

The Jean Tweed Centre



For Women & Their Families

hope. help. healing.



2021-2022

ANNUAL REPORT

# Who we are

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

## Our 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

### VICE-CHAIR:

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# Executive Director/Chair's Report

2021-2022

Each Jean Tweed Centre Annual Report is an acknowledgement of the impact the Centre has on the lives of women and their families. For almost 40 years, the Centre has been a model and a leader among organizations dedicated to supporting and empowering women who face a range of challenges. Every day, our dedicated team members work to help women heal and thrive.

Our 2021-2022 Annual Report showcases the immensely talented and passionate individuals who comprise the Jean Tweed Centre's community. It is also an opportunity to honour the team, partners and supporters who make our work possible. The release of this particular report though, feels like something even more. The sum of this year's events is highlighted in the following pages, and offers evidence of the essential nature of Jean Tweed Centre's work, especially during this prolonged period of unprecedented social disruption.

Despite the continuing restraints of the Pandemic, this past year was marked by the successful introduction of new initiatives at the Centre which have expanded existing services and created new ones. In order to ensure accessible, flexible options for women and their children, while ensuring safe COVID protocols, we developed a continuum of virtual programs to sustain and enhance individual and group support.

Overall, we experienced increased demand for our online services largely due to their accessibility and geographical reach. This year, we provided an impressive 674 virtual group sessions and 2,505 direct service sessions through the Centre's virtual services. This reflects the versatility that is needed to support Jean Tweed clients across the province.

Growing waitlists for residential treatment are a long-standing concern in the sector. We were therefore delighted to receive the news this year that JTC had been granted an increase in base

funding to expand and support services in the addictions sector. This resulted in an increase of five additional and much-needed residential beds for the Centre's intensive residential program.

Building creative and innovative partnerships and expanding networks to reach the most vulnerable was a focus of "In Your Corner", a unique Service Navigation project. This project harnessed the support of four agencies to create seamless case management and navigation support that helps to close transition gaps between services. This annual report documents these new initiatives, and many more.

At a system level, the Centre has continued as a member and leader within the Mid West Toronto Ontario Health Team (MWT OHT) through the participation on the executive committee and our engagement in OHT initiatives including West Toronto, East Toronto and other neighbouring OHT tables.

In collaboration with the Board of Directors, staff and clients, and other stakeholders, we finalized the Centre's strategic plan for the years 2021-2025. For the next four years, JTC will focus on five key strategic directions: Leadership in Trauma-Informed Women Centred Services; Knowledge Creator and Mobilizer; Influencing Systems; Facilitating Access Through Collaboration and Sustainability and Resilience. As well, advocacy is an integral component of each strategic direction. The Centre developed an Advocacy Plan that outlines a framework to ensure that our resources are focused on the vital and primary outcome of better services for diverse women with substance use, mental health, and gambling concerns – and their families.

During the fiscal year 2021/2022, Jean Tweed embarked on a journey to integrate Diversity, Equity, and Inclusion (DEI) into the values of our Centre. The first phase of our work was to develop

the foundation necessary to support and sustain core DEI concepts and applicable philosophies. Working with a DEI Working Group, a DEI framework was developed to outline the key DEI areas that matter to JTC. These areas include promoting a diverse community at JTC, fostering a positive learning culture to sustain and support DEI initiatives and a measurement strategy to monitor and track our learning.

To help integrate evidence into service delivery, JTC has adopted an approach that aims to strengthen our decision-making process. Our evidence-informed practice framework encourages considering multiple perspectives from clients, the organization, the situation, and research evidence when making important service decisions. We have applied this process to new program development, and policy and procedure decisions. JTC is committed to this approach and to ensuring that decision-making can be shared by all stakeholders, promoting higher levels of accountability and transparency.

As we face some of the greatest challenges yet in reaching those most vulnerable, we, the Board and staff at JTC, will continue to work collaboratively with our funders, partners, and the brave and resourceful women who seek our help as we work to build a responsive, innovative and inclusive service delivery system.

Thank you.

A handwritten signature in blue ink that reads "Lara Root".

**Lara Root, Chair**

**Susy Cannon and Julia Bloomenfeld,**  
*Acting Executive Directors*



# MY STORY

*Sandra*

## A Story of Resilience and Courage

Hi, my name is Sandra.

I am a client of the Jean Tweed Center.

I first came to the Jean Tweed Center in 2004, pregnant and in need of treatment like never before. I would have been at rock bottom at this point in my life.

I was living in a basement apartment with my child's father. The apartment was not up to date with maintenance. The walls were all cracked. There was cold air coming in all the time. The floors had old smelly carpets that hadn't been cleaned for years. We would put blankets along the walls just to keep warm. There were mice and cockroaches all around us. You can hear them and see them, especially at night. I knew this was not an ideal situation to bring a child into. I knew I would have to get clean if I wanted to give myself and my baby a fighting chance. My six-month pregnancy was coming up and I knew I had to get help to get clean.

