



**planned
parenthood**
toronto

**annual
report** **2019**



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Letter from the board chair & executive director

You don't have to look far to know that change is happening all around us. Looking back on the previous year, we've witnessed social and political developments that will impact our work here at Planned Parenthood Toronto. One thing that hasn't changed, however, is our tireless commitment to choice.

We believe in choice. We believe that everyone should have the right to make informed choices about their sexual health. We've been working relentlessly for almost 60 years to protect and promote that right – because, for all of the strides we've made, sexual and reproductive rights continue to be under attack here in Canada and around the world. We continue to support choice and the right to accessible and inclusive health care so that the youth we serve can make the decisions that are best for them.

Each year, our interdisciplinary team takes innovative approaches to boldly advance, influence, and inform the sexual and reproductive health dialogue. This was yet another year of incredible growth and accomplishments. Intrauterine contraception (IUCs) continued to grow in popularity and our clinicians stepped up to meet the demand, with one of our Nurse Practitioners (NP) becoming Canada's first ever NP IUC preceptor. Our newly offered single session therapy meant increased access to mental health supports for youth. The LGBTQ Youth Initiative offered two new program series, and the ever popular Teen Health Source website saw over 2.3 million visits, a testament to PPT's position as an accurate and dependable resource for youth.

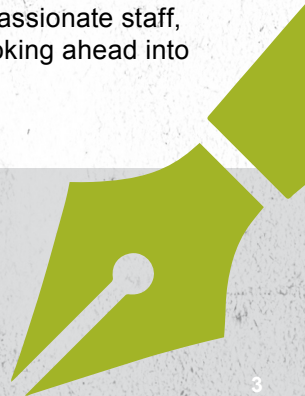
Change and uncertainty may be happening, but PPT continues to be here for youth. This report is a reflection of the stellar milestones we have achieved and all the different ways we have spearheaded advancements in positive health outcomes for youth. Thanks to the driving force behind our achievements—our team of passionate staff, board, volunteers, and supporters—we are bravely looking ahead into the next year to continue to lead onwards.



Heather McPherson
Board Chair



Sarah Hobbs Blyth
Executive Director



community programming



The programming we offered across Toronto was a diverse reflection of the youth we serve, which included a variety of 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, a drop-in group for young parents
- YMPP (Youth and Masculinities Peer Project), a sexual health education project for young men and masculine-identified youth
- PEAK (The Youth HIV Project: Prevention, Engagement, Action and Knowledge), an HIV/STI prevention and anti-stigma peer education project
- TEACH (Teens Educating And Confronting Homophobia), a peer-based youth anti-homophobia/biphobia/transphobia education program
- Teen Health Source, comprehensive peer-based teen sexual health information utilizing 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



by the numbers

424 workshops delivered **to over 5500** youth

LGBTQ Youth Initiative:

- **2 new programs** piloted – a drop-in group for BIPOC non-binary youth and a relationships workshop series for BIPOC LGBTQ2S youth
- **11 LGBTQ2S youth-led projects supported** with up to \$1000 and mentorship from PPT staff and volunteers, including a zine making event, a non-binary arts fair, and an oral history exhibit

The Supporting Newcomer Access Project (SNAP) zine:

- **250+** digital and print copies distributed
- **30** launch party attendees

Teen Health Source:

- **2000+** sexual health questions answered by peer volunteers
- **2.3 million+** visits to teenhealthsource.com

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, primary care, case coordination, and more.



connectingON

The PPT Health Services Team added ConnectingON to our repertoire of clinical tools. ConnectingOntario is a Clinical Viewer that provides secure, web-based access to digital health records including medications, laboratory results, hospital visits, diagnostic imaging reports, and more. Having clinician access to this tool means that clients can benefit from faster and more informed care decisions because their PPT provider has a more complete picture of their health profile at the ready.

“I like the open and accepting atmosphere. As a trans-woman, I’ve had bad experiences with past clinic. EdgeWest was able to eliminate all the anxiety I had around seeking medical treatment.”

– EdgeWest client

EdgeWest, health care for youth

We had another exciting year. We extended our partnership to include Unison Health and Community Services and we also received one-time funding to pilot expanding our hours to 5 days per week for three months. This resulted in an increase in the number of youth served.

EdgeWest is a service integration offered in partnership with Davenport Perth Neighbourhood and Community Health Centre, Unison Health and Community Services, LOFT Mental Health Services, and St. Stephen’s Community House. EdgeWest offers youth in Toronto’s west end access to mental health care, primary health care, sexual and reproductive health care, and employment services. EdgeWest is fully accessible and youth with mobility disabilities can access EdgeWest regardless of where they live in Toronto.

medical abortions

Although much of the preparation for offering medical abortions (Mifegymiso), at PPT occurred in 2017/18, this program really saw growth this fiscal year. By mid-summer every PPT clinician was offering this important service. We now offer Mife at least once a week.

“EdgeWest has always been helpful, non-judgemental, and supportive of all my needs. I appreciate having a local youth centre space to be in and receive care!”

