



LGBT youthline  
ANNUAL  
REPORT  
2013-14









## MISSION STATEMENT

The Lesbian Gay Bi Trans Youth Line exists to provide service for youth, by youth that affirms the experiences and aspirations of lesbian, gay, bisexual, transsexual, transgender, 2-spirited, queer and questioning youth in Ontario. Working within an anti-oppression framework, we provide leadership opportunities, outreach, confidential peer support and referrals by telephone and online.



Caller-centred  
Non-judgmental  
Respectful and Inclusive  
Committed to Confidentiality  
Embracing Diversity  
Sex-positive  
Building a Learning Community  
Collaborating  
Networking and Partnering

## VALUES

# table of contents

- 04  
Letter from the Executive Director
- 05  
Letter from the Board of Directors
- 06  
Financial Report
- 07  
The Helpline This Year
- 08  
Pride 2013
- 09  
Outreach
- 10  
Fundraising
- 12  
Celebrating our 20<sup>th</sup> Anniversary
- 14  
Our Funders and Donors
- 15  
Our Board, Staff, and Volunteers
- 16  
2013-14 In Pictures

# Letter from the Executive Director

I write this letter to our members with a sense of accomplishment about the past year and anticipation for what is underway this year. Even though it's the Youth Line's 20th anniversary year, 2013/2014 was a beginning for me and the staff team at the Youth Line. Office volunteers, placement students and interns added their enthusiasm and skills to the diverse environment that is the Youth Line. Our team offered a host of fresh ideas and new energy to the help line service, volunteer support and training, outreach, fundraising and daily operations. Existing systems were solidified and new practices developed with an emphasis on collaboration, respect, the elimination of barriers stemming from different "isms", and efficiency.

From this base of streamlined operations, the Youth Line has been able to raise its profile by attending conferences such as the 2nd Egale LGBT Youth Suicide Prevention Summit, the LGBT Giving Network Conference, World Pride's Youth Homelessness Forum and at the South Asian Family Violence Prevention Conference. We renewed our commitment to our community partners: SOY's Fruit

Loopz, the Toronto District School Board, the Native Youth Sexual Health Network and the Ontario Rainbow Alliance of the Deaf. We formed new partnerships with both the Catholic and secular school boards in York Region as well as with the Alliance for South Asian AIDS Prevention and Yonge Street Mission.

In the upcoming year we are launching our new website, piloting the delivery of after school peer support groups, replacing most of our tech hardware, and developing new outreach materials to modernize the Youth Line's look, and broaden the reach of its timeless message of LGBT youth supporting each other across the province.

Thank you all so very much for your unshakeable support, insights, friendship, patience and sense of humour over this past year of re-envisioning our path as LGBT Youth Line.

Sincerely,  
Gitanjali Lena  
Executive Director

## Letter from the Board of Directors

“2013-2014 has been a milestone of a year for LGBT Youth Line. The Board of Directors has been guided by a strong sense of continuity as we look back at our last 20 years of operations and forward to the next 20.

2013-2014 has been a milestone of a year for LGBT Youth Line. The Board of Directors has been guided by a strong sense of continuity as we look back at our last 20 years of operations and forward to the next 20. Most notably, after a long and intensive process involving consultations with internal and external stakeholders, we have completed our new strategic plan. We are proud to have been involved in such a thoughtful and inspired process that will guide our goals and vision for the coming years.

You can find details of the past year in the annual report that follows, but we wanted to take this opportunity to extend special thanks to our community and supporters. The passion and hard work of our wonderful staff and volunteers, so critical to our success, is buoyed by your support, and we are grateful for your dedication and friendship. We trust in our shared commitment to the youth of Ontario, and look forward to the new adventures ahead as we embark on our next decade.

