

## Team Youth Line: The Volunteer Experience

I was awarded with a “Queer Youth Activism” award by the Lesbian Gay Bi Trans Youth Line at the Community Youth Awards Reception in 2004. Until then I’d only heard from friends through the University of Toronto Scarborough about just what the Youth Line was all about. Really, I’d never thought much about the Youth Line until that summer. Thankfully that was about to change.

I applied to be a volunteer. The interview with Service Coordinator Karl was fun and smooth (sort of like his head). Walking away from the interview, I felt like I had so many skills and experiences to offer the Youth Line. For once, my own life experience as a young queer guy was something valuable, something I could put on a resume with pride, something I could grow from.

The training was even better. Facilitators Heather & Karl were great at helping all of us newbie volunteers mix and mingle and build a great atmosphere of humour and sharing. It helped when we shared our coming out stories, talked about our attitudes and stereotypes around diverse communities, and learned about



Youth Line staff and volunteers flaunt their new Youth Line t-shirts at Toronto Pride 2005

HIV, STIs, sex, love, identity, and so many other great things.

Our final training day was a sad day as we were no longer guaranteed to see each other twice a week. Since then I’ve been doing shifts that fit great with my school and work schedule. The Youth Line works with my time, my skills, my goals, and my enthusiasm.

That’s what makes the Youth Line so great: everyone builds the organization with their time, skills,

goals, and enthusiasm, from the volunteers to the service managers to the relief shift supervisor to the financial guru to the board members to the executive director. If the Youth Line is my reward for being a queer youth, then I accept on behalf of all the other volunteers. It’s a reward I know we all share and all accept. Thanks, Youth Line.

Brian Konik  
Youth Line Volunteer

# Hellos and Farewells

Greetings! Just thought I'd take this opportunity to introduce myself. My name is charysse robinson. I am the new Outreach Coordinator at Youth Line. I have been volunteering with Youth Line since February of 2005 when I first began my training to work on the phone lines. My experience in training as well as working on the lines set the groundwork for my love and appreciation of the service. I am incredibly excited to have the opportunity to spend even more time at the Youth Line office and to have greater involvement in Youth Line activities!

Thus far I have been involved in numerous activities including coordination of the new provincial outreach volunteers program, promoting the anti-violence poster contest, attending events on Youth Line's behalf, and writing countless proposals for grants (yaaay!).

I look forward to the months to come and all of the amazing work I will be doing for the Youth Line!

The Youth Line has achieved greater stability over the last few years. Though it has certainly been a team effort, two incredible individuals have been a big influence. Unfortunately both are nearing the end of their official roles at the Youth Line.

Service Coordinator Heather Childs has been with the Youth Line since 1999 first as a volunteer and later as staff. She has trained dozens of volunteers and supervised thousands of calls over the years. Heather will be departing at the end of December to continue exploring her interests in counseling.

Shannon Ryan joined the Board of Directors in 2003 with the goal of improving the Youth Line's finances with great success.

He was instrumental in getting multi-year support from the Ontario Trillium Foundation, The Leafs Fund and the Counselling Foundation of Canada. His leadership in organizational planning has left a permanent beauty mark on the Youth Line.

Heather and Shannon represent the very best of altruism as they not only have the drive to make positive change but have the skills and compassion to do so effectively. Thank you to you both and we know that you will be successful at whatever community organizations you decide to touch next.



Bon voyage, Heather!

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## New Board Members

### **Chris McGrath**

Chris McGrath is the Director of Housing and Residence Life at the University of Toronto at Mississauga and says that in his professional work he regularly encourages students to engage in service as a means to reaffirm personal identity and purpose. He has both a Masters of Education from the University of Vermont where he has served as a professional consultant and motivational speaker at colleges and universities specializing in diversity and inclusion, GLBT issues and community development. Chris's previous volunteering experience includes directing the Rainy City Men's Chorus and The Toronto Men's Chorus.

### **Jamy Li**

Jamy Li is currently working towards a Bachelor of Applied Science and Engineering at the University of Toronto and serves as the Board of Directors of Meal Exchange, a charitable organization which attempts to solve hunger problems in Canada through innovative student projects. He is also very much in touch with the issues facing LGBTQ youth within the education system. He has also traveled to Mexico where he was the youngest individual chosen to participate in a Summer School Program where he attended workshops on technology and international issues.

## Youth Line Recognizes Youth Achievements

The 7th annual **Community Youth Awards**, sponsored this year by TD Bank Financial Group, celebrated the achievements of LGBTQ youth early this year at the Metro Central YMCA. Hosted by comedian Shawn Hitchins and Youth Line Director Corinne Alstrom, the evening started off with a bang with Can Can troupe, the Saucy Tarts. Baroque Ensemble I FURIOSI and 19 year-old opera/r'n'b vocalist Ashley Veronica also entertained the packed crowd.



Event Co-host Corinne Alstrom

Here are the 2005 Award Recipients:

### ALEX ROWLSON

Contribution to Community Empowerment

### ANNANDA DESILVA

Achievement in Linking Diverse Communities

### BRESCIA REID

Contribution to Activism and Women's Issues

### BRIAN LAWSON

Achievement in Arts & Culture through Dance

### CARMEN YANUZZIELLO

Achievement in Arts & Culture through Music

### CHRIS JAI CENTENO

Contribution to Queer Youth Visibility

### DON LATONDRESS

Contribution to Social Services

### EVAN SMITH

Personal Achievement

### GEM BUTLER

Activism and Women's Issues

### HANNAH TAYLOR

Overall Contribution to Community

### NATHANIEL CHRISTOPHER

Overall Achievement

### RYAN HINDS

Queer Youth Arts & Culture

## Outreach By Numbers

**36,743**

Visits to [www.youthline.ca](http://www.youthline.ca) since launch of new site in March

**23,600**

New Service Info cards/flyers distributed

**12,520**

New Youth Line posters distributed

**5,021**

Information Packages sent to schools, youth organizations, libraries and community and health centres

**165**

Returned packages

**156**

Average daily visits to new website in June 2005

**54**

Additional requests for more promotional materials

**31**

Average daily visits to old website in June 2004

**8**

Paper cuts reported by staff and volunteers in helping with outreach

**1**

Big thank you to everyone that has helped this year!

