

The Jean Tweed Centre



For Women & Their Families

2020-2021 Annual Report

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 approach to health care. Our services help women develop insight and life skills to reinforce healthy choices, now and in the future.

■ 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.

■ Our Mission

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

■ Our Values

Women-centred
Strength-based
Trustworthy
Inclusive and equitable
Trauma-informed

The Jean Tweed Centre



For Women & Their Families

BOARD OF DIRECTORS

CHAIR:

Lara Root

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Ian Genno

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Shirley Hyre

Matto Deepa

Neto Carla

Mary Jane McNally

Evan Thompson



In it together 2020-2021

CHAIR AND EXECUTIVE DIRECTOR'S REPORT

This year was a year like no other we had ever experienced. We weathered the storm, prioritized safety, supported each other and provided care for those who needed it most.

For our clients this meant having to parent a newborn without safely being able to leave the house to get much needed supplies, recover from an overdose due to contaminated drug supply, or try to reach out for help for the first time when so many services were unavailable.

For our staff it meant being there for each other, assisting women and their families while navigating new and intensive safety protocols and managing the disruption covid-19 had on their families and communities.

Working with our partners, we quickly mobilized to offer services in new ways, coordinating resources and efforts to reach the most vulnerable and supported a system response to an unanticipated global emergency.

In 2020-2021 we responded to the emergency needs of parenting moms. In the height of the pandemic many clients were at home with their children and found it challenging to access food to feed their family. Staff supported clients to get connected with Second Harvest food banks and also delivered food and baby supplies to their door. We were able to distribute food cards, which ensured we could see first-hand how the families we work with were coping.

We redeployed staff to assist women on the centralized case management waitlist (The Access Point) who were in desperate need of crisis counselling support. Through this work, a number of women were also connected to our other services such as Pathways to Healthy Families and our housing programs.

“Our ability to be innovative and shift how we serve women during the pandemic is something that I will always be very proud of. We were able to support women during a time of extreme isolation during the lockdowns.”

Jean Tweed Centre Staff

In order to ensure accessible, flexible options for women across the province the Intensive Online Program (IOP) program was developed. The IOP provides a 3 week intensive online experience with group, workshops and individual counselling. Due to the great response we have continued the program. Women also received online supports pre and post program with access to the Centre's intake, continuing care, and trauma programs.

“It is refreshing and exciting to see women who would have never sought help for their substance use finally find a mode of service delivery they are comfortable with. The Positive feedback of IOP group participants is very rewarding and highlights that this program was always much needed!”

Jean Tweed Centre Staff

These programs were made possible by the tireless support of our board of directors, staff members and many supporters who found ways to give. It is because of this collective work we were able to be there for women like Naomi who says “I have come through so much and the time for healing was expedited by my involvement with the Jean Tweed Centre and their ongoing involvement with me.” (*Hear from Naomi on page 4*)

At a system level we secured our place as a member and leader in the Mid West Toronto Ontario Health Team (MWT OHT) where we will ensure the needs of women and their families are a central part of new models of care. Like us, MWT OHT believes “If we can design a health care system that works for our most structurally vulnerable populations, then we will be designing a health care system that works for everyone.” Along with others, we renewed our commitment to diversity, equity and inclusion work investing in training all our management staff and putting a multi-year plan in place. Finally we developed our strategic plan which we look forward to unveiling in 2021-2022.

Most importantly this year we learned that we are all in this together and together we can face any challenge and come out stronger.

Thank you.



Lara Root
Lara Root
Chair



Michelle Coombs
Michelle Coombs
Executive Director



MY STORY

Naomi

A Story of Triumph

The year 2020 was the best year of my life. I am sure that is not a statement that can be said by many, as collectively 2020 will go down in history as one of the most difficult for most people. For me, the year will be known as the one I went through the most significant and transformative change, all thanks to the ongoing support and encouragement I experienced from the team at the Jean Tweed Centre.

I came to know the Centre in desperate need for change. My life was literally hanging on by a thread. I was deep in the trenches of addiction. Having been addicted since my early teens, approaching 40, and pregnant from an abusive man I had just left, I checked into receiving help from the Jean Tweed Centre. What is most important to note, is that I had been seeking help for years previous, but having lived in British Columbia for the past 10 years, access to help was not obtainable without a significant amount of money. The most inexpensive treatment program that was subsidized by the government was \$3500. I was devastated and

felt like I had no way out. I found myself back in Toronto, starting over, pregnant, no job, no support, back where I tried to escape from a decade earlier, but there was hope. There was the Jean Tweed Centre for women just like me, best of all, it was free! I wasted no time in getting started.

