedback. We rely on their support and simply could not

accomplish all that we do without their commitment to our organization.

We would like to thank our Board of Directors, our volunteers, and students without whom we could not do all that we do. Your compassion, wisdom and willingness to help, keeps us strong and vibrant.

We want to thank our very dedicated staff for their commitment to the women and families who use our services. They bring expertise, creativity, diversity, and, a sense of humour, that together helps us achieve our common goal of providing the best services possible to our clients. Together and individually they are outstanding women.

Thank you to the Ministry of Health, The Ministry of Children and Youth, Health Canada, City of Toronto and the Toronto Central LHIN for your support. We look forward to the future and to continuing our efforts to build a coordinated and effective Addiction Treatment System in Ontario.

As in the past, we continue to look to the future with optimism and hope. We know that with the strong team involved at the Centre, we will continue to do what we do best—help women and their families build new lives

Andrea Matheson,
Chair of the Board of Directors,

Nancy Bradley,
Executive Director

REPORTS

Treasurer's Report

As Treasurer of the Jean Tweed Treatment Centre, it is with great pleasure that I present to you the Treasurer's report for the fiscal year ended March 31, 2012.

As Treasurer, it is my responsibility for ensuring that the Centre has financial controls in place to protect the Centre's assets and that budgets, prepared by the Centre's management, have been reviewed and approved by the Board of Directors.

As part of this process, the Treasurer and the Finance Committee review the Centre's investment policy on an annual basis to ensure it reflects the overall cash management and investment objectives of the Centre, as well as current financial and economic trends. A copy of the investment policy can be found on our website at: <http://jeantweed.com/Aboutus/Generalinformation.aspx>

In addition, the Treasurer and Finance Committee review the Centre's financial results on a monthly basis by comparing actual results to budget. This review also includes ensuring that the financial statements are prepared in accordance with Canadian generally accepted accounting principles. The Treasurer also works with the Centre's auditors who are responsible for reporting on whether the financial statements are in accordance with Canadian generally accepted accounting principles and are free from errors; the results of which are included in this annual report.

It is my pleasure to report that for the fiscal year ended March 31, 2012, the Centre managed its assets according to budget, maintained effective internal controls to protect these assets and prepared financial statements in accordance with Canadian generally accepted accounting principles.

I would like to thank the members of the Finance Committee, the Board of Directors and the Centre's Management for their support throughout the year. I would also like to thank the Ontario Ministry of Health and Long-Term Care, Toronto Central LHIN, Health Canada, the Ministry of Community and Social Services/Ministry of Children and Youth Services and the City of Toronto for their continued support of the Centre and everyone who donated their money, time, energy and enthusiasm to such a worthwhile cause.

Katherine Devlin,
Treasurer

REPORTS

Board Report

It is our pleasure to present to you the Board’s work report for the fiscal year April 1, 2011 to March 31, 2012. We continue fulfill our responsibility of ensuring that Jean Tweed Centre’s values and principles continue to be upheld at all levels of the organization. Here is an outline of some of the work that has been done by our committees this year:



“Our sincere appreciation goes to the Jean Tweed staff, volunteers, donors and funders for their commitment and their incredible contributions.”

Human Resources Committee Report

Through their participation in meetings of the Board of Directors in the fall of 2011 and in 2012, and in committee conference calls and meetings, the members of the Human Resources Committee ensured that HR issues and perspectives were considered and reflected in the Board’s decisions.

Throughout the year the committee members also gave advice to the Executive Director on current legislative and marketplace developments affecting HR practices and on specific HR-related issues for which she sought counsel.

On behalf of the Board of Directors, I would like to thank the members of the Human Resources Committee for their participation and counsel in addressing these issues.

C. Ian Genno,
Chair, Human Resources Committee

Nominating Committee Report

The Board of Directors put forward the following slate for 2012-2013:

Mary Jane Cripps	3 rd year of a 3-year term	(3 rd Term)
Andrea Matheson	3 rd year of a 3-year term	(3 rd Term)
Jo-Anne Matear	3 rd year of a 3-year term	(3 rd Term)
Katherine Devlin	2 nd year of a 3-year term	(2 nd Term)
Jean Desgagne	2 nd year of a 3-year term	(2 nd Term)
Tony Scala	1 st year of a 3-year term	(2 nd Term)
Erin MacRae	3 rd year of a 3-year term	(1 st Term)
Ross Gascho	3 rd year of a 3-year term	(1 st Term)
John Culbert	2 nd year of a 3-year term	(1 st Term)
Jan Lackstrom	2 nd year of a 3-year term	(1 st Term)

The following are nominated to serve on the Executive Committee:

<i>Chair</i>	Katherine Devlin
<i>Vice Chair</i>	Erin MacRae
<i>Secretary</i>	Jean Desgagne
<i>Treasurer</i>	John Culbert

Fundraising Report

Throughout the year, Andrea Peca, Philanthropy & Volunteer Manager, focused on cultivating new donor relations, strengthening the connection of existing donors and reaching out to community members.

