

annual report

2018





table of contents

letter from the board chair & executive director	3
health services	4
community programming	6
#SafeAccessNow	8
improving the quality of our service	10
research	12
teen health source celebrates 25 years	13
partnerships	14
workplace improvement	16
the 2017 choice awards	17
statement of revenue and expenses	18
board of directors / staff	20
major donors / funders / 3rd party fundraising	22

Letter from the board chair and executive director

Intrepid: a belief, a value that defines us to our core. An essence that we stay true to, no matter what.

At Planned Parenthood Toronto, we are fearless. We aren't afraid to present a point of view, or address the issues that may make people feel uncomfortable. We take calculated risks. We aren't afraid to do things differently; to lead the way forward.

We're certainly in a moment of political turbulence—both globally and locally. So at PPT, we've stepped up to the plate. We advance, inform and influence the sexual health dialogue. We've proven ourselves as a counterpoint to the rise of the right.

Every year, our programs and services take intrepid steps towards improving health equity. This year was no different. We made some incredible gains and

bold changes to improve access to and understandings of sexual and reproductive rights.

Highlighted among these pages you will see a number of initiatives that espouse this fearlessness. From our LGBTQ Youth Initiative's video on pronoun use that rocked the internet with over 350K views, to our campaign that supported the passing of *The Safe Access to Abortion Services Act*—our advocacy makes change. From our newly offered medical abortion service, to our community-based research project voicing the sexual health needs of young adult sex workers—our work impacts lives.

It takes community to lead the way. We can't do it alone. With staff, volunteers, clients, funders, partners, and coalitions we are stronger. We cannot express enough our appreciation for your bravery—your intrepid commitment to choice.



Heather McPherson
Board Chair



Sarah Hobbs Blyth
Executive Director

health services



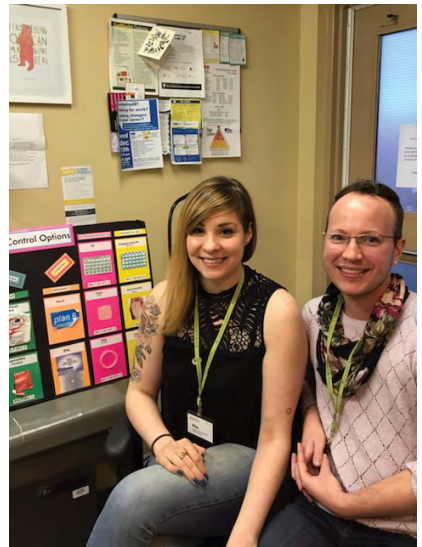
Our interdisciplinary health team offers primary, sexual and reproductive, and mental health information, services and programming for youth ages 13 to 29. PPT provides a range of services, including affordable birth control, STI testing, mental health counselling, cough and cold care, case coordination and more.

From new programs and services to tightened and streamlined service processes, Health Services at PPT is busier and more cohesive than ever before. Our team is always ready to collaborate, innovate and improve quality for clients and those who have yet to walk through our doors.

mental health

Supporting clients with complex mental health concerns is a growing part of the scope of work for all of the clinicians at PPT.

- anxiety and depression have become top issues addressed at PPT
- psychiatric consultation is offered onsite to support the Health Services team as they diagnose, treat and support clients
- new holistic programming includes smoking cessation, priority access, mindfulness groups and employment services
- preparation for single session services is well underway



PPT peer volunteer Kira on her last shift after 11 years of service with peer education coordinator Dennis

the abortion pill

Following the landmark announcement approving and funding the abortion pill mifegymiso in Ontario, PPT began to provide this abortion option on site. Our intrepid clinical team developed our service capacity to support this historic step forward. Additionally, the mental health team introduced priority access therapy to support this new service.

EdgeWest

Our service integration collaborative EdgeWest continues to be popular as we regularly turn clients away due to capacity limitations. We are currently seeking funding to enhance this service.

