

2023-2024 Annual Report



For Women & Their Children

A Year of Empowering Change and Transforming Lives: Our Annual Impact Report

The Jean Tweed Centre



For Women & Their Families

HOPE. HELP. HEALING.

Building A Brighter Tomorrow Together: Reflections and Gratitude From Our Leaders

As we reflect on the past year, we begin by expressing our deepest gratitude to our dedicated staff, whose tireless efforts are the heart of everything we do. We also extend our heartfelt thanks to our incredible donors, volunteers, and Board of Directors. Your unwavering commitment has empowered The Jean Tweed Centre to thrive for over 41 years, delivering life-changing support to women and families. Together, we are not just continuing our vital work—we are shaping brighter futures, empowering women to overcome barriers, and transforming lives.

Throughout these years, we have impacted the lives of over 150,000 individuals, a number that continues to grow. From our humble beginnings, we have expanded to operate seven service centres across the greater Toronto Area, including transitional housing sites.

We are especially proud of our unique programs and services, which set us apart as one of the only facilities in Ontario offering transitional housing for both pregnant and parenting women, with children as young as newborns. Additionally, we are the only center in the province with a licensed child development center, where we focus on providing hope, help, and healing for both mothers and their children.

This past year has been one of growth and advocacy for The Jean Tweed Centre. We've strengthened our programs, raised awareness, and driven change to better serve women and children. While we celebrate these achievements, our journey continues. We remain committed to advocating for critical issues like harm reduction, intimate partner violence, and justice system failures that leave women and children vulnerable.

Our holistic, trauma-informed, and gender-specific approach addresses the interconnected challenges of trauma, substance use, and mental health—especially given that 80% of our clients report a history of trauma.

Our impact spans the province, with in-person and online programs offering a continuum of services from initial care to aftercare. Through trauma work, family support, case management, housing, and justice system assistance, we give women the time and resources they need for lasting change.

In 2023-2024, we launched new initiatives like the GREO project, supporting women affected by gambling issues, and advanced key partnerships and research. Looking forward, we remain dedicated to health equity and population health, ensuring every woman has access to the care she needs. With your ongoing support, we will continue creating a future where every woman and child can thrive.

With sincere gratitude and hope for the future,



Belinda Marchese
Executive Director



Laura Sluce
Board Chair

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Executive Director

Laura Sluce
Board Chair

A Year of Impact: 2023-2024

Building Stronger Futures for Women, Children and Families

Over 1,900 Women & Children served
10,000 Lives Impacted



AT A GLANCE



740

women found their path forward through our Intake Program, where their unique needs were assessed and matched with the most appropriate support and services.



218

women were served through our Supportive and Transitional Housing Programs across five locations: Jean Tweed's own Palmerston House and Broadview, Addictions Supportive Housing (ASH) and Bathurst Street (both in partnership with HLMS), and Elm Avenue Housing (in partnership with the YWCA). Our housing program provides affordable, permanent housing to women-led families facing under-housing and substance use or mental health challenges. Through partnerships, we ensure women access the comprehensive support needed to navigate their recovery and rebuild their lives

517

women were served through our Withdrawal Management Service, Stabilization & Support Program, and Continuing Care, providing essential support for detoxification, stabilization, and ongoing care to ensure they receive the help needed at every stage of their recovery journey.



Did you Know?

On average, every six days in Canada, a woman is killed by her intimate partner—a reminder of the ongoing crisis of intimate partner violence.

Transforming Lives Through Compassionate Care and Comprehensive Services

190

women and families were supported through parenting programs such as MK2 Child & Adult Day Treatment, Pathways to Healthy Families, and Strengthening Families, highlighting our holistic approach to recovery, which includes the broader family unit.



130

women were supported through our work with those involved in the justice system. These programs included release from custody, addressing issues of addiction, mental health, and reintegration into society.

287

women were served through our Telemedicine services, enabling them to remotely access a Nurse Practitioner for essential health care. This service helped break down barriers for women unable to attend appointments in person, ensuring they received the critical care needed.



268

women were served through our Community Intensive Treatment Program, which provided structured, day-based support for substance use and gambling concerns, offered in a hybrid format with both virtual and in-person options

305

Women were served through our Substance Use Live-In Programming, which includes Cumberland House and the Broadview Live-In Treatment Program. These programs provide vital live-in care, helping women build a foundation for long-term recovery

Did You Know?