I went to a nearby outreach center for people struggling with addictions, abuse and so much more. They were incredible in what they did. I knew if they weren't able to help me, they would be able to direct me to a place that would.

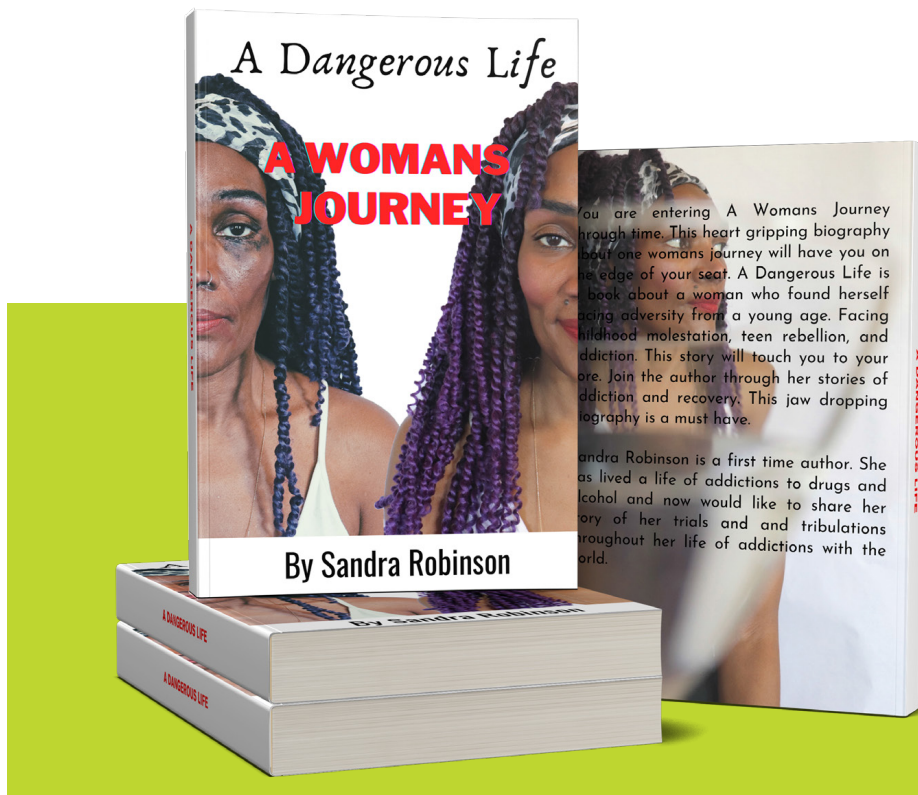
One day, I just made up my mind, got dressed and went straight to the Jean Tweed Center. I was advised to speak to a lady. She was a worker at Pathways, a Center for women and families with young children facing addictions and so on. They also worked alongside the Jean Tweed Center.

This woman I met was a godsend, she took me under her wings. She set it up so that I was able to attend the Jean Tweed Center in my seventh month of pregnancy.

The Jean Tweed Center would have a couple of reserved beds for pregnant women. I was thrilled when I heard that. Once my turn came up to enter the treatment program, I knew I had a lot of hard work ahead of me. When I got to the center the staff was super nice to me. The women in my group were wonderful. We were all there for the same purpose which was to get clean. We all respected each other's journey. It was such a safe and wonderful feeling being at the Victorian house, all the women stayed at during their 21-day inpatient treatment program. We would attend classes during the day at the Center's main office and return to the Victorian house in the evening.

I could always count on the staff to help me with any situation I brought forth to them. They made me feel so at home, it was hard to say goodbye at the end of the program. The connections I made with the staff and other clients made it so hard to leave.

Once I completed the program, I was able to stay clean for about 2 years.



Sandra's book is available now. Pick up your copy today from Amazon<sup>1</sup>, Apple Books<sup>2</sup> and Barnes & Noble<sup>3</sup>.

I attended the Jean Tweed Center aftercare program to stay on track in my recovery. I would attend twice a week as I had my new baby. Once a week, I would bring the baby to my support group and on the second day, I would leave the baby with my mom and dad. They loved having the baby at home with them, which gave me a little me time.

The Center had a daycare where the women can leave their children while they attend their programs. They were so good with my daughter. I became really close to a few of the daycare workers while attending the Center.

Later on, down the road in 2018 I found myself in need of the Center's help again. I got myself mixed up with some bad people after being laid off from my job. I got deeper into drugs and alcohol and found myself arrested for something I didn't do but was blamed for nonetheless. I was ordered to attend the Jean Tweed Center inpatient program once again to get clean while I was out on bail. I welcomed the opportunity with open arms because I was ready to get clean once again.

