

MANY THANKS!

Thanks to our Board of Management, Centre staff, Funders, Partners, Volunteers and Community Members for your continued support.

Funders and Partners: City of Toronto, Eastview Neighbourhood Community Centre, Human Resources Development Canada, Jimmie Simpson Recreation Centre, Nellie's, Ralph Thornton Community Organization, Riverside BIA, Riverdale Share, South Riverdale Community Health Centre, South Riverdale Child-Parent Centre, Streetcar Developments, Toronto Community Housing, Toronto Foundation for Student Success, Toronto Star Fresh Air Fund, Toronto Neighbourhood Centres, Toronto Public Library - Queen/Saulter Branch, WoodGreen Community Services

The Ralph Thornton Community Centre is an agency of the City of Toronto, operating under an independent community Board of Management. RTCC appreciates the over \$750,000 per year in core operating funds, along with major capital project funding, provided by the City.



Cover Photo: The COVID-19 pandemic meant that much of our lives moved online - and "Zoom" became the way that a great deal of our business - and programming - was conducted. Our Mentor program moved entirely online, with Mentor Program Coordinator Janice Zhang training mentors, students - and their parents - how to use this online platform.



RALPH THORNTON
COMMUNITY CENTRE

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RALPH THORNTON
COMMUNITY CENTRE



Annual Report 2020-2021



VISION MISSION VALUES

OUR VISION Working to ensure a more vibrant, diverse, inclusive, liveable, participatory, healthy, and equitable Riverdale.

OUR MISSION The RTCC is a gathering place that welcomes, connects and engages the community in all its diversity.

OUR VALUES

Inclusion and Respect: The RTCC supports and adheres to the City of Toronto Human Rights and Anti-Harassment Policy. We operate in a manner which models ethical, respectful and inclusive service delivery and employment practices, encourages diverse perspectives, and ensures equitable treatment for all. The RTCC promotes social inclusivity in all its activities and programming.

Equity and Social Justice: The RTCC supports, acts and advocates for solution-focused policies and systemic changes that create long term improvement and fairness for all within our community and the larger society.

Collaboration and Partnership: The RTCC works collaboratively and in partnership with individuals, groups and organizations to achieve our mission and vision. We work in ways that engage community members, foster on-going relationships and build the strengths of the whole community.

Capacity Building: The RTCC supports community members, especially the more marginalized, to increase their ability to solve problems, define and achieve their objectives and fully participate in and contribute to community life.

Community Building: The RTCC actively promotes the building of relationships and collective action across and between our diverse communities to strengthen the whole.

RTCC Financial Report

Overall the past year has not been as financially challenging as might have been expected. While we were closed for most of the year (March to December), we were unable to generate revenue from room rentals, fundraising, or program user fees. To help the Centre respond to the financial crisis, both management and unionized staff agreed to reduced hours and salary, while also pivoting to provide remote services to the community, where possible.

We should also recognize and thank the City of Toronto for continuing throughout the year to provide our grant for the administration and maintenance of the building. It was greatly appreciated.

Although the Centre accessed new grants to deliver programs and services, income was down over the previous year. Meanwhile, expenses for materials, supplies, and utilities also declined, because the building was closed.

This deficit you see appears larger than it really was because, as in 2019, we used our reserves to cover some of the costs of operation in 2020. The Board decided not to simply lay off staff but to continue to pay them to develop new virtual programming and to prevent personal financial hardship as a result of the pandemic. A decision was made by the Board to transfer money from our internally restricted reserves to non-restricted revenues to maintain cashflow. The Board hopes to rebuild those reserves once the Centre resumes full operation and it has rebuilt its capacity to generate revenue.

* Administration Funding: This is the funding RTCC receives from the City of Toronto to keep the building open and accessible to the community – it covers basic salary and benefits for the core staff as well as hard costs such as insurance, utilities, and maintenance costs

	2020	2019
Administration Revenue *		
City of Toronto	741,557	756,386
Toronto Public Library	39,364	39,894
Total Administration Revenue	780,921	796,280
Program Revenue		
Grants		
City of Toronto	76,452	55,838
Government of Canada	29,843	33,857
Foundations	13,557	14,843
Other	9,597	13,035
Donations	8,470	22,530
Fundraising	2,215	19,831
Rental Income	5,548	56,183
User Fees	39,711	103,143
Other Revenue	13,206	17,974
Total Program Revenue	198,599	337,234
TOTAL REVENUE	979,520	1,133,514
Administration Expenses *		
Salaries and Benefits	660,893	654,719
Materials and Supplies	61,246	85,558
Purchase of Services	58,782	56,003
Total Administration Expenses	780,921	796,280
Program Expenses		
Salaries and Benefits	167,372	227,715
Materials and Supplies	13,759	23,812
Purchase of Services	39,002	56,878
Amortization of Capital Assets	1,189	1,990
Total Program Expenses	221,322	310,395
TOTAL EXPENSES	1,002,243	1,106,675
TOTAL SURPLUS / (DEFICIT)	(22,723)	26,839



This year, the Ralph Thornton Community Centre became a virtual 'gathering place!'



