

ANNUAL REPORT

2003/2004



making a **difference**
through **information**

Canadian AIDS Treatment Information Exchange/ Réseau canadien d'info-traitements sida
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Message from the Chair and Executive Director

Reaching Out



Patrick Cupido

Complexity and change are words that best describe the field of HIV/AIDS treatment. Whether we talk about vulnerable populations, drug treatment regimens, complementary therapies, side effects or community response; the challenges of responding to the ever-changing epidemic are daunting. For more than 13 years, CATIE has confronted these challenges head-on by growing and evolving to help meet the emerging treatment information needs of people living with HIV/AIDS and their caregivers across Canada.

When things are complex and change is inevitable, we need to stand shoulder to shoulder with many different people and organizations. That is what collaboration and partnership at CATIE is all about.

Collaboration and partnership have been vital to our accomplishments over the past year. This year has seen the maturation of some partnerships, the implementation of others and the first sparks of interest for many new ones. CATIE continues to build, strengthen and expand the national HIV/AIDS treatment information network through collaboration.

Partnerships often start small. Slowly, trust is established through small shared successes. Over time, these partnerships evolve into strong collaborative efforts or projects to accomplish the task at hand; ensuring that any person living with HIV/AIDS or their caregiver has the treatment information when they need it – where they need it.

Faced with the challenges of vast geography, limited resources and various knowledge levels, reaching out to people who live with HIV/AIDS, our community partners and healthcare providers through a collaborative and partnership-based approach is critical. This approach is the backbone to **CATIE's five strategic directions:**

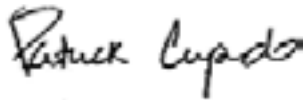
1. Promoting the empowerment of people living with HIV/AIDS and their caregivers;
2. Enhancing access to CATIE programs and services;
3. Building network capacity for information exchange;
4. Responding to diverse and evolving needs;
5. Enhancing organizational development.

In 2003/2004, CATIE had 30-50 active partnerships or collaborations operating at any one time. Some of these were based in specific program tasks such as the “Live Positive” Web site or multilingual fact sheets. Sometimes partnerships are formed as a way to investigate possibilities for working together, as is the case with the Royal College of Physicians & Surgeons of Canada or the Canadian Association of Social Workers. Wherever they are in the growth cycle, all fulfill an important role in CATIE moving forward, growing and evolving.

Other important partners are our members and subscribers. Membership and distribution have also grown. CATIE now has an active individual membership of over 600, up from 375 at this time last year, and we have over 150 active organizational members who disseminate our information. We now distribute information on a regular basis via mail and e-mail to over 3,500 individuals.

While 2003/2004 is behind us, the challenges are as great as ever. It is estimated that, every year more than 4,000 new HIV infections occur in Canada, and hundreds of thousands around the globe. This means that complexity and change will be a constant well into the future. As a leader in HIV/AIDS treatment information, the complexity of CATIE's role will grow. Together, we will continue to make a difference.

On behalf of CATIE's Board of Directors, we express our appreciation to the staff, our volunteers and to the many representatives of Canada's treatment information network who have worked with us towards the achievements of this year. We look forward to continued collaboration and partnership with all of you!



Patrick Cupido
Chair, Board of Directors



Laurie Edmiston
Executive Director

Highlights 2003/2004

Connecting with you

In 2003/04, CATIE responded to a total of 2,621 requests for treatment information through its 1-800 line, e-mail, faxes and letters. This is a slight increase over the 2,576 requests for information reported in 2002/03.

CATIE will initiate its “Frequently Asked Questions” series on its Web site in 2004/05. This series provides brief, easy-to-understand responses to common treatment questions and furthers CATIE’s goal of enhancing the capacity of AIDS and other health service agencies to integrate HIV/AIDS treatment information into their work.

1-800 Support

CATIE responded to 2,203 telephone requests for information during 2003/04. A breakdown of these calls by geographic region, gender and language shows CATIE to be a significant source of treatment information for a broad diversity of people living with HIV/AIDS and those who support them. These numbers also demonstrate our 1-800 line’s accessibility to women who make up approximately 35% of the requests for treatment information, as well as its increasing use by francophones, who currently make up approximately 25% of the requests for treatment information, an increase of more than 10% over last year.

