



Annual Report 2015-2016

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Current Mission Statement

To provide comprehensive education, accurate information, support for sexual expression and reproductive choice, and confidential clinical services that help British Columbians enjoy healthy sexuality throughout life.

Mission to be voted on at AGM

To champion and celebrate the sexual health of all people in BC by supporting, providing, and promoting inclusive and accessible health care and education.

or more succinctly:

To champion and celebrate sexual health.

Current Vision Statement

Options for Sexual Health envisions a society that celebrates healthy sexuality, its diversity of expression, and a positive sexual self-image for individuals throughout life.

Vision to be voted on at AGM

To be trusted and innovative leaders in a world that honours sexuality and its diversity.

President's Report

Submitted by Jill Doctoroff
President, Provincial Board of Directors

Hello and welcome to the inner workings of the Opt Board of Directors, a governance board. It has been a busy and exciting year for both the organization and the board. There are three key projects of the board that I would like to highlight in this work: strategic planning, developing a position statement, and reviewing the criteria for the organizational awards.

The most significant undertaking of the board during fiscal 2015-2016 was developing a strategic plan. We started by reviewing the vision and mission, which was undertaken with the management team and an external facilitator, Christine Ho. The Opt staff started the difficult and important work with Christine by looking at the strengths, weaknesses, opportunities, and threats to the organization. They were able to look at both things that Opt could impact (like a respectful organizational culture) as well as things it can't such as the declining clinical revenue, while looking at the priorities of current and anticipated programming. Afterwards the management team, Opt board and trusted key stakeholders came together to look at the existing vision and mission of the organization. We acknowledged changes had occurred since they were last reviewed and imagined what the future would hold for our organization, sexual health, our clients and all British Columbians. Once we came up with a vision and mission that we felt met all these considerations the board developed strategic goals for the next three years. We went away from this work to think about the discussions and what we had crafted. After several weeks of sitting with the vision and mission as well as some consultation, the board re-confirmed our commitment to them. We tweaked the goals and feel we have helped set some lofty, yet attainable and necessary, goals for the next three years. The board is confident that the Executive Director and all of Opt staff can operationalize them.

The Opt position statements are guiding principles for Opt staff and volunteers and important community resources. In recognition of the ever-changing world we live in and the importance of technology, the advocacy committee was tasked with developing a sexting policy for the organization. With valuable input from the Director of Education, the committee developed a sex positive policy which acknowledged potential pitfalls and was accepted by the board. Along with other position statements, the sexting one can be found on Opt's website. I encourage you to check them out!

Finally, the Board of Directors looked at the award structure and decided to replace the Executive Director Award of Excellence with the Board's Opt Staff Award of Excellence. This year is the first year it will be awarded. Going forward, the Board will open nominations for the award, all staff (part or full time) are eligible to receive the award if they have made outstanding contributions to Opt by excelling in their work and demonstrating leadership and creativity. Moreover, this individual has displayed enthusiasm and commitment while embodying Opt's vision and mission.

It has been another busy year for Opt as well as for the Board of Directors. The passionate, knowledgeable men and women who volunteer their time and energy as board members continue to represent the organizations well and provide direction for the excellent work carried out by Opt staff and volunteers. I know I speak for the entire Board when I say we continue to

be both proud and impressed by the commitment, creativity, and compassion that the Opt staff use to carry out their work. Thank you!

Thank you all for taking the time to read this report and learn more about Opt's governance board. We appreciate your support and hope that you will encourage your friends, acquaintances, and family to support us.

Warm regards,



Jill Doctoroff
Board President



Some of Opt's fabulous Board members at the 2016 Sexual and Reproductive Health Day Breakfast

Executive Director's Report

Submitted by Jennifer Breakspear
Executive Director of Options for Sexual Health

The past year at Opt has been one of vision. We have looked at what is working and what is not and made changes. We have looked at what we are about and made it clearer. We have looked at where we are and made plans for where we are going.