The relationship between substance use and intimate partner violence (IPV) is complex and bidirectional, involving both victims and perpetrators. Substance use can be a coping mechanism for victims or a precursor to violence. Research shows that women who have experienced IPV are more likely to develop substance use disorders and face higher risks of substance-related issues.



OVER 4,000 OUTREACH INTERACTIONS AND INQUIRIES

Expanding Our Reach:

Comprehensive Support for Women and Their Children Across the GTA and Ontario

How We're Supporting Women and Children



253 Beds available through Withdrawal Management Support Services, Live-in Treatment, Transitional Support, and Supportive Housing Programs

7 Service Locations across the GTA, including **2 Transitional Housing Sites**



Specialized Programs and Services



Over **21 Programs** supporting women and children

The only integrated, licensed, free, on-site **Child Care Centre** of its kind in Ontario



Community Partners

Working Together to Serve Women & Children

Community & Housing

YWCA Elm, HLMS: Houselink/Mainstay Housing, LOFT

Mental Health and Substance Use Outreach

Rosalie Hall, Robertson Hall, Central West, William Osler Hospital

Justice Services

Reconnect, Vanier Centre for Women

Telemedicine

Houselink & Mainstay Housing, YWCA Elm

Reaching Out To Women (ROW)

Fred Victor, Elizabeth Fry Toronto, Sistering, Barbra Schlifer, YWCA Toronto



Did You Know?

On any given night in Canada, 3,491 women and 2,724 children seek shelter due to unsafe conditions at home, mostly from abuse. Around 300 are turned away as shelters fill up, and 1 in 5 women leaving domestic violence shelters return to their abuser.

Networks & Collaborations



- Supportive Housing for People with Problematic Substance Use Network
- Substance Use Service Providers Network
- TC LHIN Urban Telemedicine Working Group
- Concurrent Disorders Support Services Network
- FASD Network
- Toronto Mental Health and Addictions Supportive Housing Network
- Young Parents with no Fixed Address
- Mid-West OHT
- Toronto East Health Partners OHT
- West Toronto OHT
- Children's Aid Society (various areas)
- Toronto Metropolitan University, Dr. Rosanra Yoon
- Centre for Addiction and Mental Health (CAMH), Dr. Leslie Buckley
- Women's College Hospital
- Michael Garron Hospital
- Miziwe Biik
- Native Child and Family Services of Toronto
- Native Women's Resource Centre
- Toronto Council Fire Native Cultural Centre
- British Columbia Centre of Excellence for Women's Health, Dr. Nancy Poole
- University of Victoria, Dr. Karen Urbanoski

Key Insights: Supporting Women's Health, Recovery, and Resilience

- **Autoimmune Diseases:** Women are 4-8 times more likely to develop autoimmune conditions, with cases rising sharply in the last 25 years.
- **Emotional Labour:** Women often carry the emotional and physical stress of families and communities, affecting their health.
- **Chronic Stress:** Prolonged stress accelerates aging and weakens vital body functions, impacting overall well-being.
- **Housing Support:** A 1:15 staff-to-client ratio is essential in housing programs to ensure effective care and support.
- **Bed Shortage:** Toronto offers only 10 residential treatment beds per 100,000 residents, with fewer options for women.
- **Violence Against Women:** 79% of intimate partner violence victims are women, who face a significantly higher risk of homicide by male partners. Women are five times more likely than men to report sexual assault and account for 92% of police-reported cases

Support. Resilience

Women and Children: Building Stronger Families

SUPPORTING WOMEN & THEIR CHILDREN QUICK STATS:

APRIL 1, 2023 TO APRIL 1, 2024

Children ages 0-13 who have accessed services in the Child Development Centre:

- 96% of the children accessing services in the CDC had current or past child welfare involvement
- 42% of the children identified as Black
- 22% of the children identified as Indigenous
- Other demographics were represented in smaller numbers