Sincerely,  
Daniel Engel & Ko Clementson  
Co-Chairs  
LGBT Youth Line Board of Directors

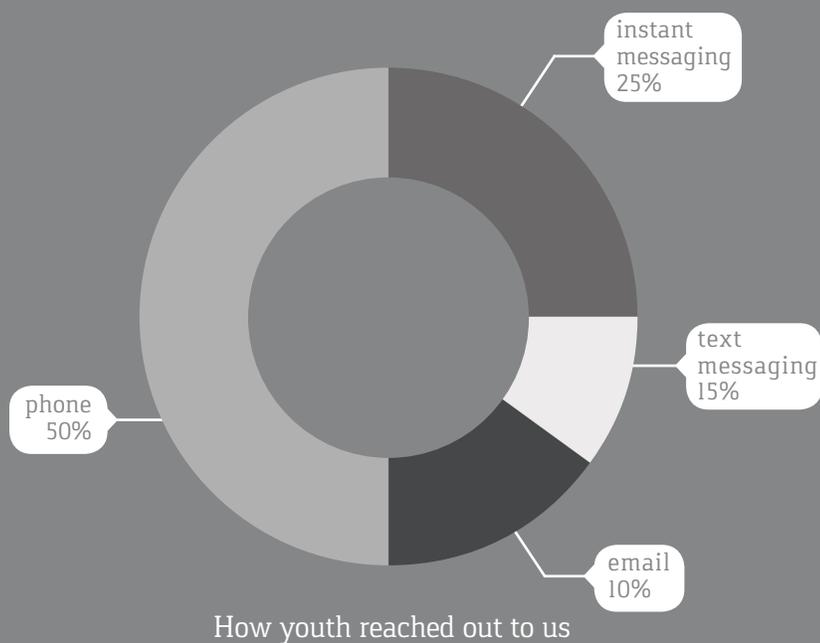
# Financial Report

Statement of Operations and Changes in Net Assets  
Year Ended March 31

	<b>2014</b>	<b>2013</b>
<b>Revenue</b>		
Corporation grants and foundation grants (Schedule 1)	\$ 44,779	\$ 59,640
Ministry of Health	86,160	86,160
Donations	34,995	54,164
Dividends and interest income	-	66
Donation Scholarship	-	10,000
Donations in kind	-	42,675
Fundraising	7,958	65,157
City of Toronto grant	40,040	31,765
Pride & Remembrance Foundation	10,908	29,092
Trillium Foundation	4,900	71,900
	<b>229,740</b>	<b>450,619</b>
<b>Expenses</b>		
<b>Charitable activities expenses</b> (Schedule 2)	163,375	369,230
<b>Administration expenses</b>		
Accounting and audit	12,258	11,210
Amortization	215	307
Board of directors costs, insurance	3,471	3,949
Office supplies, bank charges and other	10,261	11,218
Salaries, benefits and related costs	54,991	57,827
Special projects	4,120	-
	<b>85,316</b>	<b>84,511</b>
	<b>248,691</b>	<b>453,741</b>
<b>Deficiency of revenue over expenses for the year</b>	<b>(18,951)</b>	<b>(3,122)</b>
<b>Net Assets, beginning of year</b>	139,037	142,159
<b>Net Assets, end of year</b>	<b>\$ 120,089</b>	<b>\$ 139,037</b>

# THE HELPLINE THIS YEAR

## 2814 youth supported

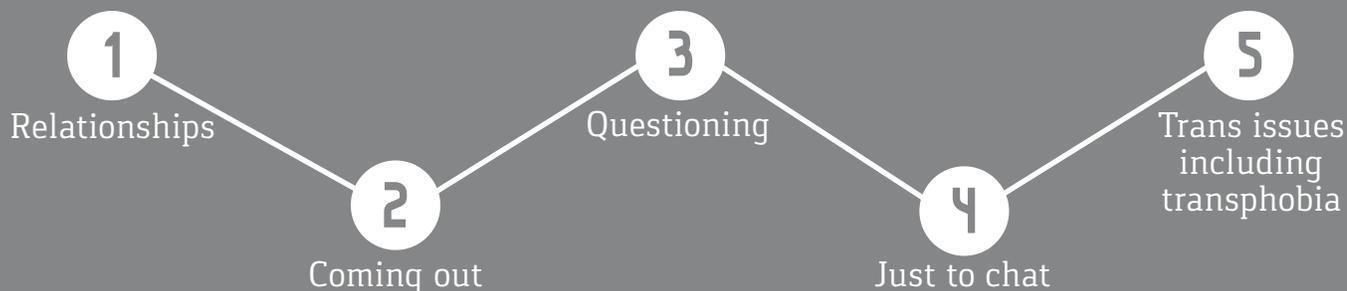


! We sent a total of 17,706 text messages to youth in the 2013-2014 year.

