



30 Years of

LGBT youthline

SINCE 1994 ♡

Annual Report 2024/2025



Land Acknowledgement

LGBT YouthLine works in the place often referred to as Ontario, which continues to be colonized land, and is home to many Indigenous communities. Our head office, in Tkaronto (Toronto), is the territory of the Anishinaabe, Haudenosaunee, Wendat and Petun First Nations, the Seneca, and most recently, the Mississaugas of the Credit River. Today, the meeting place of Tkaronto remains home to many Indigenous peoples across Turtle Island. YouthLine works in this community, in this context, on this territory.

Our Mission

LGBT YouthLine is an anti-racist, youth-led organization that connects 2SLGBTQ+ youth (29 and under) across Ontario to resources and community through peer support, training, advocacy, and referrals.



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Letter from Board Co-Chair

What an immense honour it is to look back and reflect on a milestone year at LGBT YouthLine. This year, we celebrated our 30th year of operations! We're proud to have held onto the scrappy grassroots spirit that shaped our beginnings back in 1994, and to still be standing proud three decades later providing peer support and resources to queer and trans youth across Ontario. The work we do has always been, and continues to be, a testament to the dedication and resilience of our staff, volunteers, and the community at large.

To mark our 30th birthday, we embarked on our 'Dialing In' series of panels across the province, with stops in London, Sudbury, Toronto, and Ottawa! These intergenerational conversations were a celebration of the ways our community has evolved and thrived over the years and the role YouthLine has played along the way.

With our peer support helpline always remaining at the heart of what we do, we also expanded our advocacy work this year. We hosted virtual teach-ins with community partners to inspire and teach youth, launched a letter-writing campaign for student rights, and continued building on our decades of experience working for and with 2SLGBTQ+ youth. We also had the honour of speaking at the House of Commons about what queer youth have been telling us as part of a study on Hate Motivated Violence Targeting the 2SLGBTQI+ Community.

Our 30th year saw the completion of a new strategic plan that will help guide YouthLine into our next chapter, with an emphasis on our values and affirming that youth know their own experiences best and are the best people to make choices that are right for them. In 2024, we also launched a new website to make our services more accessible and user-friendly.

Of course, it wouldn't be a celebration without getting to visit our community across the province on our annual pride tour – maybe you saw our birthday balloons at Toronto's Trans March? From stories of HelpLine shifts of the past to connecting with our earliest volunteers and their children, every conversation was a reminder of the power of connection and the bonds that we collectively share through YouthLine.

We are so grateful for thirty years of community support – whether that's through giving your time or money, your support of our advocacy work, spreading the word about our services, or by sharing and reflecting on your memories of your time at YouthLine. Because of you, we know that LGBT YouthLine will continue to show up for 2SLGBTQ+ youth as long as we're needed!



