



planned parenthood

TORONTO

EXECUTIVE DIRECTOR

Dear Friends and Supporters,

What a year it's been for Planned Parenthood Toronto. We are so proud to share our milestones and accomplishments with you.



Rob Drynan, Chair, Board of Directors & Sarah Hobbs, Executive Director PPT is working hard to be **the leader in youth sexual and reproductive health**, and as we see it, utilizing technology is one of the ways we need to offer our programming in order to make it easier for teens to get accurate sexual health information from a trustworthy source.

PPT has provided Canada with many firsts in its history. Our most recent first is one that we are extraordinarily proud of: our texting service, the newest addition to our programming for teens. The first of its kind in Canada, our text message service lets teens connect directly with trained peer volunteers for personalized answers to their sexual health questions in real time. This service is targeted to youth aged 13-19 and provides reliable and personalized sexual health information directly to teens through their mobile phones. Teens can anonymously text questions about relationships, birth control, sexually transmitted infections, puberty, or other sexual health topics. A key feature of this new service is that it allows for back-and-forth text conversations between teens and peer volunteers. This means that teens have the opportunity to seek clarification if there's anything they don't understand or to ask further questions and they can rely on someone responding to them immediately during the hours the service is open.

As you may know, last year PPT marked a major milestone: our 50th anniversary of providing sexual and reproductive health care, access and education. We wanted to let you know that many diverse supporters attended our two anniversary events – staff, Board members, volunteers, clients, program participants and community partners – and confirmed our strong belief that Toronto's youth and women demand and deserve access to choice and the services that Planned Parenthood Toronto provides. All of us are looking forward to another fifty years of being there for our community.

In this climate of uncertainty and change in healthcare, we are so proud, more than ever, to be a part of Planned Parenthood Toronto, a place that our clients call a refuge and safe haven. Our commitment to the work we do and our values has been refreshed, renewed and reaffirmed because our clients *need* PPT and the services that we provide – they told us so in our 2012 Client and Participant Survey. Here are some statistics that came directly from our annual survey:

- 97% of survey respondents said that they would refer a friend or family member to PPT.
- When asked if you agree or disagree with the statement "The programs and services at PPT have helped me improve my health and well being", 77% agreed.

On behalf of our staff, volunteers and Board of Directors, we thank you for your continued support and trust in proving Toronto's women and youth with cutting edge, innovative and compassionate sexual health and reproductive care and education.

Sincerely,

Rob Drynan Chair, Board of Directors

Sarah Hobbs Executive Director

PPT IS AWARDED 10 AREAS OF INNOVATION AND EXCELLENCE

The **Canadian Centre for Accreditation** is a national, independent, not-for-profit organization that evaluates community – based health and social service organizations across Canada, using the Building Healthier Organizations (BHO) tools and processes, which promote quality and excellence. BHO reviews lead to accreditation and also recognize areas of innovation and excellence within organizations.

PPT achieved accreditation with 10 areas of innovation and excellence, which is the best we've ever done!

PPT's Areas of Innovation and Excellence:

- 1. Board Establishment and Operations
- 2. Trusteeship
- 3. Leadership and Planning
- 4. Creating a Healthy Workplace
- 5. Accessibility
- 6. Client-Centred Approach
- 7. Continuity and Coordination of Programs and Services
- 8. Reviewing Service Provision
- 9. Volunteers
- 10. Research

PPT provides access for Toronto's youth aged 13-29 to an interdisciplinary team of health care professionals that provide high quality, innovative and client-centred care to ensure that all health care needs are met. We provide primary health care, sexual and reproductive health care, mental health care and case coordination.

HEALTH SERVICES

Top Reasons for Visit by all Providers:

- Birth control
- Sexually Transmitted Infections
- Test Results
- Physicals
- Prescription /Renewal
- Immunization/Medication
- Emergency Contraceptive Pill
- Prenatal care

Top Reasons for Visit to Therapists:

- Coping with life's problems
- Relationship issues during dating
- Multiple emotional feelings
- Anxiety
- Relationship problem with boyfriend or girlfriend
- Fear or concern about relationship(s)
- Post Traumatic Stress Disorder
- (confirmed) pregnancy
- Break up of romance
- Family relationship problem

Health Services saw **4919** clients for a total of **9508** visits; a 21% and 12% increase respectively from last fiscal year. We continue to see an increase (**31%**) in the number of new clients accessing our services.

