

**THE COUNCIL
THE CITY OF NEW YORK**

Appearance Card

I intend to appear and speak on Int. No. _____ Res. No. _____
 in favor in opposition
Date: 3/1/11

Name: PATRICIA BURKHARDT (PLEASE PRINT)

Address: _____

I represent: NYS Assoc. of Licensed Midwives

Address: _____

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Appearance Card

I intend to appear and speak on Int. No. _____ Res. No. 666, 670, 672
 in favor in opposition
Date: 3-1-11

Name: Barbara Meara (PLEASE PRINT)

Address: 5400 Eseldaton Road 63C Bronx

I represent: NYS Right to Life Committee

Address: 41 State St. Albany, NY

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THE CITY OF NEW YORK**

Appearance Card

I intend to appear and speak on Int. No. _____ Res. No. _____

in favor in opposition

Date: 3/1/2011

(PLEASE PRINT)

Name: TRACI PERRY

Address: _____

I represent: PLANET PARENTHOOD NYC

Address: _____

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Appearance Card

I intend to appear and speak on Int. No. _____ Res. No. 666, 670

in favor in opposition

Date: 3/1/11

(PLEASE PRINT)

Name: Sabrina Shulman

Address: 470 Park Ave S. NY, NY 10016

I represent: NARAL Pro-Choice NY

Address: Same

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EXECUTIVE OFFICE

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Crisis Pregnancy Center (CPC) Surveying Summary

Summary of Process:

- Survey instrument disseminated internally to PPNYC staff (nurses, social workers, etc) June 2010. The last response was collected in January 2011.
- Recipients of the survey were given the option to complete an online version, paper version, or contact the Research Intern in charge of the survey to provide information over the phone or in person.
- All respondents were informed of the confidentiality of their responses.
- All surveys were read and collated by Public Affairs on August 4th, 2010, and again on February 4th, 2011.

Responses to date:

- 16 online and paper surveys (13 from social workers, 1 from a Clinic Director, 1 from an Entitlement Counselor, and 1 from a Health Care Associate)
- 1 hand-written summary directly from a client who visited a CPC
- 1 memo from a PPNYC nurse who accidentally visited a CPC on the day of her PPNYC interview

Summary of Key Findings:

- Nearly 60% reported visiting a CPC within a one block radius of a PPNYC clinic.
- Sixteen respondents indicated that they did not receive a full description of what would happen at the center.
- Almost 65% of clients reported that they were not treated with care and respect at the CPC they visited.
- 50% reported being asked for detailed medical and personal information, including medical histories, address, phone, and insurance information.
- Nearly 1/3 reported being concerned about their personal information being kept confidential.
- Almost 60% reported that the CPC did not make it clear that they would not provide abortions.
- At least two women reported being told that the CPC could perform an abortion, thereafter being made to wait for numerous weeks to find out that the CPC did not perform abortions.
- All but one reported that they received information from the CPC that made them fearful.

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- Nine women reported receiving a pregnancy test on site.
- At least three women received offers of financial assistance to carry the pregnancy to term.
- Four women reported receiving an ultrasound on site, and at least two reported believing they could not refuse.
- 100% of those asked reported not having the opportunity to meet with a physician or a licensed health care provider at the CPC.
- 3/4 of women reported feeling judged by CPC staff
- 88% of women reported being shown videos, images, or other materials that they found to be disturbing.
- At least 2 women were told to sign statements of confidentiality or long disclaimers
- Women were regularly told various incorrect statements about abortion, including that induced abortion increases the risk for breast cancer, induced abortion can result in "post abortion stress disorder," and induced abortion may result in infertility.
- Women also reported being told that induced abortion could lead to hearing voices, would be performed under unsanitary conditions or may cause STIs, that fetal material would be collected and sold, that abortion could result in accidental removal of internal organs, and that abortion may lead to death.
- Women also reported being told incorrect information unrelated to abortion, including being told that Depo-Provera, a contraceptive, causes HPV, that the HPV vaccine Gardasil was ineffective, and that they were farther along in their pregnancies than they actually were.
- Clients also reported being misled in other ways by CPCs. This included being approached on the street and misdirected to a CPC, the client's exit being physically blocked, and being told over the phone that the CPC provided abortions.
- One client was repeatedly insulted by CPC staff, including being told "you are retarded," "you are cubic zirconia," "you should keep your legs closed" and then was finally told to "get the hell out."

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Crisis Pregnancy Center (CPC) Survey Stories

Introduction

The below reports have been gathered from surveys administered to PPNYC staff, including nurses and social workers, between June 2010 and January 2011. A total of 16 responses were collected, and included both quantitative and qualitative questions and data. The below stories are reprinted below to include both elements of data from the surveying, while still protecting patient confidentiality. In addition to the 16 survey responses, the data also includes one story from a client and one from a PPNYC Nurse about her personal experiences at a CPC. For more information on the surveying procedures or findings, please see the document entitled Crisis Pregnancy Center (CPC) Surveying Summary.