“I liked the ability to receive professional and attentive support and advice from people who are patient and sympathetic to my own issues. I’m forever appreciative that this is an option in my community.”
– *EdgeWest Client*

mobile health

Across the city, we offer mobile health services on a weekly basis. Clients seen by mobile health services face a number of barriers and present with complex issues. Access issues include stigma, discrimination and systemic barriers.

OTN

This year PPT introduced Ontario Telemedicine Network (OTN) for eConsults and therapeutic counselling. This new service improves access for clients unable to access our physical space due to distance, mobility disabilities, busy schedules, or physical injuries.

SPiN

PPT continues to participate in the Health Link initiative Solo Practitioners in Need (SPiN). This project links the clients of solo doctors in our community with non-primary care services at participating CHCs.

by the numbers



11,103
clinical encounters



30 trans
clients seen for hormone therapy



36% increase
in IUD insertion



634 anonymous
HIV tests



852 client
encounters at
EdgeWest



29 active
volunteers



2024 peer
volunteer
hours served



1082 peer
education
sessions

health services peer education

community programming



Through workshops ranging from birth control options to healthy relationships to STIs, we provide underserved communities of youth the knowledge and skills to make healthy choices.

We offer:

- Sexual and reproductive health workshops and youth events for young men, young parents, newcomer youth, and other youth aged 13-29
- SHARP (Self-Esteem Health Appreciation Respect Project) programming for newcomer youth
- SNAP (Supporting Newcomer Access Project), peer-based sexual health education for newcomer youth
- Time Out drop-in group for young parents
- Young Men's Peer Project, a sexual health education project for young men
- The Youth HIV Project: Prevention, Engagement, Action and Knowledge (PEAK), an HIV prevention and anti-stigma peer education project
- TEACH (Teens Educating and Confronting Homophobia), a peer-based youth anti-homophobia education program
- Teen Programming, comprehensive peer-based sexual health information utilizing

"I like the activities that we did, they are all fun but at the same time, lots of meaningful messages were given out."

– SNAP Workshop Participant

"Fostered a very accessible space, felt safe"

– PEAK Workshop Participant

"I really enjoyed this workshop. The facilitators were very genuine and real which I think created a very inclusive and comfortable learning environment."

– TEACH Workshop Participant

the web (teenhealthsource.com), text, email, phone and instant chat for youth 13-19 years old

- LGBTQ Youth Initiative, a four year collaborative project to create a stronger, more integrated and better aligned support system for LGBTQ youth in Toronto

“The person talking to me was very nice, helpful and informative! I’m also very glad you have this livechat as it really helps when you want a quick answer, especially one you can’t find anywhere!”

– Teen Programming Client

The LGBTQ Youth Initiative

The LGBTQ Youth Initiative created a powerful social marketing campaign called “Send the Right Message” which challenges homophobia, biphobia and transphobia among youth. Additionally, two new programs were piloted: an employment skills series called “Work It!”, and a comic making series called “Queertoons.”



Youth hosts at the Send the Right Message campaign launch

by the numbers

373 workshops delivered **4300** youth served

teen health source

- **1300** sex ed questions answered by peer volunteers
- **1.7 million** visitors to TeenHealthSource.com

snap our stories campaign

- **35,000+** reached on social media
- **24** newcomer youth stories shared

send the right message campaign

- **160+** turned up to celebrate launch
- **13,000** campaign materials distributed
- **350K** views of ‘They Go By Them’ video

#SafeAccessNow

On August 3rd, 2017, PPT's Sarah Hobbs Blyth stood alongside Minister Indira Naidoo-Harris, the then Minister of the Status of Women, to announce OHIP funding for the newly approved abortion pill mifegymiso. Sarah commended increased access to no-cost abortion services, explaining that, "the people of Ontario deserve reproductive healthcare regardless of income or location."

The exciting policy announcements did not stop there as on October 4th Sarah, alongside the Attorney General, announced the first reading of the Safe Access to Abortion Services Act, 2017. PPT was a force in the production of this Bill, which creates a 150m radius around abortion providers where anti-choice protest is prohibited.