Funding applications to corporations and foundations continue to remain a priority for the Centre. This year opportunities to connect with the community through third party fundraising had an important role in reaching the Centre's fundraising goals. As well the direct mail campaign's continued growth is attributed to enhancing the relationships with past individual donors and stewardship of current individual donors. Seeking out prospective donors and informing current donors through such tools as the newsletter, which is printed twice a year, provided current information about the Centre, create awareness of our needs and future goals, and also an opportunity to increase funding revenue.

The Annual Staying on Course Charity Golf Classic, a successful major event for the Centre, reached out to current and new participants. The Women and Gemstone campaign's year round activity played a vital role in providing unrestricted revenue.

Direct Mail

The direct mail program is an important way to connect with donors providing information to current and prospective donors about the Centre's current needs and initiatives. This current year's holiday campaign raised \$14,557 in support of the Centre's work plan.

Foundations

Foundations play a vital role in supporting the Centre's programs and services. Funding from foundations amounted to \$58,243 with the funds being restricted to Cumberland House, Child Development Centre and reducing outpatient waiting time lists.

Corporations

This year a total of \$17,915 was raised from corporate donors. These funds will be used to support specific services as well as the most pressing and immediate needs of the Centre. A goal for the upcoming year is to continue to seek out new corporate donors within our community and strengthen the existing relationships.

Service Clubs

The Centre is grateful for the partnerships developed this current year. A total amount of \$3,775.16 was received. Cultivating new relationships with service clubs within our community and strengthening existing partnership is a goal for the upcoming year.



Third Party Fundraising

Community members play a vital role in third party fundraising as they assist in creating awareness of our services and also provide an understanding of the needs of the Centre. It is with sincere gratitude that we have been able to connect with individuals within the community as they selected the Centre to be a partner in their fundraising efforts. Third party fundraising raised a total of \$44,294.51.

Staying on Course Charity Golf Classic

The 13th Annual Tournament joined individuals and corporate sponsors from the community. The tournament continues to generate much needed unrestricted funds for the Centre. A net amount of \$35,766.60 was raised through Sponsorship, golf registration, silent auction and raffles.

Women and Gemstone Campaign

The Women and Gemstone Campaign raised \$4,584.08 in unrestricted revenue. We will continue to expand the program and seek new ways to promote the campaign.

Summary

This year a total of \$255,125.47 was raised in support of the programs and services provided at the Centre.

This achievement is possible as a direct result of our committed and generous donors, and our dedicated staff and volunteer.

We thank you for your continued support to The Jean Tweed Centre

Andrea Peca,
Philanthropy & Volunteer Manager

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Services/Program Report



The Jean Tweed Centre offers a variety of substance abuse and problem gambling program options to women from across the province and in particular to women in the GTA, including:

- Stabilization and Support (drop-in groups 2 x weekly)
- Day and Residential Program (3 weeks intensive programming)
- Outreach Services to Pregnant and Parenting Women (Pathways to Healthy Families)
- Day programming to mothers with young children (Mom & Kids Too -7 weeks flexible programming)
- Outpatient Services - Individual Counselling, Family Programming, Trauma Services & Continuing Care
- Child Development & Child Care Services (licensed therapeutic child care on site)
- Outreach to Women with Concurrent Disorders and Criminal Justice involvement (a partnership with Reconnect Mental Health Services)
- Supportive Housing at 180 Sudbury Street (in partnership with Mainstay Housing) and The Elm Centre, 87 Elm Street (in partnership with the YWCA).

Operational Updates:

Predictably, every four weeks 18-25 women show up for our Day/Res program at Jean Tweed. Many women take advantage of our support groups prior to coming in; they bring family members to our family group and their children to our Child Development Centre. Despite the many hoops required, somehow all the prep work gets done on time and both Cumberland House and Evans Ave. are once again ready with a warm and welcoming environment. This finely tuned team effort happens 13 times a year without fail.

