



Annual Report 2018



LGBT Youth Line staff and board at the Youth Awards Gala

OUR MISSION

LGBT Youth Line is a Queer, Trans, Two-Spirit youth-led organization that affirms and supports the experiences of youth (29 and under) across Ontario. We do this by:

1. Providing anonymous peer support and referrals;
2. Training youth to provide support to other youth; and
3. Providing resources so youth can make informed decisions.

OUR VALUES

In all aspects of our work and throughout the organization, as we pursue our mission, we live by the values listed below:

Youth-Centred
 Confidentiality
 Anti-Oppression/Anti-Racism
 Accessibility
 Harm Reduction
 Sex Positive
 Indigenous Solidarity
 Growth and Learning
 Collaboration

OUR VISION

Youth of all sexual and gender identities are celebrated and supported.

Land Acknowledgement

LGBT Youth Line operates in Ontario, aboriginal land that has been inhabited by Indigenous peoples from the beginning. Our office is situated in Tkaronto (Toronto), which is the traditional territories of the Mississauga of the new credit First Nations, Huron-Wendat First Nation and the Haudenosaunee confederacy.

Language: 2SLGBTQ/Queer, Trans, Two-Spirit

We use 2SLGBTQ (Two-spirit, Lesbian, Gay, Bi, Trans, Queer) and Queer, Trans, Two-Spirit interchangeably as umbrella terms to identify the youth that we serve. We acknowledge that these terms cannot/do not encompass the rich diversity of identities that may fall under these umbrellas, including two-spirit, lesbian, gay, bisexual, trans, genderqueer, intersex, queer, questioning, asexual, aromantic, non-binary or any other non-normative identities related to sexuality and gender.

Letter from Executive Director & Board Co-Chairs

We'd like to start by thanking volunteers, staff, Board members, funders, donors, and community partners for making this year's accomplishments possible.

At our last AGM, we launched a new strategic plan identifying our key priorities for the next three years: increasing our capacity for Indigenous involvement and support; realizing our provincial mandate; assessing Youth Line's capacity to provide crisis support; strengthening our operational health; and increasing and diversifying our funding. We spent a few months mapping out our plan to achieve our priorities and are excited to share our progress.

We held an organization-wide session with Shane Camastro, a member of Native Youth Sexual Health Network and past Youth Line staff member, to create an adaptable strategy based in knowledge-building, conversations, and feedback from Indigenous communities. This year, staff and board are focused on further increasing our knowledge and relationships, to use towards future work.

To assess YL's capacity to provide crisis support, we've been researching other peer support and crisis services to get a better understanding of language, training, and how each service operates. We've been creating new policies and procedures to better support staff and volunteers through crisis calls and we're working on updating the language on our website and outreach materials to clarify our service limitations, while ensuring 2SLGBTQ youth have access to the supports they need.

In an effort to strengthen our operational health, we conducted a volunteer assessment to identify opportunities for growth and leadership development. The Board's Governance Committee is assessing current opportunities available to Board members and developing recommendations about expanding leadership development.

We're also working to increase and diversify our funding to improve our financial health. We've developed a data-informed fundraising strategy,

working on implementing a donor database, started reconnecting with alumni (for example, through the Homecoming event this summer), and completed a ten-year analysis of our financial performance. We are already excited to see results that are allowing us to dedicate more resources towards our growing Peer Support Program.

Finally, we've created a Community Engagement and Communications role to focus on relationship-building with community partners and supporters. We're also so excited to announce growth in programming staff to create two full-time positions: Volunteer Engagement Coordinator and Programs Coordinator. This will allow us to offer an additional volunteer training cycle, focus more on program development, and provide more volunteer support.

Looking forward, this fall, we're launching a new Provincial Outreach Network to strengthen our physical presence across Ontario. In October, we're launching a new resource database that will make it much easier for 2SLGBTQ youth to find local resources, for service providers to submit resources, and for our Peer Support Service to have accurate, in-depth information for referrals. We are also excited to be launching LGBT Youth-Connect in early 2019, with the support of the Pride and Remembrance Run. Youth-Connect aims to create a centralized hub to support networking, skill-sharing, and collaborations among 2SLGBTQ grassroots youth groups and youth leaders across Ontario.

And lastly, it's hard to believe that Youth Line is turning 25 on May 2, 2019! To celebrate our 25th anniversary, we're creating a digital archive in partnership with the CLGA, developing an inter-generational video series, planning a celebration of Youth Line Alum, and lots more. Look out for more details in the coming months!

