



ANNUAL REPORT 2018

Hassle Free Clinic

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hasslefreeclinic.org

Hassle Free Clinic

Annual Report Contact:

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Produced by Elmer Bagares with many contributors

President's Message

The Hassle Free Clinic's purpose has not changed in 45 years; providing sexual health testing, treatment and compassionate care to any and all who choose to walk through its doors. Our longevity and ability to provide services would not be possible without the generous support from numerous City, Provincial and Community funders.

MANY THANKS
TO THE
HASSLE FREE CLINIC
BOARD MEMBERS,
VOLUNTEERS &
PHYSICIANS OF 2018!

In 2018 there were two fairly major funding increases that are assisting the Clinic in providing additional services to our patients. There was an increase in funding (\$130,000) from the AIDS Bureau to eliminate the Men/Trans in-Clinic HIV waiting list, facilitate more outreach testing for GBMSM and to fund our team's work on a potential GBMSM Health Hub. Another accomplishment to help us reach other priority populations came from the Toronto Urban Health Fund. TUHF doubled our funding (now \$100,000) to meet the demand for outreach testing from shelters and other agencies that serve priority populations. It also allowed our "Links" Program worker to go full-time.

We continue to experience larger volumes of patients who seek our services and we would like to extend our thanks to patients new and returning, who continue to trust us for their sexual health care and treatment.

In closing, thank you to the many volunteers who welcome the patients to the Clinic, making them feel comfortable and that the service they will receive while in the Clinic will be compassionate, hassle free, and professional.

Regards,

Warren M. Ross

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MANY THANKS TO
THE HASSLE FREE CLINIC
BOARD MEMBERS,
VOLUNTEERS &
PHYSICIANS OF 2018!

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Caroline Jeon
Karen Ko
Edward Lee
Leila Makhani
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Narges Nassirinejad
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Physicians - Women/Trans Clinic

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Laura Winer

HASSLE FREE CLINIC SERVICES:

- Confidential Sexually Transmitted Infection (STI) counselling testing and treatment
- Rapid Point-of-Care (POC) and standard Anonymous HIV antibody testing with pre- and post-testing counselling
- Safer sex counselling
- Birth control methods & information
- Pregnancy testing, decision counselling, abortion referrals & follow-up
- HIV support for newly diagnosed individuals
- Health Promotion/Nursing Clinic for HIV+ women/Trans

Hassle Free Clinic is a community-based agency providing medical and counselling services in all areas of sexual health. We are one of the busiest sexual health clinics and the largest Anonymous HIV test site in Canada.

Hassle Free Clinic has separate hours for men and women at the same location. Transgender clients can attend during the hours they feel most comfortable. The Men/Trans Clinic provides Sexually Transmitted Infection (STI) testing/treatment and HIV testing, counselling and support. The Women/Trans Clinic provides the same STI/HIV services as well as birth control, pregnancy testing, abortion referrals and other services related to sexual and reproductive health. Each clinic is staffed by doctors, clinicians, counsellors and volunteers. City of Toronto Public Health Nurses are assigned to assist the Men/Trans Clinic. The majority of STI testing is done at the Ministry of Health Laboratory and through a private lab. The Ministry provides treatments for most STIs free of charge. POC HIV testing is done on site.

The Clinic has always promoted an integrated, comprehensive approach to service delivery. A full spectrum of sexual health issues – HIV, STI, birth control and pregnancy – may be dealt with at the same time, rather than dividing sexual health care into separate services.

Most importantly, we ensure that service delivery is informed by a non-judgmental, supportive attitude towards all sexual health concerns. We believe active client involvement in health care decision making is paramount. Therefore, we provide appropriate counselling and education to help clients make well-informed decisions.

The Clinic is incorporated as a non-profit charitable organization with a nine-member community Board of Directors. The Board takes responsibility for overall financial and policy direction while allowing staff to make program and policy decisions.

The Clinic is core-funded by the City of Toronto Public Health Division with additional funding from the AIDS Bureau, Ministry of Health and Long Term Care. The Clinic also accesses the provincial STI billing program, a part of OHIP that does not require health cards.

We would particularly like to acknowledge and thank the many individual donors we have, most of whom are grateful clients. The amounts can be large or small, but we appreciate all of these donations, many of which are made anonymously.

WE ALSO PROVIDE:

- Bathhouse & community outreach testing
- Hepatitis A, B & C screening
- Vaccinations for HPV and Hepatitis A and B
- Presentations to community groups, agencies, organizations and at conferences
- Referrals to HIV specialists, gynecologists, midwives, therapists, counsellors, PrEP clinics, AIDS service organizations (ASOs), and health and social services
- Services are provided in several different languages.

OVER 45 YEARS OF HISTORY!

LOOKING BACK...

- Starting from grassroots initiatives and growing while maintaining its community-based approach to sexual health care, Hassle Free Clinic celebrates its 45 years of operation!
- Hassle Free Clinic's location has changed several times to meet the needs of our perpetually growing and ever changing population. Our present location is wheelchair accessible.

The main inspiration for Hassle Free came in part from the staff at the Rochdale Free Clinic. Hassle Free officially began operating in February 1973, when counsellors from Rochdale opened a 24-hour, 7 days a week street clinic on Yonge Street. The clinic was funded by a grant from the federal government's Local Initiatives Project, and offered drug crisis counselling and treatment in a discreet and non-judgmental manner as our name suggests.

