



**planned
parenthood**
toronto

PPT Health Services

Welcome Booklet

Text. Type. Talk.

Have questions about sex, puberty or relationships?
Get the facts you need straight from the source.

Visit **teenhealthsource.com**
or connect **confidentially** with a trained volunteer:

Text: 647-933-5399

Email: teenhealthsource@ppt.on.ca

Chat: teenhealthsource.com

Call: 416-961-3200

Hours: Monday to Thursday 4 – 9pm, Saturday 12 – 5pm

Welcome!

Planned Parenthood Toronto
Community Health Centre
36B Prince Arthur Avenue
Toronto, ON M5R 1A9

www.ppt.on.ca

To access health services, you must:

- ✓ be 13 – 29 years old
- ✓ **NOT** be a tourist or temporary visitor

To book an appointment, call:

(416) 961-0113



Located one block north of Bloor, on the corner of the major intersection of Bloor and Bedford Road

By public transit: We're beside the St. George subway station, near the Bedford Road exit.

There are **3** ways that you can access Health Services at PPT:

Pre-Booked Appointment

Pre-Booked appointments are booked in advance. Please call during clinic hours to make an appointment. Complete physicals, prenatal care, and counselling/therapy and mental health prescriptions must be pre-booked appointments. Please arrive 15 minutes early to check in for your appointment and to complete the necessary forms.

Same-Day Booked Appointments

Same-day booked appointments are available on most Mondays, Tuesdays and Thursdays. Give the clinic a call in the morning and if we have any time available, we can book you an appointment for that day! Those appointments are booked based on a first-call, first-booked basis and they go VERY FAST so be sure to call early!

Our Saturday Sexual Health Drop-In Clinic

The clinic will be open at 10am on Saturday morning for the drop-in clinic and we'll continue taking clients for drop-in until we're full or until we close, which will be at 2pm. The only twist is that the Saturday clinic will operate as a **sexual health clinic only**. That means, for example, that you can see the clinician if you need:

- Sexually Transmitted Infection (STI) testing
 - Birth Control (at a reduced price)
 - Emergency contraception/PlanB
 - Pregnancy Testing
 - Pregnancy Options
 - STI treatment
- ... and other sexual health matters, to name a few

If you're in doubt and don't know whether or not your issue is of a sexual health nature, feel free to call us or ask the front desk staffer when you come in if you'll be able to see the clinician.

Client Access Line – 416-961-0113 x165

If you are already a registered PPT client, you can call our Client Access Line to speak to a PPT clinician without an appointment or drop-in wait.

Client Access Line Hours:

Weekdays: 11:00am – 11:45am
Mon-Thurs: 7:15pm – 8:00pm

Health Services Hours

	Hours of Operation	Booked Appointment Times	Same-Day Appointment Times
Monday	9:30am – 8pm	9:30am – 3pm	1pm – 7:30pm
Tuesday	9:30am – 8pm	9:30am – 3pm	1pm – 7:30pm
Wednesday	9:30am – 12pm CLOSED 12pm – 4pm 4pm – 8pm	9:30am – 12pm	
Thursday	9:30am – 8pm	9:30am – 3pm	1pm – 7:30pm
Friday	9:30am – 4pm	9:30am – 3pm	
Saturday	10am – 2pm	No clinical appointments available	10am – 1:30pm (drop-in only)*

*Call the clinic @ 416-961-0113 to confirm the drop-in hours.

Appointment Confirmation Procedure

If for any reason you are not able to make it to your appointment, please call (416) 961-0113 to let the receptionist know. If we are closed, please call (416) 961-0113 Ext. 121 and leave a message. We can then offer that appointment to another client.

If you are late for an appointment:

If you are late, we will hold your appointment for 15 minutes. There may not be enough time to address all of your needs. If you are more than 15 minutes late, we will have to rebook your appointment.

If you miss an appointment or are more than 15 minutes late:

If you miss an appointment and do not notify us, or give us less than 24 hours notice of the cancellation, we call that a “no show” and it will be documented in your chart. When you miss an appointment it prevents someone else from accessing a clinician. In order to try to prevent clients from repeatedly missing appointments, we document your “no shows” and once you miss 3 appointments, you will no longer be able to book an appointment for 6 months. Instead you will be asked to access our Saturday drop-in services.