Last fall we began an engagement process with staff, volunteers, Board members, and community members. These key stakeholders helped us review and reimagine our organization's mission and vision. These new statements are meant to guide us in our work and keep our goals in focus. Our new vision statement; "To be trusted and innovative leaders in a world that honours sexuality and its diversity" speaks to a future state that we intend to live into, an aspiration that we commit to making a reality. Our new mission statement; "To champion and celebrate the sexual health of all people in BC by supporting, providing, and promoting inclusive and accessible health care and education" which can be summarised as "To champion and celebrate sexual health" serves to remind us of what we are about, to keep us on track and to steer our energies and passions.

We undertook a rigorous strategic planning process that has resulted in a plan from which we are developing our operational plans, goals by which we can mark our progress, and a guide to keep us on target.

With our third Sexual and Reproductive Health Day (SRH Day) Breakfast we turned our focus to the sexual health and rights of sex workers. We collaborated with sister organisations to explore how we can make our services more accessible to sex workers. And we celebrated our third Sexual Health Champion, Katrina Pacey, who led the legal challenge of Canada's prostitution law at the Supreme Court.

Internally we looked to the issue of contraceptive affordability and responded with the launch of an updated formulary including generic contraceptives. With this change, we are able to provide more affordable alternatives to more people.

As we conclude another year I am reflecting on what we have done in the last few years. When I joined the Opt family in May 2012 we were facing some challenges not least of which was a tight financial situation. I am very proud of the work we have done together over the last four and a half years as we made tough decisions, created new opportunities, joined new collaborations and community partnerships, and developed new strategies and processes. Our balance sheet reflects the progress we've made but here is still much to do.

We have been engaged with all levels of government but, with a provincial election ahead we will focus on promoting sexual and reproductive health care and education as election issues that must be addressed. We will take the need for expanded funding to the candidates and press them for commitments.

Through all this and always I am grateful for the commitment and dedication of the staff and volunteers in the Opt family. The passion, which they all bring to championing and celebrating sexual health in their communities and all around the province, is an inspiration. And all this would not be possible without the generosity of Opt's funders and donors. To everyone who works, volunteers, and or supports Options for Sexual Health I want to extend my personal thanks and appreciation.



Board Chair Jill Doctoroff, 2016 Sexual Health Champion Katrina Pacey, and Executive Director Jennifer Breakspear at the 3rd Annual Sexual and Reproductive Health Day Breakfast

Medical Director's Report

Submitted by Dr. Marisa Collins, BIS MD MHSc CCFP FCFP
Medical Director

A lot has happened in 2016. My focus in this report will be on professional education in Sexual Health - as that again stands out as among the most important accomplishments of the past year.

The first year of Opt Clinical Webinars has wrapped up. Topics covered were: Culture of Consent, Contraceptive Review and Generics, Update on HPV and Vaccination, and STI Q&A. Although this education delivery format has some limitations, the benefits seem to outweigh what is lost. Quarterly webinars have enabled Opt to address timely learning needs and invite expert speakers from outside the organization. Webinars can be viewed asynchronously by staff who are unable to attend the live webinar. The cost savings have also been significant.

Planning for the *Sexual Health 2017* Conference has begun. In response to the fact that the 2015 event was sold out three months in advance, UBC Continuing Professional Development has moved the event to the Radisson Hotel Vancouver Airport in Richmond BC - a familiar venue to Opt. You may be added to the list to be informed when registration opens for this Opt sponsored event, and follow for updates here: <http://ubccpd.ca/course/sexualhealth2017>. Please feel free to share the event information with RNs, NPs, MDs, other health professionals and educators who may be interested.