I also knew attending the program would keep me out of jail. Jean Tweed Center is a reputable program that is recognized by the courts. It's a safe place to be and the staff looks out for their client's best interests.

Once I completed the program the center helped me establish housing and provided aftercare programs to help me stay on track. Again, I was able to stay clean for approximately one year. December in 2020, I decided to get clean once again. I did it on my own this time as the world was going through a pandemic, Covid-19 hit and the world changed. We were on lockdown and everything was closed except for the stores that carried essential items.

I knew I could get clean with the tools I was given during the time I attended the Jean Tweed Center. I would go over my notes, from the lessons I was taught during my stay at the center, following their guidelines made it easier to recover. I would journal about my life on and off drugs and alcohol and how I got to this place of recovery and share my journey on social media.

The support I received inspired me to write a book and create a website where I share more recovery stories like this one. I share tips, news and so much more. I recruit women to sell Avon skin and beauty products, which I also sell. Jean Tweed Center and Avon are two companies that give back to women and support them in so many ways. Part of the proceeds from my book and the products I sell are donated to these two companies that help women better themselves.

*Sandra, Jean Tweed Centre Client*

1. <https://www.amazon.com/Dangerous-Life-womans-Journey/dp/B09D6DGKFR>  
 2. <https://books.apple.com/us/book/a-dangerous-life-a-womans-journey/id1583081371>  
 3. <https://www.barnesandnoble.com/w/a-dangerous-life-sandra-robinson/1140055892>

# Programs and Services – Highlights

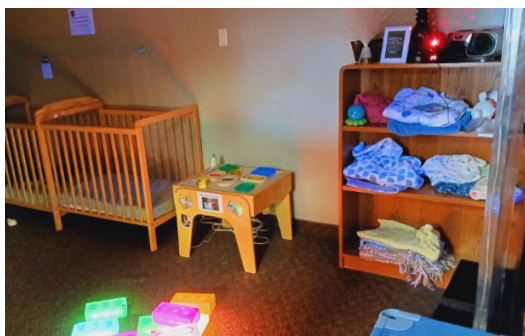
## Child Development Centre

The Child Development Centre was created to eliminate a major barrier that many women face when accessing treatment. The space is designed to be welcoming and inclusive of all families and to be a safe, nurturing environment that supports learning, growth and connection while families are accessing services at the Jean Tweed Center. The Child Development Centre remains one of the only Licensed, on-site child development centers with a treatment facility within Ontario.

While children are attending the Child Development Centre, we use the Ages and Stages (ASQ) to assess and track their developmental progress. The Centre is able to make referrals to other services e.g. Speech and Language, Behavioral Support, if we observed that a child may need extended support.



**25** children and their families received in person support from the CDC



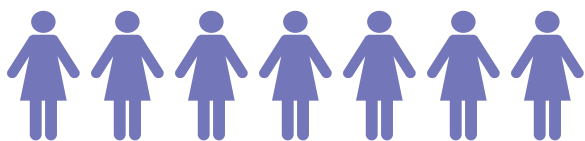


# 262



women took part in Support  
and Stabilization

Women were asked in a parenting session, what brings them back each week. The mothers shared that it was nice for them to have a non-judgmental, trauma-informed space, where they can talk about their parenting, substance use and child welfare struggles and feel supported and heard by other group members and staff.



# 790

Group participants  
Attendances

“Loved the group. I thought I was alone, but I know that there are other women who have experienced similar things.”

– Jean Tweed Centre Client



# 292

clients were served via the  
Ontario Telemedicine Network  
(OTN)

# 46

mothers were  
supported virtually





We welcomed

**29**

new students  
and

**7** new volunteers

**83**



clients were served by  
Reaching Out to Women (ROW)

We held **125** Continuing  
Care group sessions

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

**43%** of clients in supportive  
housing in 2019 -2020 were in  
their units for **5 years** or more

**50%** were  
in their units for  
**4 years** or more



We held **60**  
trauma group sessions

“Listening to other women’s  
voices - their feelings,  
struggles and oodles of  
wisdom, I don’t feel alone  
when I am with the group.”