Planning for a second stage trauma groups is underway and will complement our existing stage 1 groups (Seeking Safety). This service will further our efforts to reduce wait lists and also to reduce emergency room visits for many of our clients who are struggling with concurrent trauma symptoms and substance use.

We continue to offer our Strengthening Families program in three locations for families with child welfare involvement. We are also exploring offering this support to address the unique needs of families (typically grandparents) in 'kinship' agreements with Child Welfare.

Our Outreach Services (Pathways, Supportive Housing and Justice Addiction & Mental Health) continue to reach marginalized women and children across the GTA. Opportunities to integrate these services have resulted in more effective and efficient service delivery, i.e. offering concurrent mental health & addiction groups on site at our Supportive Housing locations. These three outreach programs work closely and bring their respective expertise to all three service areas.

A second year of grant funding from the Centre for Addiction & Mental Health has allowed our agency to once again deliver our Mom & Kids Too (MK2) program to our Scarborough partner, Rosalie Hall. This program is a modified version of the seven week MK2 day program offered at 215 Evans and includes extensive in-kind support from an existing network of services in Scarborough.

The agency continues to participate in two concurrent disorder networks across two LHINS (Central & Central West). This range of services, available for rapid referral, is extremely helpful. It has also provided an opportunity for JTC staff to provide gender-specific and trauma informed training across the sector.



Our expanding service continuum at Jean Tweed continues to support our goals of service integration and collaboration. Our Community Partners, both formal and informal, allow us to:

- Extend a wide range of services to diverse and often marginalized populations.
- Respond to basic needs such as housing, health care, safety and justice
- Engage in reciprocal training and consultation efforts that build competency and capacity.

We are grateful to our partners for their ongoing generosity and shared commitment to providing seamless service to our mutual clients.

Volunteers and Students continue to contribute to the life force of the agency. Our Student Coordinator works with numerous universities and colleges to match student learning needs with experienced staff who are committed to training, mentoring and supervision – and we are proud to note that many of our current staff began as students at Jean Tweed. Our volunteers, 34 in total, faithfully ‘show up’ and ‘help out’ – whether it’s gardening, helping out at our golf tournament, or offering hope to a woman on her first day here.

Finally, all of the above is only possible with the support of our JTC Staff – a talented, enthusiastic and dedicated work force whose contributions are invaluable.

The Management Team,

Jean Tweed Centre

HER STORY

By Esmine M.

Looking through my window at the beautiful trees, listening to the happy voices of children, I realize how blessed I am, and I feel a great sense of happiness, peace and tranquility. This is my tenth attempt at writing my story. Each time I have become sad and regretful but I need to finish this - in order to continue on my journey of healing.

I was born into a middle class family; my dad was a professional and my mom a housewife. I was taught to be honest, respectful, and to work hard. As an adult, I excelled in most aspects of my life and as time went by I became a perfectionist and a workaholic. I was married and had a child. My husband's infidelity ended what I believed to be a happy marriage.

My gambling began while on a cruise vacation, a way to have a good time. It was fun to play the slot machines before dinner and to get dressed up and visit a casino in the port where we docked for the night. I was very lucky, winning a few hundred dollars and experiencing a great rush at the very thought of winning. At this time in my life, I really had no desire to go to a casino except when I was on holidays.

But my life soon changed – it began one day when a friend told me about an opportunity to visit Atlantic City for free as long as we spent \$250 at the casino. Together we decided that a day off each month to play would be a great way to relax. We were both self-employed, with busy lives but flexibility, so we began to take the trip to Atlantic City once a week, three times a month. It wasn't long before I began to receive invitations from other casinos, offering free flights, meals and concerts. All of which I accepted with glee.

I knew absolutely nothing about addiction and even if I did, I would never have allowed myself to think that anything could take control of my life because I was a strong disciplined woman. I now realize that I have an addictive personality and everything in my life had to be perfect. I had high expectations of myself and everyone around me. I worked long hard hours and took care of myself by taking time off and going somewhere where there was gambling. Gambling was something fun for me, a time to relax.

Suddenly, my life changed again when my daughter became ill. I lost myself in her illness and it became a very sad and lonely time for me. I spent endless days and nights with her at the hospital. My stress and worry was relieved by gambling at local casinos and my frequent visits became a way to release my emptiness.