Confidentiality Policy

You are entitled to the protection of your privacy. Your medical information is kept confidential and private. All of your information is properly secured, and information is never released or discussed with outside parties. We do not share information with parents, partners, teachers, etc. without prior permission from you. There may be occasions when information regarding your care is discussed amongst the Health Services staff team, for the sole purpose of assisting you. If there are elements of your care that you would like to keep private between yourself and your clinician, please ask about our lock-box procedure.

***There are some exceptions to the confidentiality policy.** For more information please see PPT's privacy policy which is available in the waiting area or you can speak with one of our staff.

Our Mission

Planned Parenthood Toronto is a community-based, pro-choice agency committed to the principles of equity and to providing accessible and inclusive services, which promote healthy sexuality and informed decision making to the people of the City of Toronto.

Our Vision

A future of sexual and reproductive choice, freedom and possibilities.

Client Rights

As a client of Planned Parenthood Toronto, you have the right to:

- know the names, roles and positions of the people serving you;
- know the experience and qualifications of the people serving you;
- easily accessible health care services that are provided in a safe, comfortable, respectful and confidential environment within legal limits;
- bring a friend or support person with you to an appointment and/or into the exam room;
- be treated with respect and dignity regardless of age, sex, gender identity, sexual orientation, race, ethnicity, citizenship, education, physical and/or mental abilities;
- health care even if you do not have a health card;
- be presented with all the information you need, where you feel comfortable making your own decisions and be supported in your decision making;
- refuse any care, services or treatment;
- share only the information you want with the people serving you;
- refuse the presence of an observer or student;
- a fair, safe and clear process of complaint.

Client Feedback

PPT is all about client satisfaction. We love to hear from you about our services, and anything you think we do great, or could improve.

To achieve this, Health Services gathers information in a variety of ways. Client Feedback forms are available in the Waiting Room, and are collected and reviewed by the Clinical Team on a quarterly basis. We also conduct an annual survey and several smaller surveys throughout the year.

Any information we gather is available to our clients. Please ask at the front desk. If you are unhappy with the service, there is a formal complaint process available. The Client Complaint policy and forms are available in the waiting area or you can speak to a staff member for further information.

The Toronto Central LHIN

The Toronto Central Local Health Integration Network (TC LHIN) is responsible for planning, coordinating and funding key health care services in central Toronto for approximately 1.14 million people.

They fund 177 health service providers including hospitals, the Toronto Central Community Care Access Centre, community support services, Community Health Centres, mental health and addictions agencies and long-term care homes. In addition to serving our local community, health service providers in the TC LHIN provide specialized health services to a large number of Ontarians who live in other LHINs.

What is a Community Health Centre (CHC)?

The Ministry of Health and Long-Term Care has funded over 70 CHCs that provide comprehensive primary care and community health promotion activities in communities across Ontario. CHCs are non-profit corporations governed by a community-based board of directors. CHCs involve clients and community members in planning and developing programs. CHCs offer 24 hour access to primary health care. CHCs work in partnership with other health and community organizations to provide services to diverse client populations. CHC services are made available regardless of your health card status, however PPT is unable to provide any primary health care services to those who are visiting or are tourists and do not intend to remain in Canada as permanent residents. For more information on CHCs and eligibility requirements for service ask the front desk.

Our Services Include:

- Information Sessions on Pregnancy Options, Birth Control Methods, STIs and ECP
- Pregnancy Testing
- Birth Control Prescriptions and Sales
- Emergency Contraceptive Pill (also known as the Morning After Pill)
- Primary Healthcare – we can provide all your basic health care needs!
- Sexually Transmitted Infection (STI) Testing, Treatment & Prevention
- Prenatal Care
- Anonymous HIV Testing (Standard or Point-of-Care, the rapid test)
- Immunization
- Therapy Services
- Community Education & Workshops
- Case Coordination Services (Help with housing, immigrations, employment, legal issues etc)
- Support Groups
- Volunteer Opportunities

Interpretation Services

PPT can offer Interpretation Services. If you are most comfortable receiving care in a language other than English, we will arrange that for you. Please let us know you would like to have an interpreter when you book an appointment or when you register for drop-in. During drop-in we will do our best to get an interpreter on the phone during your appointment.

Health Cards

If you are eligible for or have an Ontario Health Insurance Program (OHIP) card, and cannot provide one, or it has expired, we may not be able to refer you to certain external services but we can meet your primary care needs here at PPT. We can help you obtain information on how to receive or renew a health card if you are eligible. If you have a health card it is important that you keep your health card valid and up to date.