Increasing in popularity is our Saturday Clinic. From 2010, there was an **increase of 50%** in the number of encounters which has been enhanced with the addition of point of care HIV testing to our Saturday services.

THERAPY GROUPS OFFERED

The rates of youth experiencing mental health issues continues to rise and PPT has seen an increased demand for groups on depression, anxiety and mindfulness.

"The work done with my worker has changed my life. The way I cope with people, family, stress, and anger has all changed. I feel more capable in everyday life."

MENTAL HEALTH

PPT provides mental health services for a variety of client populations and presenting issues faced by youth. The Mental Health Team uses a variety of approaches and models to best meet the needs of its clientele, such as Cognitive Behavioural Therapy, Dialectic Behaviour Therapy, Eye Movement Desensitization and Reprocessing, narrative therapy, art therapy, strengths based approach, feminist based counseling and solution focused therapy. A current trend that the team has been seeing with its clients is difficulty managing symptoms of anxiety and depression. Unemployment, lack of access to adequate housing options and financial barriers are also common reasons for accessing the Case Coordinator and Mental Health Team. In addition, the Mental Health Team serves many refugee claimants who are seeking professional assistance in

coping with the intense emotions often related to Post Traumatic Stress Disorder, depression, and anxiety while facing social isolation and assimilation to a new and unfamiliar country and community. Other trends that we have seen include: supporting clients who have experienced homophobia, addressing self-esteem/ body image concerns, offering clients prenatal support, and supporting youth who have encountered abuse. The Mental Health Team works collaboratively to provide appropriate resources, referrals, accompaniments, and ongoing emotional support and psychotherapy to assist these youth in achieving their selfidentified goals, improving their quality of life, and maintaining their right to selfdetermination. In the last fiscal year, the Mental Health Team served 245 clients with 1,115 encounters.

This year, PPT broadened our client survey to include program participants. This is a sample of some of the comments:

"...I have always been a strong supporter of the services they provide and the work they do. They are an immensely valuable resource."

"PPT is a great clinic; easy to communicate, confidential and fast service."

- "Positive, friendly atmosphere, all staff make patients feel extremely comfortable with asking any questions or concerns they have."
- "Respect, feminist social justice approach, staff programming, loved the WSW (Women Who Have Sex with Women) conference lately."

"You guys keep things confidential. You go out of your way to help people. The staff I interacted with was friendly and helpful, looked like they enjoyed their job."

"I have referred friends based off of the great care I have been given!"

"[Because of PPT] I feel more educated and comfortable with my sexuality. I am well informed and continue to be educated here."

"As a sexually active trans person without a GP, knowing that PPT exists gives me a great sense of security in knowing that if I need to, I can access welcoming and supportive health care."

"I was new to the city and made friends through volunteering. I feel taken care of knowing that I can access PPT. I feel that my reproductive rights are safeguarded at PPT in a way that they may not be at other doctors' offices, walk-in clinics or hospitals."

"After several years of coming to this clinic, it brings hope."

"PPT helped me through postpartum depression with Time Out and therapy."

COMMUNITY PROGRAMMING

PROGRAMMING FOR NEWCOMER YOUTH

SHARP (Self-Esteem Health Appreciation Respect Project):

SHARP is a multi-week program for youth from newcomer communities that focuses on sexual health issues, building healthier relationships, STI information, birth control options, safer sex negotiation, self-esteem building, and peer facilitation skills.

This year, we increased the number of youth reached this year by **over 100%**, reaching a total of **48 youth participants**. A new volunteer position, the Volunteer Peer Leader, was created, providing leadership development opportunities for past SHARP participants.

"Being in SHARP has taught me to be more accepting."

"For the first time in my life, I felt like myself."

"I like the fact that this is a very encouraging environment for youth to discover their own values."

PROGRAMMING FOR YOUNG MEN

Young Men's Peer Project:

The Young Men's Peer Project provides young men with the knowledge, awareness and skills necessary to lower their risk of unplanned/unwanted pregnancies, STIs/HIV and increase STI testing and condom use among young men and their peers. The project aims to achieve this by training a small group of young marginalized men to facilitate and lead conversations and interactive sexual health activities in local schools, community-based workshop settings and at outreach events. This peer based leadership has been successful in positively shifting young men's negative attitudes toward health, sexual health and relationships.