Face to Face

CATIE presented a total of 53 workshops in 2003/04, greatly exceeding our annual projections. Staff also participated in workshops, forums and conferences as panel presenters, authors of poster presentations, workshop facilitators and as exhibitors. These workshops reached a total of 1,105 participants, representing a broad demographic range in terms of regional distribution and target populations. Participant evaluations of these workshops consistently rate them highly. Highlights of these evaluations include that:

- 100% strongly agree or agree that the CATIE presenter is knowledgeable about the topic he/she is presenting;
- 95% strongly agree or agree that the workshops are well-presented;
- 93% strongly agree or agree that they would recommend the workshop to colleagues/friends;
- 87% were very satisfied or satisfied with the workshop.

Building Canada’s Treatment Information Network

In 2003/04 CATIE forged a partnership with the British Columbia Persons With AIDS Society (BCPWA) and Quebec’s Comité des Personnes Atteintes du VIH (CPAVIH) to create a national peer volunteer treatment training program which will be disseminated throughout Canada in 2004/05.

We assisted our long standing partner Asian Community AIDS Services (ACAS), with the delivery of a five-day peer treatment information training for staff and volunteers representing ethno-specific AIDS service agencies in Toronto. This partnership continues into 2004/05.

This year CATIE and the Canadian Association of Nurses in AIDS Care (CANAC), developed a new Web module that will allow nurses to connect with key clinical resources on HIV/AIDS – and each other.

We continue to maintain our vibrant Web site for youth, www.livepositive.ca. This site provides accessible, youth-friendly information about HIV and its treatment, as well as the stories of youth living with HIV/AIDS. In partnership with the Canadian Foundation for AIDS Research (CANFAR), 300,000 youth across Canada are now more aware of HIV/AIDS as part of CANFAR’s “Have a Heart Program”. CATIE continued its ongoing participation in the *Positive Youth Project* with The Hospital for Sick Children, TeenNet at the University of Toronto, Positive Youth Outreach, YouthCO AIDS Society,

Canadian Aboriginal AIDS Network and the Canadian AIDS Society. As a part of this project, CATIE co-sponsored a day-long conference for HIV-positive youth and their allies, which included more than 50 participants from across Canada. One of the major themes of this conference was youth experiences with HIV treatment. CATIE also presented six workshops at various national conferences on youth treatment issues in collaboration with Positive Youth Project partners.

In 2003/04, CATIE formed a national Health Advisory Committee comprised of 15 of Canada's leading researchers, health care professionals, community members and treatment-knowledgeable PHAs from across Canada. The role of this Committee is to advise CATIE about emerging trends in HIV/AIDS treatment and further develop CATIE's model for involving health science specialists in CATIE.

Anywhere, Anytime - Day or Night

CATIE's bilingual Web site (www.catie.ca) is one of the premiere HIV/AIDS treatment information Web sites in the world. With over 10,000 pages of content, the site has hosted more than 1 million visits since 1996. In 2003/2004, CATIE's Web site garnered more than 450,000 visits and 1.4 million page views, of which approximately two-thirds come from Canada. In addition, it is the most widely "linked to" Canadian HIV/AIDS Web site on the World Wide Web. CATIE's award-winning Web site is recognized both nationally and internationally as an important source for HIV/AIDS treatment information (for example: by Médisite, Britannica's *Internet Guide*, *the Lancet* and *the Journal of American Medical Association*). CATIE's e-mail services and other content are widely redistributed on the Web by partners such as aegis.com and thebody.com.

CATIE's Web site offers leading-edge HIV/AIDS treatment information – including all of CATIE's publications, CATIE's treatment inquiry service and workshops, and access to CATIE's National Reference Library resources. Many publications are available in PDF format for easy printing and distribution. In 2003/2004, we made it easier to access the full range of CATIE's services via the Web site by adding a new workshop request form, the "Ask CATIE a Question" e-service, and a new e-subscription form.

Our 2004 stakeholder consultations and usability tests gave us insight into how people use the CATIE Web site. Over the next few years we will implement these recommendations to make our Web site more user-friendly and comprehensive.

Here for All Your Research Needs

Through our 1-800 line and by e-mail, our friendly library staff and volunteers help people living with HIV/AIDS and their caregivers find the treatment resources they need. This year, our National Reference Library grew to include 1,500 books, 1,200 Web resources, 10,000 articles and 76 medical journals and periodicals. The library catalogue is available on our Web site (www.catie.ca/e/library/index.html) and items are available upon request.

This year, we provided library services to more clients than ever, with our new "Ask CATIE a Question" e-service. As a result, requests for information have increased by 127%. Clients can also strengthen their research skills with our easy-to-use online workshop - An Introduction to Researching Your Own HIV/AIDS Treatment Information.