Report #1

The client saw an ad for the CPC on a subway, and scheduled an appointment, believing they were an abortion provider or provided referrals. The client visited the CPC located at 344 E 149th St, which is across the street from PPNYC's Bronx location. The client received a pregnancy test and also gave a urine sample. The client indicated that CPC workers made her feel guilty and ashamed for seeking a termination of pregnancy, and did not explain the services they provided or allow her to ask questions. She was not told abortions were not provided on site, and was given inaccurate or unwanted information about abortion. This included being shown graphic images and videos of abortion, and being told that induced abortion increases the risk for breast cancer, can result in "post abortion stress disorder," may result in infertility, has a high risk of post-abortive infection, and a high possibility of death. The client was also offered financial incentives and housing to keep the pregnancy to term, and also asked to sign a statement of confidentiality. When the client attempted to leave, the CPC worker blocked her exit. The client expressed concern to a PPNYC worker that the CPC had her contact information and her urine specimen. (As reported in Survey Monkey Survey #1)

Report #2

The client called the number she saw on an ad on the subway. The initial person she spoke with asked her if she wanted to terminate. When she indicated yes, she was given another number to call. That counselor encouraged her to come in for an appointment. The client asked if a termination of pregnancy would be performed that day, along with other questions. The counselor informed her that she should just come in, and they would answer her questions at that time. When she went to the CPC, located at 1399 Bainbridge Ave in the Bronx, on 6/10/10, the counselor did a urine pregnancy test and then spoke with the client about her desire to terminate. The counselor called the client selfish, and used a variety of tactics to persuade the client to continue pregnancy, including that abortion providers were targeting "Spanish and Black People." She client was then offered an appointment to have a sonogram in two weeks. The counselor explained that the sonogram would help them to see the "baby's feet" and other body parts. The client declined and found PPNYC by going on the internet. She indicated that she was shown graphic images and videos of abortion, and was told that induced abortion increases the risk for breast cancer, can result in "post abortion stress disorder," that visiting an abortion provider might lead her to contract STIs, and that abortion providers might be in the process of being sued for malpractice. The client also received sheets with graphic images and

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misinformation about abortion, and reported being concerned about the confidentiality of her private information, including the name of the father of the pregnancy. (As reported in Survey Monkey Survey #2)

Report #3

The client indicated that she unintentionally visited a CPC. She indicated that she did not receive information on the services the CPC provided, and that she was asked for detailed medical and personal information. The client was not informed that the CPC did not perform or provide referrals for abortions. She received a pregnancy test and was shown an anti-abortion video that was not modernized. She reported it having people out of the 70s, where patients were awake during their abortion procedures. After their procedures, the video showed a discussion with the patients, and had them stating that they "wanted to die" because they had the abortion. The client was also told that induced abortion increases the risk for breast cancer, can result in "post abortion stress disorder," and may result in infertility. (As reported in Survey Monkey Survey #4)

Report #4

The client went to the CPC on 149th Street in the Bronx for a termination of pregnancy. She indicated that workers were trying to convince her not to terminate her pregnancy, and were very persistent. When she asked to leave, the CPC worker attempted to keep her there as long as possible. The client indicated that she received a sonogram at the CPC, and was told she was mid-trimester, when she was actually still in her first trimester. The client was told that induced abortion can result in "post abortion stress disorder," and may result in infertility. Additionally, the client reported being shown graphic images of aborted fetuses. (As reported in Survey Monkey Survey #5)

Report #5

The client was a minor who called PPNYC to make an appointment for emergency contraception. She mistakenly walked into the CPC across the street, and when she explained she wanted the morning after pill, the woman working there proceeded to berate her, saying things like "you are retarded," "you are cubic zirconia," "you should keep your legs closed" and then, finally "get the hell out." Prior to being told to leave, she was told that emergency contraception was not effective. She was also told that Depo-Provera, a hormonal contraceptive injected every three months, causes HPV. When she explained to worker that she already received the Gardasil vaccination for HPV, the worker told her that Gardasil is not effective. (As reported in Survey Monkey Survey #6)

Report #6

Two separate Spanish-speaking clients inadvertently went to the CPC across the street from the Bronx Planned Parenthood. They reported being first pressured and then denigrated by the staff of the CPC for their plans to terminate their pregnancies. The reported receiving information that made them fearful, as well as being shown graphic materials they found disturbing. In addition, they were given incorrect information about the efficacy and safety of abortion. (As reported in Survey Monkey Survey #7)

Report #7

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The client sought services from PPNYC two weeks ago. In her attempt to find the PPNYC clinic at 349 E 149th St., a woman approached her on the street, and directed her to 344 E 149th St., the CPC across the street. The woman on the street and the CPC staff misled the patient to believe that the CPC offered a full range of abortion services. At her first visit to the CPC, she was shown graphic videos and encouraged to continue the pregnancy. She reported that when she explained that she and father of the pregnancy had broken up, and that he did not want her to continue the pregnancy, the staff told her that the pregnancy is a gift from God, and that it was her job to parent the child by herself. The client reported that she cried throughout the first visit to the CPC, because she was so upset by what she was told and shown. She subsequently called the CPC to tell them she still wished to terminate her pregnancy. They asked her to come into the CPC. Once there she was given a letter to take to All-Med, a clinic located at 2604 3rd Avenue. She went to the clinic one week later, and the clinic performed a sonogram on the client. The clinic did not take the client's insurance information, or ask for payment for services rendered. At this point, the patient shared her experience with a social worker at the young mothers program that she participates in. The social worker immediately referred the patient to PPNYC for services. The client also reported that she was told that abortions are dangerous, and provided by inexperienced doctors. She was shown videos of late-term abortions, despite the fact that she was less than 6 weeks pregnant. (As reported in Survey Monkey Survey #8)

Report #8

The client went to a CPC at 344 E 149th St. in the Bronx because her friend told her she could get a free pregnancy test there. After taking the test, the workers asked her what she planned to do. When the client said she planned to terminate pregnancy, she reported that the workers spent several hours trying to convince her to keep the pregnancy. They showed her a "real" video and a cartoon representation of abortion. They told her abortion was a sin, and that during an abortion internal organs like the bladder might be removed by suction. The client stated that she cried and was scared throughout her time at the CPC. (As reported in Survey Monkey Survey #10)

Report #9

The client called the CPC after seeing an on the subway that said "free abortions." She called and scheduled an appointment at a CPC located at approximately Fordham Road and Jerome Ave in the Bronx. When she arrived, they began to question her decision to have an abortion, and she quickly caught on that they were anti-choice and not an abortion provider. She reported that they misled her, and tried to guilt her by saying things like the pregnancy was a "gift from God." (As reported in Survey Monkey Survey #11)