Six young men were recruited and trained as sexual health peer volunteers, who deliverd 24 workshops to 257 peers and attended 8 youth-focused events, reaching 1231 youth.

- **100%** of peer volunteers reported feeling more confident talking to their peers about sexual health and relationships.
- Following healthy sexuality/safer sex workshops, **87%** of workshop participants reported that they now felt very knowledgeable about sexual health.

Bust Tha Myth:

Bust Tha Myth is an innovative sexual health education workshop series for young men that utilizes interactive activities and artsbased practice to engage young men in conversation and exploration of their relationship and sexual health issues. One 8-week cycle of Bust Tha Myth was offered this year.

 100% of participants reported their intention to use condoms as a direct result of participation in Bust Tha Myth.



PROGRAMMING FOR YOUNG PARENTS

Time Out:

Time Out is a weekly drop-in program which supports young parents and helps meet their needs with regard to sexual health, self development, parenting skills and practical life skills.

- 100% agreed or strongly agreed that they felt better about themselves as a young parent, that they have gained new skills and knowledge that help them deal more effectively with issues in their lives, and that they have learned new information about health since coming to Time Out
- **93%** of the participants agreed or strongly agreed that Time Out has increased their self-confidence and helped them plan for their future

This year, Time Out has welcomed **12 new members** and the group has become very diverse with many newcomers to Canada.



Through Her Eyes (T.H.E.):

T.H.E. uses expressive arts therapy to explore challenging relationship issues, including abuse and violence, that young mothers and moms-tobe have experienced in the past. T.H.E. is delivered by a Therapist and a Community Health Promoter.

PPT delivered two complete Through Her Eyes groups to the community and **15 young women** participated.

YOUTH HIV/AIDS PROJECT - POSITIVE YOUTH POWER PROJECT:

The goal of the Positive Youth Power Project is to increase the knowledge of HIV positive youth about sexual and reproductive health and increase their facilitation and leadership skills so that they, in turn, can educate their peers about HIV and STI prevention. **745 youth** were reached, though **39 workshops**.

- 97% of youth reported an increase in their knowledge of sexual health and HIV/AIDS after having attended a project workshop.
- 91% of youth reported an intention to change their behavior (i.e. more likely to practice safer sex or get tested for HIV or STIs) after having attended a project workshop.

COMMUNITY CAPACITY BUILDING WORKSHOPS:

Program staff facilitated **16 capacity building workshops** last year. This included 6 peer volunteer trainings reaching 136 youth and 10 service provider workshops or conference presentations reaching 135 adults.

PEER EDUCATION IN HEALTH SERVICES:

Peer volunteers between 18-29 years of age provide face-to-face education and information to young men and women, before seeing a clinician, on sexual and reproductive health issues including birth control options, pregnancy options, safer sex practices, sexually transmitted infections, and healthy sexualities. This year there were **15 active volunteers** who contributed **1236 volunteer hours** and saw **631 clients**. This is a **50% increase** in the number of clients seen compared to last year.

"The project was educative, informative, building new leaders. The approach of a community, anti-oppression...our needs as PHA (people living with HIV/AIDS) youth are different, but we can do a lot to prevent HIV, reduce stigma and building healthy communities." – Youth Volunteer "I realized that I have a lot of assumptions about people's sexuality. When I meet new people next time, I think that I can talk to them with less assumptions. It was very impressive presentation. Thank you so much." -Mental health professional

T.E.A.C.H. (Teens Educating And Confronting Homophobia)

T.E.A.C.H. uses an anti-oppression approach to deliver anti-homophobia peer education workshops in high schools and community settings. T.E.A.C.H. trains youth peer facilitators to lead anti-homophobia workshops that encourage participants to think critically about homophobia and heterosexism in their communities and the issues faced by lesbian, gay, bisexual and transgender youth.

156 workshops were delivered to **3397 peers** in schools, shelters, foster homes and community agencies.

Evaluation of T.E.A.C.H. workshops this year continues to demonstrate the program's impact, with 82% of participants indicating that they know a lot about homophobia after attending a workshop.