PPT interim Director of Health Services Racquel, Executive Director Sarah, Ontario Attorney General Yasir Naqvi, and PPT Communications Coordinator Chelsea at parliament for the first reading of the Safe Access to Abortion Services Act, 2017.

With a national pro-choice coalition we signed an open letter compelling the Bill's need, we consulted on the drafting of the Bill, we ran a public campaign urging its support, and we provided a deputation in the Bill's favour. We stressed the need for the Bill, explaining that the intimidation tactics used by anti-choice protesters outside PPT harm those accessing mental health, primary care, and abortion services alike. When the Bill came to force on February 1, 2018, the Attorney General personally thanked PPT for our contribution.



Minister Naidoo-Harris and PPT Executive Director Sarah Hobbs Blyth talking choice at the Mifegymiso OHIP coverage announcement.

Both policy decisions have been lauded for breaking down barriers to healthcare access and protecting the right to abortion services.

OUTSIDE HOSPITALS...
I'M NOT HARASSED FOR KNEE SURGERY
I SHOULD NOT BE HARASSED FOR ABORTION
CONTACT YOUR MPP TODAY

STOP KNEE SURGERY NOW

ppt.on.ca/Bill163 #SafeAccessNow

choice is yours.

Safe Access Zone campaign image

improving the quality of our service



We put our clients – and their unique needs – at the centre of the respectful, confidential, and non-judgmental care we offer. We believe in providing accessible care, and we're always improving.



you used to call us on your cell phone... but couldn't get through?

The number one complaint we received from clients last year was that our phone line didn't meet their needs. We're thrilled to announce that over the 2017-18 year we rolled out a new phone system that has resulted in a 100% decrease in client complaints. Calls are no longer dropped and queued wait times are much shorter.



let's talk about accessibility.

PPT has implemented a new access email for clients with disabilities. This simple, yet savvy intervention has improved uptake for clients who wish to book ASL interpreters, among other accommodations.



no-show. no thanks.

Over the past year, our incredible administrative team led a new appointment reminder system that has resulted in a significant drop in “no-shows” (booked appointments that clients ultimately don’t attend). Through the implementation of this system, we saw a 60% decrease in no-shows over the course of the year.

til i can get my satisfaction.

The 2017-18 Client Satisfaction Survey returned fantastic results.



100%
of respondents feel comfortable and welcome at PPT



96%
of respondents would refer a family member or friend



95%
of respondents believe staff are easy to talk to and encourage questions

client quotes

“Staff are always helpful, friendly, efficient. My health concerns are taken seriously and any medical questions are answered thoroughly”

“It seems like the staff hired at PPT reflect the experiences of those you support. Walking the walk.”

“Through my counselling at PPT, I’ve become more confident, trusting, strong”

“Thank you for including trans services and making HRT easy. Most doctors don’t want to deal with it”

“The GPs I’ve been with have gone the extra mile for me with my care, always validates me, and made me feel like I’m doing what’s best for me”

“Offering me sexual health services despite me being an immigrant without healthcare. Thank you, I appreciate you so much!”

research



sexual and reproductive health needs of young adult sex workers

Question: What are young adult sex workers' sexual & reproductive health needs? In partnership with Maggie's: Toronto Sex Workers Action Project and researchers at the University of Toronto, we took the lead on a community-based research project to find out. The project considered factors affecting young adult sex workers' sexual and reproductive health, and developed recommendations to improve services, education and programs to better serve young adult sex workers.



AFFIRM

PPT is the co-lead – with Dr. Shelley Craig at the University of Toronto's School of Social Work – on a five year HIV intervention research project aimed at LGBTQ youth called AFFIRM. The AFFIRM intervention delivers affirmative coping skills programs to prevent HIV and Hepatitis C among LGBTQ youth.

teen health source celebrates 25 years

Planned Parenthood Toronto's Teen Health Source is proud to celebrate 25 years of offering sexual health information to youth across the GTA. When teens don't feel comfortable talking to their parents, family doctor, or even a friend, they can find an unbiased sounding board in one of Teen Health Source's peer volunteers. Since its start as the Teen Sex Infoline in 1993, Teen Health Source has been trusted

by youth to deliver non-judgemental, confidential and accurate sexual health information. As one of the first peer education services to implement texting and online messaging, Teen Health Source has led the way in maximizing use of technology in delivering health information to youth.