Report #10

The client unintentionally went to a CPC located at 344 E 149th Street. She reported that she did not receive a description of what would happen at the center, and was not given a chance to ask questions. The client was asked for detailed medical and personal information, and expressed to her PPNYC social worker that she was concerned about what the CPC would do with this information. The CPC gave the client information that made her fearful, and also told her to watch a video of an abortion procedure before they would let her take a urine pregnancy test. (As reported in Survey Monkey Survey #12)

Report #11

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The client went to a CPC located near the 149th street PPNYC. She reported that the CPC did not make it clear that abortions were not performed on site, and was also offered financial incentives, including a job in Brooklyn, to carry her pregnancy to term. She reported being shown images that made her fearful, including a video of an abortion being performed. She was also told that abortion may cause "post abortion stress disorder," and that she "may start hearing voices after an abortion." (As reported in Survey Monkey Survey #13)

Report #12

The client and some of her friends unintentionally went to a CPC located near Borough Hall, and were not informed of what would happen in the center. She provided the CPC staff with personal and detailed medical information, and also received an ultrasound on site, unsure if she could refuse or not. The client specifically asked if abortions were provided at the CPC, but they refused to clarify. The client reported receiving information that made her fearful, and indicated that she was shown several abortion videos that day. In addition, she was informed that abortion could result in "post abortion stress disorder" and could result in infertility. The client also said that her friends who accompanied her were shown the same videos and also included in the counseling sessions to discourage future pregnancy and abortion. (As reported in Paper Survey #1)

Report #13

A client unintentionally visited a CPC, and was not told what would happen at the center. She received an ultrasound on site, without adequate consent. She reported receiving information that made her fearful, and was told that abortion may lead to death. This included being told to watch a graphic video about abortion that the client described as "scary" and "upsetting." She indicated that the original woman who spoke with her at the CPC was respectful, but that the counselor who met with her made her feel attacked, and told her that her decision to consider abortion went against moral and religious beliefs. The client also indicated that the CPC space was so small that her boyfriend could hear the counselor speaking loudly to her in the adjacent room. (As reported in Paper Survey #2)

Report #14

The client found the CPC in the phonebook, and was told over the phone that they performed abortions. She went to a CPC located near Borough Hall in Brooklyn, and was told she would receive a sonogram and pregnancy test. She was shown a video that included "body parts being pulled apart," and was told that abortion would make her infertile, and that "abortion centers tell you fetal parts are discarded, but really they are sold for money." The client left the CPC before getting a sonogram or a pregnancy test, after learning that abortions were not provided at the CPC. (As reported in Paper Survey #3)

Report #15

The client went to a CPC located near the 149th Street Hub in the Bronx. The client reported that they asked for her address, phone number and insurance information, and did not make it clear that they do not provide abortions. She received information about adoption and parenting, as well as a pregnancy test and a referral for a sonogram at another site. She also reported being shown a graphic video of an abortion procedure that stated she was likely to die if she had an abortion. She was also told she was earlier than her actual gestation. (As reported in Paper Survey #4)

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Report #16

The client indicated that she saw an ad on the subway and interpreted it to say the CPC provided abortion services. She was not given a full description of what would happen at the center, and was asked personal information, including home address, medical, and insurance information. She received an ultrasound on site. When she specifically asked if the CPC performed abortions, the client indicates that they avoided the question. The client was offered financial assistance to keep the pregnancy to term, as well as assistance with insurance enrollment and housing assistance. She was also told that abortions were performed under unsanitary conditions, were bad for health, and that fetal parts, such as organs, were collected and sold by abortion providers. In addition, she reported being shown graphic materials she found disturbing. (As reported in Paper Survey #5)

Report #17

The following is the content of a typed version of a note written by a client who mistakenly visited a CPC. "Today I had an appointment with a clinic. I had got confused [and thought] I went in [Planned] Parenthood and asked for a plan b pill thinking that this was the clinic that I had a appointment with. A lady had come and sat down and [talked] to me and [said] that plan b is a drug and they called me stupid and said I should keep my legs closed. And then told me to get out. I feel that someone should do something about them before someone else gets hurt."

Report #18:

The following is the content of an e-mailed summary of the experiences of a PPNYC Nurse at a CPC.

I am a Registered Nurse that has been employed at PPNYC for the past 10 years. I currently float between all three centers. I am writing this e-mail to share my experiences with you after visiting a CPC, thinking it was PPNYC, for my job interview 10 years ago. After calling and facing my resume to PPNYC for a job as a LPN (at the time), I finally was called for a job interview. My interview was to be at the Brooklyn Office. I arrived 15 minutes before my interview time. At that time I was not sure what floor I needed to go to so I went over to the information board to see what floor PPNYC was on. A older white woman with long white hair walked over to me and asked if I needed help. I said yes, I'm looking for Planned Parenthood. She says, "oh come with me I'll take you there", so I got on the elevator with her. We get to the 12th floor and proceed through the doors. Now I don't know if I was just clueless or what but I did not see ANY PPNYC logos or anything. It was as plain as day. She brought me to a room and told me to make myself comfortable and she'll be right back, so I did. When she returned, she came back with a lab coat on, a pad, a pen and a video. Ok this must be an interview, or so I thought. She sits across for me and starts with the questions, and as I'm talking she's writing on her pad. What's your name?, What position are you applying for? Remind me again what "WE" said your job description will be? So I told her everything she asked of me. She then proceeded to take out this video and play it for me. It was a video of women having abortions, and it show in great detail what happens to women during and after an abortion procedure. It was horrible. After sitting there for 15 minutes I just started to think to myself if I really wanted to take this position. She told that if I took this position this is what I would be assisting the doctors in doing and how did I feel about that? When I told her that I still wanted the job she "turned into Satan" She became very angry, started asking me lots of questions like,

