

Our Centre

This has been a transformative year for PTS. Our new space is more inviting, larger and more professional allowing us a range of new programming opportunities while improving and expanding what we already offer. Our programs and services continue to position PTS as a vital community hub—a place where all members of our community can build meaningful connections in a centre that supports diversity. While the primary audience of PTS services is and will remain the Queer community we have opened our doors to support a much more diverse audience of people who are marginalized because of their sexuality or gender including those with polyamorous relationships and kinky lifestyles.

Looking back at the last five years, we have seen PTS grow; our revenues continue to increase and diversify to support new programs like our counselling and education programs. Our volunteer program has expanded dramatically, increasing our organizational capacity and reach into the community. Our volunteers are the

engine that drives PTS and we are forever thankful to them.

As we look forward to our 30th anniversary in 2014, and the launch of our 2013-2015 strategic plan, we have set new goals for our organization. We recognize the gap between generations as a significant challenge facing our community. With this priority in mind we are creating new opportunities for our community to interact independent of the identity silos that frame most Queer programming.

I am proud to have led PTS through a time of such transformation, and am excited to continue being a part of this organization for years to come.



Claudia Van den Heuvel
Executive Director

-  108 members registered in 2012
-  6,443 hours contributed by volunteers
-  \$143,000 in-kind contributions in volunteer services
-  5,475 referrals or information requests
-  8,109 visits to our centre or access to our services

Support

Our support groups have been the primary service delivered by PTS for the past 29 years. It continues to be a staple of our services, but in 2012 we launched our counselling program to compliment the supportive environment and services at PTS. In our first year, we reached many of our goals and will continue to grow the program to meet the needs of our community

Lindsey, one of our volunteers and a client of our discussion groups and counselling program shares why PTS is important and why support and connection remains foundational to our mandate:

"I am unable to communicate with my family on issues of identity and sexuality, but PTS is a very comfortable space where I can be open. I feel a sense of belonging here and I don't have to hide parts of myself in order to be accepted.

The importance of this place goes beyond addressing issues of sexual and gender identities and how they intersect.

People here are accepting of all identities, regardless of what gender or orientation you are. That's why there are so many groups here. There are all these different people who experience all these different things, and they're all welcome.

I also felt like I could be totally open about my mental health issues at PTS. I sought counselling here, and it's helped so much. I feel more capable and content as a person now, but I would never have mentioned my struggles if I hadn't had this environment where I could be open about them. And look how much help I've received! It's helped me have a much better life and find the courage to express myself. This space makes people feel like they're truly wanted. That's why it's important to have this physical space and to make it inclusive and accessible and open to everyone. The strength of PTS is in connecting with people."

Lindsey
Client and Volunteer



331 unique clients



88 counselling sessions were provided



3,122 times our social and support programs were accessed

"The importance of this place goes beyond addressing issues of sexual and gender identities and how they intersect."

Education

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 and create safer environments for learning, socializing and working. Programs like Creating Safer Spaces, TransAction and the Queer Women’s Health and Sexuality Program are all designed to improve the way we educate others.

Mark, one of our Education program volunteers shares why PTS is important to him and how our education services are supporting our community:

“PTS has saved me a couple times. I had participated in PTS discussion groups before, and that was great, but the thing that really stands out the most is when I was being discriminated against at work for being trans. My union wasn’t there for me, but PTS was.

With the information and the tools that they gave me, I was able to de-escalate the situation. They gave me advice on how to establish boundaries about pronouns and how to ask people to use the right pronouns and stand my ground. The staff at PTS was able to facilitate discussions between me and my co-workers. They were even willing to come in and give a workshop to my co-workers for free. My co-workers ended up apologizing and going out of their way to learn about trans stuff, and we’re friends now.

I came back to PTS and volunteered for the TransAction program when it started—to give back because I got so much from PTS when I needed help. I wanted to give to people who might need the same kind of support.”

Mark
Client and Volunteer



26 volunteers delivered outreach programs



69 workshops + info fairs were provided



4,453 participants accessed our education services

“I came back to PTS and volunteered—to give back because I got so much from PTS when I needed help.”

Library

Our Library, is a true gem in Ottawa. One of the largest GLBTTQ libraries in Canada, the Dr. Kelly McGinnis Library is home to nearly 5,000 books and resources.

In 2012, with the move to a new space, the library has found a new home, with more space, better lighting and room to relax and read.

Andrew, our Senior Coordinator for the Dr. Kelly McGinnis Library shares his passion for PTS, books and resources and volunteering in the library:

“My time as the Senior Coordinator of the PTS library has been some of my most fulfilling work I have had in the last two years. Learning how to run the library has been a challenge at times, but always rewarding and great fun. Learning how to direct other volunteers in how to work the library has been very interesting; having met so many different people all with different stories is incredibly complex and beautiful in many ways.

But my greatest joy is helping people find what they are looking for in our collection or introducing them to something new. Books are my passion and helping people explore new authors and new stories is the reason I continue to volunteer at PTS.

The hidden gems I discover in the library while helping a patron find resources for a school project or the gratitude people have when a book I recommended for them helped their parents understand why they are who they are is why I treasure the library and all the resources that we have.

I am happy and proud that we have this resource at PTS and extremely honored that I am able to lead its development.”

Andrew
Library Volunteer



4,826 GLBTTQ books and resource materials



322 registered library members



489 visits to the library or drop in

“...my greatest joy is helping people find what they are looking for in our collection or introducing them to something new.”