“Volunteering at Teen Health Source has always been consistent proof for me that youth are the best resources for each other. It has also taught me a ton about being kinder, non-judgmental, mindful of my language, and actively challenging yourself to keep learning.”

— Jackie Mlotek, former Teen Health Source Volunteer

Teen Health Source is staffed by peer educators 5 days a week, contributing over 5500 volunteer hours since 2013.

Teen Health Source volunteers have helped an average of 1700+ teens per year since 2003. In the past two years, the website has had over 4.5 million hits.



partnerships

As a part of our 5 year strategic plan, PPT prioritized building and strengthening our partnerships with full force. As a part of this undertaking, we conducted a comprehensive partnership survey to better understand how we work with others, inform how we partner in the future, and gain understanding of the impact we have through our partnerships.

and, guess what? we're doing great.

- **100%** of our partners surveyed agreed that PPT is a reliable partner
- **96%** agreed that PPT is easy to work with as a partner
- **92%** agreed that PPT is adaptable and innovative as a partner

We will be implementing suggestions arising from the partner survey in the upcoming year.

“[The benefit of our partnership is] providing teens with information on a level not taught in health classes. The benefit is allowing students to be better prepared to make future decisions.”

– PPT Partner

“The staff with whom we have worked have been skilled, professional and willing to adapt content and approach to meet the needs of the young people with whom we work.”

– PPT Partner

“We would love to do MORE of these partnerships, all types of workshops and have ongoing consistent connection of Planned Parenthood in our community.”

– PPT Partner



new and notable partners.

- We formalized our partnership with the Toronto District School Board to ensure that we can support comprehensive sex ed and equity education in schools
- As a triad of Community Health Centres, PPT, Unison and Davenport-Perth came together to plan and develop EdgeOV – the newly conceptualized expansion of our EdgeWest model
- Toronto Youth Partnerships & Employment (TYPE) has come in-house at PPT to launch employment supports – we've already seen youth get meaningful work as a result of this new initiative
- Women's Health in Women's Hands, Access Alliance, and PPT have come together to create the Regional CHC Collaborative: A Priority Population Approach to Community Health