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How could you participate in the murder of a child, how could I live with myself? Told me God would not forgive me and that I would go to hell for such. What kind of interview is this???? I'm asking myself. Still, I didn't pay attention that I didn't see any PPNYC logo anywhere. So I started to think, maybe I'm in the wrong place. I got up the nerve to ask her was this PPNYC and she told me "NO" in such a angry tone. Now I'm mad that she wasted 30 minutes of my time but I was relieved that this was not PPNYC. She had me with her on the 12th floor for 30 minutes. I looked her then got up and proceeded for the door. She followed me to the elevator and continue to tell me that if I took this job that God would not forgive me, that I should consider taking this job, etc etc. Finally I got on the elevator went back down to the lobby and asked the guard for PPNYC and he directed me to the 6th floor. As soon as the door opened there was a huge sign that said, Welcome to Planned Parenthood. "Safe!, with a sigh of relief" I arrived for my interview 30 minutes late and was nervous that I had blown it all just for being late. I saw the center director and she was very understanding of why I was late. After such a horrible morning I made the interview and got the job. Unfortunately so many of our patients visit one of these centers or they are approached on the street by the protestors. They manipulate you, promise to help you and our pts change their minds. They. (our patients) put themselves in a awkward position because they are too young to have a child, or they wanted to finish school, or now they feel trapped because they decided to continue their pregnancy. And all the help they were promised is NOWHERE to be found. I had my child at 17 years of age. And although I had family support it was hard. Most of our young pts don't have this support so it is twice as hard for them and this is what CPC staff don't take into consideration. I am prochoice and I believe that I worship a forgiven God. It is not a easy decision to make but I stand behind each and every patient that I see. Sometimes after procedure I will say a short prayer with them or just give them a huge or some words of encouragement. I took a \$10,000.00 pay cut to join PPNYC and until today I don't regret it at all. I am in the position to talk to our patients about soooo many things. I am one of the nurses that really enjoys my job. I am so happy that I can be in a position to help someone else."

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Committee On Women's Issues

| | |
|-------------|----------|
| Date | 3-1-11 |
| Start Time | 1:08 pm. |
| Finish Time | 2:55 pm |

Back 103.

second hearing on Women's issues

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Appearance Card

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in favor in opposition

Date: 3/1/11

Name: PATRICIA BURKHARDT (PLEASE PRINT)

Address: _____

I represent: NYS Assoc. of Licensed Midwives

Address: _____

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Date: 3-1-11

Name: Barbara Meara (PLEASE PRINT)

Address: 5400 Fieldston Road 13C Brentwood

I represent: NYS Right to Life Committee

Address: 41 State St. Albany, NY

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Address: _____

I represent: PLANNED PARENTHOOD NYC

Address: _____

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(PLEASE PRINT)

Name: Sabrina Shulman

Address: 470 Park Ave S. NY, NY 10016

I represent: NARAL Pro-Choice NY

Address: Same

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FOR THE RECORD

Cordero, Rachel

From: Sabrina Shulman <sshulman@PROCHOICENY.ORG>
Sent: Tuesday, February 08, 2011 11:44 AM
To: Cordero, Rachel
Subject: Pictures of CPCs in NYC
Attachments: EMC 4377 Bronx Blvd, Bronx 2.jpg; EMC 37-65 104th St, Queens.jpg; EMC 110-20 Jamaica Ave, Queens 1.jpg; EMC 110-20 Jamaica Ave, Queens 2.jpg; EMC 423 E 138th St, Bronx.jpg; EMC 4377 Bronx Blvd, Bronx 1.jpg; Brooklyn EMC - Times article 10-29-10.jpg

Rachel,

Attached are photos of crisis pregnancy centers located in NYC that have the appearance of being medical facilities. I'd like to submit these for the record on Intro. 371. The photos are tagged with the address and are all identified on multiple websites as the locations of CPCs (including this site: <http://findpregnancyhelp.com/NYC/>).

There is also one photo attached that you may already have, but I wanted to be sure it was included in the record as well. It depicts the inside of a CPC in Brooklyn and was printed as part of a *New York Times* article on the subject published October 29, 2010 (<http://www.nytimes.com/2010/10/31/nyregion/31critic.html>).

Please let me know if you have any questions.

Best,
Sabrina

Sabrina Shulman
Political Director
NARAL Pro-Choice New York
470 Park Avenue South, 7th Floor
New York, NY 10016
Office 646.520.3513
Cell 917.488.0091
sshulman@prochoiceny.org

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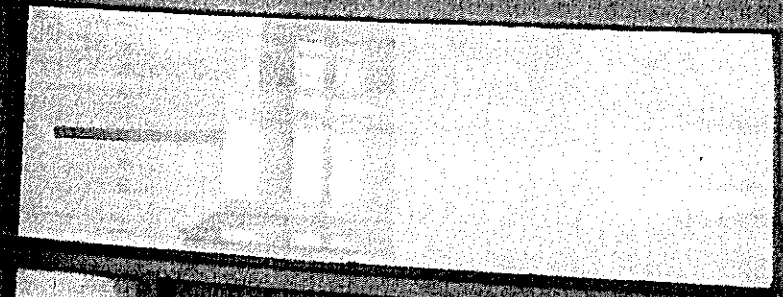


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PHYSICIAN ADVISORS
PHYSICIAN MANAGERS
PHYSICIAN SUPERVISORS
PHYSICIAN ASSISTANTS
PHYSICIAN EXTENSION SERVICES
PHYSICIAN CONSULTANTS
PHYSICIAN ADVISORS
PHYSICIAN MANAGERS
PHYSICIAN SUPERVISORS