Ralph Thornton Community Centre Board of Management

Abraham Plunkett-Latimer, Ejay Tupe, Caleb Edwards (*Vice-President*), John Bradford, Shiralee Hudson, Glenn Gustafson (*RTCC Business Manager**), Ryan Acayan (*Secretary*), Maggi Redmonds, Colleen Gray (*RTCC Manager:Strategic Initiatives**), Christine Chen, Lisa Pottie, Julia Peters (*Treasurer*) Amy Grenon, Alan Lennon (*President*), Councillor Paula Fletcher, John Campey (*Executive Director**)
(*Management Team, not members of Board of Management)



RTCC Staff

Grace Cameron (Reception), John Campey (Executive Director), Drew Dopwell (Maintenance Relief), Conley Downey (Maintenance), Dominick Downey (Maintenance Relief), Susy Glass (Volunteer Coordinator/Community Animator) Colleen Gray (Manager: Strategic Initiatives), Glenn Gustafson (Business Manager), Wenlin Huang (Reception), Nicoletta Ioannidis (Reception), Stephen Devine (Reception), Mark Johnson (Maintenance Coordinator), Lainey Little (Children's Programs Coordinator), Maia Richards (Children's Program Support), Rose Scher (Administrative Coordinator), Ian Sieunarine (Maintenance), Mariah Wheeler (Children's Program Support), Janice Zhang (Settlement Programs Coordinator)



The four seasons of the Ralph Thornton Community Centre: **Winter**

East End
Community Health Centre

WORRIED ABOUT THE FLU DURING COVID-19?

- Getting the flu vaccine is more important than ever this year, given the similar symptoms with COVID-19
- Flu can make chronic health problems worse
- Flu vaccine is safe and the best way to protect you and your loved ones from the flu and its complications
- The flu clinic is open to anyone 6 months of age and older
- Wear a mask and please don't attend the flu clinic if you have runny nose, sore throat, fever, chills or are generally unwell

Where: Ralph Thornton Community Centre, 765 Queen St. E.
When: Wednesday Nov 25, 2020, 10:00am- 12:00pm
Register at 416-392-6830 or info@ralphthornton.org by 3 pm Tuesday

Programs are free and are open to people living in our catchment community. For more information, visit www.eastendcbc.ca

Riverside
ANTLER BREAKFAST

Join our 9th annual holiday cheer fundraiser virtually!
Support the year-round operation of the local Rivertowne Breakfast Program

Riverside
RALPH THORNTON
COMMUNITY CENTRE

RIVERTOWNE
Safety 1st

FOOD TOURS

outline

While RTCC was fully or partially closed to the public through the winter, our signature events such as the **Riverside Antler Breakfast** moved online— raising a record \$12,000 for the Rivertowne Breakfast Program.



Coldest Night of the Year

Team RTCC raised over \$6,000 for the Red Door Shelter with our participation in the "Coldest Night of the Year" walk.

PRESIDENT'S REPORT

Last year I wrote that 2019-2020 was the best and worst of times as we entered the first and second waves of the COVID-19 pandemic. This year, 2020-2021, must be described as another yo-yo year – we were closed, opened a bit for a while, were closed and have begun to reopen yet again as the fourth wave appears to be receding. We do so with renewed optimism but also a great deal of caution.

I want to thank the board and the staff for their support of my presidency during yet another difficult year. As I am leaving the board after this AGM, I want to stress how lucky I have been to have had, over the past years, such a diverse, disparate and interesting group of individuals with whom I have worked. They have united around making the RTCC a better community centre in every sense of that word. I would also like to acknowledge, in particular, the contributions of Christine Chen, Julia Peters, and Shiralee Hudson who have left or are leaving the Board this year.

This time last year we seemed to be able to move forward and open up again but with precautions. We attempted to do so only to have to go back into lockdown as another wave of COVID-19 hit us and the community. Again, it cannot be emphasized too

much how great the staff, volunteers and Board have been throughout these lockdowns. Thanks to their work we were able to continue some programming and provide some support to other organizations in the community.

We have addressed a number of threats to our community. There are far too many cannabis shops in the neighbourhood and, as we told the Alcohol and Gaming Commission, this will only lead to a series of business failures and empty store fronts and will undermine the variety of shopping options in the neighbourhoods.

Other developments such as condos going up limited community input or planning, the Ontario Line which will seriously undermine the quality of life in our neighbourhood, as well as the lack of affordable housing and food security for many of our neighbours continue to be pressing concerns. The RTCC board has spoken out on these issues, has supported groups and organizations which are trying to rectify these problems, and will continue to do so in the future.

The Board also decided, as part of the strategic planning process we will be undertaking in the next year, an Equity, Diversity and Inclusion plan for the

Centre. At our next AGM, we hope to present that to the membership as part of the 2023-2027 Strategic Plan.

The contribution of the Board, the staff, the volunteers and the members of this Center have been remarkable over the past 12 months. While it has never been easy and seemingly changed direction every day, the pandemic has shown us how lucky we are in having this Center and the people who make it work.