"Most of my questions were answered. I would like to say how much this workshop has inspired me to speak out about confronting issues with homophobia and the like... It is people like you that will hopefully change worldviews one day." - Grade 12 student

TEEN PROGRAMMING



Teen Programming provides several ways for youth 13-19 years old to get reliable information about sexual health. Teens can reach peer volunteers directly by phone, email, MSN chat, or, as of February 2012, by text message.

This year the services of Teen Programming were rebranded under the new name **Teen Health Source**.

Along with the new name, a new blog-based website – **www.teenhealthsource.com** - was developed over the last year to replace www.spiderbytes.ca. Not only is the name different, but the look, navigation scheme, and content of the site have been improved as well. A youth-friendly tone was injected throughout the new site. Feedback from teens on the content, navigation, and design of the new website was gathered to ensure that the new website is appealing, easy to use, and meets teens' needs.

Teen Programming also conducted **22 workshops** in schools this year, reaching **577 youth**.

TECHNOLOGY AT PPT

PPT strives to ensure that we remain relevant to youth by incorporating technology in our programming and services.

Here are just some of the ways that PPT uses social media and other new communication technologies:

- PPT's Facebook page is used for information sharing, discussion, volunteer recruitment, position recruitment and promotion of new services and programming
- PPT's Twitter is used for the reasons above and for clinic drop in updates
- Teen Programming has its own Facebook page that focuses on sharing teen health-related news articles, videos, research, community events and volunteer opportunities

- Teen Programming launched a new texting program, where youth can text their questions directly to a trained peer volunteer and receive an informative response
- T.E.A.C.H. live tweets from community events
- T.E.A.C.H.'s blog is a forum where issues in the media are discussed
- T.E.A.C.H. has a Facebook page for information sharing, volunteer recruitment and event promotion
- The Positive Youth Power Project uses Facebook and Twitter to engage youth on issues related to HIV prevention
- Women's Programming uses Facebook to promote workshops and events for LGBTQ women

PROGRAMMING FOR WOMEN

Sexual health programming is available for women in shelters, peer-to-peer education services at The Bay Centre for Birth Control and sexual health programming for Women Who Have Sex With Women (WSW).

Mobile Health Unit:

The Mobile Health Unit provides sexual and reproductive health services to residents in women's shelters in Toronto.

After the gradual process of gaining the trust of clients and much effort to promote and connect with partner organizations and our MHU clients directly, we have finally began to see the fruit of our efforts. Not only have we begun to see a greater number of clients per visit, we have also successfully expanded the service itself, in response to the needs of the clients, offering primary health care with a focus on sexual/reproductive health care. Twelve months ago, we were providing service to 5 community partners, which were primarily shelters for women escaping violence. We now visit 8 partner organizations, 2 of which are youth shelters/residences and we are establishing a relationship with a group of sex trade workers who sought us out after hearing good reports from a downtown group of clients.

Shelter Initiative:

In 2011-12, PPT provided **26 workshops** to **245 women** residing in the shelter system and also delivered a 6 week workshop series to young mothers at June Callwood Centre.

Peer Education Service at the Bay Centre for Birth Control (BCBC):

Our satellite peer based education service at the BCBC effectively provides sexual health information and education to women through one-on-one peer education sessions. 10 volunteers contributed **942 hours** to provide peer education and information to **619 women** at the BCBC.

• **97%** of clients agreed or strongly agreed that after their education session with a peer volunteer they felt able to make better decisions about their sexual and reproductive health.

Sexual Health Workshop Series for LGBTQ Women:

In partnership with the 519 Church Street Community Centre and Sherbourne Health Centre, we offered a workshop series called "**Sex Talk 2: A Sexual Health Workshop Series for LGBTQ Women**". Building on the success of the pilot project, the series' goals were to improve LGBTQ women's health and well-being and to create inclusive spaces for LGBTQ women to build community. Four workshops were delivered in this series reaching **180 women**.

93% of event attendees strongly agreed or agreed with the statement "I feel that this workshop presented me with learning opportunities that I cannot/have not been getting anywhere else".

NEW!