By 1975, the drug-oriented street scene had largely disappeared. Meanwhile, the clinic had built a reputation for providing "hassle-free" medical care, particularly STI and birth control services. A small but significant step was taken in 1977 when the clinic's global budget was covered by a shared cost grant from the Ontario Ministry of Health and the City of Toronto Board of Health. The grant came as a dramatic last-minute intervention, when the clinic had exhausted its funds and was faced with imminent closure.

In January 1980, when Hassle Free Clinic moved to our previous location at 556 Church Street, it was reorganized into separate men's and women's hours. The separation was the result of increasing numbers of male (mostly gay) clients and limited space, making it difficult to serve men and women at the same time. By the early 1980s, the reputation of the Men's Clinic as a safe place for gay men to obtain sexual health services was well established, although in fact we have always served large numbers of heterosexual men. The majority of women seeking services are heterosexual. From the early days, staff had also identified some of the unique sexual health needs of transgender and gender fluid clients. This has now been translated into a comprehensive program of trans inclusivity.

Following the first wave of the AIDS crisis in 1983-84, the Clinic began offering HIV education and prevention counselling. When HIV testing became available in 1985, the Clinic immediately offered testing on an anonymous basis. At this time “anonymous” testing was illegal in Ontario. The number of male clients testing positive for HIV increased each year, reaching a peak of 230 in 1990. The seropositive rate in the Women’s Clinic was low and remained stable during this period. In the late 1980s, the Clinic introduced HIV positive support group programs for women and men which were well received by clients, and highly regarded by other health providers.

In 1989 the Clinic mounted a campaign to legalize anonymous testing. Under pressure from community organizations, Toronto City Council and the Board of Health publicly endorsed the program. The Ontario Ministry of Health, however, refused to support the program until January 1992, when the NDP government legalized anonymous testing. Having offered anonymous HIV testing for the previous seven years, HFC was relied on to develop Ontario’s Anonymous Testing Guidelines and train staff in designated sites across the province.

In 2001, Hassle Free became the first clinic in Canada to offer rapid point-of-care (POC) HIV testing on site, which was halted due to questions about the accuracy of the device. In May 2006, HFC once again became the first clinic in Canada to offer such testing with a newly approved device. This device has proven to provide consistently accurate results since that time. It is 99.5% accurate, similar to standard laboratory testing. Results are ready in a few minutes as opposed to waiting a week or more with the standard method. Individuals still have the choice of choosing either testing method but the vast majority of individuals choose rapid POC testing. Based on our experience with POC

... LEADING THE WAY

- Did you know Hassle Free Clinic was one of the early responders at the beginning of the HIV/AIDS epidemic?
- Did you know Hassle Free Clinic was the first in Ontario to offer anonymous HIV testing?
- Did you know Hassle Free Clinic was the first clinic in Canada to offer rapid point-of-care HIV testing?
- Hassle Free Clinic often provides training and support to other agencies interested in providing rapid point-of-care HIV testing

“Thank you so much for helping me when I needed some help. I greatly appreciate it. I know I am not your usual target group – so please put this donation to good use so I won’t feel bad about taking your resources”

“Thank you for your kindness and consideration through a very difficult time. I can’t express how much I appreciate the caring and understanding you showed me”

– Quotes from Hassle Free Clinic clients

testing and our lobbying efforts, the Ministry of Health and Long-Term Care announced in 2007 that it would be making POC tests available at designated sites across Ontario.

Another focus has been trans inclusivity at the Clinic. With this goal in mind, we redesigned our intake sheets, client service brochures, hour slips, data collection systems, STI information sheets, and website. Physician, staff and volunteer training about trans care is an ongoing process.

Since the beginning, Hassle Free Clinic has played an important front-line role in identifying and serving the sexual health needs of a large and diverse at-risk population. We are increasingly called upon as consultants in developing health policy and educational programming. Without compromising our front-line status, we are now firmly established as a partner in Toronto Public Health’s sexual health program, as well as the Ministry of Health and Long-Term Care’s HIV testing program.

After 45 years of providing medical care to high-risk clients in a non-traditional setting, we are proud to be one of Canada’s largest and most influential sexual health clinics!