In CATIE's Products and Services Evaluation [2002], 95% of caregivers, community workers and support providers indicated that CATIE is either helpful or very helpful to them in finding appropriate information about HIV/AIDS treatment, which is a primary function of the library.

Something for everyone

From plain and simple fact sheets to practical guides to cutting-edge research news, CATIE's publications speak to people living with HIV/AIDS and to the caregivers who support them. Our publications empower people and help them work together to make informed decisions.

CATIE's family of publications includes: *TreatmentUpdate*, *CATIE News*, *Innovations*, *the Practical Guide Series*, *Managing Your Health*, *The Positive Side*, *Plain and Simple InfoSheets* and *In-depth FactSheets*. We are also collaborating with different community partners to provide treatment information tailored to specific community needs.

This year, *CATIE News* and *TreatmentUpdate* continued to provide breaking news on treatments, complications, side effects, co-infections, nutrition and other research. We brought you two new issues of the *Positive Side* covering everything from lipodystrophy to the Medicine Wheel to secrets of long-term survivors. Based on high demand, we reprinted the *Practical Guide to HAART, pre*fix: a harm reduction guide for + users* and our double issue of *The Positive Side: "Sisters are doing it for themselves!"* – which focuses on treatment information for women. We published revised editions of our popular *Practical Guide to Complementary Therapies* and *Practical Guide to Herbal Therapies*. We also revised many of our Fact Sheets on anti-retroviral drugs and published new ones on *Atazanavir* and *Herb-Drug Interactions*.

91% of people responding to our survey of the Practical Guide Series said that they felt more empowered to make health management decisions and 96% said that they were better able to help people living with HIV/AIDS as a result of reading the guides.

We continue to support Asian Community AIDS Services and Pauktuutit Inuit Women's Association to bring you a series of Plain and Simple InfoSheets in easy, accessible language. Check them out on our Web site. This multi-lingual project includes treatment information in English, French, Chinese, Vietnamese and Tagalog -- with Hausa and Swahili soon to be added thanks to Africans in Partnership Against AIDS. We have also been working with ASOs across Canada to adapt our treatment information for their newsletters and publications.

This year, we distributed:

- 48,905 print publications
- 20,156 publications through e-mail
- 1.4 million page views through the Web

The translation, reprinting, reproduction, and dissemination of CATIE material by many others in Canada and around the world greatly multiplied these distribution efforts.

The Value of One, the Power of Many

"Volunteering at CATIE has been a very positive and rewarding experience." CATIE values the work and dedication of its volunteers and was built on the hope that people living with HIV/AIDS (PHAs) would have access to more treatment options and live healthier lives. Whether on-site or virtual, volunteers are an integral part of fulfilling CATIE's mission.

"Coming to Canada to intern at CATIE has been one of the most valuable experiences I have had. I wasn't just an intern - I was part of the team." Volunteer Resources supports the delivery of CATIE's program and services by providing strategic, innovative leadership and day-to-day management of CATIE's national volunteer program. Volunteer Resources works collaboratively with program staff, volunteers, interns and several community partners to direct the planning, management and integration of volunteer resources, to complement and enhance ongoing needs of the organization. In 2003-04, CATIE's volunteers contributed more than 19,000 hours of service – equivalent to more than \$400,000. CATIE volunteers are truly committed to ensuring that people living with HIV/AIDS (PHAs) have continued access to more treatment options and live healthier lives.

2004 Caring Corporate Partner Awards

Each year CATIE selects a private sector partner to be acknowledged through the Caring Corporate Partner Award. This award is based on the corporation's commitment to improving the health and quality of life of all people living with HIV/AIDS through the sponsorship of specific CATIE programs. The award winner for this year is:

Hoffmann - LaRoche Limited

While its pharmaceutical products are an easily identifiable means of demonstrating its commitment to healthcare and Canadians, Roche also enjoys a proud tradition of corporate philanthropy. Roche Canada focuses its corporate giving based on the therapeutic areas it is involved with and its contributions to charitable and non-profit organizations occur in a variety of ways – from direct financial support, to services-in-kind, to equipment donations.

CATIE gratefully acknowledges Hoffmann-LaRoche Limited for its financial support of our Web based Nursing Resources, created in partnership with the Canadian Association of Nurses in AIDS Care (CANAC) in 2004. We look forward to their ongoing support in the next year. Please visit our site at: <http://www.catie.ca/e/nurses/index.htm> to see the complete module.