- INTERNAL MEDICINE
- PEDIATRICS
- OBSTETRICS & GYNECOLOGY
- SURGERY
- RADIOLOGY
- NEUROLOGY
- ORTHOPEDIC SURGERY
- PHYSICAL THERAPY
- OCCUPATIONAL THERAPY
- SPEECH THERAPY
- SOCIAL WORK
- HEALTH EDUCATION

Medicaid & Medicare Accepted
Most Insurance Plans Accepted

PHYSICIAN SERVICES
PHYSICIAN ASSISTANTS
PHYSICIAN EXTENSION SERVICES
PHYSICIAN CONSULTANTS
PHYSICIAN ADVISORS
PHYSICIAN MANAGERS
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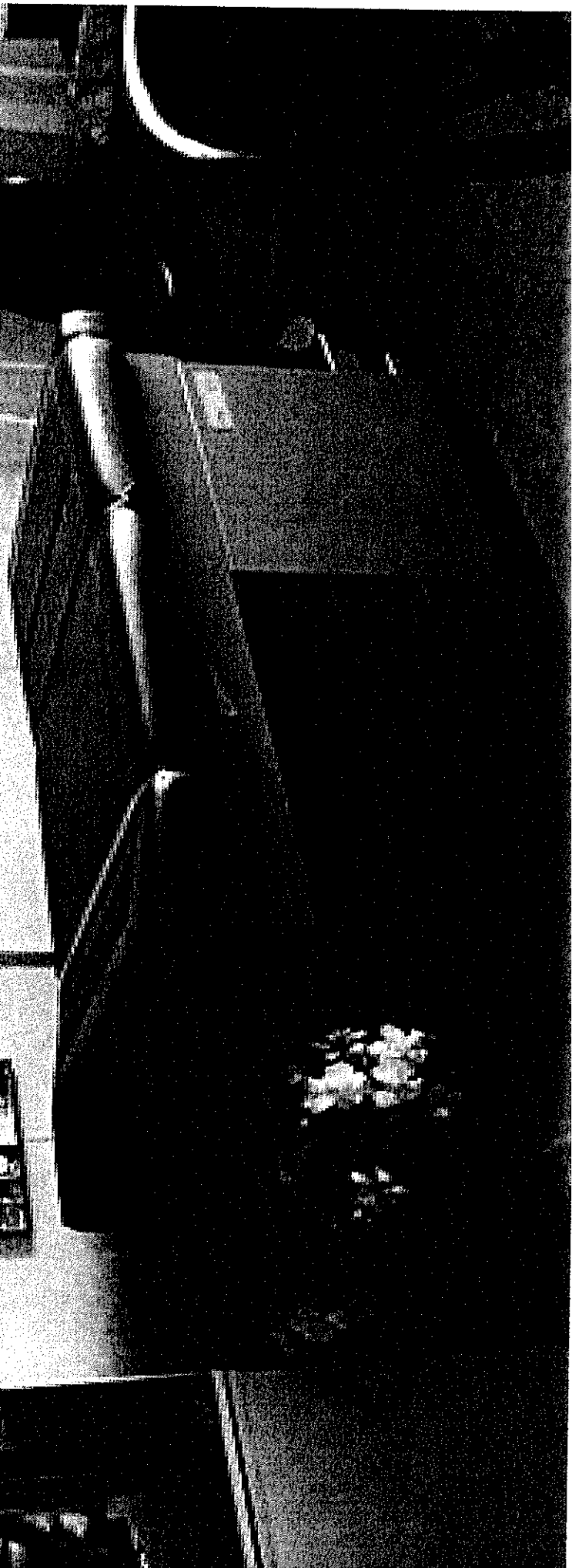
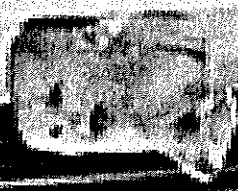
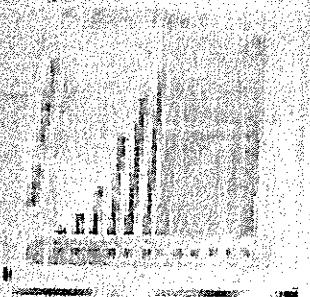
Medicaid
Medicare, HMOs,
Workers Comp/No Fault,
Private Insurance
Accepted

Healthcare for Your Entire Family

Family Practice • OB/GYN • Pediatrics

Podiatry • Orthopedics • Neurology
Pain Management • Physical Therapy

All
Med



*All
Med*
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Español

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JAMAICA
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NO SMOKING



FOR THE RECORD

Cordero, Rachel

From: Perry, Traci <Traci.Perry@ppnyc.org>
Sent: Wednesday, February 23, 2011 1:31 PM
To: Cordero, Rachel
Cc: Mello, Caroline
Subject: RE: CPC Bill
Attachments: Overview Draft II.docx; Stories Draft II.docx

Rachel:

Attached is our summary and report of the surveys for the legislative record. Please let me know if you need any further information or have questions.

Traci

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Crisis Pregnancy Center (CPC) Surveying Summary

Summary of Process:

- Survey instrument disseminated internally to PPNYC staff (nurses, social workers, etc) June 2010. The last response was collected in January 2011.
- Recipients of the survey were given the option to complete an online version, paper version, or contact the Research Intern in charge of the survey to provide information over the phone or in person.
- All respondents were informed of the confidentiality of their responses.
- All surveys were read and collated by Public Affairs on August 4th, 2010, and again on February 4th, 2011.

