



A centre for Ottawa's Queer Community

ANNUAL REPORT 2010



President's Report

Members, thank you for being a part of PTS and contributing to this great organization over the past year. The next few years look to be pivotal for PTS as we continue to grow and flourish in order to better serve the Ottawa Queer community

It is no secret that many not-for-profit organizations have been struggling in a recovering economy. However, with the passion, the dedication and the drive of a committed Board of Directors, Executive Director, staff, volunteers and its membership we have overcome those challenges and emerged as a stronger and financially healthier organization.

I would like to make special mention of how very excited we are at PTS about the new voyage of which we are about to embark with the launch of a new counselling program. This much needed service for the community is a perfect fit for PTS. I offer my sincere congratulations to our Executive Director, Claudia Van den Heuvel for her forward thinking when it comes to the needs of our Community. I also applaud all those who have been working diligently with Claudia on this new program.

It has been a pleasure to work with all of you and see what a hard working team can accomplish.

Please remember your continued support and participation is essential to our success.

Thank you all for helping to make PTS a significant and important part of our community this past year and for many years to come.

Best regards,

A handwritten signature in black ink, appearing to read 'Denis Schyburt', with a large, stylized initial 'D'.

Denis Schyburt

Acting President



Executive Director's Report

Friends and supporters of PTS, it is with pride that I provide this report on our activities for the fiscal year of 2010.

This was an important year in our history. We showed resilience as we overcame many of the organizational challenges of the past few years. For the second year in a row we balanced our budget with a moderate surplus, individual donations continued on an upward trend and we had more unrestricted revenue than in previous years.

These healthy financial conditions allowed us to hire three part-time staff over the course of 2010, which in turn, gave us the opportunity to play an even greater role as a community leader.

Through our education and outreach programs we are affecting positive social change-- we are helping to make sure services in our city are sensitive and knowledgeable about Queer issues. By working with community partners involved in youth and family services we are working to make it better in our schools. Programs like Creating Safer Spaces, TransAction and the LBTTQ Women's Health and Sexuality Program are all designed to improve the way we educate others.

Education is integral to the mandate at PTS, it is the foundation for all the work we do. I strongly believe in this mandate as I believe in order to educate we must first be clear about the language we use – and language seems to be an important part of our history as we move to become inclusive of all the people in our community.

Each year we have the opportunity to reflect on our growth as an agency. We can find inspiration from our work; our growth as an agency demonstrates the power of passionate people to affect positive change. The needs of our community are as diverse as its people, and at PTS we will continue to work to meet these needs as an engaging presence in our community.

Yours Truly,

A handwritten signature in black ink, appearing to read 'C. Van den Heuvel', with a long, sweeping horizontal stroke extending to the right.