Partners

In 2002/2003, we were honoured to collaborate on various projects with these, and other, community partners:

- Africans in Partnership Against HIV/AIDS (APAA)
- AIDS Coalition of Newfoundland & Labrador
- AIDS Coalition of Nova Scotia
- AIDS Committee of Ottawa
- AIDS Committee of Toronto
- AIDS Community Care Montreal
- AIDS Niagara
- AIDS/sida New Brunswick
- AIDS Vancouver
- Alliance for South Asian AIDS Prevention (ASAP)
- Asian Community AIDS Services (ACAS)
- Association of Volunteer Administration
- Association of Translators and Interpreters
- BC Centre for Excellence
- BC Persons with AIDS Society (BCPWA)
- Bruce House
- Canadian Aboriginal AIDS Network (CAAN)
- Canadian AIDS Society
- Canadian Association of Nurses in AIDS Care (CANAC)
- Canadian Association of Social Workers (CASW)
- Canadian College of Naturopathic Medicine
- Canadian Harm Reduction Network
- Canadian HIV/AIDS Information Centre
- Canadian HIV Trials Network (CTN)
- Canadian Hospice and Palliative Care Association
- Canadian Treatment Action Council (CTAC)
- COCQ-sida
- Comité des Personnes Atteintes du VIH (CPAVIH)
- Community Linked Evaluation AIDS Resource (CLEAR)
- Correctional Services Canada
- DOCH Program, Faculty of Medicine, University of Toronto
- Faculty of Information Studies, University of Toronto
- Georgian College International Internship Program
- HJC New Media
- Hospital for Sick Children
- Kids Help Phone/Parent Help Line
- National Health Products Directorate
- Ontario AIDS Network
- Ontario HIV/AIDS Treatment Network (OHTN)
- Pacific AIDS Network
- Pauktuutit Inuit Women's Association
- Positive Women's Network
- Positive Youth Outreach
- Prisoners with AIDS Support and Action Network (PASAN)
- Royal College of Physicians and Surgeons of Canada
- Two-Spirited People of the First Nations
- TeenNet at the University of Toronto Department of Public Health Sciences
- Teresa Group
- Toronto People with AIDS Foundation
- Voices of Positive Women
- Volunteer Canada
- Volunteer Centre of Toronto
- YouthCO
- All our volunteers

Donors and Supporters for 2003/2004

Gold (\$20,000 - \$49,999)

GlaxoSmithKline in partnership with Shire
BioChem
Hoffmann-LaRoche Limited

Silver (\$5,000 - \$19,999)

Abbott Laboratories Limited
Bristol-Myers Squibb Co.
Canadian Auto Workers Social Justice Fund
Friends of Heart
McMaster University– Community Linked
Evaluation AIDS Resource Unit (CLEAR)
Merck Frosst Canada Inc.

Bronze (\$1,000 - \$4,999)

Boehringer Ingelheim
Ontario HIV Trials Network (OHTN)
ONET Networking

In addition to the above, we had many friends and supporters who have generously donated money, products or their services, including the following gifts in kind:

Borden Ladner Gervais LLP
Macromedia Inc.
POZ Magazine
Volunteer Software
Warren Shepell Consultants Corporation

Government Funding:

- Health Canada under the Canadian Strategy on HIV/AIDS



Canadian Strategy on HIV/AIDS
La Stratégie canadienne
sur le VIH/sida

- AIDS Bureau, Ontario Ministry of Health and Long Term Care
- Ontario Ministry of Citizenship and Immigration
- Human Resources and Skills Development Canada (HRSDC)
- National Health Products Directorate, Health Canada

Board of Directors 2003/2004

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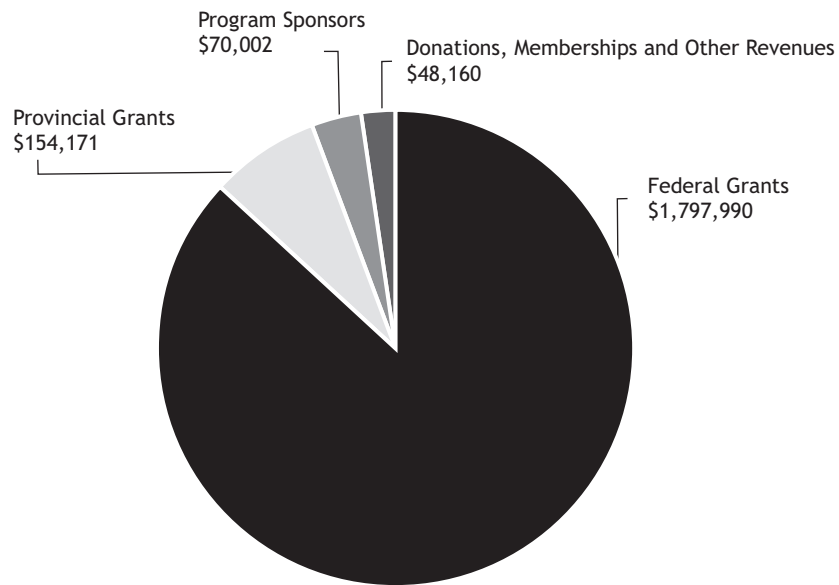
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Todd Kaighin, Toronto, ON
Quinn Wade, NACHA representative, Halifax, NS