Sexual Health Forum: Online Journal Club and Practice-Based Dialogue has begun its second year, supported by the UBC Rural Continuing Professional Development (RCPD) program and a College of Family Physicians of Canada *Janus CPD Grant* to compensate my role as Lead. Target audience is physicians and nurse practitioners with an interest in sexual health practice. The program strives to serve as a "community of practice" as well as being an accredited professional education program. Although this not (strictly speaking) an Opt program, many Opt physicians have been involved as participants and moderators. Registration will continue throughout the Intro session and possibly into the first Journal Club (which begins Oct 24). Registration information is found here <http://ubccpd.ca/course/fpa-online-2016>.

I continue to co-deliver a twice yearly half-day Sexual Health workshop to "practice ready" immigrant physicians who will serve rural and remote regions of BC after passing a rigorous education and assessment process. The College of Physicians and Surgeons of BC and UBC CPD recognize sexual health as among the key learning needs of these culturally diverse physicians. It is always an honour to represent Opt while leading these sessions.

For my own continuing professional development, I am participating in the first cohort of the Clinician Quality Academy – an eight-month program for physician leaders from across the province, delivered by the BC Patient Safety and Quality Council. Tuition and travel are supported by a Doctors of BC Shared Care Committee Physicians Leadership Scholarship. My own quality improvement project relates, of course, to Opt clinical services and access to timely clinician support in order to improve patient care.

I continue to hope and expect that all clinical education efforts support recruitment of new physicians and nurses to Opt. Thank you to all of my colleagues who contribute to the success

of these efforts and all other work accomplished in 2016. Here I extend special thanks to the amazing Clinical Management Team with whom I have great privilege to work.

Finally, it was my honour to nominate Opt, and to accept on the organization's behalf, a Doctors of BC 2016 Council on Health Promotion Award of Excellence. Well-deserved Opt, well deserved!



Board Chair Jill Doctoroff, Medical Director Dr. Marisa Collins, and Executive Director Jennifer Breakspear accepting the Doctors of BC Award of Excellence.

Clinical Services

submitted by Nicole Pasquino and Helena Palmqvist De Felice
Professional Practice Leader and Clinic Operations Manager

Clinical Services has continued to grow and see an increased demand for its services over the last year, especially for STI services. We often hear from our clients seeking confidential sexual and reproductive health services that Opt comes highly recommended from their peers or they have seen our ads on the bus.

Over the last fiscal year Opt provided over 33,000 services to close to 24,000 patients across our clinics in BC. Over the past three years, we have seen a significant increase in male-identified clients, demand for STI screening and treatment services, pregnancy testing, and Intrauterine Contraception insertion services. Please refer to our infographic for more information.

It is an ongoing challenge for Opt to keep up with the increased demand for services without an increase in funding. While we continue to do our best to see as many patients as possible within our current hours and staffing, our clinicians are often faced with having to turn patients away from drop-in clinics, and patients face long wait times for appointments (ranging from two weeks to three months).

Opt appreciates our long standing partnership with Northern Health that assures access to sexual and reproductive health care across the northern BC, and the support from a group of dedicated clinicians and a local community that Opt was able to open two additional clinics during the year: the physician owned and run South Hill Opt Clinic in Vancouver, and the Revelstoke Secondary School Opt Clinic. Both significantly improve access to care in their communities. Meanwhile, the Campbell River Opt Clinic closed as a result of not finding any qualified clinicians to run the clinic, and increasing challenge in many communities.

Inside our commitment to improving access, during the year Opt was able to replace a number of contraceptive products with generic equivalents, which allowed us to lower the prices of most contraceptives to \$13 per month.

Opt's clinical department continues to forge partnerships with outside organizations to ensure sexual and reproductive health care is at the highest standard in the province of BC. Opt's Professional Practice Leader continues to work with BCIT to deliver a high standard of education to RNs seeking Certified Practice Registration in reproductive health. Opt also sits on several other provincial practice committees including the College of Registered Nurses of BC provincial working groups for STI and Contraceptive Care standards, Interior Health's Youth Sexual and Reproductive Health Committee.