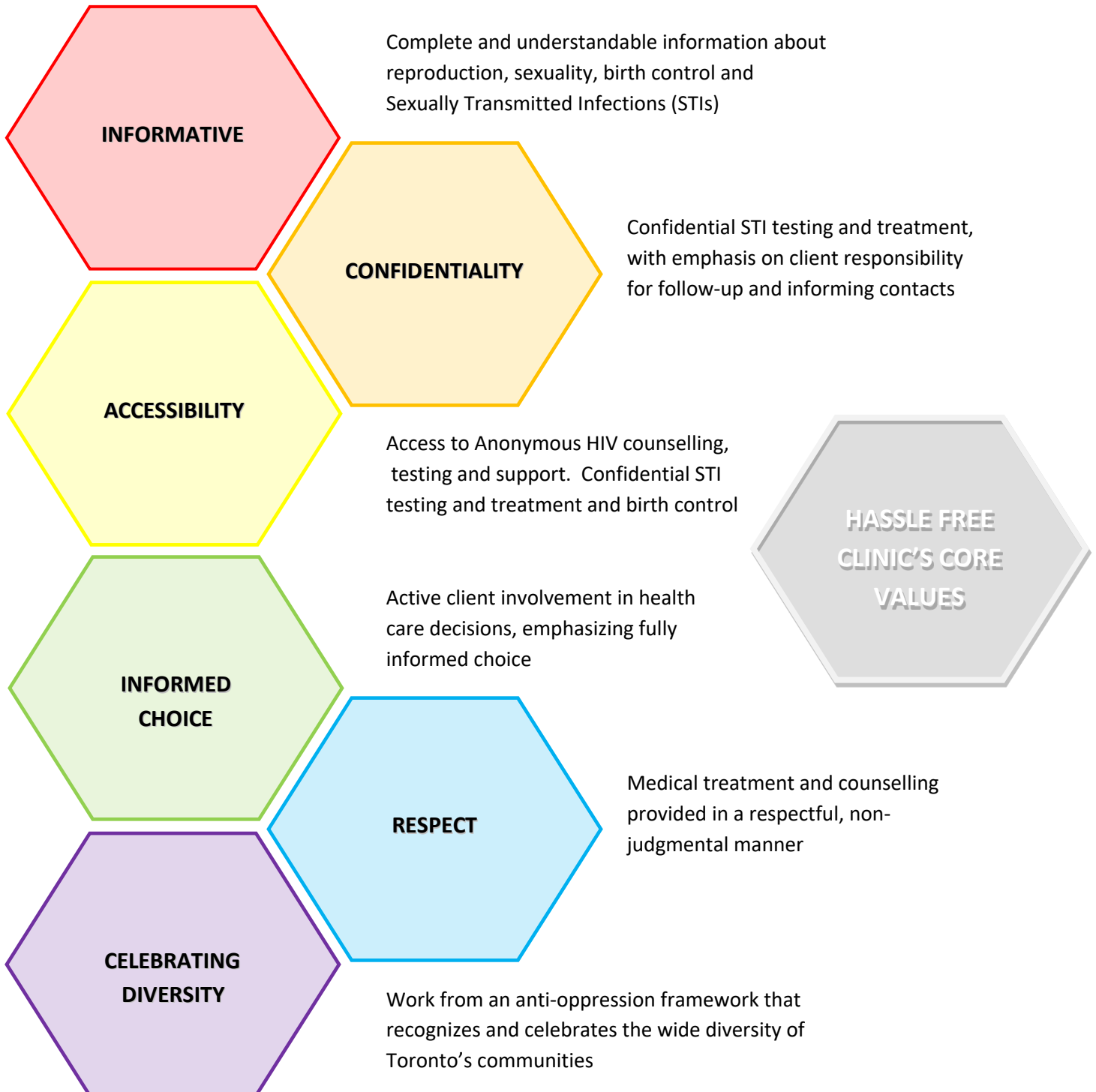


**IN MEMORY OF ROBERT TROW
NOVEMBER 23, 1948 – OCTOBER 21, 2002**

Robert Trow will always be remembered as one of the pioneer advocates of anonymous HIV testing, a leader within the AIDS movement and for his important role within Hassle Free Clinic’s history.

Hassle Free Clinic Philosophy

Hassle Free Clinic places great importance on maintaining equitable staff-client relationships and non-judgmental attitudes to sexually related health concerns. The Clinic is committed to maintaining the following values and principles in the provision of sexual health care:



Research Studies

Hassle Free Clinic is often invited to be involved in research related to sexual health. Some researchers want access to our patients to assess knowledge and attitudes on various sexual health matters. Staff members often sit on steering committees developing research protocols for studies conducted at other agencies or institutions. In addition, due to our volume, the Clinic is often recruited as a site for the development of new STI and HIV testing technologies.

Aside from practical considerations, we have two main criteria when assessing proposals. The first is that the research has real potential to benefit the people being researched. Secondly, we want to know there will be collaboration, rather than competition, between researchers doing the same work in order to move it forward.

This year, the Clinic wrapped up a study done with a company working on a self-collection kit for vaginal self-swabs. The kit tests for Gonorrhea, Chlamydia and HPV. The company is working with Indigenous and other rural/remote communities to increase healthcare access.

Staff participated in a Steering Committee for an HIV self-testing study, but it has been postponed. It is a validation study for the INSTI self test, and once approved by Health Canada, we believe they will be a valuable tool to reach underserved communities.

The Clinic is also working with St. Michael's Hospital on a PrEP initiative, where data is collected but the main goal is to increase access. A questionnaire will be offered to all GBMSM to ascertain if they are good candidates for PrEP, and if so, referrals will be made.



Student Placement & Training

Clinical health education is an important part of our commitment to community learning. The Clinic supervises residents and medical students from various institutions; sometimes for block placements and sometimes for single days.

Most commonly, however, are the nursing student placements both the Men/Trans and Women/Trans Clinics accept every year. The students are generally here two days per week for eight months. Another annual placement is a one-month block placement from the Midwifery Education Program at Ryerson University. This provides midwifery students an opportunity to have a placement with a broader sexual health perspective.