Ben Gillis-Kent
Co-Chair, Board of Directors





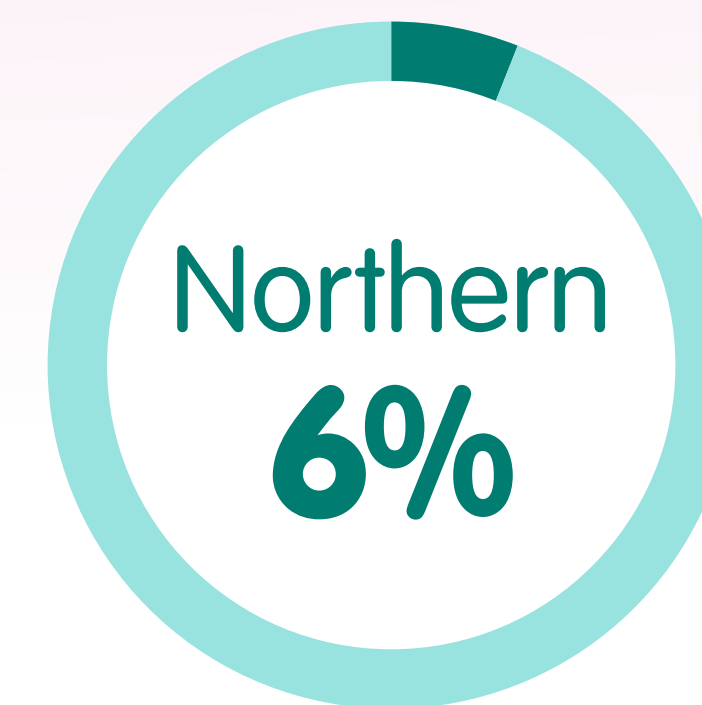
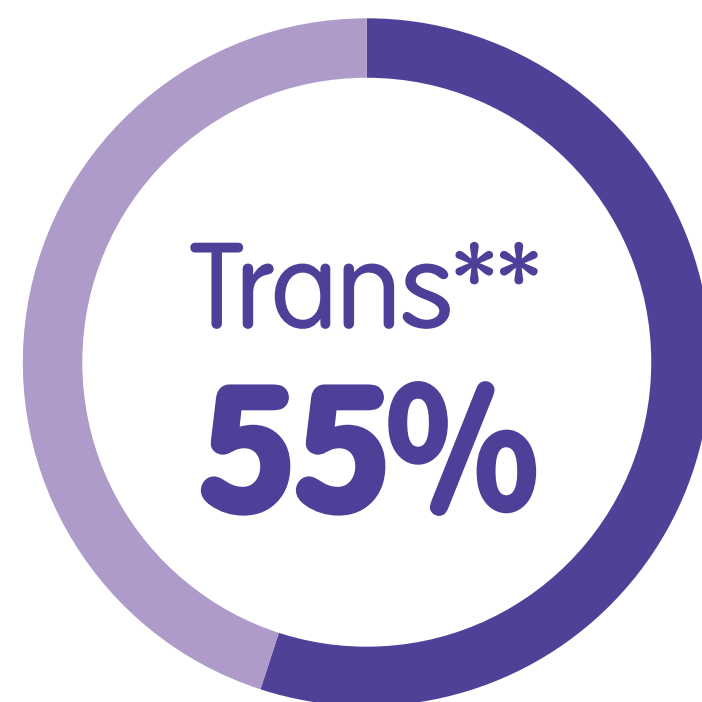
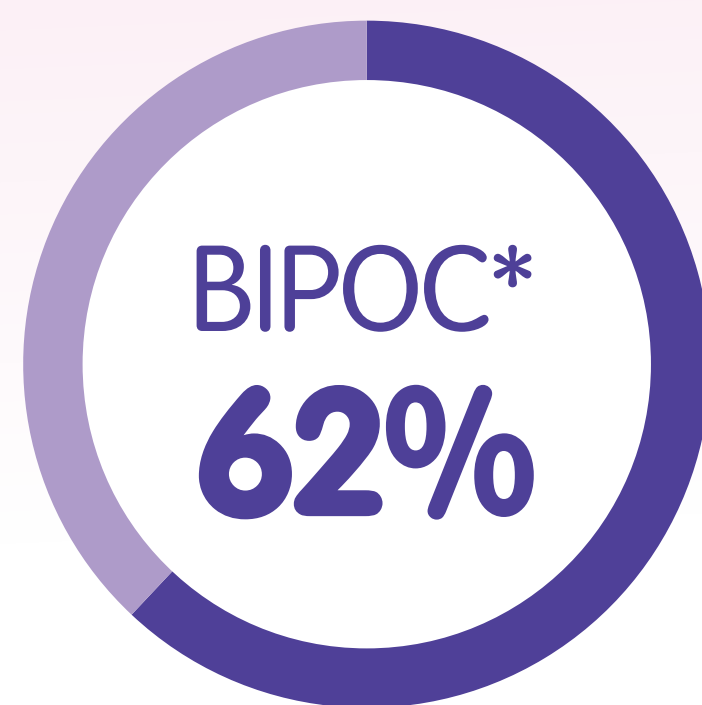
30 YEARS ^{OF} COMMUNITY CONNECTIONS



30 years of Peer Support: For Youth, By Youth

For 30 years, YouthLine volunteers have been at the heart of our work, supporting their peers and shaping the impact of our HelpLine. Through a 12-week training program and close teamwork, volunteers gain confidence, skills, and lasting connections while offering care to 2SLGBTQ+ youth across Ontario.

In November 2024, many youth reached out with heightened anxiety and fear about the current political climate, including concerns about safety, rights, and access to care. In the face of this, our HelpLine has been a vital source of support and connection.