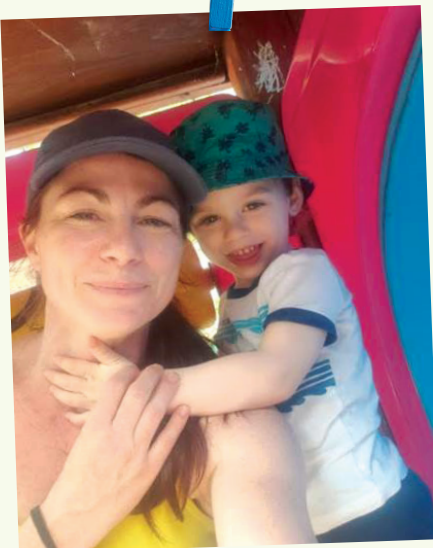
The journey began with counselling before I was accepted to the residential program for a month. It was here I learned the importance of routine and self care. Learning how to learn again was also a part of growth I now enjoy as part of my path. The experience was wonderful, I could feel myself growing everyday along with the child inside of me, I suddenly was not so afraid anymore about what the future would bring. I named my child after a character in a book I read while staying there. It was so impactful to me that there was finally help to grow and it was accessible to me, when I needed it. I left the residential program ready to finally be a loving parent to my self and my soon to be son.



I found myself again with another abusive man, who I had to again escape. I knew I did not deserve this train of abuse now and I was going to change it! My Pathways worker was paramount in this next phase.

I left Toronto again, moved to Southwest Ontario where I lived in a shelter for 5 months. As soon as I had relocated, my worker called me about entry to the program, which provided education, childcare, therapy, housing, and internship for the next 4 years. She advised I continue to go through with the registration I had already began. At this suggestion, I did. I took a train from returning to Toronto 4 times in as many months with my infant and suitcase for the 6 hours journey each time to arrive for interviews, and academic testing to qualify. I was accepted and able to move from the shelter in Southwest Ontario to where I reside now, back in Toronto and in a Business program at a local College, my third semester, going strong.

When the pandemic hit, I was already here and safe, my Pathways worker showed up to my door, weekly, to help me with everything from my mental state, to child minding while I did tests, to groceries, to Christmas gifts, to accompanying me at the hospital for visits with my son. There was nothing she would not do for me. If it were not for this paramount pillar of strength in my corner, I would not be able to say the best year in my life was, 2020.



Currently I am ready to take on the world with a new perspective and unstoppable strength. I continue to access supports wherever possible and gain new perspectives all the time and embrace my trauma past, as a key for understanding. I volunteer for a peer program in College, and can already credit to winning the pitch competition for a leading consumer goods company this past year with a colleague from the team. I now consider myself a leader, and that will never change. I have come through so much and the time for healing was expedited by my involvement with the Jean Tweed Centre and their ongoing involvement with me. By working together and through what will be known to many as the hardest year they ever had to face, the same cannot be said by me. The world is a better place now, and I have Jean Tweed to thank.

“I have come through so much and the time for healing was expedited by my involvement with the Jean Tweed Centre and their ongoing involvement with me.”

Naomi, Jean Tweed Centre Client

Programs and Services – Highlights

The Jean Tweed Centre continues to help women overcome the hardships they face, made even more challenging by the global COVID -19 pandemic. Some of our work shifted to provide basic needs and support as women struggle with social isolation, limited access to primary care and increased mental health concerns. Women and families can take part in one or multiple programs to ensure they get the necessary support. In 2020-21 the Centre introduced virtual programs as a way of adapting to Covid-19 safety regulations.



FOLLOWING ARE 2020-2021 HIGHLIGHTS:



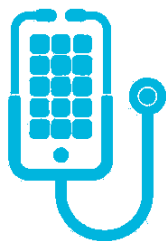
Online Parenting Program

Clients of Jean Tweed Centre were invited to join weekly drop-in parenting support sessions. The group provides mothers with a supportive, non-judgmental group to discuss parenting, through a trauma informed lens. We welcomed mothers with children of any age, who are parenting in any capacity.

The group started in October 2020, and has since served 16 mothers.

“The demand for women specific services to address mental health, substance use and gambling concerns continues to increase. We have rapidly adopted new models of care such as digital health platforms and other technological supports.”

Jean Tweed Centre Staff



190

clients were served via the Ontario Telemedicine Network (OTN)

42 trauma group sessions were held



308

women took part in the Support and Stabilization program

624 IOP Counselling Sessions were provided

IOP Program

In responding to our clients escalating needs, our Intensive Online Program (IOP) ensures clients have access to the much-needed support during the Covid-19. IOP is a three-week intensive virtual program, delivered by our knowledgeable clinical staff. It is a successful, accessible option for any woman who needs an intensive online program for substance use and/or gambling concerns in an environment where her needs are understood. It reaches women all over the province, in cities and rural centres, women at home, in hospitals, and in shelters. 230 women were served as the wait list decreased significantly.





76

clients served under the Release from Custody program



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



95

Continuing Care group sessions were held



JTC participated in **5** research projects

Mom and Kids Too (MK2)

Traditionally, the Mom and Kids Too Program (MK2) runs for seven-weeks supporting women who are pregnant or parenting children 0-6 years of age. The COVID-19 pandemic restricted in-person gatherings. MK2 was revamped and transitioned into a five-week, intensive online program. The program supports women from across Ontario during a period of time when most parenting women have been displaced and are struggling with loneliness.

“Having a structured space in which I can seek support and communicate with other mothers in similar situations has been extremely beneficial.”