In addition, we have staff from various agencies attend the clinic for observation and training for various time periods. These requests often relate to HIV POC counselling and testing.

Did you know?

- Ontario positivity rate at Anonymous Test Sites is approximately 3 times greater than in other forms of testing (Nominal or Non-nominal).
- Ontario has one of the highest pre-natal testing rates in Canada based on a client-centred, express consent policy
- 1 in 120 adults in Toronto are HIV positive
- Women represent 1 in 5 new HIV diagnoses in Ontario

Anonymous HIV Testing Program

Anonymous POC HIV testing continues to be the Clinic's best-known program. Counselling focuses on HIV transmission, willingness and ability to practice safer sex, identifying barriers to safer sex practices, and a rational understanding of relative risk. The impact of testing positive and dealing with an HIV positive result are discussed. As in all sexual health counselling, STI, birth control, pregnancy, assault and abuse issues are dealt with as appropriate.

This year, the Clinic received a large AIDS Bureau grant that will be rolled into our permanent AB funding. Some of this funding is to increase testing access and convenience for GBMSM. As part of that initiative, the Men/Trans Clinic has moved to all drop-in for HIV tests in-clinic. This has eliminated the wait-list for HIV testing. The Clinic offers immediate POC tests for all confirmed and suspected syphilis cases, given the statistical correlation between HIV and syphilis.

Men/Trans Clinic clients now have the option to walk-in or to book an appointment for an HIV test. The Men/Trans Clinic offers immediate POC tests for those identified as higher risk.

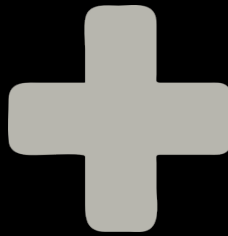
The total overall number of HIV visits for the year was 8,858 as compared to last year's total of 8,884. The total number of in-clinic HIV visits for the year reached 5531: this includes 1,314 in the Women/Trans Clinic and 4,217 in the Men/Trans Clinic.

The total number of HIV positive results in 2018 was 95. There were 2 women that tested positive. There were a total of 93 positive HIV results from the Men/Trans Clinic. This number includes 36 from the Enhanced Testing Program, 4 from the Bath Program and 53 from in-clinic testing.

HIV ANONYMOUS HIV TESTING – 2018

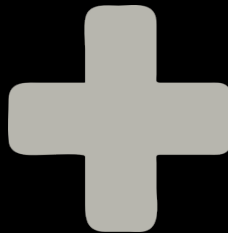
| SITE | TOTAL VISITS | TOTAL POC TESTS | | TOTAL P24Ag TESTS | | CONFIRMATORY TESTS | | STANDARD TESTS | |
|--------------|--------------|-----------------|------|-------------------|-----|--------------------|-----|----------------|-----|
| | | NEG | POS | NEG | POS | NEG | POS | NEG | POS |
| W/T | 1314 | NEG | 1295 | NEG | 15 | NEG | 0 | NEG | 17 |
| | | POS | 2 | POS | 0 | POS | 0 | POS | 0 |
| | | TOTAL | 1297 | TOTAL | 15 | TOTAL | 0 | TOTAL | 17 |
| M/T | 4217 | NEG | 4162 | NEG | 148 | NEG | 0 | NEG | 2 |
| | | POS | 53 | POS | 0 | POS | 47 | POS | 0 |
| | | TOTAL | 4215 | TOTAL | 148 | TOTAL | 47 | TOTAL | 2 |
| ET | 2898 | NEG | 2862 | NEG | 44 | NEG | 0 | NEG | 1 |
| | | POS | 34 | POS | 1 | POS | 27 | POS | 1 |
| | | TOTAL | 2896 | TOTAL | 45 | TOTAL | 27 | TOTAL | 2 |
| BATHS | 379 | NEG | 375 | NEG | 1 | NEG | 0 | NEG | 0 |
| | | POS | 4 | POS | 0 | POS | 3 | POS | 0 |
| | | TOTAL | 379 | TOTAL | 1 | TOTAL | 3 | TOTAL | 0 |
| W/T Off site | 50 | NEG | 50 | NEG | 0 | NEG | 0 | NEG | 0 |
| | | POS | 0 | POS | 0 | POS | 0 | POS | 0 |
| | | TOTAL | 50 | TOTAL | 0 | TOTAL | 0 | TOTAL | 0 |

**TOTAL NUMBER OF HIV
POSITIVE RESULTS IN 2018
(ALL SITES)**



95

**TOTAL NUMBER OF HIV
VISITS IN 2018 (ALL SITES)**



8,858



Enhanced Testing Program

The Enhanced Testing (ET) Program is our satellite HIV testing program for Gay/Bi/MSM across the city. This initiative is fully funded by the AIDS Bureau.

There were two main motivations behind the establishment of the ET Program. One was to have wider geographical coverage and the second was to provide concentrated education on seroconversion illness, the relationship between HIV infection and STIs, etc. A website (come-on-in.ca) with education and testing information was developed and is still being used. We have completed some updates specific to Trans health, PEP/PrEP. and the increase in rectal infections.