Sincerely,

Berkha Gupta *Amy Verhaeghe & Adriana Chang*
Executive Director Board Co-Chairs

Financial Report

Lesbian Gay Bi Trans Youth Line

Statement of Financial Position As at March 31

	2018	2017
Assets		
Current		
Cash	\$ 83,072	\$ 108,105
Guaranteed Investment Certificate	10,000	10,000
Accounts receivable	33,680	19,873
HST rebate receivable	4,671	4,310
	\$ 131,423	\$ 142,288
Liabilities		
Current		
Accounts payable and accrued liabilities	\$ 16,141	\$ 22,818
Deferred revenue	2,500	20,060
	18,641	42,878
Net Assets	112,782	99,410
	\$ 131,423	\$ 142,288

See accompanying notes to financial statements

On behalf of the Board:

Director

Director



Youth Awards

Our 16th Community Youth Awards were a grand evening of celebrating with over 200 attendees celebrating the accomplishments of 2SLGBTQ young leaders across Ontario.

2017 WINNERS

Queer Activism	Andrea Bermudez
Trans Activism	Jalisa Luces-Mendes
BIPOC Activism	RJ Jones
Secondary Academic Environment	Nora Melody Williams
Post-Secondary Academic Environment	Camryn Harlick
Social and Health Services	Akia Munga
Arts and Culture	Cassandra Myers
Social Justice and Community Empowerment	Lyra Evans
Commendation for Up and Coming	warnerschaettgen

Visit youthline.ca/youthawards for winner profiles, pictures and video.

Join us for the next youth awards on **June 1st, 2019**.

Pride



Dyke March, Toronto



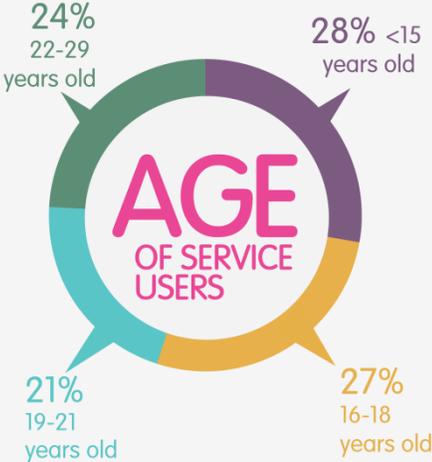
Capital Pride, Ottawa



Trans March, Toronto

Peer Support 2017/18

4721 YOUTH SUPPORTED



Top Issues Discussed

1. Peer Relationships
2. Isolation
3. Questioning Gender/Sexuality
4. Family Relationships
5. Coming Out
6. Trans-related Issues
7. Bullying



46%

TXT:)