In order to continue to meet the needs of our patients and remain at the forefront of sexual and reproductive health care, much effort has been contributed to ensure our staff and clinicians have adequate opportunity for regular training and professional development. In October 2015, Opt led its first webinar with important education in regards to changing practice and trends in sexual health care. Clinicians and Opt staff from all over the province participated.

Opt clinics continue to have an incredible pool of dedicated volunteers, staff and clinicians who provide exceptional front line care and ensure Opt remains a leader in sexual and reproductive health care in BC and Canada. Opt could not provide such exceptional care without this amazing group of dedicated frontline volunteers and staff - thank you for your extraordinary contribution.



Professional Practice Leader Nicole Pasquino and Clinic Operations Manager Helena Palmqvist De Felice posing at the Opt photo booth at the 2016 Sexual and Reproductive Health Day Breakfast

Financial Report

Submitted by Joan Westman deCarle
Finance Director

Opt ended the fiscal with a \$28,078 surplus, a solid profit but lower than last fiscal's \$55,598. Both revenues and expenditures were slightly lower than the previous fiscal. As finances are stabilized, we have been able to establish an Internally Restricted Contingency Fund of \$28,078. This reserve allows Opt to have funds available to carry on its activities in the future in the event of financial difficulties.

Similar to recent previous fiscals, sales of contraception continue to drop. The addition of a new clinic, the South Hill Opt Clinic, meant this decrease was somewhat mitigated by the new clinic's high volume of sales.

During fiscal 2016, Opt Clinic Services developed a new formulary based on the evaluation of efficacy, safety, and cost-effectiveness of generic contraceptives. In March 2016, clinics returned about \$50K worth of proprietary brand inventory, and replaced it with generic oral contraceptives, to be available for sale April 1 2016. Opt was able to then lower prices for all oral contraceptives from \$15 to \$13, as generics are less costly to purchase from suppliers. All expired and discontinued inventory was moved from Inventory to Accounts Receivable on Balance Sheet.

Clinical Services piloted quarterly Clinical Education Webinars, a move from regional conferences, to provide our staff with up to date clinical information. This represents a saving of both staff time and expense, as travel is not involved.

Education fees increased by almost 6%, compared to fiscal 2015. Opt's education services were expanded into the Yukon, providing 30 hours of instruction February 2016 to the Government of the Yukon, Health and Social Services.

Profit of the annual Sexual Reproductive Health Day breakfast held February 2016 increased significantly compared to past events.

Nakusp Opt Clinic opened in the newly renovated Kinsman Centre June 2016. The renovations were funded by a \$50,000 grant from Columbia Basin Trust. The grant application and renovation project was coordinated by Teresa Weatherhead and Support Opt Nakusp. Cranbrook received United Way funding for sexual health education and outreach in the Cranbrook and Fernie area. Support Opt Creston had yet another successful year fundraising to cover their three Pap clinics May, September and February.

BDO Canada completed the audit for fiscal 2016 July 2016. The audit recommendations were to continue with improving controls for cash sales at the clinics and upgrading of the inventory system. On the advice of BDO, the expense of the audit was moved from the fiscal being audited to the fiscal the audit is held. Audited financial statements for fiscal 2016 shows no Professional Expenses.

Opt managers and Board attended a strategic planning workshop in January 2016. From this, the board developed their strategic plan. Opt managers are now formulating this into an operational plan which includes stabilizing and diversifying funding, especially unrestricted revenue, and the development of a business plan for Opt Clinics, Sex Sense, Education, and Communication.

January 2016 marked my 20th year with Options for Sexual Health. I have seen many changes. Opt has grown from an organization with 30 clinics to 60. The Sex Sense line began operation in 1996. The education department has added professional programs such as the Sexual Health Educator Certification program and Human sexuality training: Comfort, Attitude and Values Evaluation (CAVE), as well as expanding Opt's public and private school education program.