Rapid anonymous HIV testing clinics are held twice monthly at St. Stephen's Community House in Toronto's west end and South Riverdale Community Health Centre in the east. We are also at the 519 Church St. Community Centre twice weekly, including Sundays, which has generated many tests and a high positivity rate. Our twice weekly presence at the 519 also provides a resource for the Clinic overflow. These clinics have been well attended and well received. We started a new initiative in December with Asian Community AIDS Services conducting HIV and syphilis tests with Asian men who have sex with men. This new addition to the program has been well received.

- Large numbers of new Canadian participants
- Increase in referrals from primary physicians
- Decline in private nursing consultation
- Total Attendance: 121 distinct women and trans clients with 55 new clients
- Age range: 26 to 75 years (the majority were 45 to 50)

Health Promotion discussion topics included:

- Criminalization of HIV non-disclosure
- Gender-based violence
- HIV and employment
- ODSP
- Stigma and discrimination
- Undetectable = Untransmittable (U =U)

Health Promotion & Nursing Clinic Program

The Health Promotion/Nursing Clinic, which is funded by the AIDS Bureau has proved to be very popular among HIV positive women/trans women in Toronto. As it is one of the few programs serving HIV+ women/trans women of all backgrounds, the attendance at the drop-in program continues to increase. Collaboration with Casey House, which generously provides funding for childcare and fabulous nursing staff; and PWA which provides space has been pivotal to the success of the group. PWA Volunteers and the Circle of Care Coordinator have also been of great help, by welcoming the group participants and preparing the room in advance.

As the group evolves, with more women entering the workforce and going back to school, the biggest change in attendance has been many more women/trans women who are new to the country. Participation at the group is always excellent because presentations are geared to the participants' needs and suggestions. Expert presenters from other organizations and the community provide information at the group. The housing crisis in Toronto and the constant changes in the Social Assistance programs are examples of important topics where organizations like HALCO come to provide legal updates for the participants.

Referrals to the group are from doctors clinics, hospitals, and other agencies. Peer referral is also a very effective way through which more women come and benefit from the support, during and after the group. This aspect of peer referral, including peer to peer language translation for non-English speakers, creates strong connections among group members. Occasionally, some organization have approached us to offer educational sessions, a good sign that people are realising the benefits of the program for women/trans women living with HIV.

The women's ages range from 26 to 70 years, with the majority of them in their 40s. Like the diversity of Canada's population, this group is composed of women/trans women from diverse backgrounds and different countries of origin.



Links Statistics

- 206 individuals accessed the Links Program in 2018 which is an increase from last year (162 clients in 2017)
- There were 485 clinical encounters both in-person/over the phone counseling sessions (401 in 2017)
- Clients accessed the HIV Prevention Counselling Program on average 5 times
- Average number of times a client accessed the HIV Aftercare Program was 1.5 times

Making the Links Program

The “Links” Program, as it has come to be known, is a free, in-house, short-term counselling program for Gay, Bi and other men who have sex with men (GBMSM).

The beginning of the year marked an important change in this program. With the support of the Manager of the Toronto Urban Health Fund (TUHF), our funding was doubled and we were able to expand the program to five days per week, which has reduced wait times.

The Program Manager also was very involved in community activities this year. Specifically she worked with the OHTN to hire and support a Linkage Coordinator for Emergency Rooms and Immigration Clinics. In addition, she participated in working groups looking at providing HIV care to uninsured. With the contributions of many individuals and agencies, it seems there will be HIV primary care offered to uninsured on a regular basis through a coalition of doctors and other service providers.

The Program has two distinct components; HIV Prevention and HIV Aftercare. The latter intervention aims to explore underlying factors that impact the ability of GBMSM to use various prevention methods and stay HIV negative. For those newly diagnosed, the Aftercare Program provides immediate referrals to medical care and case management services to address other service needs

HIV Prevention Program

Referrals to our Program Manager/Counsellor come mainly from Clinic physicians, clinicians and counsellors. When seeing a patient for STI or HIV, if at-risk behaviour is a concern, the provider can offer Links’ services.

Some of the common themes in the Prevention Counselling Program include the prevalence of condomless sex and the use of hook-up apps.

Clients have expressed frustration at feeling addicted to these apps, and sometimes feel the apps fuel compulsive behaviour that puts them at risk.

There is a strong correlation between high risk behaviours and issues like low self-esteem, anxiety/stress, social isolation, depression, guilt/shame, racism and a history of childhood trauma. The goals of the program are to explore those issues with clients and help develop coping mechanisms. Many clients have expressed their appreciation for the ways this service has helped them to reduce HIV risks.

HIV Aftercare Program

This Program is offered to all clients who receive an HIV diagnosis at the Clinic, or from outside providers who know of our Program. Hassle Free staff have always conducted post-test counselling and arranged referrals for aftercare, but this program has expanded and formalized the process. It involves addressing internal and external barriers a client might be experiencing when navigating HIV health and social service systems.

In addition to counselling, the Program Manager offers referrals to HIV primary care as well as case management. Depending on needs, appropriate community referrals are made for issues like housing, immigration, income/employment, drug coverage, social supports, substance use and mental health issues.

Testimonial from Making the Links Program client:

“Making the Links has and continues to play a huge role not only in my acceptance of my HIV diagnosis; but my overall mental health and attitude towards life. The program has empowered me with the community resources, tools, confidence & positive outlook, which have been important in this new chapter of my life. I am currently seeing an HIV specialist, sober and have a better outlook and thought process all thanks to the program and [my counsellor]. Without her assistance & guidance I would be continuing my old habits of having impulsive sex on an array of drugs, resulting not only in possibly infecting others but putting my own life at risk.”