PROGRAMS, SERVICES AND HOUSING

- Telemedicine Program
- Intake Assessment Program
- Individualized Counselling Program
- Stabilization & Support
- Family Programs
- Child Development Centre
- Trauma Program
- Continuing Care
- Release from Custody (RFC)
- Justice, Addictions & Mental Health (JAM)
- Intensive Online Day Treatment Program (IOP)
- Reaching Out to Women
- MK2 Mom & Kids Treatment Program
- Strengthening Families
- Pathways to Healthy Families Programs
- Problem Gambling (Intake, Outpatient, Continuing Care, 21 Day Treatment, Residential)
- Palmerston House (Transitional Housing for Women and Children)
- Addictions Supportive Housing (ASH)
- Elm (Mental Health, Concurrent Disorders & Support Program)
- Broadview Withdrawal Management Service
- Broadview Residential (5 beds + 10 beds)
- Broadview Transitional Housing
- Bathurst Housing
- 21 Day Treatment Program
- 21 Day Live-in Program at Cumberland House

Making Changes: One Step at a Time

Empowering Women

Program Completion Rate Highlights: *Building Better Tomorrows*

Telemedicine Program - 84.44%

Intake Assessment Program - 97.8%

Mom & Kids Too Program - 90%

Pathways Child Development
Program - 85.71%

Broadview Withdrawal Management
Program - 80%

Stabilization & Support - 76.41%

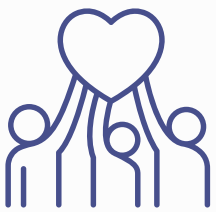


Restoring Hope, Rebuilding Lives:

Reuniting Families and Navigating Child Welfare: Our counsellors, social workers and staff are unwavering in their commitment to reuniting families, helping mothers navigate the complexities of child welfare and unification. We provide vital support to keep families together, ensuring a safe and stable future for both women and their children.



On the Front Lines of Care: From our service sites to the emergency room, our program staff are on the front lines, providing immediate and ongoing support to women and children. Whether it's crisis intervention or access to critical resources, we are there every step of the way, ensuring no woman is left behind.

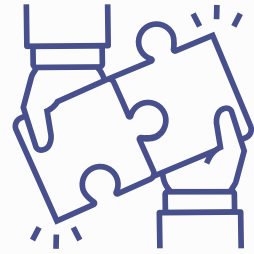


Community and Education at the Heart of Change: We place a special focus on building strong communities and fostering education. By empowering women with the knowledge, tools, and connections they need, we help them overcome challenges and build brighter futures for themselves and their families.



Supporting Women with Histories of Trauma: Over 80% of the women we support have experienced significant trauma in their lives. Our trauma-informed approach addresses these past wounds with care and compassion, helping women heal, recover, and regain control of their lives.

Addressing Complex and Interconnected Issues: Every woman who walks through our doors faces multiple, complex challenges, with 100% of them experiencing mental health issues that often lead to substance use, trauma & violence, housing instability and more. We provide holistic, gender-specific care that addresses all facets of their well-being.



Focused on Women and Children: Our services are designed with women and children in mind, recognizing that their needs are unique. We offer specialized programs that ensure women receive the care they need without fear of judgment, and children can grow and thrive alongside their mothers.

Empowering Women to Overcome Barriers and Transform Their Lives: We understand that cycles of trauma, addiction, and instability can span generations. Our programs are designed to break these cycles, helping women regain their strength, independence, and ability to build a stable future for their children.



A Lifeline of Support: Whether it's transitional housing, addiction recovery, mental health services, or childcare, we offer a continuum of support from the moment a woman enters our care to aftercare services, ensuring ongoing support for her and her family.

Providing Transitional and Supportive Housing: Through our transitional housing programs, we offer safe and stable living environments for women and their children as they rebuild their lives. Our supportive housing services not only provide shelter but also connect women with essential resources, helping them achieve independence, stability, and long-term success.



THANK YOU FOR SUPPORTING OUR WORK AND MISSION

Thanks to the tireless dedication of our incredible staff and the strength of the women and families we serve, lives are being transformed every day.

Together, we are breaking cycles of trauma and creating pathways to healing, renewal, and brighter futures.

To our community of donors, volunteers, Board of Directors, ambassadors, and supporters—your unwavering commitment fuels this journey. Your generosity is truly life-changing, empowering women and families like Laura's to reclaim their lives and build new beginnings.

We are deeply grateful for your support and partnership, and together, we will continue this vital work, uplifting even more women and families.