Instant Messaging is the dominant medium for communication for folks 18 and under.

Phone is the dominant medium for communication for folks 18 and up.

## Top 5 issues



# Pride 2013

Our volunteers and staff team participated in many exciting activities during Pride 2013.

For the Pride March we were joined by Canadian fashion model Stacey McKenzie, who asked to march alongside us to show her support for LGBT youth. Our volunteers were thrilled to dance down Yonge Street with her, feeling like supermodels ourselves during this special time.

Our volunteers also created and hosted a game show for the Fruit Loopz Youth Pride stage. Here we engaged participants in skill testing questions and improv games for great prizes like Youth Line

undies, t-shirts, candy and more! We also hosted a booth at the stage where we gave out buttons and talked to youth about our service.

Thanks to the dedication of our staff, board, and outreach volunteers, we were also able to table on Church Street throughout the weekend. Pride tabling is always a treat as we are able to connect with many of those who have been touched by our organization, either as volunteers or service users.

With the support of the Elementary Teachers Federation of Ontario (ETFO), we were able to have a provincial outreach presence at 2013 Pride events in Peterborough, Ottawa, Belleville, Sudbury, Windsor and Simcoe.



# Outreach

LGBT Youth Line made many connections across the province during the past year. In addition to visiting high schools, we supplied dozens of schools, public libraries, organizations and health centres with outreach packages full of our promotional materials. To ensure reach to other less institutionalized communities, we tabled and provided workshops at conferences and youth spaces including the True Colours ASL event held by the Ontario Rainbow Alliance of the Deaf, Project Acorn, the Making a Stage for Our Stories conference held by ILL NANA/DiverseCity Dance Company, and the Jer's Vision LGBT Summit.

In the interest of maintaining our strong online networks with our clients, Youth Line also joined the Mozilla Hive Toronto Learning Network, a collection of youth-serving organizations that hold online meetings and collaborate to provide youth with digital learning opportunities. Through this and other initiatives such as our tech upgrades our focus is to stay on the cutting-edge of digital service provision.

## Provincial Outreach Ambassador Program

The goal of the Provincial Outreach Ambassador Program is to ensure LGBTQ and questioning youth province-wide can reach Youth Line.

The Program is concerned with ensuring service information is available, that the entire province is represented in our membership, that information about special events is distributed widely across communities, and that we are communicating with other youth-serving organizations in Ontario.