Responses to date:

- 16 online and paper surveys (13 from social workers, 1 from a Clinic Director, 1 from an Entitlement Counselor, and 1 from a Health Care Associate)
- 1 hand-written summary directly from a client who visited a CPC
- 1 memo from a PPNYC nurse who accidentally visited a CPC on the day of her PPNYC interview

Summary of Key Findings:

- Nearly 60% reported visiting a CPC within a one block radius of a PPNYC clinic.
- Sixteen respondents indicated that they did not receive a full description of what would happen at the center.
- Almost 65% of clients reported that they were not treated with care and respect at the CPC they visited.
- 50% reported being asked for detailed medical and personal information, including medical histories, address, phone, and insurance information.
- Nearly 1/3 reported being concerned about their personal information being kept confidential.
- Almost 60% reported that the CPC did not make it clear that they would not provide abortions.
- At least two women reported being told that the CPC could perform an abortion, thereafter being made to wait for numerous weeks to find out that the CPC did not perform abortions.
- All but one reported that they received information from the CPC that made them fearful.

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- Nine women reported receiving a pregnancy test on site.
- At least three women received offers of financial assistance to carry the pregnancy to term.
- Four women reported receiving an ultrasound on site, and at least two reported believing they could not refuse.
- 100% of those asked reported not having the opportunity to meet with a physician or a licensed health care provider at the CPC.
- 3/4 of women reported feeling judged by CPC staff
- 88% of women reported being shown videos, images, or other materials that they found to be disturbing.
- At least 2 women were told to sign statements of confidentiality or long disclaimers
- Women were regularly told various incorrect statements about abortion, including that induced abortion increases the risk for breast cancer, induced abortion can result in "post abortion stress disorder," and induced abortion may result in infertility.
- Women also reported being told that induced abortion could lead to hearing voices, would be performed under unsanitary conditions or may cause STIs, that fetal material would be collected and sold, that abortion could result in accidental removal of internal organs, and that abortion may lead to death.
- Women also reported being told incorrect information unrelated to abortion, including being told that Depo-Provera, a contraceptive, causes HPV, that the HPV vaccine Gardasil was ineffective, and that they were farther along in their pregnancies than they actually were.
- Clients also reported being misled in other ways by CPCs. This included being approached on the street and misdirected to a CPC, the client's exit being physically blocked, and being told over the phone that the CPC provided abortions.
- One client was repeatedly insulted by CPC staff, including being told "you are retarded," "you are cubic zirconia," "you should keep your legs closed" and then was finally told to "get the hell out."

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Crisis Pregnancy Center (CPC) Survey Stories

Introduction

The below reports have been gathered from surveys administered to PPNYC staff, including nurses and social workers, between June 2010 and January 2011. A total of 16 responses were collected, and included both quantitative and qualitative questions and data. The below stories are reprinted below to include both elements of data from the surveying, while still protecting patient confidentiality. In addition to the 16 survey responses, the data also includes one story from a client and one from a PPNYC Nurse about her personal experiences at a CPC. For more information on the surveying procedures or findings, please see the document entitled Crisis Pregnancy Center (CPC) Surveying Summary.

Report #1

The client saw an ad for the CPC on a subway, and scheduled an appointment, believing they were an abortion provider or provided referrals. The client visited the CPC located at 344 E 149th St, which is across the street from PPNYC's Bronx location. The client received a pregnancy test and also gave a urine sample. The client indicated that CPC workers made her feel guilty and ashamed for seeking a termination of pregnancy, and did not explain the services they provided or allow her to ask questions. She was not told abortions were not provided on site, and was given inaccurate or unwanted information about abortion. This included being shown graphic images and videos of abortion, and being told that induced abortion increases the risk for breast cancer, can result in "post abortion stress disorder," may result in infertility, has a high risk of post-abortive infection, and a high possibility of death. The client was also offered financial incentives and housing to keep the pregnancy to term, and also asked to sign a statement of confidentiality. When the client attempted to leave, the CPC worker blocked her exit. The client expressed concern to a PPNYC worker that the CPC had her contact information and her urine specimen. (As reported in Survey Monkey Survey #1)

Report #2

The client called the number she saw on an ad on the subway. The initial person she spoke with asked her if she wanted to terminate. When she indicated yes, she was given another number to call. That counselor encouraged her to come in for an appointment. The client asked if a termination of pregnancy would be performed that day, along with other questions. The counselor informed her that she should just come in, and they would answer her questions at that time. When she went to the CPC, located at 1399 Bainbridge Ave in the Bronx, on 6/10/10, the counselor did a urine pregnancy test and then spoke with the client about her desire to terminate. The counselor called the client selfish, and used a variety of tactics to persuade the client to continue pregnancy, including that abortion providers were targeting "Spanish and Black People." She client was then offered an appointment to have a sonogram in two weeks. The counselor explained that the sonogram would help them to see the "baby's feet" and other body parts. The client declined and found PPNYC by going on the internet. She indicated that she was shown graphic images and videos of abortion, and was told that induced abortion increases the risk for breast cancer, can result in "post abortion stress disorder," that visiting an abortion provider might lead her to contract STIs, and that abortion providers might be in the process of being sued for malpractice. The client also received sheets with graphic images and

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misinformation about abortion, and reported being concerned about the confidentiality of her private information, including the name of the father of the pregnancy. (As reported in Survey Monkey Survey #2)

Report #3

The client indicated that she unintentionally visited a CPC. She indicated that she did not receive information on the services the CPC provided, and that she was asked for detailed medical and personal information. The client was not informed that the CPC did not perform or provide referrals for abortions. She received a pregnancy test and was shown an anti-abortion video that was not modernized. She reported it having people out of the 70s, where patients were awake during their abortion procedures. After their procedures, the video showed a discussion with the patients, and had them stating that they "wanted to die" because they had the abortion. The client was also told that induced abortion increases the risk for breast cancer, can result in "post abortion stress disorder," and may result in infertility. (As reported in Survey Monkey Survey #4)