Thank you for standing with us





Laura's Story

I had just moved to Toronto from a different province with very limited support and guidance. At that time, I was in a toxic relationship, battling addictions, pregnant, and trying to regain custody of my older child. I was determined not to repeat the same mistakes with my recent pregnancy. **That's when I first connected with The Jean Tweed Centre.**

Initially, I started in the addictions outpatient program, but it wasn't until Tasha (the CDC Supervisor) approached me in the hallway while I was pregnant and asked if I wanted to hear about the Mom and Kids Too Program (MK2) **that things really began to change for me. Jean Tweed became a beacon of hope.** I started to feel safe. Through every success, toxic relationship, relapse, and trauma, **I was accepted—not for what I was going through, but for who I was as a person.**

The lengths the staff will go to support people truly show how much they love what they do. Even after losing both of my children to the system and struggling with substance use, I was shown that I was still cared for and accepted. You don't experience that everywhere. **I've been to many facilities and treatment programs, but The Jean Tweed Centre is very detail-oriented in their work.** They ensure that even after graduating, we find continued support through the agency. The care is very individualized. I've seen that I'm not the only person who doesn't want to leave once they're in programming; many people want to stay because they feel safe and supported.

I met Eilish (MK2 counsellor) during my first round of MK2. Although I couldn't complete the program due to my pregnancy, I still felt supported by her. Eilish was there for me during my relapse and even accompanied me to the hospital. We stayed in contact, and I was able to attend another round of MK2. By that time, I felt broken. I had left my toxic relationship, was trying to reconcile with my dad, had signed over custody of my older son to my mom, and was relapsing. Attending Jean Tweed at that time was incredibly helpful. Eilish taught me how to develop self-love and self-respect. **I learned how to find safety within myself and with others.** She felt like a mentor during this journey.

It was Eilish who connected me with Aliha (Pathways counsellor) when I couldn't attend MK2 during the first round. Aliha was always there for me, even outside of scheduled appointments. Both Eilish and Aliha never stopped fighting for me and were always there to help me find resources. With Aliha, I worked on retraining my thoughts and putting that work into practice. I learned different strategies that I could start using and did a lot of emotional work in a safe environment. **I was able to build resilience.**

During my second round of MK2, I built a connection with the Child Development Centre on-site. Even though I knew I was being observed, I still felt safe. The staff cared, interacted with the children, and planned activities. I found a community that was safe.

I love that The Jean Tweed Centre has concurrent disorder programming and provides wrap-around services. I've been through addiction, trauma, and having my children in the system. I was able to navigate parenting, my childhood experiences, and addictions simultaneously. The Jean Tweed Centre takes a non-judgmental approach—no matter what stage of the journey I was in. I felt safe and wanted to come to programming every day because of the support available. I learned practical skills that I can now use. The advocacy with Children's Aid was also incredibly helpful. I'm already planning for the fall when I will be reunifying with my son.

If it wasn't for the support I had, I don't think I would have felt comfortable leaving my relationship and sharing my relapse. The support I received helped me set realistic goals for myself.

I can now sustain my sobriety, value myself, and grow as a mother. I'm an active member of my family. I feel welcomed by The Jean Tweed Centre and continue to grow through my weekly sessions. There are always supports and supplies available—it's like JTC is its own little world, and you get to step into it.

#ThePowerWithinHer

Voices of Resilience: Stories from The Jean Tweed Centre



My Story (Anonymous Submission)

I'm a survivor of AA. I started attending in-person meetings during my fourth month of sobriety. By the time I was a year and a half into the program, I was desperate. I called my psychiatrist and told her that if I continued going to AA, I was going to drink. From the very beginning, I was sexualized, and I didn't realize that everyone there knew each other. The men would talk to me and share my stories. It became unbearable when I was told that I had caused two men to drink. Everyone believed it, and I was set up for physical punishment. **I almost had my skull cracked open.** Although I got sober by attending AA, I was put in serious physical harm's way.

As a result of that desperate phone call to my psychiatrist, she told me about **The Jean Tweed Centre**. I was accepted, and I've changed so dramatically that I can barely recognize myself.

I've participated in many programs, but the art sessions stand out the most to me. As an artist, expressing my feelings through art was a delight, and the learning materials were beautifully illustrated.

Attending AA brought me back to painful memories of childhood abuse, but in private counseling, I've been able to reassure my inner child that she's safe now. **I struggle with chronic trauma and have a long way to go, but with The Jean Tweed Centre's support, I've changed immensely. It feels like putting on a perfectly fitting, new pair of gloves.**

I'm no longer an alcoholic or living in despair. My doctor has diagnosed me with Substance Use Disorder and confirmed that I am in remission. Thanks to The Jean Tweed Centre, I believe I can maintain this remission for life.