We extend our heartfelt thanks to Dominic Lévesque, (Montreal, QC) who served as a Regional Director for Québec and to Barney Hickey, (Vancouver, BC) who served as a Regional Director for Pacific during much of 2003-2004.

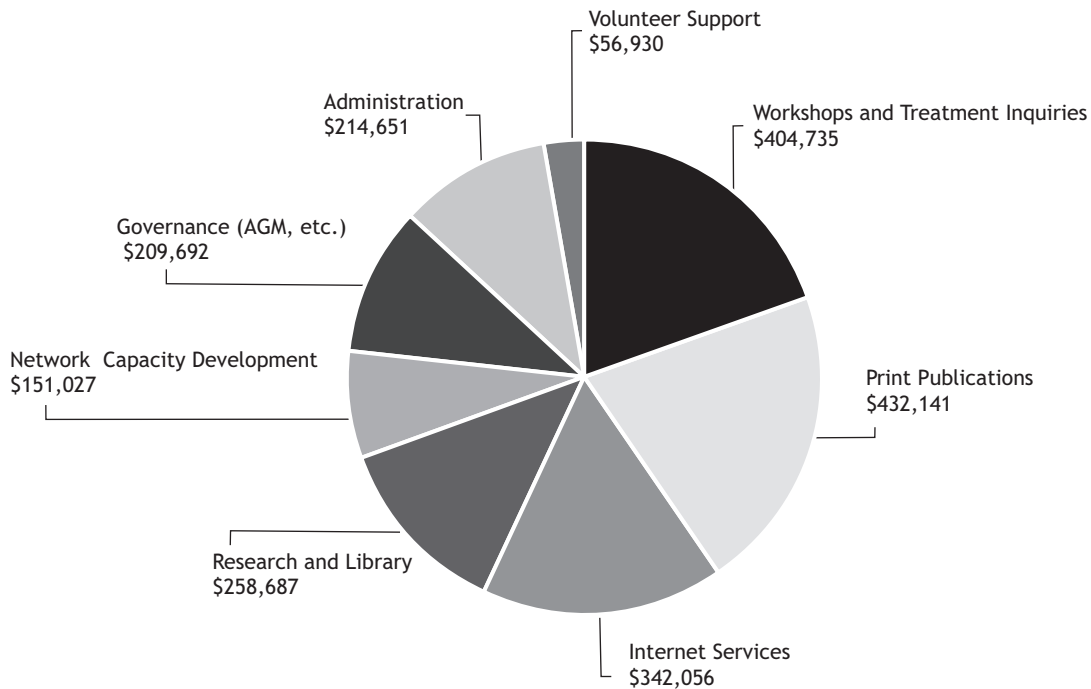
Financials

Revenues



Total Revenues: \$2,070,323

Expenses



Total Expenditures: \$2,069,919

Note: Operational costs have been allocated to programs to reflect the actual cost

Join Our Caring Partners Circle!

Information is vital to the survival of people living with HIV/AIDS. Our challenge is to ensure steady support for access to up-to-date treatment information on HIV/AIDS.

I wish to pledge:

\$10 \$15 \$20 \$25 \$50 One-time gift of \$_____

Name: _____

Address: _____

City: _____ Province: _____ Postal Code: _____

Please charge my credit card with the one-time amount of \$_____.

Mastercard VISA American Express

Card # _____ Expiry _____/_____/_____

Signature _____

Please print cardholder's name clearly: _____

A tax receipt for the total year's contribution will be sent at the end of the calendar year.

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Canadian Strategy on HIV/AIDS La Stratégie canadienne sur le VIH/sida

Funding by Health Canada, under the Canadian Strategy on HIV/AIDS

Credits

Creative Direction and Editors: Denyse Boxell

Design: Gary Galle

Print Production: Positive Results Marketing

Copy: Denyse Boxell, Patrick Cupido, Laurie Edmiston and Brian Huskins