Bath Stats for 2018

Total number of HIV tests conducted at the baths 379: Same as 2017

Total number of HIV Positive results: 4
0 Positive results in 2017

Total number of STI tests done (Syphilis & Hepatitis screening): 76
82 were done in 2017

Total number of clients seen during bathhouse outreach: 1,144
Compared to 1,156 in 2016

There were 50 outreach tests with other priority populations

Peter Bochove Bathhouse Outreach Testing Program

Since 1975, the Clinic has provided anonymous STI testing and information at local baths for men who have sex with men (MSM). The service began as a routine STI testing clinic, with an HIV counselling component added in 1983, anonymous testing in 1995 and rapid POC testing in 2010. Clinics usually run for 3-hour sessions in three Toronto bathhouses. There were more, but the need for Bathhouses seems to be diminishing due to on-line hook-ups. We provide free condoms and lube (provided by Toronto Public Health), and rapid POC testing for HIV, syphilis and hepatitis. Bath management has always cooperated, offering space for testing, regular announcements and display areas for educational materials.

The Clinic regularly collaborates with agency partners for special-event Bathhouse testing nights. In the past, we have partnered with Asian Community AIDS Services (ACAS), Alliance for South Asian AIDS Prevention (ASAAP), Black Coalition for AIDS Prevention (Black CAP) and the Centre for Spanish Speaking People (CSSP). A staff person also attends monthly M2M network meetings for service coordination.

This program (along with Links) is fully funded by the Toronto Urban Health Fund (TUHF). This year, there was an exciting change in our purchase-of-service agreement with them. After lobbying, and with the support of our TUHF Manager, our funding was doubled, in part to allow us to do outreach testing with Priority Populations in various settings. The Women/Trans Clinic has provided testing at Sistering, St. Stephen's Community House Homeless Drop-in and 2 Spirited People of the 1st Nations. There are firm plans to expand this outreach program to Seaton House, Eva's Place, NCCT (Indigenous Youth), and the Ontario Aboriginal HIV/AIDS Strategy.

Sexual Health Program

With each passing year the Clinic keeps getting busier. However in 2018 the total overall number of sexual health and HIV in-clinic visits in both the Women/Trans and Men/Trans Clinics was 31,118 compared to 32,578 in 2017. The number of sexual health visits (not including HIV) for each clinic has steadily increased. STI positivity rates also appear to be on the rise.

After the Clinic was part of a validation study, Public Health Ontario approved new NAAT tests for throat and rectal screening in April of this year. This has tremendously increased our positivity rates at these sites, as can be seen in our Positive test statistics. This has presented some challenges in test result management. We are very pleased, however, to be identifying infections that were there before but could not be picked up by culturing those sites.

The total number of sexual health visits to the Men/Trans Clinic showed an increase from 16,952 in 2017 to 17,554 in 2018. Almost all non-HIV visits to the Men/Trans Clinic are for STIs and/or STI related concerns. We saw a growing number of individuals wanting information and/or accessing PEP and PrEP. There were 174 medical referrals made for PrEP (however this does not take into consideration clients who we have connected with primary care or other channels). As well, the clinic has seen an increase in the number of syphilis infections and rectal gonorrhea, chlamydia and LGV infections.

OVERALL SEXUAL HEALTH & HIV IN-CLINIC VISITS FOR 2018:

Women/Trans Clinic **9,347**

Men/Trans Clinic **21,771**

TOTAL 31,118

TOTAL SEXUAL HEALTH VISITS (NOT INCLUDING HIV):

Women/Trans Clinic **8,033**

Men/Trans Clinic **17,554**

TOTAL 25,587

Interested in volunteering?

- Volunteer duties are mostly administrative such as filing, booking appointments and other tasks as needed
- Prospective volunteers are interviewed, must sign a confidentiality agreement and go through an orientation and training process provided by staff and other volunteers
- On-going training and support is provided
- Please note that volunteer applicants will be contacted on an as needed basis

APPLY IN PERSON

- Volunteer application forms are available at the front desk

APPLY ONLINE

- Volunteer application forms are also available online at: www.hasslefreeclinic.org/VolunteerForm.php

Volunteer Program

Hassle Free is extremely thankful to have a very committed team of volunteers. There were over 75 active volunteers in 2018, contributing well over 8,000 hours of service. They form an integral part of our perpetually busy Clinic. From greeting people at the reception counter to booking appointments, they are in many ways the face of Hassle Free – the first voice and face with whom clients come in contact. This can be very challenging, as clients often are in crisis when they call or attend the Clinic. We rely on volunteers to also assist with research, collating data, and the day-to-day maintenance of the Clinic.

Many of our volunteers take initiative and go above and beyond the call of duty with regard to hours, added duties and responding to last minute requests. Our volunteers take great pride in their work and many have been extremely loyal for years.

Periodically the Clinic facilitates volunteer training to train new recruits and sharpen the skills of our more veteran volunteers. Front desk volunteers are trained to do appropriate screening when booking appointments. Even though this can involve complicated assessments of a variety of situations, it is working extremely well. Our volunteers have a strong knowledge base, but ensure staff are consulted when appropriate.