Looking ahead, the proven dedication, hard work, and professionalism of the Opt staff, board and volunteers will ensure the success of our ongoing and future initiatives.



Congratulations to our fabulous Finance Director Joan Westman de Carle on 20 years at Opt!

Communications Report

Submitted by Ashleigh Turner
Communications Manager

Communications is an ever-expanding field, with many demands on non-profits to utilize their communication assets effectively. Meeting the needs of audiences can be both rewarding and challenging. Over the past year, with the help of other staff members, we reviewed our audiences and realized we have an expansive reach! We not only reach clients and patients, but we also reach clinicians, Opt members, like-minded individuals, passionate supporters, and many others from a vast array of different disciplines. It is quite exciting to see what we have known for years: Sexual health is important to almost everyone!

With that in mind, we considered how best to reach our audiences through our communications. 2015-2016 was the beginning of the revision process of Opt's reference materials, such as fact sheets, web resources, and pamphlets and is ongoing for fiscal 2016-2017. With all of the resources, and updates in sexual health this is no small feat.

The visits to the Opt website remained consistent; although there was a 53% increase in visits to the website (2034703 in 2015-2016, 1328614 in 2014-2015), we still have a consistently high bounce rate, meaning that many of those visits are very short, which is generally attributed to the website not what the user was looking for. The most promising statistic is that the visits to our website where people have visited more than one page have increased significantly from later year. Although website numbers are quantitative rather than qualitative, the way people are using the website as shown by these statistics is a positive indication that people are engaging more with our website, viewing more than one page, and accessing it as a resource.

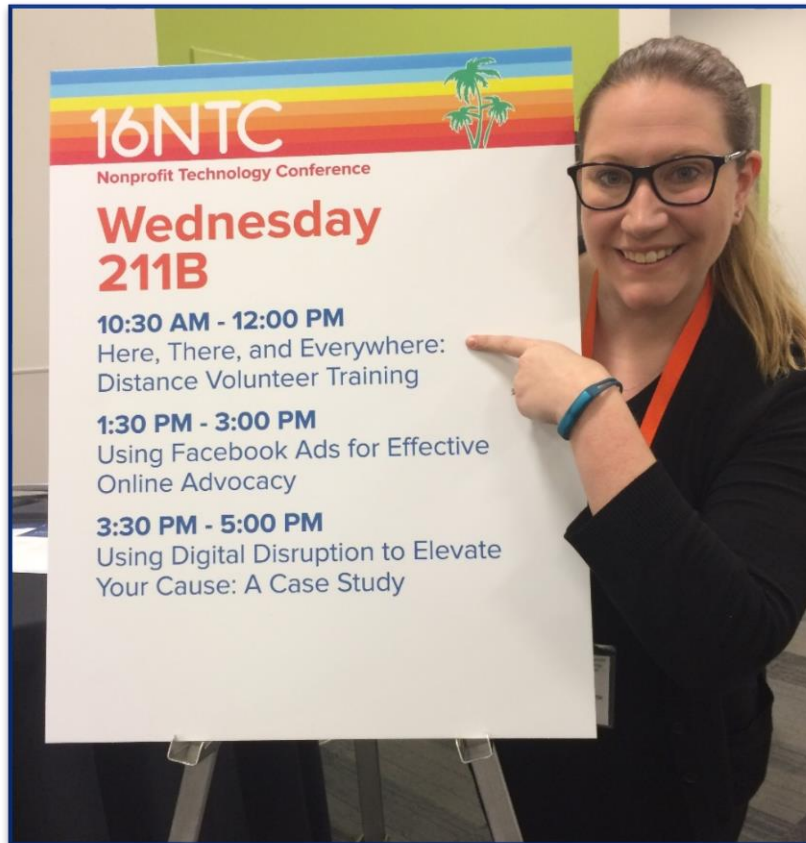
We have continued to have a steady media presence with both Jennifer and Kristen both speaking on important sexual health topics throughout the fiscal year. We are often asked to speak on emergent issues in both sexual health, sex education, and access to sexual health care, which is a encouraging indicator of our continued leadership in sexual health in B.C.

