

With the help of our generous donors, we began the transformative renovation of our Toledo Health Center last fall. Today, we are thrilled to share that we are just weeks away from completing this exciting project! This report is meant to share our progress with the compassionate donors who have made this transformation a reality. The primary goals of this renovation are to upgrade our facility so that it reflects the high quality and inclusive care we offer our patients every day.

When we fully reopen the Toledo Health Center, we will be able to provide:

- health care in a modernized setting,** allowing our expansion of telehealth care and limited primary care;
- increased comfort for our patients,** enabling us to better care for patients seeking gender-affirming care as well as patients with disabilities;
- improved safety** and security for patients and staff; and
- a dedicated space** for advocacy and education activities.

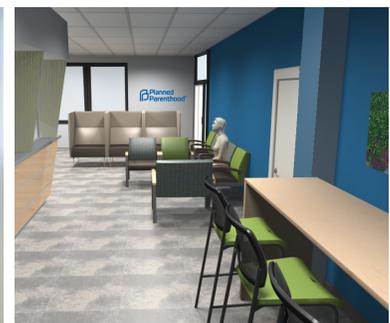
While planning for this project, our team made it a priority to ensure that no patient would go without care during our renovation. We transformed the second floor into a temporary health center where patients can continue to access the health care they need until we complete our renovations. To prepare this space for patients, we repainted every wall and installed new flooring throughout the space. We added new doors in the patient care and staff areas, added a hand-washing station, and created inclusive signage for the restrooms and way-finding. With all of these upgrades to the second floor, patients are ensured a comfortable, modernized health center that will temporarily meet their health care needs until the first floor is finished.

Once we established a modernized space for patient care operations on the second floor, we immediately set to work on the first floor. This began with the installation of a temporary construction wall in the entry area that would safely guide patients to the elevator for their appointments on the second floor. We then started the demolition of walls, cabinetry, electrical boxes and wiring, ceilings and soffits, and plumbing.

With a new, blank canvas, we framed out the reception and waiting areas, new office spaces, and installed drywall throughout the space. We added a new staff break area and a janitorial closet behind the health center, and we expanded the patient restrooms to be up to date with the latest ADA compliance requirements.



First floor waiting area progress.



First floor waiting area rendering.

Safety and security are among our chief concerns at our health centers.

Planned Parenthood is prone to attacks from individuals and groups who oppose access to the full breadth of reproductive health care, including safe, legal abortion. We are not alone. Abortion providers nationwide are reporting an increase in targeted violence, disruption, and incidents of picketing. Between 2018 and 2019, the number of incidents increased from 99,408 to more than 123,000, according to the National Abortion Federation.

For our renovated Toledo Health Center, our team addressed this important concern by upgrading the systems that keep patients and staff safe: we have added new electrical and network wiring throughout, and are now installing new building access, security, and fire safety systems. All of these upgrades will help protect patients and staff by providing a safer, more secure environment.

Next came the essential upgrades

to the plumbing and HVAC ductwork, as well as the relocation of the thermostats so heating and cooling controls are easily accessible by our staff for increased comfort.

To increase privacy and comfort for our patients, we relocated the door to the medical lab to better dedicate this space to our health care providers.

We built wall and soffit framing for our new dedicated space for education and advocacy. After installing and finishing the drywall, we added electrical and networking wiring to fully modernize the space and prepare it for the meetings and activities that will strengthen our connection to the greater Toledo community.

Finally, to improve our exterior visibility and way-finding for patients, we plan to improve our signage and add an awning at our main entrance. With this improved visibility in the community, we will show Toledo residents that we proudly serve them and their neighbors, no matter what.



First floor medical lab progress.



First floor medical lab rendering.



First floor meeting room progress.



First floor meeting room rendering.



Exterior awning rendering.



Exterior signage rendering.

As with most renovations, there were surprises along the way which led to adjustments and increased costs; however, thanks to our team's diligent and thoughtful management of this project, we have stayed on track to complete our renovation this spring as planned. But we must be clear: none of this progress would have been possible without the support of our donors. We are truly indebted to the dedicated group of compassionate supporters who were willing to invest in a healthy Toledo.

To learn more about this exciting project, visit www.ppgoh.org/toledo.