Hassle Free also works with a very solid and committed group of “behind the scenes” volunteers. Our nine-member, community-based Board of Directors continues to lend a wealth of expertise, skill and guidance to our overall operations. The staff is particularly grateful for the Board’s unwavering support.



Outside Activities

Hassle Free provides community and professional education on request as staffing permits. We strongly believe in knowledge transfer and exchange, and provide our staff at no cost to agencies requesting education. We also stay involved in coalitions and networking groups. This involvement is essential to service coordination and information exchange.

Professional Education/Community Education

- Black CAP – STI 101 and HIV 101
- Ryerson School of Midwifery – HIV/STI 101, Birth Control
- Toronto Public Health – HIV 101

Networks, Working Groups & Consultation

- Alliance for South Asian AIDS Prevention – Testing Planning
- Gay Men’s Sexual Health - Hub Working Group
- Gay Men’s Sexual Health Alliance
- HIV Testing Materials/Education Update Working Group
- Ontario HIV Treatment Network – Ontario Cohort Study, Governance Committee
- Pharmacy Testing Planning
- PrEP Working Group
- PWA – Advisory Committee on PHA Hub
- Sexual Health Network
- Toronto HIV/AIDS Network - Diversity Committee
- Toronto HIV/AIDS Network
- Women’s Health in Women’s Hands, Stigma Reduction Consultation

Professional Development

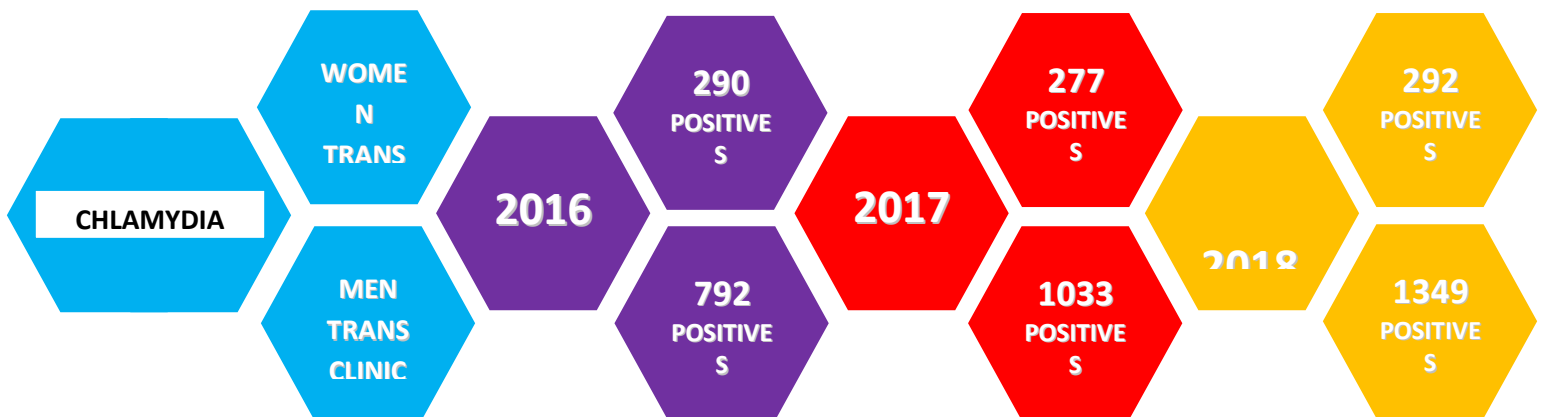
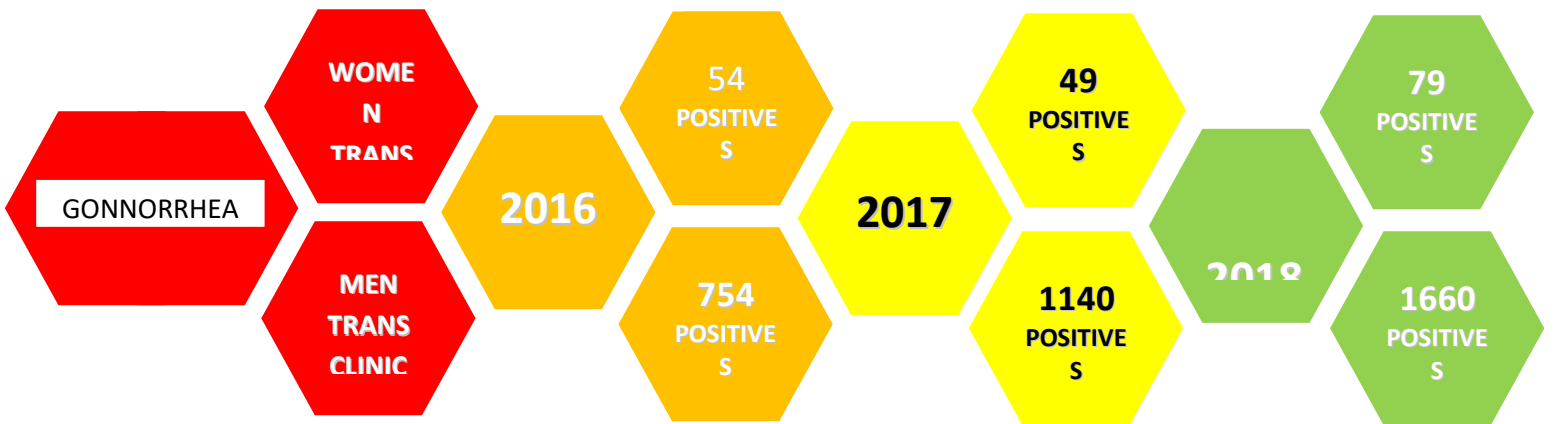
- Gay Men's Sexual Health Mental Health Conference
- Ontario HIV Treatment Network Conference
- Pitching the Tent – GBMSM Conference
- Staff CPR Certification