Pleasure and Possibilities

PPT, in partnership with Sherbourne Health Centre, The 519 Church Street Community Centre and Women's Health in Women's Hands, offered a one day free community sexual health conference for LGBTQ women, entitled "Pleasure and Possibilities". The conference was dedicated to exploring and overcoming barriers to the sexual health and pleasure of LGBTQ women of diverse bodies and backgrounds in a celebratory, safe and sex-positive space. **Over 100 women** attended this successful event.

"Thank you! What a great experience to be in a room of queer and trans people. I loved it!"

"We need to continue these types of discussion to strengthen our community."

"It feels good to be in queer women spaces talking about sex and sexuality. We need to do this loudly and often."



MILESTONE:



PPT CELEBRATES 50 YEARS OF CHOICE!

PPT celebrated a very significant milestone this year – our 50th anniversary of providing Toronto's women and youth with access to sexual and reproductive health care, education and choice and we did it in style, twice!

We first noted the occasion with our community partners, staff, past staff, volunteers, board members and clients at Trinity Bellwoods Park. There was music, a free bbq, games and historical and informative displays. Despite the record breaking heat that day, the event was very successful, with over 200 people attending throughout the afternoon.

On the evening of March 8th, 2012, PPT hosted a fundraiser to celebrate our 50th anniversary of providing choice and access to sexual and reproductive health and education.

The event, hosted by Cynthia Loyst of CP24, was a mix and mingle type of affair, amid interviews with Toronto-based artists, celebrities and local politicians. Opening remarks were given by Councillor Adam Vaughan and MPP Rosario Marchese.



TIMELY:

Stand Up to Homophobic Bullying:

A Panel Discussion

As part of Bullying Awareness Week, PPT hosted an educational panel event on homophobic bullying in schools. The panel discussion addressed the extent and impact of the problem, how we can take action to stop it and ways to support youth who are bullied. The event was a success; the room was packed and there a diverse range of people in the room - including teachers, social workers, parents, students and media.

There was an excellent mix of speakers, all of whom were able to bring a unique view point to the discussion. The discussion tackled several components of the issue and delved into the complexity of the problem, ending with practical and systemic solutions.

The event was timely, relevant and meaningful and we believe it will have an impact on both the youth who attended and the youth connected to other attendees.



VISION

A future of sexual and reproductive choice, freedom and possibilities.

MISSION

Planned Parenthood Toronto is a community-based, pro-choice agency committed to the principles of equity and to providing accessible and inclusive services that promote healthy sexuality and informed decision making to the people of the City of Toronto.

EQUITY VISION

Planned Parenthood Toronto is committed to being an agency that values and reflects the diverse communities of Toronto. We recognize that equity is not just about equality. Equity is access to high quality, unique programming and services that respect your choices and meet your differential needs. Equity is ensuring that community input informs what we do and guides us to take action for social change that benefits you.

VALUES AND PRINCIPLES

- Healthy sexuality is an important part of life;
- Individuals have the right to control their lives and to make informed choices regarding their sexuality and reproduction;
- Sexual and reproductive rights must be protected;
- A respectful, confidential, non-judgmental and inclusive environment is important to offering effective services;
- Input from clients, staff, volunteers and community partners informs the work we do and inspires us to innovate and take action for social change;
- Providing responsive, client-centred services means being Pro-Choice, Youth-Positive, Women-Positive, Sex-Positive and Lesbian Gay Bisexual Trans Queer-Positive;
- Providing accurate and understandable information empowers individuals to make informed choices;
- Maintaining transparency and fulfilling our accountabilities to our many stakeholders will support their continued trust in us;
- A healthy, engaging, collaborative and safe work environment is vital to our success and is the best way to demonstrate that we value our staff, students and volunteers.

STATEMENT OF REVENUE AND EXPENSES FOR YEAR ENDED MARCH 31, 2012

These figures are a statement of Planned Parenthood Toronto's financial activities from April 1, 2011 to March 31, 2012. Complete audited financial statements are available upon request.