Claudia Van den Heuvel

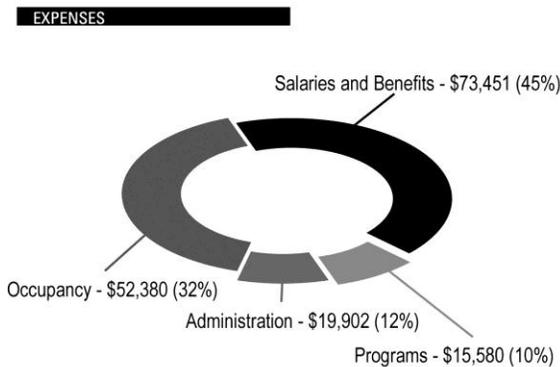
Executive Director



A Look at our finances



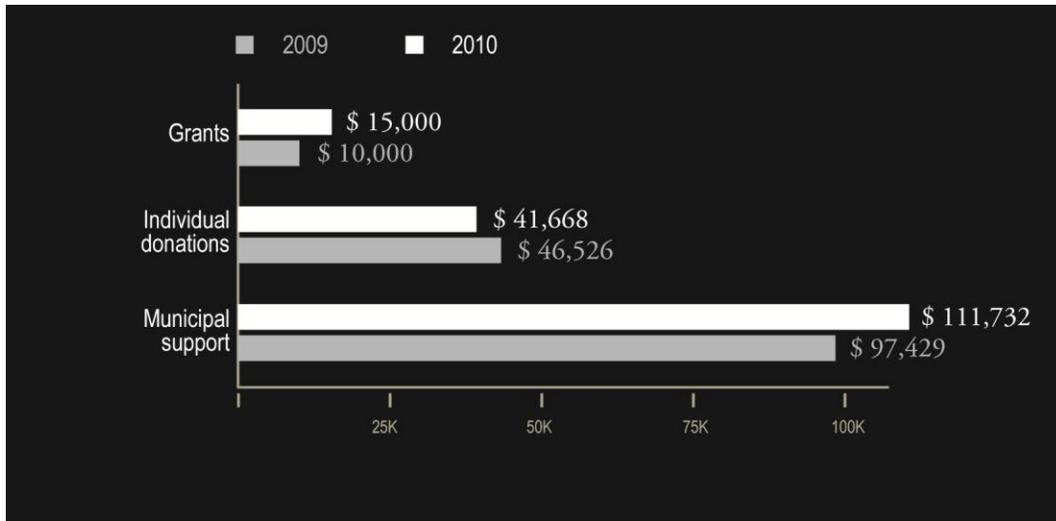
As PTS continues to increase its service delivery capacity and become a leader and centre for the community, we are revitalizing and diversifying our revenue to reflect our growing services. In 2010, we improved the quality of our fundraising events and increased their revenue generating potential. We have laid the ground work to pursue a growing revenue stream from a number of sources, including corporate sponsors.



Comparative Analysis

Revenue in 2010 rose slightly from the previous year. Municipal support rose from previous levels as did community grants. Individual donations and fundraising was down slightly from 2009. Overall, revenue remained consistent with levels established in 2008 and 2009.

We are also committed towards new revenue opportunities including a cost-recovery approach to offset the expenses associated with providing workshops, seminars and updating our resource directory.



Through these strategies we are confident revenue generated by PTS will continue to increase.

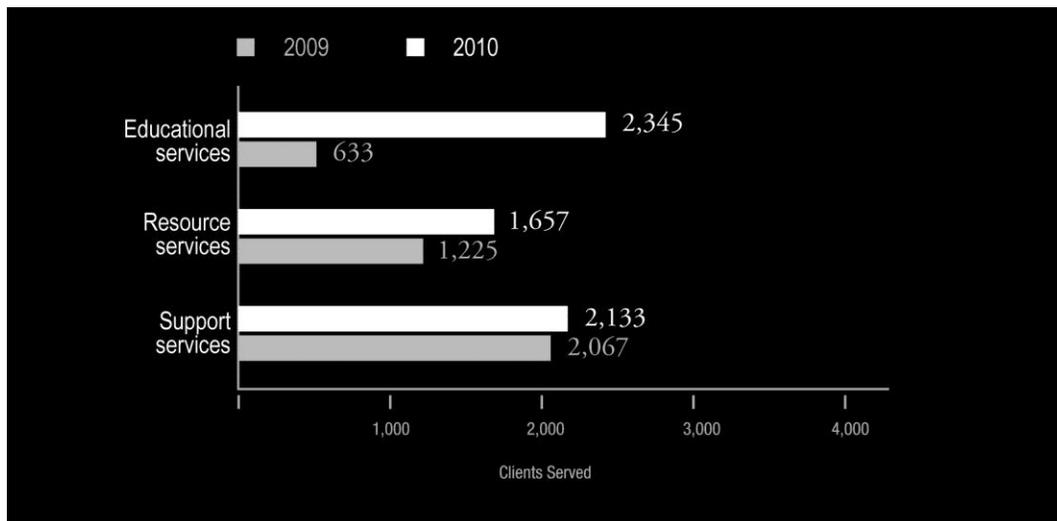


A centre for Ottawa's Queer Community

A Look at our programs



PTS has served nearly 4,000 people per year over the past three years. In 2010 that number rose significantly to over 6,000 people. Our support services give those in need a meeting place for cultivating new friends and a safe space to celebrate their personal journey. New programs created this year are increasing the reach of PTS and allowing us to impact our community and other service providers through outreach, education and advocacy.



Support services

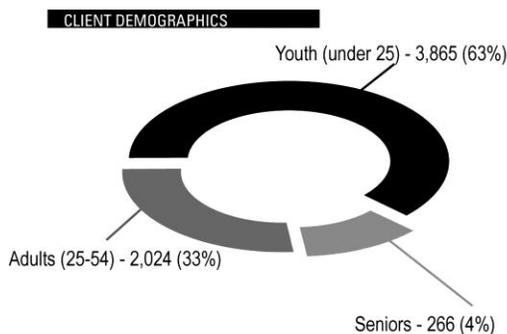
Our peer-led discussion groups and referral services have been the primary means for our community to seek support for the past 26 years. We continue to provide a diverse range of support to meet the needs of all queer people in Ottawa.