Outreach Testing Sites

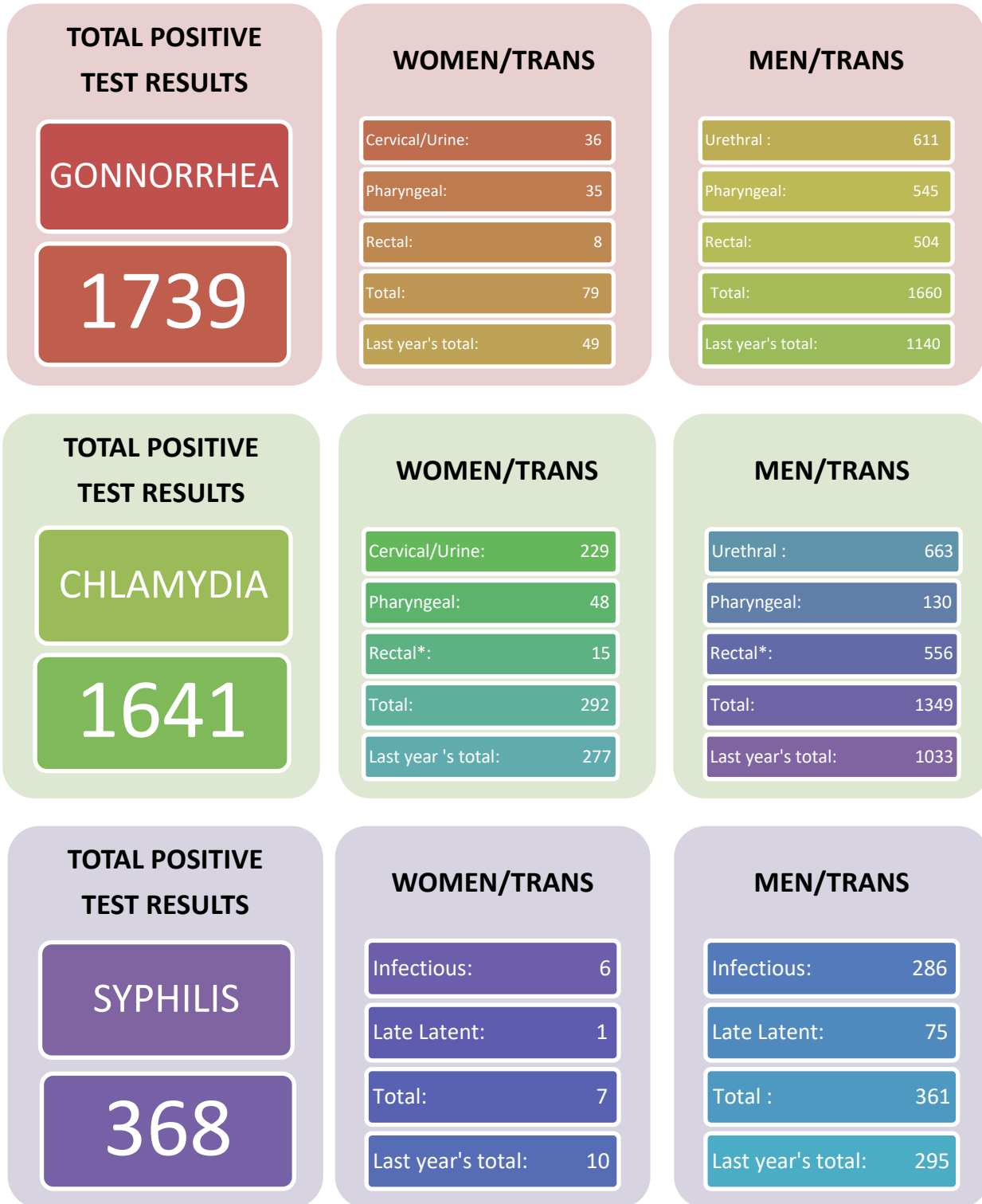
- 2 Spirited People of the 1st Nations
- 519 Community Centre (Enhanced Testing Program)
- Splash Bathhouse
- Sistering (Street involved women/trans women)
- South Riverdale Community Health Centre (Enhanced Testing Program)
- Spa XS
- St. Stephen's Community House (GBMSM – Enhanced Testing Program)
- St. Stephen's Community House (Homeless Drop-in)
- Steamworks



POSITIVE TEST RESULTS YEARLY COMPARISON



POSITIVE TEST RESULTS



* All Rectal Chlamydia is processed for LGV

POSITIVE TEST RESULTS