Report #4

The client went to the CPC on 149th Street in the Bronx for a termination of pregnancy. She indicated that workers were trying to convince her not to terminate her pregnancy, and were very persistent. When she asked to leave, the CPC worker attempted to keep her there as long as possible. The client indicated that she received a sonogram at the CPC, and was told she was mid-trimester, when she was actually still in her first trimester. The client was told that induced abortion can result in "post abortion stress disorder," and may result in infertility. Additionally, the client reported being shown graphic images of aborted fetuses. (As reported in Survey Monkey Survey #5)

Report #5

The client was a minor who called PPNYC to make an appointment for emergency contraception. She mistakenly walked into the CPC across the street, and when she explained she wanted the morning after pill, the woman working there proceeded to berate her, saying things like "you are retarded," "you are cubic zirconia," "you should keep your legs closed" and then, finally "get the hell out." Prior to being told to leave, she was told that emergency contraception was not effective. She was also told that Depo-Provera, a hormonal contraceptive injected every three months, causes HPV. When she explained to worker that she already received the Gardasil vaccination for HPV, the worker told her that Gardasil is not effective. (As reported in Survey Monkey Survey #6)

Report #6

Two separate Spanish-speaking clients inadvertently went to the CPC across the street from the Bronx Planned Parenthood. They reported being first pressured and then denigrated by the staff of the CPC for their plans to terminate their pregnancies. They reported receiving information that made them fearful, as well as being shown graphic materials they found disturbing. In addition, they were given incorrect information about the efficacy and safety of abortion. (As reported in Survey Monkey Survey #7)

Report #7

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The client sought services from PPNYC two weeks ago. In her attempt to find the PPNYC clinic at 349 E 149th St., a woman approached her on the street, and directed her to 344 E 149th St., the CPC across the street. The woman on the street and the CPC staff misled the patient to believe that the CPC offered a full range of abortion services. At her first visit to the CPC, she was shown graphic videos and encouraged to continue the pregnancy. She reported that when she explained that she and father of the pregnancy had broken up, and that he did not want her to continue the pregnancy, the staff told her that the pregnancy is a gift from God, and that it was her job to parent the child by herself. The client reported that she cried throughout the first visit to the CPC, because she was so upset by what she was told and shown. She subsequently called the CPC to tell them she still wished to terminate her pregnancy. They asked her to come into the CPC. Once there she was given a letter to take to All-Med, a clinic located at 2604 3rd Avenue. She went to the clinic one week later, and the clinic performed a sonogram on the client. The clinic did not take the client's insurance information, or ask for payment for services rendered. At this point, the patient shared her experience with a social worker at the young mothers program that she participates in. The social worker immediately referred the patient to PPNYC for services. The client also reported that she was told that abortions are dangerous, and provided by inexperienced doctors. She was shown videos of late-term abortions, despite the fact that she was less than 6 weeks pregnant. (As reported in Survey Monkey Survey #8)

Report #8

The client went to a CPC at 344 E 149th St. in the Bronx because her friend told her she could get a free pregnancy test there. After taking the test, the workers asked her what she planned to do. When the client said she planned to terminate pregnancy, she reported that the workers spent several hours trying to convince her to keep the pregnancy. They showed her a "real" video and a cartoon representation of abortion. They told her abortion was a sin, and that during an abortion internal organs like the bladder might be removed by suction. The client stated that she cried and was scared throughout her time at the CPC. (As reported in Survey Monkey Survey #10)

Report #9

The client called the CPC after seeing an on the subway that said "free abortions." She called and scheduled an appointment at a CPC located at approximately Fordham Road and Jerome Ave in the Bronx. When she arrived, they began to question her decision to have an abortion, and she quickly caught on that they were anti-choice and not an abortion provider. She reported that they misled her, and tried to guilt her by saying things like the pregnancy was a "gift from God." (As reported in Survey Monkey Survey #11)

Report #10

The client unintentionally went to a CPC located at 344 E 149th Street. She reported that she did not receive a description of what would happen at the center, and was not given a chance to ask questions. The client was asked for detailed medical and personal information, and expressed to her PPNYC social worker that she was concerned about what the CPC would do with this information. The CPC gave the client information that made her fearful, and also told her to watch a video of an abortion procedure before they would let her take a urine pregnancy test. (As reported in Survey Monkey Survey #12)

Report #11

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The client went to a CPC located near the 149th street PPNYC. She reported that the CPC did not make it clear that abortions were not performed on site, and was also offered financial incentives, including a job in Brooklyn, to carry her pregnancy to term. She reported being shown images that made her fearful, including a video of an abortion being performed. She was also told that abortion may cause “post abortion stress disorder,” and that she “may start hearing voices after an abortion.” (As reported in Survey Monkey Survey #13)

Report #12

The client and some of her friends unintentionally went to a CPC located near Borough Hall, and were not informed of what would happen in the center. She provided the CPC staff with personal and detailed medical information, and also received an ultrasound on site, unsure if she could refuse or not. The client specifically asked if abortions were provided at the CPC, but they refused to clarify. The client reported receiving information that made her fearful, and indicated that she was shown several abortion videos that day. In addition, she was informed that abortion could result in “post abortion stress disorder” and could result in infertility. The client also said that her friends who accompanied her were shown the same videos and also included in the counseling sessions to discourage future pregnancy and abortion. (As reported in Paper Survey #1)

Report #13

A client unintentionally visited a CPC, and was not told what would happen at the center. She received an ultrasound on site, without adequate consent. She reported receiving information that made her fearful, and was told that abortion may lead to death. This included being told to watch a graphic video about abortion that the client described as “scary” and “upsetting.” She indicated that the original woman who spoke with her at the CPC was respectful, but that the counselor who met with her made her feel attacked, and told her that her decision to consider abortion went against moral and religious beliefs. The client also indicated that the CPC space was so small that her boyfriend could hear the counselor speaking loudly to her in the adjacent room. (As reported in Paper Survey #2)