Education services

The community asked PTS to provide programs which engage the greater Ottawa community to promote diversity and inclusive attitudes. Our newest programs; Creating Safer Spaces, LBTTQ Women's Health and Sexuality Program and TransAction are working to help other service providers serve the Queer community.

Resource services

Through our lending library, attendance to health and info fairs, we are working to make a difference. These services provide the community with the information they need to find the right counselor, to join a new sports team or just pick up a queer-friendly book and spend the day reading.



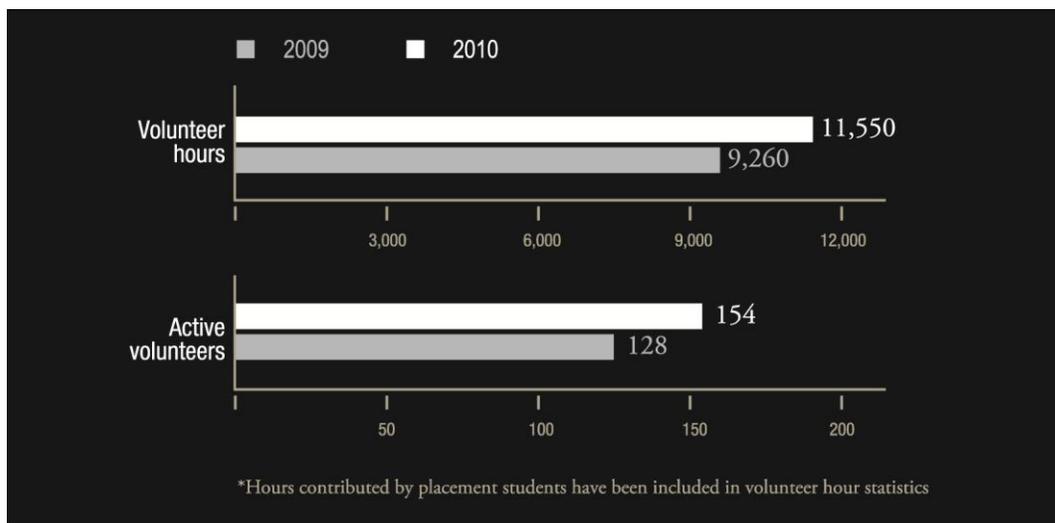
Comparative Analysis

In 2010 PTS built upon existing resource services and expanded its educational services. This enabled PTS to reach nearly twice as many individuals in need of community support. Our peer-led support groups remain active, in particular PTY, which sees over 1,500 clients every year.



A Look at our volunteers

Our volunteers continue to be the most important part of our agency. With their contributions in 2010 we have seen growth and capacity building. We have increased the number of services we provide, improved our presence in the community and discovered new fundraising opportunities. These achievements are a testament to the passion and dedication of our great team of volunteers.



A message from two of our dedicated volunteers:

Rena and Marion have shared their experience as new volunteers with PTS:

“Back home” for both of us is not Ottawa. “Back home” there is no PTS and we deeply felt its absence. Not touching our partners when we feel the desire, not being able to whisper loving words, holding hands, or building homes and families is a sad reality in which to live. There are still a lot of GLBTTQ people in Ottawa who also feel this oppression on an everyday basis, but what Ottawa offers and PTS in particular is a safe space as well as the knowledge, the training and the courage to take that safe space with us wherever we go and share it with the community.

The warmth of the environment and of the people of this organization makes us feel like home. It’s almost like finding a family that you didn’t know you were missing until you found it.

Volunteering for PTS is tricky business, you think you are giving to it, but it ends up giving you so much more. Among the many things the opportunity to meet a great number of people of all walks of life heading in all sorts of different directions, new skills, new ideas, and new ambitions and energy with which to tackle every single day! We see it give courage to queer youth in need of assistance and it’s an honor to be witness to its excellent work.

Whether you identify as a woman, a man, trans, or cis, whether you are gay, lesbian, bisexual, pansexual, straight or asexual you will find what you need at PTS. Come with your baggy jeans or tight push-up bras and bring us your fears, your doubts, your insecurity, your pain or your questions. We will do our best to replace them with feelings of pride, security and hope.

When we go back home, we will bring what we learned with us and share it with the friends we left back home and let them share it with their friends. This is where it all begins.

We are looking forward to seeing you at PTS

Proudly yours,

A handwritten signature in black ink, consisting of a stylized, scribbled initial followed by the name "Rena Myrtaj" written in a cursive script.

Marion Tardieu and Rena Myrtaj