– EdgeWest client

mobile health services

Mobile health services continued this year as a service delivered by our NP who travels the city with a backpack full of medical supplies. Any given day you can find our NP at Eva’s, Youth Without Shelter, Horizons Shelter or the St. Stephen’s Arcade.

Clients seen by mobile health services continue to face a number of barriers and present with complex issues. Access issues include stigma, discrimination, and systemic barriers.

IUCs, RAICE and the SOGC

The demand for intrauterine contraception (IUCs) continued to grow this year at PPT. This year we inserted 46% more IUCs than the year before, which made IUC insertions the 3rd most common reason for visit to PPT. Not only this, but PPT was recognized as a Rapid Access IUC Centre for Excellence (RAICE) for our work in this area. More than a reflection of the exemplary work our team does every day, becoming a RAICE site also gives our team access to a community of clinicians, clinics, and specialists doing this work that we can learn from and in turn support. In addition, our Nurse Practitioner (NP) Kristen completed the Society of Obstetricians and Gynecologists of Canada Preceptor Training Program, making her **the first NP in Canada** to become a SOGC IUC Insertion Instructor.



Kristen Heise

clinical encounters

total clinical encounters

8788

trans clients served

37

Mife clients served

47

IUDs inserted

539

EdgeWest

303

clients and

950

encounters

Why did clients come to PPT?

23,722 different
issues
addressed

top issues

fear/concern of STI

anxiety IUD

trauma

contraception

depression

mental health services

Another new service offered this year was our single session therapy program. This new model of therapy is designed to increase access to preventative support for youth who might not feel ready to start ongoing psychotherapy but are interested in an opportunity to focus on a particular issue, build understanding, awareness, and coping skills, learn about resources and referrals, and get a sense of how therapy works.

After hearing feedback from the community that a mental health therapy group for LGBTQ2S (Lesbian, Gay, Bisexual, Trans, Queer, Two Spirit) BIPOC (Black, Indigenous, and People of Colour) youth was needed in Toronto, PPT was able to hire an additional therapist to facilitate this group.

“The nurse made me feel so comfortable. They also strongly advocated for my rights as a patient. I liked that they took an interest in who I am outside of the clinic. I felt like a whole human being. Thank you.”

– EdgeWest client

“I like the flexible hours. The staffing, youth-sensitive and friendly. The high respect for confidential services and privacy. Non-binary, all-inclusive, safer space, non-judgemental services. Accessible and affordable birth control options and medications.”

– EdgeWest client

The LGBTQ2S BIPOC group was an overwhelming success with clients reporting that:

“I would recommend this group to other people. This group has definitely changed me. I felt isolated as a gay black man. This group validated those identities”

“There are few mental health groups that cater to mental health/race/sexuality”

“I felt that I was able to share and access experiences in a BIPOC reality that is often not available in other spaces”

“I really enjoyed the sense of community I found in the group. I always felt validated after leaving the group.”

“The material was very useful and unlike that of other groups I have attended”

quality improvement (qi)

This year, accessing clinical appointments was identified as a challenge by staff and clients, so through an investigation using proven QI tools, we determined several key areas to improve on that could drastically improve client experience. Through our investigation, it was discovered that 25% of appointments never happened simply because the client didn't arrive. Worse still, we found clients often waited 4-6 weeks for the next available appointment spot and only 22.5% of clients were able to secure an appointment within 24 hours. A working group assembled to explore possible factors driving the high no-show rate. As a result of this, PPT piloted an Advanced Access model that enables clients to book appointments 24 hours in advance. This dropped our no-show rate by over 50%, meaning that 65% of clients are now seen within 24 hours and the wait for the next available appointment slot is now only about two weeks away.

compassionate intrauterine contraception (IUC) program

This year PPT took a reflective look at our compassionate IUC program, which ensures that youth can access safe, effective birth control even if they can't afford it. By process mapping, we identified several unnecessary steps in accessing the compassionate fund that created long wait times for IUCs. We redesigned and streamlined this process, and now eligible clients can get access to a compassionate IUC in one day. We are actively seeking donations to our compassionate program.

interactive QI board

As an agency we've been working on a common indicator, a single quality measure that every program or service is benchmarked against. To pilot the indicator we tried an interactive QI board in the waiting room that allows clients to tell us in real time how their experience at PPT was. We will be collecting this information and creating a report this fiscal year.



research



Planned Parenthood Toronto is a partner in a Social Sciences and Humanities Research Council of Canada (SSHRC) Partnership Grant received summer 2018 by Dr. Shelley L. Craig at the Factor-Inwentash Faculty of Social Work, University of Toronto. The project intends to explore the impact of internet and communication technologies on identity development and the resilience of LGBTQ2S youth. Over seven years, this project will serve to connect international scholars and organizations to increase understanding in this field and to create a series of targeted interventions for LGBTQ2S youth.