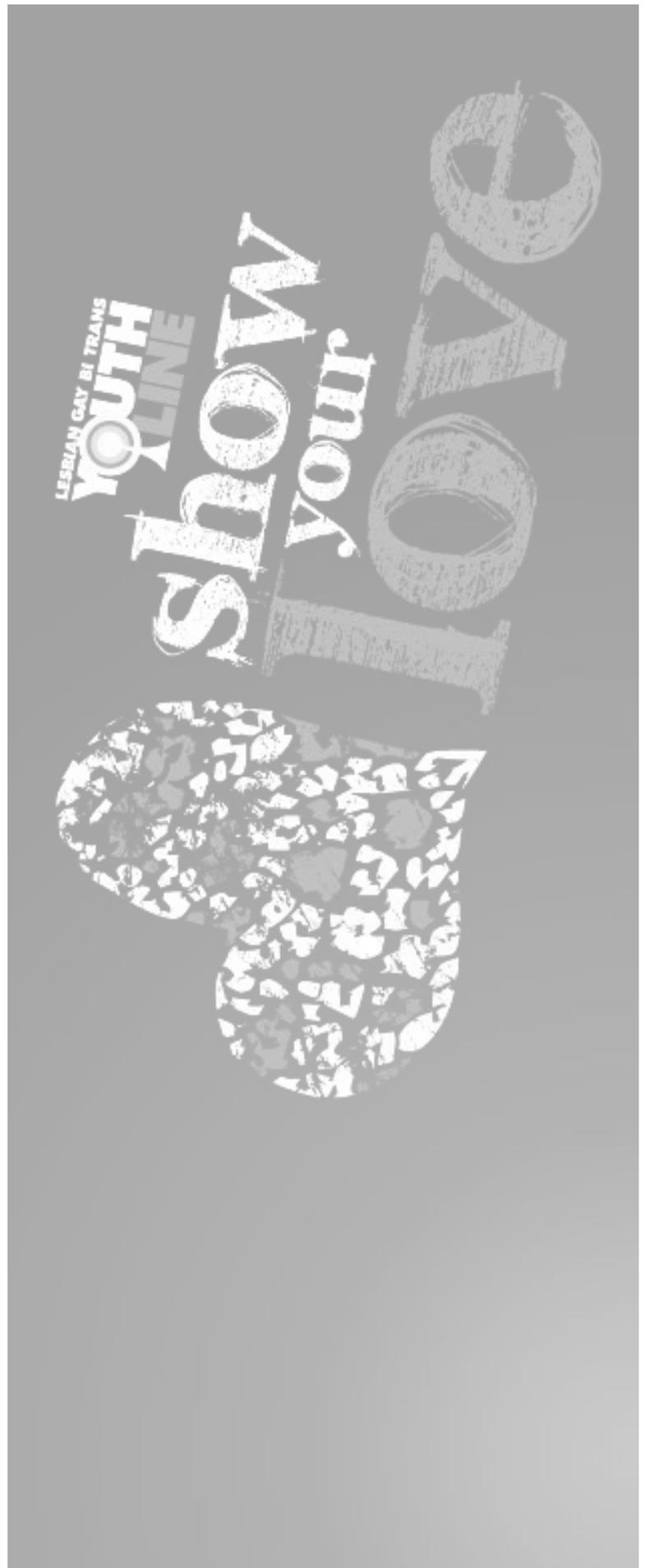
This year, 10 Ambassadors from across the province connected with their local groups, schools, and organizations. They distributed Youth Line materials, collected information about local services and safe spaces, and informed us about the needs of their communities, in addition to working on projects related to their own individual interests. The Ambassadors represented LGBT Youth Line in Windsor, Brantford, Sudbury, Belleville, London, Ottawa, Thunder Bay, Almonte, Rockland, and Kitchener.

# Fundraising

Show Your Love offers those interested the opportunity and platform to pitch in to support LGBT Youth Line. In the spirit of this ongoing campaign, a fundraiser was held on Valentine's Day at The Pilot Lounge. Organized by Jeff Brown, Andrew Edwards, Jason Yantha, and Andrew Gouveia, the evening drew over 100 people together in a community celebration. This dance party showcased local diva Scarlett Bobo and featured many additional activities including nail painting, hot guy balloon popping, and Krispy Kreme doughnut sales.

Other Show Your Love initiatives in February included the University of Toronto Out in Law panel on Homophobia and Transphobia in areas of law, where Gitanjali Lena presented on "The Impact of Age Based Consent Laws on Queer and Trans Youth".

On March 18th GLgbt\*, the York University-Glendon Campus group for lesbian, gay, bisexual, transgender, questioning, queer or any other individuals with diverse sexual or gender identities featured LGBT Youth Line as the beneficiary of their year-end Trivia Night.





# The Lesbian Gay Bi Trans Youth Line is 20!

On May 2nd, 1994, after a year of planning, collaborating, and community organizing, LGBT Youth Line launched as the first service of its kind in Canada. LGBT Youth Line was created by queer youth for queer youth and has now grown into a community of peer support, friendship, recognition and creativity. During our 20<sup>th</sup> Anniversary year, we want to tell the stories of LGBT Youth Line community through the community archive project and the 20FOR20 Campaign.