*Black, Indigenous, People of Colour

**Includes Trans, Non-Binary, Gender Non-Conforming, Genderfluid, and Questioning youth



"For me, being able to support folks who are also young queer and trans people in the same geographical community is so important to me as we exist in this current political environment. Volunteering for Youthline and being able to meet other queer and trans youth who are also passionate about supporting our community has been inspiring and gives me hope that despite the world being a scary place to be, community spaces like this still exist and can flourish." - Volunteer



"I'm thriving at YouthLine! I feel supported in my role. At first, I was so scared to start, but after I went through the training, and with the guidance of the supervisors, I feel more confident in answering the chats." - Volunteer

Youth We Connected With

2436
Youth
Supported

Location of Youth
Contacting Us

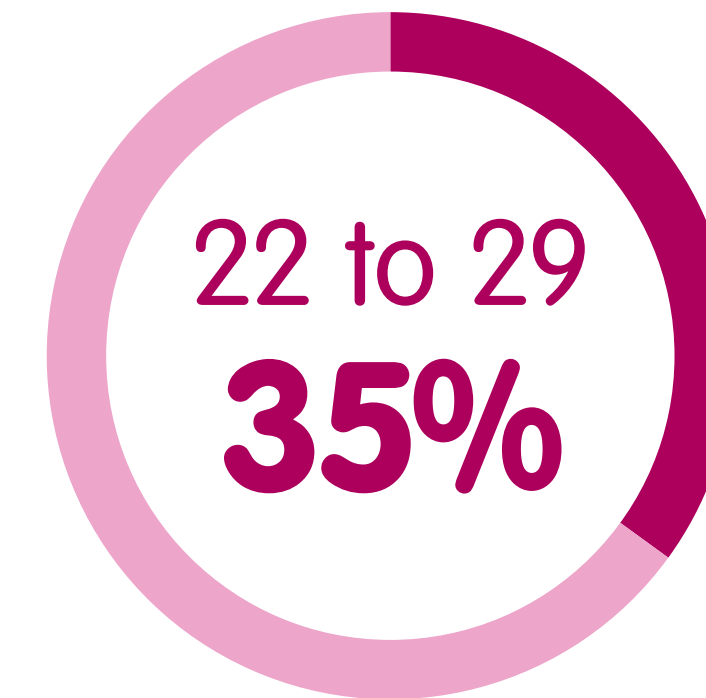
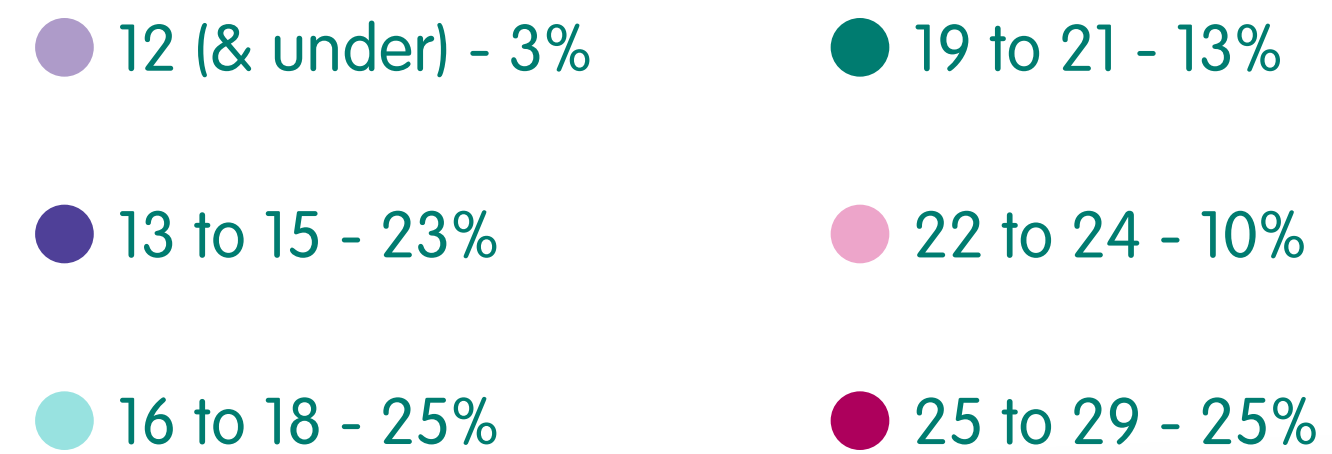
- Northern ON - 2%
- Eastern ON - 5%
- Ottawa - 7%
- Central ON - 6%
- Toronto - 32%
- GTA (excluding Toronto) - 26%
- Southwest ON - 20%