As with many organizations, technology has largely affected the way we do work. This year, there were significant advancements as well as some setbacks. The Opt staff intranet used for internal communications is no longer an effective resource for Opt personnel. We have also had challenges with older technology that we have been successfully using for years coming to the end of its usefulness. The encouraging news is that we have found solutions for these issues that we believe will be successful long-term solutions for the organization. Improvements in technology require funds to support them, however, and we will be looking at ways to cover the costs.

In March, I attended the Non-profit Technology Network's #16NTC conference as a presenter and attendee. As my Communications role includes many aspects of technology and how it impacts our day-to-day work at Opt, this was a great opportunity to learn about best practices, advances in technology, options for systems and software, and most importantly, connect with a network of non-profit communications, marketing, and IT professionals. I continue to be involved

with the NTEN network as part of the steering committee for the #17NTC conference that will be in March 2017 in Washington D.C.

The Sexual and Reproductive Health Day Breakfast was another successful event for Opt. Although the event is still in its infancy, we have seen a steady increase in our sponsors and a continued support from the sexual health community overall. With Katrina Pacey as our 2016 Sexual Health Champion, we acknowledged our commitment to sexual health access for sex workers. We enjoyed entertainment from author and poet Amber Dawn and the always-enchanting Fred Lee was once again our host. If you were not at our 2016 SRH Day Breakfast, make sure you get your tickets early for 2017!



Communications Manager Ashleigh Turner preparing to present “Here, There, and Everywhere: Distance Volunteer Training” at the 16NTC Nonprofit Technology Conference in San Jose.