REVENUES	HEALTH SERVICES	CAPITAL	OTHER PROGRAMS	TOTAL
Toronto Central LHIN				
- base	\$2,407,676	-	-	\$2,407,676
- sessional fees	22,056	-	-	22,056
Department of Public Health	-	-	117,708	117,708
United Way of Toronto				
- Annual base allocation	-	-	222,525	222,525
- Donor choice designation	-	-	9,417	9,417
Public Health Agency of Canada	-	-	72,479	72,479
Community One	-	-	1,100	1,100
Donations and Grants				
- Individuals and Corporations	-	-	21,183	21,183
- Foundations	-	-	1,000	1,000
- Major Gifts	-	-	25,000	25,000
Items for Sale, Workshops	-	-	124,825	124,825
Other Income	755	-	27,444	28,199
Investment Income	-	-	6,970	6,970
	\$2,430,487	-	\$629,651	\$3,060,138

EXPENSES	HEALTH SERVICES	CAPITAL	OTHER PROGRAMS	TOTAL
Salaries and Benefits	\$1,896,934	-	\$389,627	\$2,286,561
Building	58,872	-	-	58,872
Outside Services	169,967	-	2,719	172,686
Supplies and Equipment	188,715	-	72,287	261,002
Administrative	38,420	-	17,655	56,075
Cost of Items for Resale	-	-	120,028	120,028
Fundraising	-	-	8,453	8,453
Non-insured	45,846	-	-	45,846
Amortization	-	41,954	-	41,954
	2,398,754	41,954	610,769	3,051,477
Excess of Revenues over Expenses	\$31,733	(\$41,954)	(\$18,882)	(\$8,661)
Amount Repayable to Toronto Central LHIN	(14,833)	-	-	(14,833)
Excess of Revenues over Expenses, net	\$16,900	(\$41,954)	(\$18,882)	(\$6,172)

* Excess revenue of \$16,900 in Health Services was used to purchase capital assets that are not reflected in the Statement of Revenue and Expenses.

OUR STAFF & SUPPORTERS

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- Toronto Central LHIN
 - United Way Toronto
 - City of Toronto
 - Ontario Trillium Foundation
 - Public Health Agency of Canada
 - Community One Foundation
 - Canadian Institute for Heath Research
- Ontario HIV Treatment Network
- MAC AIDS Fund



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- BMO Employee Charitable Foundation
- Chris & Tiffany Meier
- Randee Pavalow
- Robert & Helen Hansen
- David Krieger
- Debby Copes
- Gaye & Andrew Stein
- G.W. Cadbury Charitable Trust
- James Saloman
- Women's Care Clinic
- Margaret Marco



SUPPORTING PLANNED PARENTHOOD TORONTO

Our donors, the generous foundations and individuals who feel strongly that sexual health care and education are important for the women and youth of Toronto, are key to Planned Parenthood Toronto's success. While we delivered many successful programs and services for youth and women last year, there is so much more that the community needs.

PPT offers donors a number of options to continue to support our important work:

ANNUAL GIFTS

You can make general gifts, or gifts for a specific purpose or program, at any time throughout the year. Gifts will receive a tax-receipt subject to CRA regulations.

MONTHLY GIVING

Become a monthly donor and feel good about your gift year round. Our monthly giving program is a safe, secure, and convenient way to put your money to work. As a monthly donor, your pledge will be automatically processed each month. You will receive an annual tax receipt in total value of all of your donations at the end of the year.

BEQUESTS

These are gifts made through your will and are the most common form of planned gifts. You can give a specific piece of property, a specific sum of money, or a percentage of your estate. It's important to choose the planned giving option that is best for you. PPT recommends that you speak to an attorney and/or financial planner to help you decide and make the necessary arrangements for you to begin your legacy.

GIFTS OF STOCK

Donating appreciated stocks, bonds and mutual funds is the most tax-effective way to make a gift to a registered charity. Whether you donate cash or appreciated securities, you will receive a tax receipt that creates a tax credit.

HONORARY OR MEMORIAL GIVING

Celebrate a special individual in your life by making a gift in their honour or memory. PPT can arrange for a card with a personalized message to be sent to anyone you would like notified of your gift.

FOUNDATIONS & CORPORATE SUPPORT

To learn more about PPT's work and opportunities for foundation and corporate support, please contact **shobbs@ppt.on.ca** or call **416-961-0113**.

TO MAKE A SECURE DONATION ONLINE PLEASE VISIT WWW.PPT.ON.CA





Planned Parenthood Toronto (PPT) is a non-profit charitable organization that operates a fully accredited Community Health Centre that provides primary health services to youth aged 13-29. PPT offers health promotion programming, education, training and research to improve the sexual and reproductive health of youth and women of Toronto's diverse communities.