Demographics of
Youth Contacting Us

BIPOC
41%

Trans
64%

Youth Age Ranges



"Being able to actually talk to real supportive people
and not just some automated system, thank you <3"
- Chatter

Top Issues Discussed

Isolation & Mental Health
31%

Relationships (peer/sexual/romantic)
31%

Coming Out & Questioning (sexuality & gender)
30%



“The volunteer asked some great questions that really helped me reflect on my situation. They really helped me maintain a sense of hope” - Chatter



Training and Online Learning

In 2024-2025, 17 volunteers completed our 12-week peer support training.

After a couple of years focusing on sustainability, we have been able to stabilize our training cycle to once a year. This has also allowed us to dedicate more focused time on our trainees.



“In times where the world is consistently telling me that I am unworthy, I am invalid, and my identity is a disease/mental illness it’s nice to be in spaces where queerness is the least interesting thing about me, and I get to use that identity and lived experience to help others!!!” - Volunteer

Trainee Feedback



“Learning the theory beforehand and then using that knowledge helped me to internalize the lessons” - Trainee



“Love the ‘Settler Colonialism’ module, I learned a lot. As a newcomer to Canada this is very important for me to learn about this land’s history and its peoples - thank you so much for this <3” - Trainee



Outreach

In 2024–2025, YouthLine worked to increase awareness of our services across Northern, Rural, Remote, and Indigenous (NRRl) communities in Ontario by strengthening visibility, building relationships, and sharing resources and materials.



In-Person

- Fort Frances
- Lac Seul
- Sault Ste. Marie
- Sudbury
- Thunder Bay

Virtual

- Dryden
- Elliot Lake
- Moosonee
- North Bay
- Sturgeon Falls
- Temiskaming
- Timmins

Impact & Outcomes

Increase in volunteer applications from NRRI regions

More local organizations invited us to collaborate

200+ youth engaged in virtual drop-ins

Growing visibility & trust in communities



Partnerships & Collaborations

- Co-created 2S Resource with Grand Treaty Council 3 + Eversick Arts
- Built connections with Sioux Lookout First Nations Health Authority
- Continued relationship with Algoma District School Board

Pride Outreach

Throughout the spring and summer, staff and volunteers had enjoyable and rewarding experiences tabling at Pride events across Ontario. In celebration of our 30th anniversary, we attended more Prides than ever before, creating meaningful opportunities to connect with our communities and spread awareness about our work.



- | | |
|-------------------------------|--|
| Barrie Pride | Hamilton |
| Bay of Quinte Pride | London |
| Brampton Pride | Niagara Pride (St. Catherines) |
| Brant | Peterborough |
| Caledon Pride | Pride Toronto Community Connect (Etobicoke, Scarborough, and North York) |
| Durham Pride (Ajax) | Sarnia-Lambton |
| Durham Youth Pride (Ajax) | Slay in May (Fort Frances) |
| Fierté Capital Pride (Ottawa) | Thunder Bay Pride |
| Fierté Sudbury Pride | Toronto Trans Community Fair and March |
| Grey-Bruce Pride | Tri Pride (Kitchener) |
| Halton Pride (Burlington) | York Pride (Newmarket) |

24
Prides
Attended





Advocacy

LGBT YouthLine has always engaged in advocacy as a core part of our work, from protests to public education campaigns. In 2024, we were fortunate to welcome our first Advocacy Specialist who strengthened our capacity to support 2SLGBTQ+ youth voices and expand YouthLine's advocacy presence across Ontario.



Our Objectives

Integrate advocacy across the organization

Better integrate youth in advocacy work

Balance proactive and reactive advocacy work

Build relationships with other advocacy organizations

Practice solidarity, while linking to YouthLine's mission, vision, & values

Advocacy Campaign Highlight: Write for Student Rights

In July 2024, YouthLine launched the Write for Student Rights campaign, a letter-writing campaign focused on school safety and inclusion for 2SLGBTQ+ youth in Ontario.

Community members sent letters to their elected officials, including Premier Doug Ford and Minister of Education Jill Dunlop, and pledged to advocate on behalf of 2SLGBTQ+ youth and speak out against harmful legislation.

By the end of the campaign, 210 letters were sent and 54 people signed the pledge for inclusive schools. We want to thank all community members who sent a letter, took the pledge, and attended our Day of Action!