The Board

In 2012, PTS began the work to make the practice of our governance board into policy. We have spent the last few months consulting with community members and our lawyer, Anna Tosto from Fasken Martineau, about our bylaws. We have worked diligently to ensure the proposed bylaws meet all new legislation requirements of the Federal Not-For-Profit Corporations Act. These amendments to our bylaws give PTS the foundation for a strong governance model going into the future.

This coming year also marks our 30th anniversary. The PTS Board has engaged our stakeholder groups to uncover new opportunities and directions for the organization. In the coming months, we will be launching our strategic plan with innovative ideas including a social entrepreneurship program, a new focus on health and wellness to include more health focused programming and a priority to serve our newcomer and refugee LGBT community members.

As mentioned in the Executive Director's report, the top priority for PTS programming moving forward will be to address the generational divide we have

seen over recent years. Our community is healthier when generations work together, building a community that is supportive and respectful for each other's needs.

With the energy of new Board members following this Annual General Meeting, we anticipate reviewing the activities of the organization, reviewing and modernizing our operational policies and procedures as well as working together to deliver our fundraising initiatives.

With all the proposed activities in the coming year, you can expect PTS to continue to grow and position itself as the leader in services for our community.



Doug Saunders
Acting President

Doug Saunders, Acting President
Donald McGibbon, Treasurer
Aryn Frazer, Secretary
Robert Crevier
Christian Hackbush
Kris Bitterman
Jennifer Mackin
Mike Jan

Treasurer

This year the Board, the Executive Director and I worked to improve our financial reporting structures. We reclassified accounts to bring our budget and financial statements into alignment for greater clarity on financial matters. Our financial documents are now more streamlined; improving our ability to relay financial information, from budget to audited financial statement, to our members and other stakeholders.

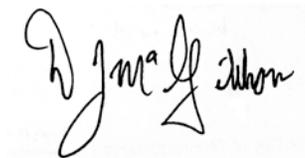
Our funding increased between 2011 and 2012 quite significantly. Costs with volunteer support and staffing increased to meet the deliverables of three key grants: United Way, Community Foundations of Ottawa and The City of Ottawa Community Project Funding.

Our fundraising costs were also higher than the previous year though we received fewer funds through these efforts. Due to fundraising shortfalls, and the costs associated with moving, the year was completed with a minor deficit,

One of the most important changes to our financial information is the breakdown of administrative expenses and program expenses. We separated the

costs of rent and salaries into these accounts to more accurately convey the allocation of resources within the organization.

I am proud of the work being done by everyone at PTS and our progress over the last four years is a great indication of things to come.



Don McGibbon
Treasurer

“I am proud of the work being done by everyone at PTS and our progress over the last four years is a great indication of things to come.”

★ \$1.03 the amount of community investment for every dollar received for core funding in 2012

🕒 \$0.51 the amount of community investment for every dollar received for core funding in 2009

⊕ 65% increase in overall operating revenue since 2009

⊕ 179 donations made by individuals

Finances



- **City of Ottawa (core)**
- Community Investment**
- United Way
- City of Ottawa Community Project Funding
- Foundations and Grants
- Donations and Events
- Interest and other income



- Administration**
- Rent
- Staff
- Office and other administrative expenses
- Program**
- Rent
- Staff
- Fundraising
- Promotion
- Volunteer Support
- Other program expenses

	2012	2011
City of Ottawa (core)	\$116,568	\$114,283
Community Investment	\$122,437	\$77,281
United Way	43,556	-
City of Ottawa Community Project Funding	17,000	-
Foundations and Grants	18,773	22,627
Donations and Events	39,465	51,794
Interest and other income	3,643	2,860
Total Revenue	\$239,005	\$191,564
Administration	\$107,279	\$85,545
Rent	15,081	11,832
Staff	56,896	45,237
Office and other administrative expenses	35,302	28,476
Program	\$137,962	\$105,039
Rent	49,209	39,613
Staff	65,024	51,700
Fundraising	6,792	4,522
Promotion	4,320	3,915
Volunteer Support	9,612	1,793
Other program expenses	3,005	3,496
Total Expenses	\$245,241	\$190,584
Net revenue (expenses) for the year	(6,236)	980

Supporters

PTS is grateful for the financial contributions of our funding partners, corporate sponsorships and the support of our individual donors. Your generosity allows PTS to serve our community.



Members

Becoming a member means you can help PTS remain relevant and responsive into the future. With your voice, you can ensure we continue to provide great programming.

Your \$10 membership gives you access to events and activities geared towards PTS members and helps cover the costs of PTS programming and administration.

When you become a member, you are joining a community of people who are collaborating to build programming and events that are responsive to our community's needs.

Become a member today!

Pink Triangle Services (PTS)
331 Cooper St. Suite 200, Ottawa, ON
K2P0G5
Telephone: 613-563-4818
Website: ptsottawa.org

Our Charitable Number:
11909 3995 RR 0001

Community Ambassador Program

Community Ambassadors are engaged and supportive community members who are committed to increasing PTS' responsiveness to the Queer community by becoming a monthly donor contributing \$25 per month or more.

Supporters through this program will be entered into a draw to win a trip for two to Montreal.

To learn more about this program, please visit: ptsottawa.org/donate/ambassador

Support PTS and become a Community Ambassador today!