Education Report

Submitted by Kristen Gilbert
Director of Education

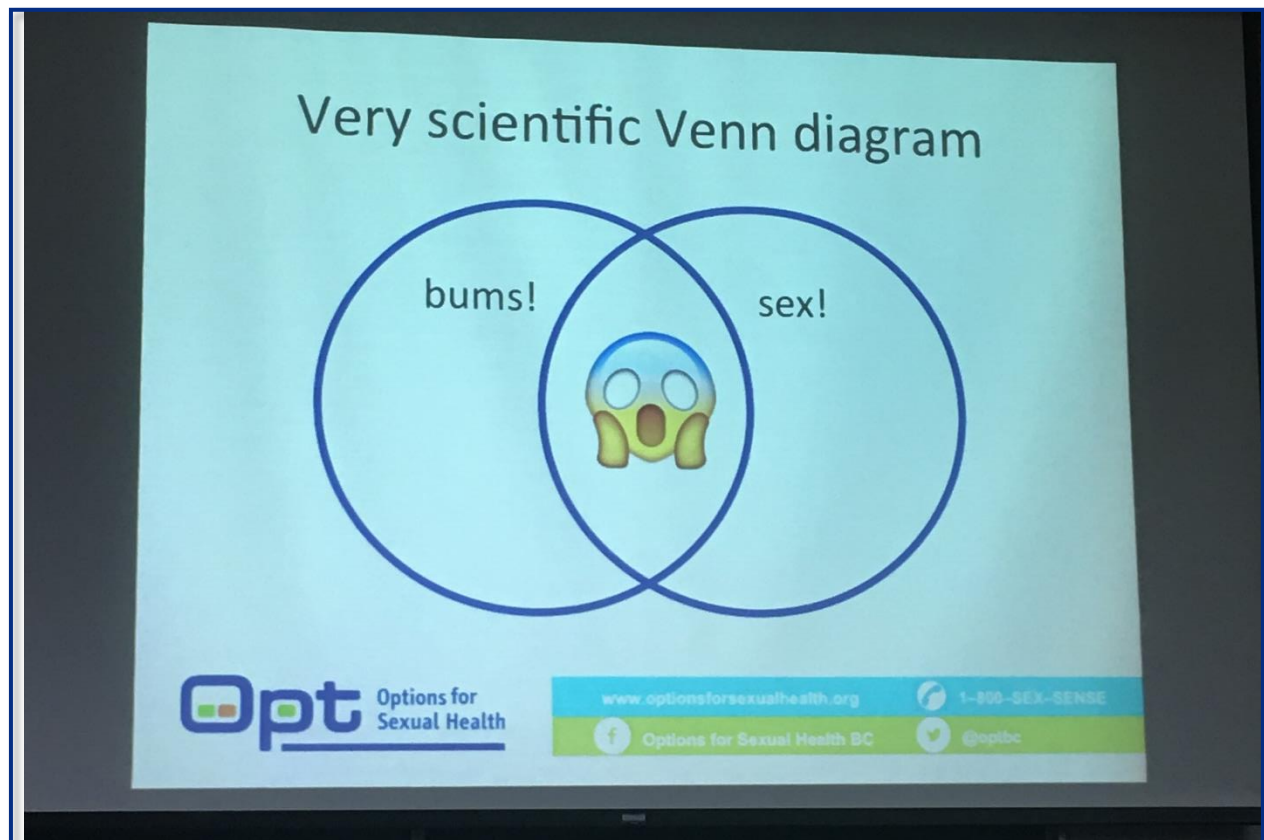
The first thing an Opt educator sees in the morning is a calendar alert on their phone, telling them which school they'll be teaching at today. Maybe they'll be talking about "body science" with some Grade 1 students, or perhaps they'll be opening up the puberty kit in a Grade 5 classroom. A Grade 8 or 9 class will likely have the reproductive systems drawn on the whiteboard at some point, and Grade 10-12 students are always up for more complex discussions about consent, decision-making, or identity. This morning prep routine was repeated 350 times in the 2015/16 fiscal year, and more than 8000 students received comprehensive sexual health education from one of Opt's field educators. While we follow the BC Ministry of Education's prescribed learning outcomes in all our classes, schools continue to call on our expertise as BC's sex education specialists. Needless to say, an Opt educator's car is packed with teaching supplies and stacks of 1-800 Sex Sense cards! And often a whole lot of condoms...

Since the parents and caregivers of the students we teach also need support, Opt educators also keep a laptop and crate of books in their trunk, ready to deliver our Askable Adult workshop in communities around the province. 200 such adults joined us at workshops last year, and learned about how to open up healthy communication with their kids, how to answer their toughest questions, and how to initiate the conversation with our list of suggested 'door openers'.

While we have always provided encouragement and training for folks who teach or support the sexual health of others, the 2015/16 year saw enormous growth in our professional development programs. Our multi-day teacher training workshops supported more than 200 teachers in Vancouver, New Westminster, and the Yukon. Teachers left our workshops with new ideas, new lesson plans, and enhanced capacity and confidence to deliver sexual health education to their students. Our CAVE 101 presentation—designed to help participants explore their comfort, attitudes, and values about sex—was delivered to professionals in Whistler, Revelstoke, the West Kootenays, Penticton, and Whitehorse. We also offered our Sexual Attitudes Reassessment (SAR) workshop for the eleventh and twelfth times since its inception in 2009. In all, 740 professionals were mentored by an Opt educator, who led them on their journey towards confidence and competence in matters of sexual health.

The Opt Education department was also called upon for expert support in several endeavors this year, including our work on the steering committee for BC's first Sexual Health medical conference, providing script consulting for OutTV's newest TV series #STI, and partnering with the College of Pharmacists of British Columbia, and the UBC Faculty of Pharmaceutical Sciences to create a website designed to improve access to IUDs for emergency contraception.