We are also a research partner with Dr. Katie MacEntee at the Faculty of Environmental Studies at York University for a small community-based research project on young women and transactional sex (trading sex for money or other material goods).

peer education

it's what makes us different

Our community programming and health services both provide opportunities for youth to lead. Youth volunteers are trained to deepen their knowledge and educate their peers.

community programming

Our peer volunteers transform lives as they work with program participants to share knowledge, tools and resources so youth can make informed choices. They deliver workshops on sexual health, healthier relationships, LGBTQ2S inclusivity, and more. We strive to support youth in gaining the knowledge and skills they need to make choices that are right for them.

health services

Our Health Services Peer Education Program continues to be fundamental to the work done at PPT. We know that youth want to hear from each other and sometimes have questions they don't feel comfortable asking their provider. Our resolution? We train our youth volunteers to be able to provide information on a wide variety of sexual health topics including STI's, Birth Control, Pregnancy Options and IUCs. Our volunteers can also offer clients pregnancy tests, plan b and referrals to midwifery and abortion clinics. This year, 26 volunteers completed 952 client sessions.

teen health source

Our sexual health information resource and service for is run for and by youth. In addition to a comprehensive website, teens can speak one-on-one with a trained volunteer by phone, text, email, or online chat 5 days a week about sexual health and relationships. This year, 30 volunteers contributed over 1500 hours to answering questions from their peers.

what our volunteers had to say

Every year PPT solicits feedback from our peer volunteers to assess our volunteer program. The 2019 volunteer survey highlights include:

100% of our volunteers agreed that:

- They feel supported by PPT staff
- They feel appreciated in my volunteer role at PPT
- They feel that the work they do at PPT is valuable
- Volunteer training provided them with the info and skills needed to do their job at PPT
- Their volunteer experience has helped them further their education or work-related goals

“doing this kind of activism work is always very grounding for me. it reminds me of the things i value and the people and politics i want to hold dear to me. it makes me want to be better and do more to uplift and support my community around me and being a part of the lgbtq youth initiative really showed me how my voice and my opinions matter, and that i can make a difference and the work i do does make a difference.”

– PPT youth volunteer

What our volunteers like:

“Helping people find resources is fun, and I like learning new stuff every shift”

– PPT youth volunteer

“Whenever I get a question related to identity, I always feel good when the client told me I was helpful, because that research and figuring things out is hard to do on one’s own.”

– PPT youth volunteer

“Providing meaningful education to other youth”

– PPT youth volunteer

“I developed the ability to facilitate workshops in ways that provides dignity to the community and myself.”

– PPT youth volunteer

statement of revenue and expenses for the year ended march 31, 2019

REVENUES	general	mobile health unit	capital	health services	TOTAL
Toronto Central LHIN	-	-	42,943	2,702,407	2,745,350
City of Toronto	136,569	-	-	-	136,569
United Way Toronto					
Base Allocation	255,877	-	-	-	255,877
Donor Choice Allocation	15,120	-	-	-	15,120
Public Health Agency of Canada	188,477	-	-	-	188,477
Ontario Trillium Foundation	320,984	-	-	-	320,984
Other Project Revenue	109,879	-	-	-	109,879
Recovery of Administrative Overhead	-	-	9,790	75,315	85,105
Fundraising					
Individuals and Corporations	53,956	-	-	-	53,956
Foundation	9,396	-	-	-	9,396
Productive Enterprise					
Contraceptive Sales	127,517	-	-	-	127,517
Workshops and Trainings	707	-	-	1,000	1,707
Other Income	417	-	-	-	417
Investment Income	4,618	-	-	-	4,618
Total Income	1,223,517	-	52,733	2,778,722	4,054,972



EXPENSES	general	mobile health unit	capital	health services	TOTAL
Salaries and Benefits	768,236	-	-	2,209,416	2,977,652
Building	3,508	-	-	92,890	96,398
Purchased and Contractual Services	13,286	-	-	113,368	126,654
Operating	15,447	-	-	148,397	163,844
Administrative	10,328	-	-	36,787	47,115
Cost of resale contraceptives	132,964	-	-	-	132,964
Fundraising	3,794	-	-	-	3,794
Programming	159,660	3,697	-	42,644	206,001
Non-insured	-	-	-	115,220	115,220
Amortization	-	-	71,837	-	71,837
Total Expenses	1,107,223	3,697	71,837	2,758,722	3,941,479
Excess of Revenues	116,294	(3,697)	(19,104)	20,000	113,493
Amount Repayable to Toronto Central LHIN	-	-	-	(20,000)	(20,000)
Excess of Revenues over Expenses, net	116,294	(3,697)	(19,104)	-	93,493

These figures are a statement of Planned Parenthood Toronto's financial activities from April 1, 2018 to March 31, 2019. Complete audited financial statements are available upon request.

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Ontario Trillium Foundation

Ministry of Health and Long-Term Care

Investing in Neighbourhoods

the 2018 choice awards



winners:

Black Lives Matter Toronto,
LGBTQ2S Advocate

Kai Cheng Thom,
Youth Choice Award

Jessica Lynn Whitbread,
Excellence in HIV Activism

Teddy Syrette,
LGBTQ2S Advocate



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