Special thank you to Queer Momentum for lending YouthLine letter-writing software and assisting in outreach for the campaign!



Teach-Ins

We launched a virtual teach-in series focused on advocacy, with two sessions held in 2024-2025 that taught the fundamentals of advocacy and created space for learning and discussion related to race, gender, and sexuality:

January 2025: Advocacy 101 with the TTCRiders

March 2025: Intro to Pinkwashing with Queers 4 Palestine



Dialing In: An Intergenerational Panel Series Celebrating 30 Years of Community Connections

To celebrate our 30th anniversary, LGBT YouthLine hosted a series of panels in Toronto, Ottawa, London, and Sudbury in collaboration with local 2SLGBTQ+ partners and communities. These panels brought together volunteers, board members, alumni, and staff to share stories about YouthLine's impact and their personal journeys.

A huge thank you to our panelists, photographers, caterers, ASL interpreters, venue partners, and volunteers for making our 30th anniversary panel series a success—together, we welcomed 200 community members across Toronto, Ottawa, London, and Sudbury.

Pride: 30 Years of Community Connections

Our Pride 2024 theme was ‘30 years of Community Connections’.

We extend so much gratitude to all our donors, not only for helping us do our work, but also spreading the word about YouthLine among their friends, family, customers, and coworkers.

\$2,500+

Collective Arts Brewing
Heaps Estrin LLP (“Great Gay Bake Off”)
Scotiabank Ottawa region (“Scotia’s Got Talent!”)

\$1,000-2,500

Academy of Lions (“Pride of Lions”)
Metrolinx Pride Employee Resource Group

\$500-1000

911 Services Kingston (“Ride for Pride”)
bodiesbyphil
the students of St.Pius X Catholic School

<\$500

Hampton Inn & Suites
Screamy’s Ice Cream
Seats Available Studio
various employee giving fundraisers



390
Donations

\$54,167.66
Total

15
Community
Fundraisers

\$23,259.95
Raised



Year-End: Together We Light the Way

Our Year-End 2024 theme was “Together We Light the Way”.

As is traditional for YouthLine, we commissioned a 2SLGBTQ+ youth to design a postcard for us to send to team members, donors, and community partners. In 2024 our artist was Saif Ali! [Check out their work on Instagram.](#)

We want to extend an extra thanks to our “Holiday BFFs” for continuing to support us! These are donors who give generously every year-end campaign, and this year was no exception.

161
Donors

185
Donations

\$61,647.73
Raised

Light the Way: LGBT YouthLine’s First Holiday Auction

This year’s campaign was particularly exciting because it involved a virtual auction—our first auction fundraiser since 2012!

Thank you so much to everyone who made bids, and congratulations to all the prize winners!



Special thanks to the businesses that donated auction prizes!

Academy of Lions
Ana Pascos Portrait Arts
Another Story Bookshop
Arcadia Earth
Beyond the Pale Brewery
Bird Kingdom
Body Positive Fitness
Boiler Room Climbing Gym
BreakOUT Escapes
BSE Skate Shop + Cafe
Cher-Mere
Come As You Are
Coyote Rock Gym
Craig’s Cookies
Elevate Yoga
FitSqr

Glad Day Bookshop
Harlowe Green
Holistic Bodyworx Yoga Studio
Improbable Escapes
Ingenium
Joe Rockheads Climbing Gym
JustB Salon
Kingston School of Dance
Kops Records
Level One Game Pub
Little Jo Berry’s
neob Lavender
Oh Canada Eh?!
Parkdale Pottery
Pet Valu Ancaster
Pirate Life Theatre

Pure Yoga Ottawa
Reptilia
Royal Botanical Gardens
Sssoaps
Ste Anne’s Spa
Stratford Festival
Tarragon Theatre
The Beguiling
The Christmas Story
The Exchange Brewery
The Hearty Hooligan
The Move Room
The Westdale
Trek Kingston
True Loaf Bread Co.
Urban Nature Store




Introducing Our 2024-2027 Strategic Plan

We welcomed our 30th year with a fresh new strategic plan, guiding our direction and priorities for the next three years:

We are grateful to Shoreline Collaboratives for supporting our strategic plan and equipping us with the tools to successfully bring it to life, a process that is already well underway!






GOAL TWO:

Strengthen YouthLine's volunteer program to enhance leadership development.