32%



21%



1%

32,576 unique website visitors

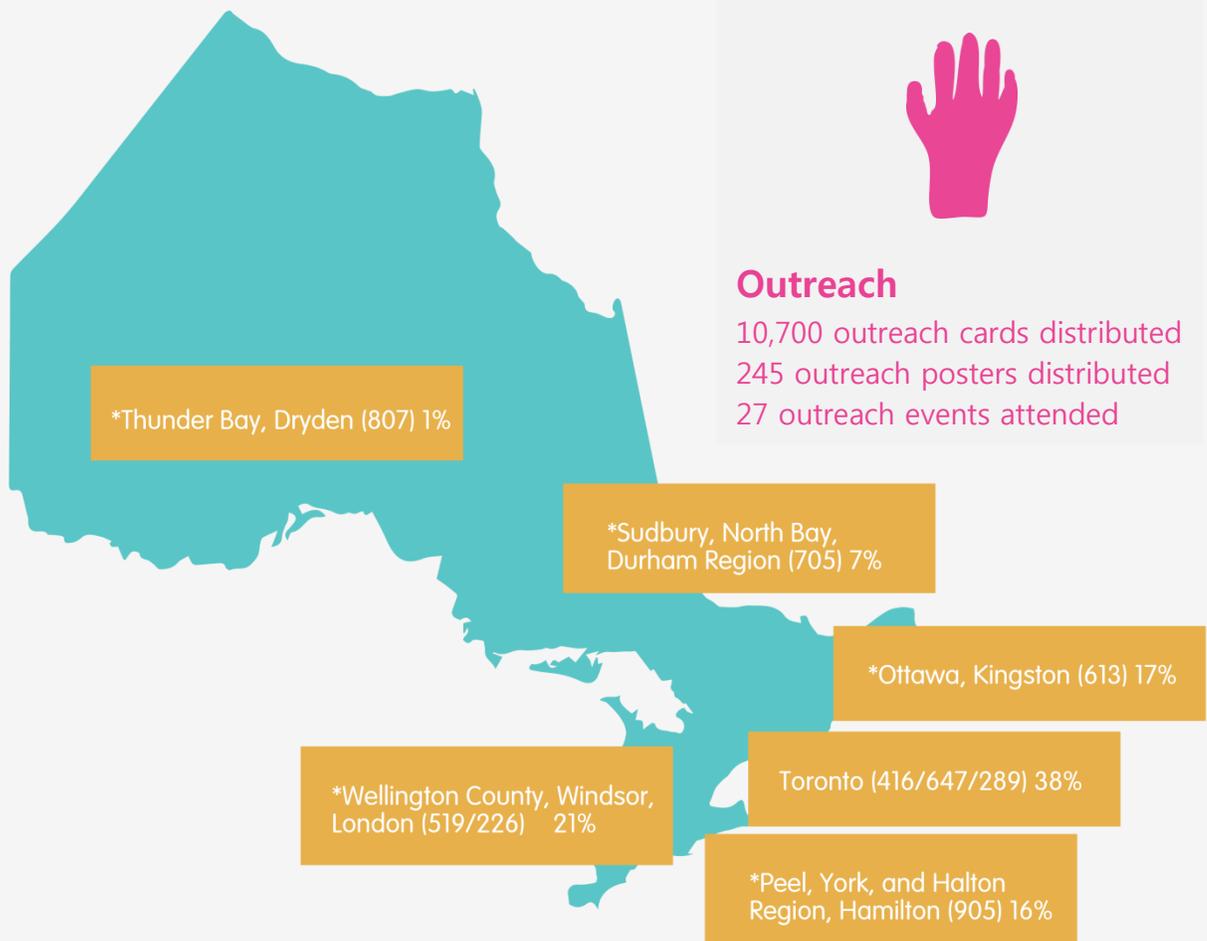
Peer Volunteers

Our Peer Volunteers are 2SLGBTQ youth (15-26) who go through 36 hours of training so that they can support other youth throughout Ontario.



71 active volunteers
4,178 volunteer hours
26 new volunteers trained

Breakdown by Region/Area Code



*includes neighbouring areas related to the area code

Craftathon

For our third annual Craftathon, 48 people raised \$15,111 through 325 donors. Some of these people were avid crafters while others were dabbling and just enjoying the day. Either way, each crafter came out, made things and supported 2SLGBTQ youth in Ontario. Crafting included making:

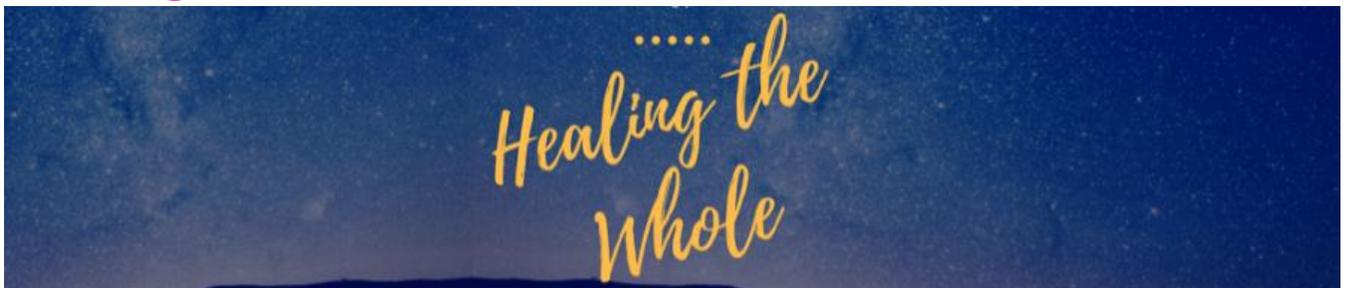
- Paper Crafts (Card making, origami, postcards)
- Food Crafts (Pasta Bar)
- Kids Crafts (Colouring, paper crowns)
- Clay Food Sculptures
- Patches and Buttons
- Canvas Pennant Banners
- Silk-screen tote bags
- Salsa Dancing
- Braided T-Shirt Baskets
- Canvas together for Broadening Horizons 'Power of One' project.

Thank you to all of our craft table leads that made the day so fun!

Pictures and more at youthline.ca/Craftathon. Join us for our next Craftathon on **March 16, 2019**.



Healing the Whole Conference



Over 50 2SLGBTQ community members who identify as Black, Indigenous, people of colour, disabled, and/or low-income, came together, as a community, to explore what it means to heal and be healed, to be heard, and to connect with one another.

In partnership with **Native Youth Sexual Health Network (NYSHN)**, the day was held at Atlohsa Native Family Healing Services in **London, Ontario**, with a keynote from Summer Bressette. The day hosted sessions that included: Ayurveda and Trauma, Healing Wounds of the Spirit, Astrology 101, Life as Ceremony, Two Spirit/QTIP Wellness Cycles. Reconnecting to yourself as BIPOC, and Exploring the London Queer Scene. We also had two healers offer acupuncture and reiki sessions throughout the day and NYSHN hosted a space for medicine making, traditional beading, and crafting.

Show Your Love

Third Party events offer a fun way for individuals, groups and organizations to raise funds for us. In 2017/18, our supporters organized 19 events raising a total of \$20,082 accounting for almost 25% of our fundraising.