From the bottom of my heart, I can say that The Jean Tweed Centre has set me on the path to my best life.

STATEMENT OF OPERATIONS

Year Ended March 31, 2024

| | | | | | 2024 | 2023 |
|---|------------------------------|----------------------------------|------------------|--------------------|-----------|-----------|
| | Ontario Health Toronto Funds | Non-Ontario Health Toronto Funds | Development Fund | Capital Asset Fund | Total | Total |
| Revenue: | | | | | | |
| Operating Grants | 5,612,592 | 1,547,015 | - | - | 7,159,607 | 6,273,947 |
| One-time Funding | 1,273,200 | - | - | - | 1,273,200 | 1,225,841 |
| Rental Income | - | - | - | - | - | 29,593 |
| Donations and Fundraising | - | - | 246,182 | - | 246,182 | 122,595 |
| Childcare Subsidies | - | - | - | - | - | 31,764 |
| Interest Income | - | - | 73,976 | - | 73,976 | 48,426 |
| | 6,885,792 | 1,547,015 | 320,158 | - | 8,752,965 | 7,732,166 |
| Expenses: | | | | | | |
| Salaries | 3,822,388 | 1,000,424 | - | - | 4,822,812 | 4,381,944 |
| Employee Benefits | 755,758 | 112,327 | 200,000 | - | 1,068,085 | 650,190 |
| Office and General | 1,617,557 | 432,468 | 38,613 | - | 2,088,638 | 1,712,122 |
| Rent and Utilities | 624,508 | - | - | - | 624,508 | 556,257 |
| Special Projects | - | - | - | - | - | 47,353 |
| Fundraising Activities | - | - | 3,845 | - | 3,845 | 30,412 |
| Amortization | - | - | - | 67,190 | 67,190 | 70,297 |
| | 6,820,211 | 1,545,219 | 242,458 | 67,190 | 8,675,078 | 7,448,575 |
| Funds due to Funders | 65,581 | 1,796 | - | - | 67,377 | 530,329 |
| Excess (deficiency) of revenue over expenses | - | - | 77,700 | (67,190) | 10,510 | (246,738) |

| Ontario Health Toronto | \$ | % |
|------------------------------|------------------|-------------|
| Operating Fund | 3,426,714 | 50% |
| Broadview | 1,557,199 | 23% |
| Pathways to Healthy Families | 287,442 | 4% |
| ASH Supportive Housing | 484,031 | 7% |
| YWCA Supportive Housing | 378,003 | 5% |
| Reaching Out to Women ROW | 194,378 | 3% |
| Ontario Telemedicine Network | 9,628 | 0% |
| Palmerston House | 436,111 | 6% |
| Problem Gambling | 56,336 | 1% |
| Release from Custody | 40,449 | 1% |
| Sessional Fees | 15,502 | 0% |
| Total Funding | 6,885,792 | 100% |

| Other Funds | \$ | % |
|---|------------------|---------------|
| Central West Pathways | 197,604 | 13% |
| City of Toronto-Investing Neighborhoods | 3,889 | 0% |
| Criminal Justice Initiative | 95,472 | 6% |
| Strengthening Families | 91,463 | 6% |
| Special Projects | 478,063 | 31% |
| Bathurst Housing for Woman and Children | 276,090 | 18% |
| Intensive Online | 404,434 | 26% |
| Total Funding | 1,547,015 | 100.0% |



Empowering The Work We Do Fueling The Impact We Create

Funders & Grant Partners

- Ontario Health
- City of Toronto
- Ministry of Children, Community and Social Services
- William Osler Health System
- The Canadian Red Cross Society - Community Services Recovery Fund **Grant*
- GREO Community Investment **Grant*
- Health Canada - Substance Use and Addictions **Grant*



Thanks to our funders and partners, our impactful work at The Jean Tweed Centre is strengthened. In combination with the generous support of our corporate sponsors, individual donors, foundations, and dedicated volunteers, who give with such compassion and commitment, each contribution plays a vital role in driving our mission forward. Your commitment ensures that every dollar makes a significant difference in the lives of those we serve.



HOPE. HELP. HEALING.

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To learn more about our impact and special initiatives, please visit: <https://jeantweed.com/about-us/our-impact/>

The Jean Tweed Centre



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