The area where we are perhaps most proud is the expansion of our Sexual Health Educator Certification (SHEC) program. In 2015/16 we offered two options: a cohort in Vancouver, and a second concurrent cohort in Prince George, dubbed 'SHEC North'. This growth reflects the high demand for sexual health educator training in BC, and our commitment to supporting communities throughout the province. The 16 graduates from these two programs are currently finishing up their practicum periods, after which they will be fully certified by Opt and ready to deliver the highest standard of sexual health education in their communities, and helping to fulfill our mission: to champion and celebrate the sexual health of all people in BC.



When entertaining a room full of Youth Clinic RNs, Director of Education Kristen Gilbert finds a way to not only connect with them, but also make learning fun. This session focused on breaking stigma and shame about anal sex.

Sex Sense Report

Submitted by Helena Palmqvist
Clinic Operations Manager

The Sex Sense Line's hours of operation remain 9am – 9pm, Monday to Fridays for a total of 60 hours a week. In the 19th year of its existence, the Sex Sense Line continued to experience very high volumes and an increase in call handling times.

Sex Sense responded to 11,626 calls and emails during the year. Meanwhile, the average length of call and email response increased to 6.3, up from 5.4 minutes last year. This translates to an additional 65 hours of total call and email handling time.

Sex Sense clients contact sense contacted Sex Sense for information and advice on a very wide range of sexual health and sexuality topics. Most common were contraception (21%), STIs (17%), and pregnancy risk (12%). 9% of calls were seeking clinic information. 34% of clients were referred to see a clinician. This is partially attributable to the substantial increase in STI related calls.

60% of clients were female and 33% of clients were under 24 years old, while 58% are under 29.

Clients increasingly use the internet to find Sex Sense and now represent 56% of callers. Almost one in five (19%) of callers had been referred to us from their health care provider. While most clients did not share where they were calling from (52% respectively), we do know that 18% of clients who contacted us were from the Vancouver Coastal Health Area, 11% from Interior Health area, 10% from the Fraser Health area, and 3% from the Vancouver Island Health area.

During FY 15/16, the Sex Sense Line experienced a 48% turnover in overall staff and 200% turnover in part-time staff. Staff as at 31st of March, 2015 include one registered nurse with Contraceptive Management and STI Management Certification on a part-time basis, and three certified RNs, four Certified Sexual Health Educators, and two abortion counsellors on a casual basis. Due to the specialised skills required, the line continues to experience challenges in attracting and retaining qualified Registered Nurses. During the year, Sex Sense also benefitted from the contribution of and support of two volunteers.

The Sex Sense Line continues to be advertised throughout the province through bus advertisements, educators, clinics, the website, and requested mail-outs of cards and posters. Sex Sense was also featured at the inaugural UBC CPD and Opt organized Sexual Health Conference in May 2015.

Donor Acknowledgement

Donations received in the 2015-2016 Fiscal Year

Options for Sexual Health appreciates the generous contributions of our donors. Our donors make our programs successful, increase client access to sexual health services, and help the organization work towards our mission and vision every day. Everyone at Options for Sexual Health is truly grateful to all of our donors and sponsors who have given generously to support our mission. We would also like to recognize the hard work and dedication of individuals and companies who organized and raised funds through events held on our behalf. Thank you!

Our thanks to those who donated between \$1 and \$99

Brianna Aho ● Tamara Allen ● Joyce Arthur ● Alixandra Bacon ● Sheila Balakshin
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Our thanks to those who donated between \$100 and \$499

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Our thanks to those who donated between \$500 and \$999

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Our thanks to those who donated over \$1000

Anonymous • Jennifer Breakspear and Laurie Anderson • Jill Doctoroff • Allison Lenters • Marie Samson • Susie Soman • The Royal Fernie • Womyns' Ware

We would also like to acknowledge the generous support of our Sexual and Reproductive Health Day Breakfast sponsors. Our great appreciation to B'stro, Womens' Ware, LunaPads, BC Teachers Federation, and the Georgia Straight.



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