Once my daughter recovered from her illness, she needed my attention and support, which became overwhelming. I was unable to return to my full time work so I took on a part time job. But as time went by, and the busier I became, my gambling further escalated.

It wasn't long before I realized that I was at the local casino regularly, so I began to alter my appearance. The sign was there – I did not want to be recognized - I was ashamed. But this did not stop me from visiting the cash machine so many times each day that I lost count. As long as I had money I was happy because that meant there was more time to play. I was able to not stress about my daughter or worry about the money I was losing. I could easily be lost in my gambling.

Eventually I began to lie and steal time from my employer, gave up important responsibilities and started to see a major dent in my finances. Although I occasionally panicked when I recognized the reckless change in my behaviour, I was able to keep a cool exterior and manage my gambling with intensity.

Once I ran out of money, I began to spend my daughter's inheritance, entrusted to me by her grandparents. I never thought that I would ever steal, and taking my daughter's



money without her knowledge and consent was my first act of sheer dishonesty. I began to feel even more depressed and everything I thought was good about me was lost. At this time I knew that something was wrong but I just couldn't stop myself. Each time I went to the casino, I told myself that would be the last time, but I would feel an urge that was so strong, so forceful, that the only thing that would satisfy me was to gamble.

This was a very dark period in my life. There were times when I felt I could not breathe, I did not eat for days and there was always a feeling of panic in my chest. I knew that something horrible was happening but the only thing I knew how to do was to go back to the casino for a few hours of relief. But those few hours became days and I continued to lose all my money. I still was not aware that I was a problem gambler.

Over time, I became more reckless; I often drove late at night and received several tickets for speeding and for

failure to carry my auto and insurance documents with me. I constantly lied to my employer about my whereabouts when I should have been at work, but I was good at my job and no matter what. I was trusted, well paid and never questioned about my actions or decisions.

For the first time in my life I had no answer. A feeling of helplessness engulfed me when I realized that my life had spiraled out of control. By this time I had totally isolated myself from everyone and resided in my world of pain and sorrow. Day by day, I felt myself withering away. I was filled with emptiness, anger and pain and it wasn't long before depression took over.

My salary could no longer support my gambling habit so I started embezzling from my employer. I had lost all sense of right and wrong, lived in constant fear and guilt but I still continued to gamble. Living alone and not having to be accountable to anyone gave me more freedom to continue with my destructive behaviour.

I began to reflect on my life and decided that I had hit rock bottom. I was afraid to look in the mirror as I did not recognize the broken person with deathly eyes looking back at me. When my pain became unbearable and it was

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impossible to continue living in misery and torment, I turned myself in to the police.

I knew that I had to get help; I finally found what I was looking for – The Jean Tweed Centre. I visited my doctor and told her about my dilemma, what I intended to do and she supported and encouraged me. Talking it over with her gave me clarity and I began to feel that there was a solution. It was very difficult for me to let go and ask for help because I have always been independent. After several I finally made it in to The Jean Tweed Centre and met with a counselor.

By this time I had lost everything including my dignity, my friends, my health and my integrity. The only solid thing that I owned was my faith and hope. After four months of attending individual counseling and a day program, I was admitted to the residential program at Jean Tweed for three weeks. This is where my healing started. Therapy was very real; it stirred up so many emotions, the greatest ones being remorse and shame. I had never been in therapy before and

this was out of my comfort zone, but as I learned to connect and deal with my emotions, I began to feel purged and peaceful. I was not alone anymore

Through counseling I was able to acknowledge some of the underlying reasons for my gambling, accept the fact that I am a problem gambler, admit my mistakes and allow myself to start feeling again. I still had legal problems to contend with and my health deteriorated. I attended Continuing Care for 2 years. During that time, I was sentenced to 18 months of house arrest, 2 years probation and an order to pay restitution. I am very grateful that my punishment was not as harsh as I expected. I have placed myself in self-exclusion from the casino and have not been there in over 3 years.

I learned the art of breathing, grounding and continue to practice honesty, integrity, compassion and self discipline. I learned to do the best that I can with what I have, prioritize my healing, set boundaries, watch for danger signs, pace myself, always think of the consequences, listen to my needs, accept myself with love for the way I am, ask for help and stay safe.