Future site of EdgeOV in the Oakwood-Vaughan neighbourhood

workspace improvement

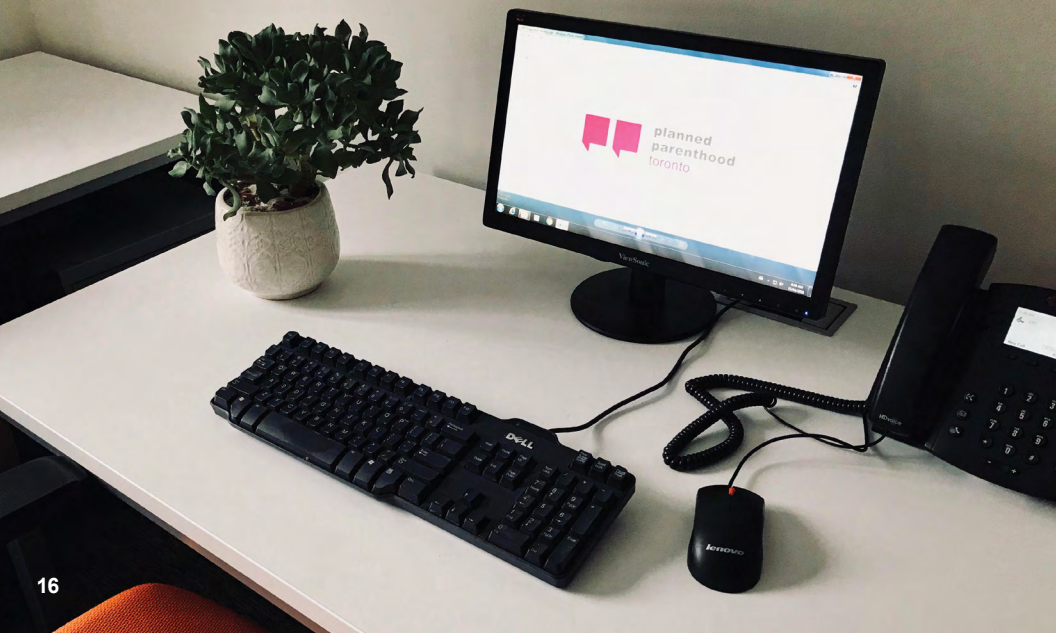


PPT undertook a workspace improvement project over the 2017-18 year. We're thrilled to announce our beautiful new space is complete.

This will allow us to engage 500+ additional youth annually as volunteers, clients, and program participants. The project maximized the efficiency of our work spaces allowing PPT to continue to grow.

why we're so excited:

- Multi-purpose programming spaces
- Renovated kitchen and washroom
- Extensive additional staff workstations
- New furniture
- A clean, fresh look
- And more...



the 2017 choice awards

winners:

- Butterfly, Asian and Migrant Sex Workers Network, Choice Advocate
- Carolyn Egan, Choice Activist
- Farrah Khan, Choice Activist
- Eva “What’s my Body Doing”, Youth Choice Award



statement of revenue and expenses for the year ended march 31, 2018

REVENUES	general	mobile health unit	capital	health services	TOTAL
Toronto Central LHIN	-	-	-	2,630,016	2,630,016
City of Toronto	125,419	-	-	-	125,419
United Way Toronto					
Base Allocation	222,539	-	-	-	222,539
Donor Choice Allocation	15,537	-	-	-	15,537
Public Health Agency of Canada	167,587	-	-	-	167,587
Ontario Trillium Foundation	338,144	-	132,700	-	470,844
Other Project Revenue	92,856	-	-	-	92,856
Recovery of Administrative Overhead	-	-	-	65,129	65,129
Fundraising					
Individuals and Corporations	61,214	-	-	-	61,214
Foundation	10,513	-	-	-	10,513
Productive Enterprise					
Contraceptive Sales	188,659	-	-	-	188,659
Workshops and Trainings	1,435	-	-	-	1,435
Other Income	864	-	-	-	864
Investment Income	6,436	-	-	-	6,436
Total Income	1,231,203	-	132,700	2,695,145	4,059,048



EXPENSES	general	mobile health unit	capital	health services	TOTAL
Salaries and Benefits	746,368	-	-	2,213,606	2,959,974
Building	9,869	-	-	68,748	78,617
Purchased and Contractual Services	6,834	-	-	104,526	111,360
Operating	26,743	-	-	134,891	161,634
Administrative	13,394	-	-	34,875	48,269
Cost of resale contraceptives	198,462	-	-	-	198,462
Fundraising	4,406	-	-	-	4,406
Programming	187,940	7,877	-	22,974	218,791
Non-insured	-	-	-	103,415	103,415
Amortization	-	-	55,688	6,055	61,743
Total Expenses	1,194,016	7,877	55,688	2,689,090	3,946,671
Excess of Revenues	37,187	(7,877)	77,012	6,055	112,377
Amount Repayable to Toronto Central LHIN	-	-	-	(6,055)	(6,055)
Excess of Revenues over Expenses, net	37,187	(7,877)	77,012	-	106,322

These figures are a statement of Planned Parenthood Toronto's financial activities from April 1, 2017 to March 31, 2018. Complete audited financial statements are available upon request.

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gifts in kind

Wild North Flowers

funders

Toronto Central LHIN (Local
Health Integration Network)
United Way Greater Toronto
City of Toronto
Toronto Urban Health Fund
Public Health Agency of Canada
Ontario Trillium Foundation
Women's Xchange,
Women's College Hospital
Ministry of Health and
Long-Term Care
Investing In Neighbourhoods



United Way Greater Toronto

Planned Parenthood Toronto is proud to be a United Way Anchor Agency. Following the United Way's 2017 structural reorganization involving a rigorous application process, we're honoured to have been selected for this exciting community service network.