Jean Tweed Centre Client



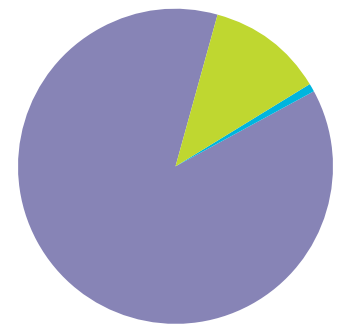
Statement of Operations Year Ended March 31, 2021

	TC LHIN	Non-TC LHIN	Fundraising	Capital Asset Fund	2021 Total	2020 Total
REVENUE						
Operating Grants	5,020,327	679,543	-	-	5,699,870	5,450,175
One-time Funding	256,034	3,710	-	89,790	349,534	62,942
Rental Income	33,616	-	-	-	33,616	54,410
Donations and Fundraising	-	-	68,300	-	68,300	213,225
Childcare Subsidies	25,481	-	-	-	25,481	51,665
Interest Income	-	-	12,723	-	12,723	26,024
Transfer to Capital Fund	(135,821)	(27,440)	-	163,261	-	-
	5,199,637	655,813	81,023	253,051	6,189,524	5,858,441
EXPENSES						
Salaries	3,495,193	231,708	18,307	-	3,745,208	3,815,261
Employee Benefits	452,043	39,769	3,266	-	495,078	586,238
Office and General	960,017	384,336	3,141	-	1,347,494	859,498
Rent and Utilities	286,294	-	-	-	286,294	294,078
Special Projects	-	-	500	-	500	18,646
Fundraising Activities	-	-	23,492	-	23,492	92,149
Amortization	-	-	-	85,343	85,343	39,647
	5,193,547	655,813	48,706	85,343	5,983,409	5,705,517
Funds due to TC LHIN	6,090	-	-	-	6,090	61,552
Excess (deficiency) of revenue over expenses	-	-	32,317	167,708	200,025	91,372

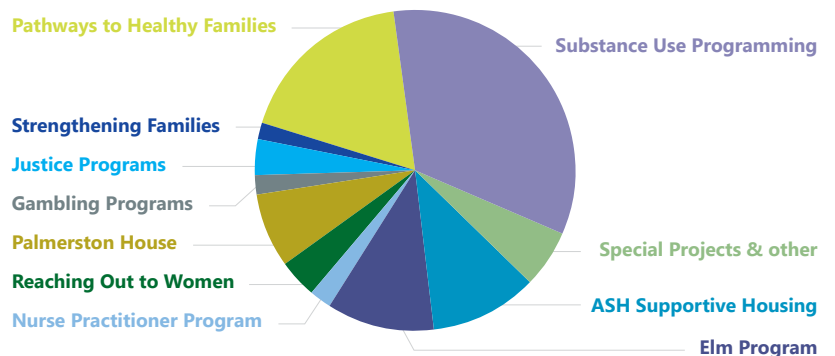
Toronto Central (TC) LHIN FUNDS		
	\$	%
Operating Fund	1,876,965	38%
Pathways to Healthy Families	804,330	16%
ASH Supportive Housing	601,730	12%
YWCA Supportive Housing	604,693	12%
Reaching Out to Women ROW	219,130	4%
Ontario Telemedicine Network	128,587	3%
Palmerston House	410,194	8%
Program Gambling	110,407	2%
Release from Custody	101,720	2%
Sessional Fees	29,212	1%
Total Funding	4,886,968	100%

Other Funds		
	\$	%
Central West Pathways	197,500	29%
City of Toronto-Investing Neighborhoods	39,110	6%
Criminal Justice Initiative JAM	95,472	14%
Strengthening Families	91,463	13%
Special Projects	255,998	38%
Total Funding	679,543	100%

■ TC - LHIN 87%
■ Non TC - LHIN 12%
■ Fundraising 1%



Expenses 2020-2021	
	\$
Substance Use Programming	1,876,965
Special Projects & other	324,320
ASH Supportive Housing	601,730
Elm Program	604,693
Nurse Practitioner Program	128,587
Reaching Out to Women	219,130
Palmerston House	410,194
Gambling Programs	110,407
Justice Programs	197,192
Strengthening Families	91,463
Pathways to Healthy Families	1,001,830



Our Donors

Staying on Course

CHARITY GOLF CLASSIC



Thank you to our corporate sponsors and those who attended the 22nd annual Staying on Course Charity Golf Classic. This event is our largest fundraiser of the year and the funds raised allow us to grow our new initiatives and expand our 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, Katherine Devlin, Real Estate Broker, CBI Health Group and many more.

In The Community

By supporting the Jean Tweed Centre, you can make a difference in the lives of countless women and their families. Your support translates into hope, healing and a new start for women looking to overcome challenges with substance use, gambling and mental health concerns.

Every donation makes a difference, and you can choose a way to support Jean Tweed Centre that best works for you by visiting our website at www.jeantweed.com. Together, we can ensure that the growing number of women asking for help have a safe place to go.



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

The Jean Tweed Centre



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215 Evans Avenue,
Toronto ON M8Z 1J5

T 416.255.7359

F 416.255.9021

www.jeantweed.com

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