I lived in a shelter for almost one year but I now have a nice apartment. I continue to work on myself, participate in an outreach community program, experiencing great joy in giving through volunteering, practicing humility and using all the tools that I was taught to use during my time with The Jean Tweed Centre.

Today I am a different person and continue to explore new interests. I am more realistic with expectations of myself and others. I am working on regaining my self-respect. I still have a long way to go to and I am confident that I have the tools to get me to where I want to be.

I still have the occasional craving but it is not overpowering and crippling anymore and it soon passes.

I will always be grateful to my daughter, lawyer, the judge who presided over my court hearing, medical professionals, counselors, members of my group, and all others who have been a part of my journey, held me accountable, gave me encouragement when I faltered, showed me love, respect and understanding.

My most special thanks is to the staff of The Jean Tweed Centre. They created a professional, safe, caring and non judgmental environment for me to start my healing. In this space I started learning to trust again. Through their teaching and encouragement I will be able to make good decisions in my life, and remember that I am a good person who made some bad decisions along life's way and I deserve happiness

Capacity Building and Partnerships



The Jean Tweed Centre has a long standing tradition of working in collaboration with other services and sectors. We believe we are stronger and more effective when we work together, share responsibility and tap into the creativity of varied mandates and perspectives.

The Jean Tweed Centre has been a leader in the development and promotion of Best Practices for Women with substance use and gambling problems. We have, for example, advocated for the inclusion of services for children in treatment settings, outreach services to marginalized women, and trauma support/informed services for all women seeking help. At present, we are engaged in numerous service partnerships in the Health and Social Service Sector and we are active participants in system planning at all levels of government and local service planning.

The following describes some initiatives currently underway:

Service Partnerships

- Strengthening Families for the Future: A 14-week program delivered to families with child welfare involvement.

*Partners: Centre for Addiction & Mental Health
(+ a host of sites located across the GTA)*

Funder: Ministry of Children and Youth Services

- UHN Mental Health Partnership: On site mental health assessments and access to follow-up psychiatric care coupled with training and knowledge exchange.

Partners: Toronto Western Hospital

- Supportive Housing for women-led households who have a) chronic/severe substance use or b) concurrent mental health and substance use.

Partners: Mainstay Housing and YWCA

Funders: TCLHIN

- Outreach Services for women who have both mental health and substance use problems along with current involvement in the Criminal Justice System.

Partner: Reconnect Mental Health Services

Funders: Mental Health and Justice Initiative, TCLHIN

- Concurrent Disorders Support Service Networks – Toronto Central & Central West Initiatives: To enhance service capacity through knowledge exchange and improved access to concurrent disorder capable services.

Partners: A large number of cross sectoral service providers in the Toronto Central and Central West LHINs

- Pathways to Healthy Families: Outreach to pregnant and parenting women in 4 locations across Toronto.

Partners: Rosalie Hall, Robertson House, Aboriginal Withdrawal Management Services (Toronto East General)

Funder: TCLHIN

Capacity Building

- Children Affected by Substance Abuse – 3 components:

1. Jean Tweed Staff located in Intake at Toronto Children's Aid Society (CAST) offering consultation & training.
2. The collaborative development of a best practice protocol for CAST Intake working with families presenting with substance abuse related issues.
3. The development of a provincial on-line substance abuse training for Child Welfare service providers.

Funder: Health Canada

- Pathways to Healthy Families: Training, education and consultation for services networks across Toronto.

Partners: Housing/Shelter, Community Health Centres, Youth Education/Substance Use Services

THE JOYCE SHIPLEY EDUCATION FUND FOR WOMEN

In Memory of Maryjane Schmitz

A family history of substance abuse and sorrow contributed to Joyce Shipley's personal battle with substance abuse. As she came to understand her own history, she made a commitment to teach her daughters about the importance of helping other women struggling with substance use to increase their self esteem. Maryjane Schmitz, her daughter, was a treasured counsellor at The Jean Tweed Centre for many years.

MJ, as she was affectionately known, was committed to helping women know their strengths and to believe in their goals. Sadly, MJ passed away in 2010. The Joyce Shipley Education Fund for Women was later established, at MJ's request, to honour her mother and to continue the tradition of assisting women and in particular to support their efforts to further their education.



The first recipient of the Joy Shipley Education Fund was selected in the Summer of 2011; the second in the Winter of 2011, and the third in the Summer of 2012.

For more information about the Education Fund, please visit www.jeantweed.com





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