- Enhance volunteer program evaluation, feedback and improvement cycles
- Increase material and other supports for volunteers with a focus on equity
- Celebrate and connect Peer Volunteers!
- Develop a strategy to integrate youth leadership programming and increase leadership development opportunities for HelpLine volunteers

GOAL THREE:

More deeply integrate our values into everyday operations.



- Clarify what it means to be youth-led by improving and documenting structures for youth input and leadership within the organization
- Increase supports for staff from equity deserving identities/experience with a focus on Black and Indigenous Staff
- Take active measures to reduce staff team stress and burnout
- Implement succession planning processes at all levels of the organization

GOAL FOUR:

Establish a healthy and balanced budget to mitigate risk, enhance resilience, and ensure sustainability.



- Build a clear fundraising strategy that incorporates monthly donors, major giving, campaigns, and community centered fundraising.
- Strengthen grant strategy to streamline and refine the application process and build relationships with funders.
- Explore Social Enterprise feasibility and implementation in a way that aligns with and supports existing goals and programs

GOAL FIVE:

Amplify our impact by increasing YouthLine's advocacy efforts.



- Develop and implement an advocacy strategy that identifies the scope and sustainability of this work
- Become a trusted source of expertise in supporting and centring queer and trans youth

Who Supported Us

Very special thanks to our 130 monthly donors who provide us with a reliable stream of funding throughout the year. You are our BFFs!

We do not name individual donors out of consideration for privacy, but every donation, whether one-time or monthly, is hugely appreciated!

Thanks as well to the foundations, businesses, associations, and student groups that supported us this year. You make it possible for us to continue our work.



“Keep doing what you are doing! As a trans elder I know you are so needed” - Donor



Foundation

\$2,500+

Andree Rheaume & Robert Fitzhenry Family Foundation
Dawn Tattle Family Foundation
Elephant Shoes Foundation
Jays Care Foundation

\$1,000-2,499

Charities Aid Foundation Canada

\$500-\$999

Toronto Foundation

\$250-499

Jason Nardari Charitable Fund
The Lowidt Foundation

\$100-249

Dan Cooperstock & Leigh Turina Giving Fund
The LGBTQ+ Pride Fund by Unite for Change
Toronto Fund by Unite for Change

Group Donations

\$2,500+

Bell Media Inc.
Society of United Professionals
Sweat & Tonic

\$1,000-2,499

Altas Corporation
CBRE LGBTQ+ & Allies Canadian Chapter
Employee Business Resource Group
Dufferin-Peel OECTA
Ingenuity General Contracting
Insurance Brokers Association of Ontario
Ivari Insurance
The Knox
Woodsworth Housing Co-operative Inc.

\$500-\$999

Little Dynamo Consulting
Tinderbox
Ontario Medical Students Association
Peak Financial
Peel Regional Labour Council
SPINCO Hamilton

\$250-499

OSSTF District 11
the students of Thornlea Secondary School
Amnesty International Club

\$100-249

The Aura House
Campbell Monument
City of Brampton Enforcement
and By-law Division
County Casual Tours
Creamery X Inc.
Dialogue Creative
Drake Hotel Properties
Family Councils of Ontario
Junction Residents Association
Mentor College
Move Well Belleville
The Mustang PEC
Oeno Gallery
Otter Energy Inc.
Salty Dog Pet Parlour
Small Scale Bread Inc.
the studio pec
SwitchMedia
Women’s Hockey Club of Toronto
Woodview Mental Health and Autism Services
the students of Holy Cross Catholic S.S.