These are some of the schools, businesses, groups that ran events for us last year:

*Beguiling | Embrace Yoga and Health | Fairview High School | Foundry Ice Cream | Gowling WLG
Just beCAUSE LGBT Tourism | Leeloodles | Molecular Genetics GSA | Pine Ridge Secondary School
Punk Sucks | Rosar-Morrison Funeral Home | University of Toronto Schools (UTS) | West Bay Elementary*

Thanks also to the many individuals that ask their friends to send us donations in lieu of birthday or holiday gifts - those donations go a really long way for us!



AXE OUT HOMOPHOBIA

Thank you to Jeff Cooke for running Axe Out Homophobia, which raised a total of \$13,308 for Youth Line! We really appreciate the agencies that participated: KBS Toronto, Thinkingbox, Powered by Search, JWT Canada, Traffik, Zulu Alpha Kilo.

Go Steady with Youth Line

Very special thanks to our Monthly Donors that provide us with a reliable stream of funding to support our peer support service.

Adriana Chang
antoine houdeville
Blair Caines
Boneventure Lena
Brendan Hennessy
Brian Rodgers
Cassidy Kobewka
Cathy Gulkin
D'Arcy McLenaghan
Darren Cooney
Emily Westover
Eric Koeck

Fern Mosoff
Fiona Buttars
Franca Fuoco
George Pyron
Gregg Stolinski
Hans-Peter Skaliks
Jackie B
Jarrett Samson
Jennifer Welsh
Karen Wheeler
Ko Clementson
Lucas Hayden

Marc Cormier
Marisa Gatto
Nicole Madison
Rebecca Fisher
Saira Muzaffar
Shavaun Jamieson
Shawn Abraham
Stefan Kuchar
Tim Guimond
Valerie Kostyniuk
Yamikani Msosa

Thanks also to the many individuals that donate to us through their Employee Giving Programs!

Our Supporters

Group Donations

Children's Aid Society
Crate and Barrel - CB2
Crews and Tango
CUPE Local 905
Dawn Tattle Family Foundation
INVIVO Communications
Unite Here! Local 75

A very special thanks to Alyx Fitzhenry of the Andree Rhéaume & Robert Fitzhenry Family Foundation for their generous \$10,000 donation.

In-Kind Support

Above Ground Art Supplies
Beau's
Deserres
Dollarama
Drake Hotel
Dufflet Pastries
Kelly's Bake Shop
Light and Paper
Pilot Interactive
Sheraton Centre Toronto
Sherbourne Health Centre
Starbucks
Tha Bake Shop
Whole Foods

Community Media Sponsor

Xtra

Individual Donors

Over \$5000

Heather Cartwright

Over \$1000

Daniel Engel
Jaime Woo
Toshiba Anemogram

Over \$500

Anu Radha Verma
Diana Skrzydlo
Doug Arcand
Farrah Khan
frank lowery
Gajendra and Pushpa Gupta
Glen Pleshko
Kai Wa Yapp
Maegan Thomas
Mark Swartz and family
Martha LA McCain
Mundy Y McLaughlin
Taxearhes Chustas

Over \$250

Blair Voyvodic
Chris Hooper
Christine Clark
Daniel Turko
David Newton
Erin M McManus
Joanne Guimond
Julie Poulin
Kevin de Courcy O'Grady
Laurel Wypkema
Michael Sweeney
Nadia Neversen
Paul Brennan
Robert Brien
Ruwani Mahathantila
Susan Ursel

Thank you for your support so we can continue to be there for 2SLGBTQ youth in Ontario.

Our Funders 2017/18



Our Board, Staff and Volunteers

BOARD OF DIRECTORS

Adanyi Phillip
Adriana Chang (Co-Chair)
Amy Verhaeghe (Co-Chair)
Colan Wang (Treasurer)
Kanaka Kulendran
Khadijah Kanji (Secretary)
Shayla Sabada
Sylvan Tang

PAST BOARD AND STAFF

Adri Noronha
Jaime Woo
Tamar Brannigan
Tanya Neumeyer
Val Kalende
Valerie Kostyniuk

STAFF

Angel Glady (Administrative Assistant)
Berkha Gupta (Executive Director)
Lauren Pragg (Community Engagement and Communications Coordinator)
Saph Parchment (Service Coordinator)

*Our confidentiality policies don't allow us to list all of our wonderful volunteers and shift supervisors publicly. However, the work we do would not be possible without the incredible individual and collective efforts of all of our volunteers and staff.

Thank you for showing your love by supporting thousands of youth in the past year!

Keep in touch!

www.youthline.ca



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[@lgbtyouthline](https://www.instagram.com/lgbtyouthline)



[/LGBTYouthLine](https://www.youtube.com/LGBTYouthLine)

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