3rd party fundraising



Bikes On Wheels

“This group was always about creating a supportive community for cyclists and it is important to us to give back to organizations that support health and wellbeing for the women/trans/ non-binary community.”



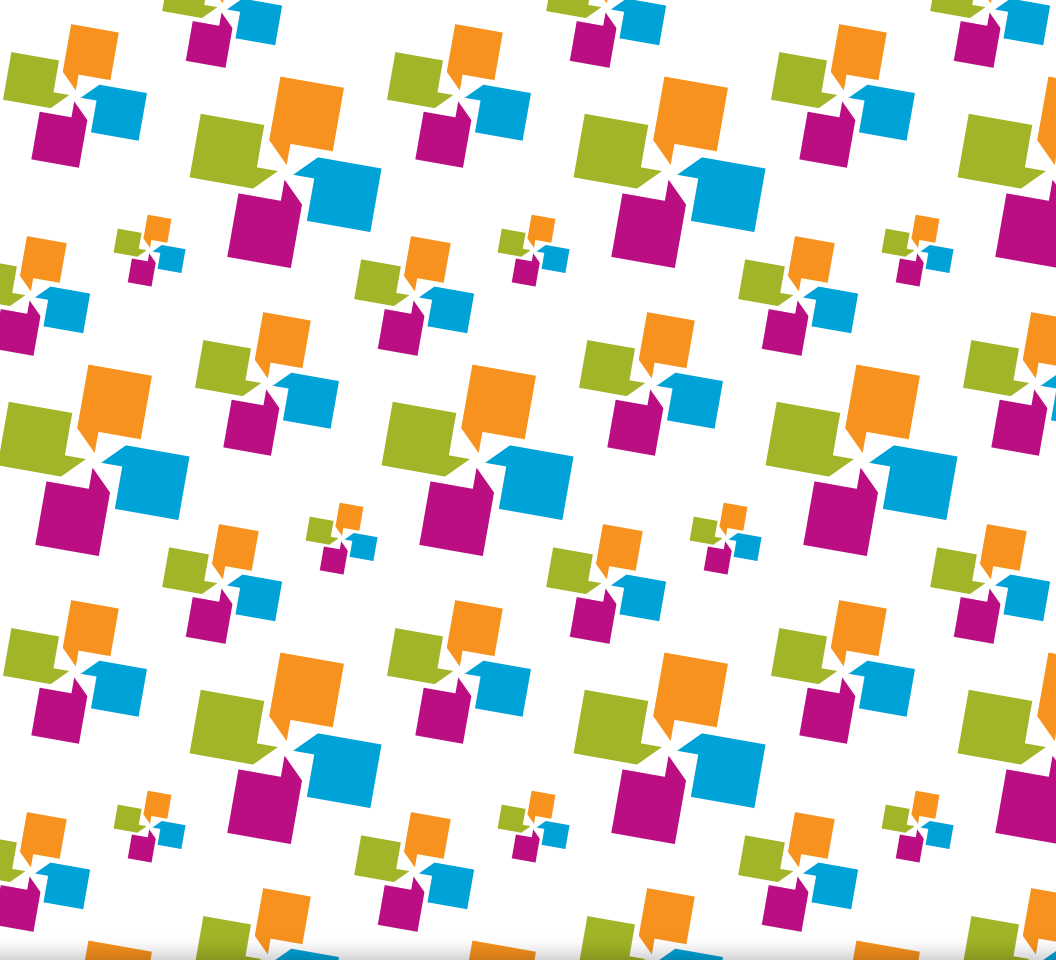
Marissa Korda & The Nasty Woman Brigade

“Wear this with pride because nasty women get things done.”

Shoppers Drug Mart Life Foundation



Shoppers Drug Mart staff presenting PPT with cheque that we designated to a compassionate birth control fund



planned parenthood toronto

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