If you are ineligible for a health card, let us know! We may still be able to help and you can still be seen by our providers if you are eligible.

Counselling / Psychotherapy Services

We offer time limited, supportive counselling and psychotherapy services that are free of charge. We work with individuals as well as couples. There is usually a wait list for psychotherapy services. However, there are other counseling supports that can be accessed more quickly. Please speak to the front desk for more information.

After Hours Care

If you are a registered client of PPT and you have a medical concern after hours you may call 416-961-0113 and you will be transferred to the physician on call.

You can also call Tele-health Ontario at 1-866-797-0000 for immediate access to a registered nurse who will be able to answer immediate medical concerns.

Birth Control (Hormonal & Non-Hormonal)

Contraception is available for sale at a reduced cost to Health Services clients.

Prescription medications require a prescription from one of our clinicians. Unfortunately, we cannot accept prescriptions written by clinicians other than our staff clinicians. Birth control prices range from around \$3.00 to \$22.00.

Condoms, lube, gloves and dams

Free condoms, lube, gloves and dental dams are available in the clinic waiting room.

Fact Sheets and Resources

Check out the PPT's Fact Sheets and Health Resources in the waiting room or online at www.ppt.on.ca! They are free, and great to have handy to help you with basic information.

Other Programming and Services at PPT

Time Out

PPT offers a drop in program for young and expectant parents and their children, 29 years and under. “Time Out” runs every Wednesday evening at Four Villages Community Health Centre at 3446 Dundas Street West. For more information, call Lorena, at 416-961-0113 ext 154.

Groups offered at PPT

PPT offers groups at different times of the year dependent upon client and community needs and funding. Examples of groups that are offered include a young men’s group, art therapy groups etc. Please see the front desk or our website for further information.

Teen Programming

Teen Programming trains volunteers to provide anonymous and confidential sexual health information to Toronto-area teens through the operation of the Teen Health Source. Teens can reach peer volunteers directly by text at (647) 933-5399, by phone at (416) 961-3200, and by e-mail and MSN at teenhealthsource@ppt.on.ca. Teen Health Source also includes a comprehensive sexual health website at teenhealthsource.com

Teens Educating and Confronting Homophobia

T.E.A.C.H. uses an anti oppression approach to deliver high quality anti-homophobia peer education activities in high schools and community settings across the city of Toronto.

Women’s Programming

PPT operates a satellite program at the Bay Centre for Birth Control (BCBC). Volunteers provide face-to-face, peer education and information to women on sexual and reproductive health issues.

Volunteering at Planned Parenthood

Volunteering at Planned Parenthood can be a wonderful experience. There are many different volunteer opportunities within the organization. To find out more, visit our website: www.ppt.on.ca

PPT’s Website - www.ppt.on.ca

PPT has a comprehensive website that has all of our resources, programming and service areas, upcoming events, volunteer opportunities, donation information, student opportunities, health information etc available.

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Get the facts you need straight from the source.

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or connect **confidentially** with a trained volunteer:

Text: 647 933 5399

Email: teenhealthsource@ppt.on.ca

Chat: teenhealthsource.com

Call: 416 961 3200

Hours: Monday to Thursday 4 – 9pm, Saturday 12 – 5pm

Make a Donation!

For a half a century, PPT has been providing innovative and accessible programs and services to respond to the sexual and reproductive health needs of the women and youth of the city of Toronto. Every year we provide health and information services to over 15,000 individuals and deliver over 300 school and community-based workshops. This would not be possible without the ongoing support of our dedicated donors, volunteers and members who give so generously in support of our mission.

If you'd like to make a donation, or for more information, visit:
www.ppt.on.ca

Registered Charitable Tax# 11 909 4449 RR 0001

A couple of helpful contacts...

Telehealth Ontario: 1-866-797-0000

OHIP – Ontario Ministry of Health and Long-term Care:
1-800- 268-1154

notes

Planned Parenthood Toronto is committed to being an agency that values and reflects the diverse communities of Toronto. We recognize that

- **Equity is** not just about equality.
- **Equity is** access to high quality, unique programming and services that respect your choices and meet your differential needs.
- **Equity is** ensuring that community input informs what we do and guides us to take action for social change that benefits you.



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choice is yours.

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The views expressed in this publication, are the views of PPT and do not necessarily reflect those of the Toronto Central LHIN.