Report #14

The client found the CPC in the phonebook, and was told over the phone that they performed abortions. She went to a CPC located near Borough Hall in Brooklyn, and was told she would receive a sonogram and pregnancy test. She was shown a video that included “body parts being pulled apart,” and was told that abortion would make her infertile, and that “abortion centers tell you fetal parts are discarded, but really they are sold for money.” The client left the CPC before getting a sonogram or a pregnancy test, after learning that abortions were not provided at the CPC. (As reported in Paper Survey #3)

Report #15

The client went to a CPC located near the 149th Street Hub in the Bronx. The client reported that they asked for her address, phone number and insurance information, and did not make it clear that they do not provide abortions. She received information about adoption and parenting, as well as a pregnancy test and a referral for a sonogram at another site. She also reported being shown a graphic video of an abortion procedure that stated she was likely to die if she had an abortion. She was also told she was earlier than her actual gestation. (As reported in Paper Survey #4)

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Report #16:

The client indicated that she saw an ad on the subway and interpreted it to say the CPC provided abortion services. She was not given a full description of what would happen at the center, and was asked personal information, including home address, medical, and insurance information. She received an ultrasound on site. When she specifically asked if the CPC performed abortions, the client indicates that they avoided the question. The client was offered financial assistance to keep the pregnancy to term, as well as assistance with insurance enrollment and housing assistance. She was also told that abortions were performed under unsanitary conditions, were bad for health, and that fetal parts, such as organs, were collected and sold by abortion providers. In addition, she reported being shown graphic materials she found disturbing. (As reported in Paper Survey #5)

Report #17

The following is the content of a typed version of a note written by a client who mistakenly visited a CPC. "Today I had an appointment with a clinic. I had got confused [and thought] I went in [Planned] Parenthood and asked for a plan b pill thinking that this was the clinic that I had a appointment with. A lady had come and sat down and [talked] to me and [said] that plan b is a drug and they called me stupid and said I should keep my legs closed. And then told me to get out. I feel that someone should do something about them before someone else gets hurt."

Report #18:

The following is the content of an e-mailed summary of the experiences of a PPNYC Nurse at a CPC.

I am a Registered Nurse that has been employed at PPNYC for the past 10 years. I currently float between all three centers. I am writing this e-mail to share my experiences with you after visiting a CPC, thinking it was PPNYC, for my job interview 10 years ago. After calling and facing my resume to PPNYC for a job as a LPN (at the time), I finally was called for a job interview. My interview was to be at the Brooklyn Office. I arrived 15 minutes before my interview time. At that time I was not sure what floor I needed to go to so I went over to the information board to see what floor PPNYC was on. A older white woman with long white hair walked over to me and asked if I needed help. I said yes, I'm looking for Planned Parenthood. She says, "oh come with me I'll take you there", so I got on the elevator with her. We get to the 12th floor and proceed through the doors. Now I don't know if I was just clueless or what but I did not see ANY PPNYC logos or anything. It was as plain as day. She brought me to a room and told me to make myself comfortable and she'll be right back, so I did. When she returned, she came back with a lab coat on, a pad, a pen and a video. Ok this must be an interview, or so I thought. She sits across for me and starts with the questions, and as I'm talking she's writing on her pad. What's your name?, What position are you applying for? Remind me again what "WE" said your job description will be? So I told her everything she asked of me. She then proceeded to take out this video and play it for me. It was a video of women having abortions, and it show in great detail what happens to women during and after an abortion procedure. It was horrible. After sitting there for 15 minutes I just started to think to myself if I really wanted to take this position. She told that if I took this position this is what I would be assisting the doctors in doing and how did I feel about that? When I told her that I still wanted the job she "turned into Satan" She became very angry, started asking me lots of questions like,

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How could you participate in the murder of a child, how could I live with myself? Told me God would not forgive me and that I would go to hell for such. What kind of interview is this???? I'm asking myself. Still, I didn't pay attention that I didn't see any PPNYC logo anywhere. So I started to think, maybe I'm in the wrong place. I got up the nerve to ask her was this PPNYC and she told me "NO" in such a angry tone. Now I'm mad that she wasted 30 minutes of my time but I was relieved that this was not PPNYC. She had me with her on the 12th floor for 30 minutes. I looked her then got up and proceeded for the door. She followed me to the elevator and continue to tell me that if I took this job that God would not forgive me, that I should consider taking this job, etc etc. Finally I got on the elevator went back down to the lobby and asked the guard for PPNYC and he directed me to the 6th floor. As soon as the door opened there was a huge sign that said, Welcome to Planned Parenthood. "Safe!, with a sigh of relief" I arrived for my interview 30 minutes late and was nervous that I had blown it all just for being late. I saw the center director and she was very understanding of why I was late. After such a horrible morning I made the interview and got the job. Unfortunately so many of our patients visit one of these centers or they are approached on the street by the protestors. They manipulate you, promise to help you and our pts change their minds. They. (our patients) put themselves in a awkward position because they are too young to have a child, or they wanted to finish school, or now they feel trapped because they decided to continue their pregnancy. And all the help they were promised is NOWHERE to be found. I had my child at 17 years of age. And although I had family support it was hard. Most of our young pts don't have this support so it is twice as hard for them and this is what CPC staff don't take into consideration. I am prochoice and I believe that I worship a forgiven God. It is not a easy decision to make but I stand behind each and every patient that I see. Sometimes after procedure I will say a short prayer with them or just give them a huge or some words of encouragement. I took a \$10,000.00 pay cut to join PPNYC and until today I don't regret it at all. I am in the position to talk to our patients about soooo many things. I am one of the nurses that really enjoys my job. I am so happy that I can be in a position to help someone else."

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