– *Jean Tweed Centre Client*



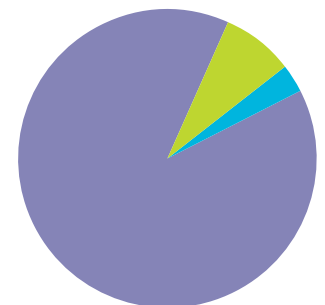
# Statement of Operations Year Ended March 31, 2022

	Ontario Health Toronto Funds	Non-TC LHIN	Fundraising	Capital Asset Fund	2022 Total	2021 Total
<b>REVENUE</b>						
Operating Grants	5,311,671	509,978	-	-	5,821,649	5,699,870
One-time Funding	126,090	-	-	-	126,090	349,534
Rental Income	33,578	-	-	-	33,578	33,616
Donations and Fundraising	-	-	175,821	-	175,821	68,300
Childcare Subsidies	29,056	-	-	-	29,056	25,481
Interest Income	-	-	6,258	-	6,258	12,723
Transfer to Capital Fund	(11,741)	-	-	11,741	-	-
	<b>5,488,654</b>	<b>509,978</b>	<b>182,079</b>	<b>11,741</b>	<b>6,192,452</b>	<b>6,189,524</b>
<b>EXPENSES</b>						
Salaries	3,443,767	240,497	42,675	-	3,726,939	3,745,208
Employee Benefits	556,782	45,662	8,016	-	610,460	495,078
Office and General	925,972	223,819	4,392	-	1,154,183	1,347,494
Rent and Utilities	320,080	-	-	-	320,080	286,294
Special Projects	-	-	54,476	-	54,476	500
Fundraising Activities	-	-	27,355	-	27,355	23,492
Amortization	-	-	-	74,500	74,500	85,343
	<b>5,246,601</b>	<b>509,978</b>	<b>136,914</b>	<b>74,500</b>	<b>5,967,993</b>	<b>5,983,409</b>
Funds due to Ontario Health Toronto	242,053	-	-	-	242,053	6,090
<b>Excess (deficiency) of revenue over expenses</b>	<b>-</b>	<b>-</b>	<b>45,165</b>	<b>(62,759)</b>	<b>(17,594)</b>	<b>200,025</b>

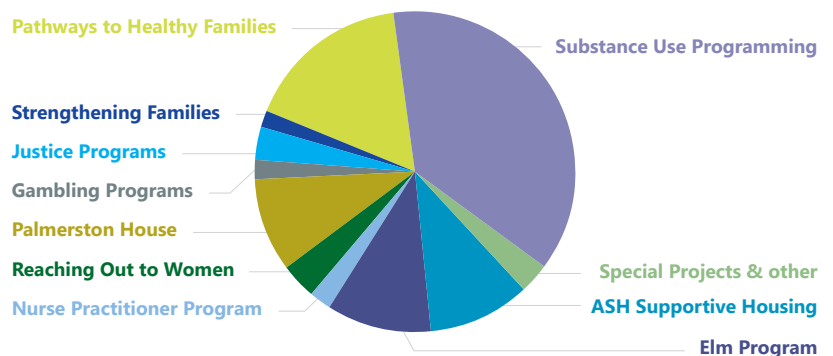
Toronto Central (TC) LHIN FUNDS		
	\$	%
Operating Fund	2,168,730	42%
Pathways to Healthy Families	804,330	16%
ASH Supportive Housing	601,730	12%
YWCA Supportive Housing	604,693	12%
Reaching Out to Women ROW	219,130	4%
Ontario Telemedicine Network	128,587	2%
Palmerston House	410,194	8%
Program Gambling	110,407	2%
Release from Custody	101,720	2%
Sessional Fees	28,790	1%
<b>Total Funding</b>	<b>5,178,311</b>	<b>100%</b>

Other Funds		
	\$	%
Central West Pathways	164,568	32%
City of Toronto-Investing Neighborhoods	32,627	6%
Criminal Justice Initiative JAM	95,472	19%
Strengthening Families	91,463	18%
Special Projects	125,848	25%
<b>Total Funding</b>	<b>509,978</b>	<b>100%</b>

■ TC - LHIN 89%  
 ■ Non TC - LHIN 8%  
 ■ Fundraising 3%



Expenses 2020-2021	
	\$
Substance Use Programming	2,168,730
Special Projects & other	187,265
ASH Supportive Housing	601,730
Elm Program	604,693
Nurse Practitioner Program	128,587
Reaching Out to Women	219,130
Palmerston House	543,554
Gambling Programs	110,407
Justice Programs	197,192
Strengthening Families	91,463
Pathways to Healthy Families	968,898



# Our Donors

## Staying on Course

CHARITY GOLF CLASSIC



Thank you to our corporate sponsors and those who attended the 23rd 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 and many more.



## In The Community

We are grateful to our community partners who have contributed throughout the year. To all of our loyal individual donors for their support and recognition as our services continue to grow. The Centre is always thankful for the support of community members who contribute their time and effort to ensure that the Centre has the resources it needs.

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



This year the Jean Tweed Centre participated in the 11th annual Canadian Alternative Investment Forum founded by Introduction Capital. We would like to thank Introduction Capital for helping us to garner support from among members of Canada's investment community and their generous donation to the Jean Tweed Centre.





# 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



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