Third-Party Fundraisers

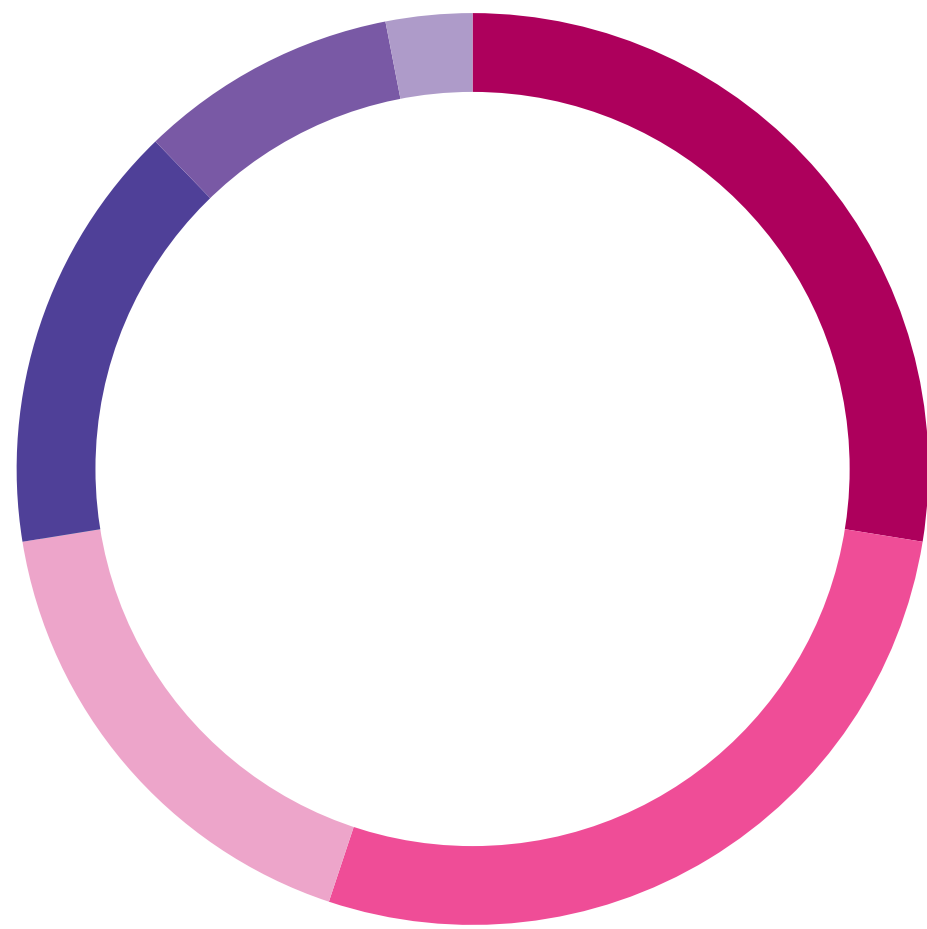
Third-Party Fundraisers offer a fun way for individuals, groups, and organizations to show their love for YouthLine. Thank you to all who hosted a third-party fundraiser outside of Pride season!

CESSE and SocialOffset
CRAFT Beer Market and Dominion City Brewing Co.
fuero1982 on Twitch
Gender and Sexual Diversity Network at Health
Canada and the Public Health Agency
Toronto Historical Bowling Society
Woody’s on Church



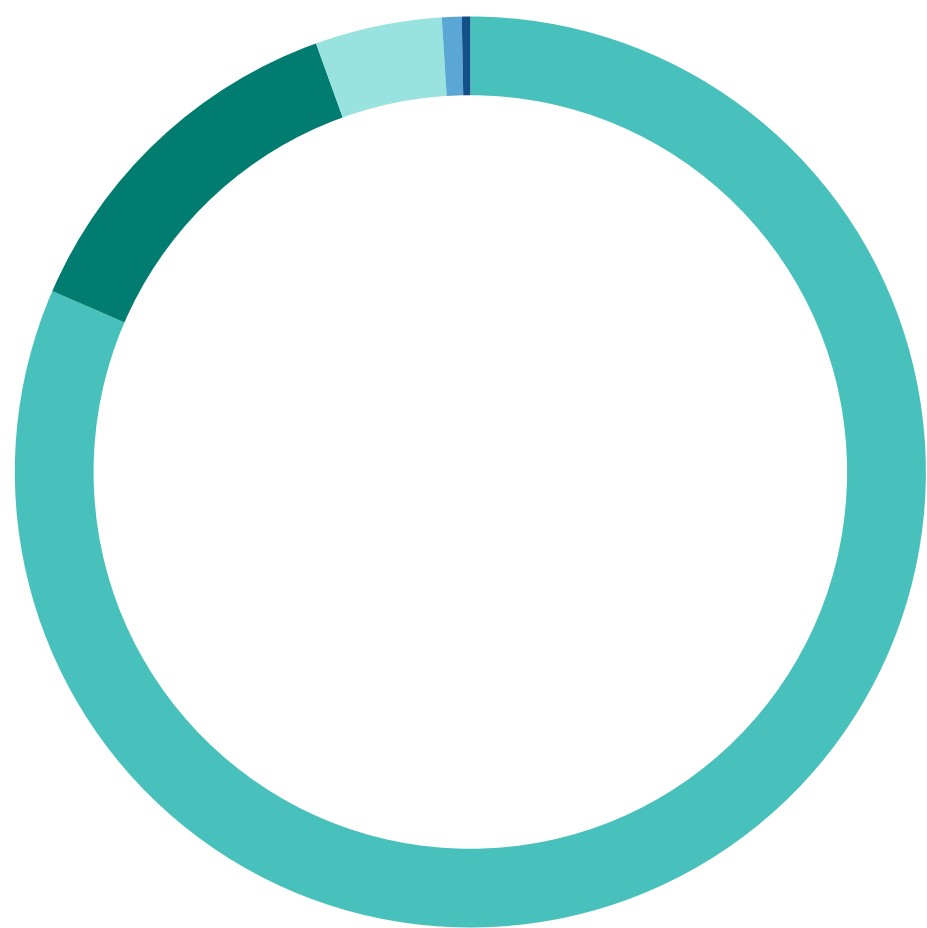
“Thank you for the advocacy work your organization does to support 2SLGBTQIA+ youth from intersectional backgrounds” - Donor