## Thinking Ahead: Strategic Planning Update

We've made our list of major to do items with our long term strategic plan and we're check-marking many of those items. The Program Committee is at work creating a program evaluation framework. Our provincial outreach ambassador program is about to start the training phase in order to prepare volunteers from all over Ontario to represent the Youth Line in their communities. Staff and volunteers are continuing to

send out promotional materials to schools, community centres and libraries all over Ontario.

The current plan guides the Youth Line into 2007. Future projects will continue to focus on the key directions of:

- o **Improvements in Programs and Services**
- o **Comprehensive Outreach**
- o **Improved Human Resources Management and Leadership Development**
- o **Strengthened Organizational Infrastructure**

# Community Support

## PREMIER DONORS



Community Services and Access & Equity Grants Programs

## MAJOR DONOR



## MEDIA SPONSOR



## YOUTH AWARDS TITLE SPONSOR



## ART AUCTION TITLE SPONSOR



## ASSOCIATE DONOR

J.P. Bickell Foundation ♥ Caring Foundation ♥ Carolyn Sifton Foundation ♥ CIBC  
Famous Players Media ♥ Laidlaw Foundation ♥ Lesbian & Gay Community Appeal  
Procter & Gamble ♥ Royal Bank of Canada ♥ Sears ♥ TICOT

## FRIENDS OF THE YOUTH LINE

Joan Anderson ♥ Barry Adam ♥ Kim Adlard ♥ Katherine Arnup  
Neville Austin ♥ Paul Austin ♥ Boiz Will Be Boiz ♥ Scott Bell  
Joanne Bersohn ♥ Murray Bush ♥ Fiona Buttars ♥ Christina Ciceri  
Andrew Chong ♥ Lyle Clark ♥ Hugh Clarkson ♥ Dan Cooperstock  
Brad Crafton ♥ Robert Cramb ♥ James Cressman ♥ Andrew Cruikshank  
Disco Dyke Divas ♥ Dupont Canada ♥ Audrey Dyer ♥ Ian Esquivel ♥ Dan Fraleigh  
Dan Fraser ♥ The Friendly Greek ♥ Fountain of Hope ♥ Michael Galway  
Cathy Gulkin ♥ Denise Hammond ♥ Tammy Hinsche ♥ Mark Hutchinson  
Greg Johns ♥ Mary Jones ♥ Jill Kelman ♥ Renee Lang ♥ Maria Lau ♥ Rob Lavery  
Greg Lichti ♥ The Living Well ♥ Carl MacMillan ♥ David Marlowe  
Tom McGillis ♥ Karina Navarro ♥ Suzanne Nuttall ♥ Brian Rodgers ♥ Joel Rotstein  
Shannon Ryan ♥ Jan Scheel ♥ Peter Sue ♥ Telus ♥ Brian Terry ♥ Norman Vanstone  
Village Pool League ♥ Robert Wallace ♥ Harry Wiebe ♥ Kevin Willcock  
♥ and many many more generous folks

## IN-KIND SUPPORT

A Space Gallery ♥ Buddies in Bad Times Theatre ♥ Olivia Chow  
Dangerous Dan's ♥ 5ive Nightclub ♥ Sky Gilbert ♥ Greyhound Canada  
Joave ♥ Just Thai ♥ Le Petit Liban ♥ Mercer Union Pegasus Bar  
Random House Canada ♥ Ma Zone  
National Ballet of Canada ♥ Second Cup ♥ 7-24 Video  
Sherbourne Health Centre ♥ This Ain't the Rosedale Library

# Our People

The Youth Line owes its existence to hundreds of dedicated volunteers that have answered the phones, organized events, licked envelopes and so much more. You know who you are and I hope you realize what a wonderful impact you have made.

Adam ♥ Adrienne ♥ Anna  
♥ Brian F ♥ Brian K  
Chi Ching ♥ Danny ♥ David  
Derek ♥ Devon ♥ Earl ♥ Enio  
Jeff ♥ Jimmy ♥ Joel ♥ Jon  
Karen ♥ Kate ♥ Katherine  
Lauren ♥ Liane ♥ Matt  
Melanie ♥ Mike S ♥ Mike V  
Nando ♥ Neil ♥ Sherri ♥ Walter  
and many many more...

## BOARD OF DIRECTORS

Co-Chair – Marlene Ham  
Co-Chair – Nikki Redman  
Treasurer – Shannon Ryan  
Secretary – jamie berrigan  
Corinne Alstrom  
Adrienne Barker  
Jamy Li  
Jonathan Kitchen  
Chris McGrath  
Ryan Weston  
Scott Wightman  
Arthur Lam (LOA)

## STAFF

Service Coordinators  
Karl Nielsen & Heather Childs

Shift Supervisor  
Will Munro

Outreach Team  
Leah Campbell  
& charysse robinson

Financial Administrator  
Edwin Lim

Executive Director  
Philip Wong



Registered Charity #89756 4951 RR0001