# Community Archive Project

We would like to invite you to submit words, artwork, videos, and other forms of expression about our community and the role of Youth Line; what does Youth Line mean to you? Help us to tell our story.

Submissions will be used as part of Youth Line's creative community archive project. We are creating a visual memento of our story: projects, events, resources, work and community building of queer and trans youth as a part of the Youth Line community. The archive project will be available to the public

online, and through a physical display of our community work in 2015.

If you have something to express, to share or a story to tell about Youth Line and our community please send it in! We look forward to hearing from you as we continue to share our story together!

Please send your contributions to [20thanniversary@youthline.ca](mailto:20thanniversary@youthline.ca) or send by mail to:  
P.O. Box 62, STN F  
Toronto, ON  
M4Y 2L4

## 20 FOR 20

We are proud to announce an exciting fundraising initiative called 20FOR20 which captures the past 20 years of our organization's history through the digital stories of people whose lives and experiences have been shaped by the LGBT Youth Line.

We will feature these personal and compelling stories of community building online, in

hopes of inspiring the public to give back to our organization to ensure the future of LGBT youth peer support across the province of Ontario.

We are currently recording stories. If you are interested in sharing your story as a participant please contact [donate@youthline.ca](mailto:donate@youthline.ca) to set up a meeting time.

# Our Funders & Donors

2013-14 fiscal year

## FUNDERS

City of Toronto  
Ontario Ministry of Health and Long-Term Care  
Ontario Trillium Foundation  
TD Canada Trust

## DONORS

CB2  
The Ally Coalition, Inc.  
CUPE 3902, University of Toronto Education Workers  
Children's Aid Society  
Yonge Street Mission  
TELUS  
The Geoffrey H. Wood Foundation  
York University Queer group GLgbt\* (Glendon Campus)  
David Kraft at Strategic Communications

## EVENT SPONSORS

Elementary Teachers' Federation of Ontario  
Bank of Montreal

## INDIVIDUAL & MONTHLY DONORS

We also want to acknowledge and thank our many generous one time and monthly donors who contribute through the United Way Donor Choice programs and our Canada Helps page who recognize the importance of the work that we do through their support of the LGBT Youth Line's ongoing operations.

# Our Board, Staff & Volunteers

April 2013 to March 2014

## Staff

EXECUTIVE DIRECTOR

Gitanjali Lena

SERVICE COORDINATOR

Kavita Bissoondial

OUTREACH COORDINATOR  
& POAP COORDINATOR

Kelisha Peart

FUNDRAISING ASSISTANT

Celeste Ali-Akow

SERVICE TRAINING  
CO-FACILITATOR

Akriti Jain

SHIFT SUPERVISORS

JP Catungal

Katelyn Ott

Shane Owens

Kim Trenchard

PLACEMENT STUDENTS

Axel Libiran

Ebony Stewart

Ashley Yanta

INTERN

Elvis Tjijorokisa

## Board Members

Sonny Berenson

Gunjan C.

Ko Clementson

Jeff Cooke

Rodney Diverlus

Daniel Engel

Berkha Gupta

Becky Idems

Kate Klein

Sean Meades

Saira Muzaffar

Natasha Novac

Parul Pandya

Tyson Purdy-Smith

David K. Seitz

Adam Wheeler

Kai Wa Yapp

## Volunteers

While we cannot personally name all of our wonderful volunteers due to our policies around confidentiality, we want to acknowledge their incredible individual and collective efforts in the fulfillment of the LGBT Youth Line's mission. Thank you all; and much love.

2013-14  
in pictures





youthline.ca



Like us on  
Facebook



@LGBTYouthLine



Ontario

MINISTRY OF HEALTH AND LONG-TERM CARE

Ontario  
Trillium  
Foundation



Fondation  
Trillium  
de l'Ontario

An agency of the Government of Ontario.  
Un organisme du gouvernement de l'Ontario.



Canada Trust