Financial Summary



REVENUES\$677,309.00

● Donations & Fundraising	\$185,882.00	27.4%
● Corporate & Foundation Grants	\$181,514.00	26.7%
● Provincial & Ontario Trillium Fnd Grants	\$112,891.00	16.6%
● Federal Grants.....	\$104,619.00	15.4%
● City of Toronto Funding	\$58,190.00	8.6%
● Employment Grants	\$23,713.00	3.5%

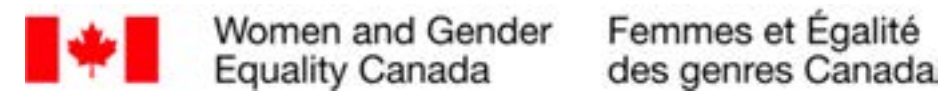


.....●

EXPENSES\$917,734.00

● Charitable activities expenses.....	\$748,157.00	81.5%
● Salaries, Benefits, & Related Costs.....	\$119,142.00	13.0%
● Office supplies, Bank Charges, & Other.....	\$40,925.00	4.5%
● Accounting & Audit	\$6,496.00.....	0.7%
● Board of Directors Costs, Insurance	\$3,014.00	0.3%

Our Funders





Our Team

Toronto

Anika
Beck
Benji
Bisma
Dean
Lauren
Mehak*
Mio*
Sierra
Tyler
Vale

Ottawa

Noah

North Bay

Katrina

Mississauga

Ren

Past Staff

Cameo
Nur
Rabia

Board of Directors

Austen
Ben
Keziah
Melissa
Nicole
Pri
Renéyah

Outbound Board Members

Jerico
Karel
Melissa
Nira
Rohan

* Canada Summer Jobs Assistant

How You Can Help

The community around YouthLine includes the youth who connect with us, donors, organizations that partner with us or do similar work, and people who refer youth to the HelpLine such as teachers and mental health workers. As restrictions on 2SLGBTQ+ freedoms, healthcare, and programming continue, we urge you to look for ways in which you can provide support, care, and resistance.



Ways that you can support LGBT YouthLine

Spread the word

Order outreach materials and tell the 2SLGBTQ+ youth in your life that they can chat with the HelpLine.

Donate

During times of economic austerity and reactionary politics, donations of unrestricted funds are incredibly important to small identity-based organizations like ours. We also love to hear about people running fundraisers for us!

Volunteer

We recruit volunteers for the HelpLine and members for the Board of Directors every summer!

Give us feedback

Whether you are a youth, counsellor, donor, former volunteer, or invested in YouthLine in another way, we'd love to hear from you about the work we do and the ways we can expand. Email us at info@youthline.ca!

Learn and advocate

This past year, we have been exploring ways in which YouthLine can advocate for 2SLGBTQ+ youth safety and rights:

- o Learn about activism and areas of interest with recordings of our teach-in workshops!
- o Download a poster kit and paint the town!
- o Check out our online library!



Thank you!



www.youthline.ca



@lgbtyouthline

Donate to LGBT YouthLine
youthline.ca/donate

Registered Charity No.
897564951RR0001



Report Design by [Mercury Gray](#)