It has been a privilege to serve on the board for the past six years and an honour to have been President of the Board for the past three years. As I leave the Board, I am happy with how far we have come in the last six years as an organization. I look forward to watching the new Board work with the staff to make RTCC an even more vibrant community centre and a leader in building a better community for all who live and work here or come to visit.

Alan Lennon
President, RTCC Board of Management

EXECUTIVE DIRECTOR'S REPORT

partners. RTCC's mission states that we are a 'gathering place,' and in a time when 'gathering' has been literally prohibited, we have had to reach out in new and different ways to continue to serve our community.

RTCC's staff are key among those relationships – while the building itself is an iconic landmark in our community, it is that staff who bring it to life and give it meaning. I'm grateful for the support of a dedicated staff team – Glenn and Colleen as my colleagues in management, and all of the members of CUPE 2998, with whom we achieved a successful collective agreement earlier this year. Our staff have been creative, diligent, and collaborative as we have, together, learned how to deliver a wide range of programming in very challenging circumstances. I'm proud to lead such an impressive group.

Our Board of Management has been incredibly supportive – I continue to be impressed by the depth of commitment and the significant investment of time and talent made by the volunteers on our Board – they have gone above and beyond to

ensure the wellbeing of staff and community, and have provided thoughtful, deliberate direction in difficult times.

As an agency of the City of Toronto, we have been sustained not only by the City's financial support (which was maintained at a time when the City itself faced daunting, immediate financial challenges), but by the steadfast championing of our needs by a range of City staff, as well as by our indefatigable City Councillor, Paula Fletcher and her staff, who have always been in our corner.

Our local partners have all stepped up, at a time when they are facing their own challenges. We are delighted that the Queen/Saulter branch of Toronto Public Library has reopened – we missed them terribly – and look forward to the South Riverdale Child-Parent Centre returning to indoor operations as the weather gets colder and the pandemic loosens its grip.

We've continued to work with local partner organizations such as the Riverside BIA, Mustard Seed/Fontbonne Ministries, Nellie's, and the South Riverdale Community Health Centre, and are particularly excited that Don Valley Community Legal Clinic is opening a satellite office on the RTCC Mezzanine!

We've come to rely on sector partners

like Toronto Neighbourhood Centres, the Ontario Non-Profit Network, and Social Planning Toronto for access to training and shared advocacy support, and are pleased to have joined the Toronto Drop-In Network – a strong voice for the most marginalized members of our community here and across the city.

I am confident that RTCC is coming out of the pandemic well positioned to continue its role as a vital community resource in the south Riverdale community. As we enter the final year of our current strategic planning cycle, we can be proud that, despite everything Covid has thrown at us, we remain a "gathering place" for all members of our community. I am grateful to all the individuals and organizations that have made that possible over the past year.

John Campey

Executive Director

The four seasons of the Ralph Thornton Community Centre: **Spring**

Taking the "Repair Café" online

RTCC partnered with the Repair Café to offer a series of four online workshops, repairing sewing machines, bikes, computers, and small appliances.

Repair Café
You fix the way!

Get broken household items fixed for free and learn while doing it! We'll have fixers for computers, home electronics, small appliances, bikes, sewing machines and more! For whatever you need fixing, bring it on!

Computer Care Workshop (April 20)
If you are experiencing software problems (installing updates, viruses, tools and settings, recovery and application) with your laptop and don't know where to begin this is a good place to start!
Fixer: Alan Banerjee

Bike Maintenance and Tune Up (May 4)
It's Spring and time to get your bike ready for warm weather. This workshop will demonstrate how to get your tires pumped up, check the brakes and cables.
Fixer: Alan Banerjee

Small Appliance Care Workshop (April 27)
This workshop will discuss common failures for small electrical appliances and home electronics. It will cover common problems with wiring and power connections. Food machines, mixers, hearing aid and sound equipment.
Fixer: Andre Delezo

Our first "online" Repair Café!
Four sessions:
Tuesday, April 13, 7-9:30 PM — Sewing Machines
Tuesday, April 20, 7-9:30 PM — Computer Care
Tuesday, April 27, 7-9:30 PM — Small Appliances
Tuesday, May 4, 7-9:30 PM — Bikes
Register at: <https://www.eventbrite.ca/e/130058212815>

Sewing Machine Maintenance Workshop (April 13)
This workshop will cover the general design of a sewing machine, how to keep it maintained and properly used for as well as common repairs and adjustments.
Fixer: Frank Kaufman

Thank you to: **CITY OF TORONTO**, **RALPH THORNTON COMMUNITY CENTRE**, **MUSTARD SEED/FONTBONNE MINISTRIES**, **EASTVIEW Neighbourhood Community Centre**, **SIXER**

RTCC Tax Filer Clinic

This year, RTCC continued to provide a 'hybrid' online and in person tax filer clinic for low income individuals and families.



This year, RTCC has shown its support for the **Save Jimmie Simpson Campaign** in a variety of ways—including 'wrapping' the Centre in green ribbon to highlight the threat to neighbourhood trees and green space.



FREE TAX CLINIC!

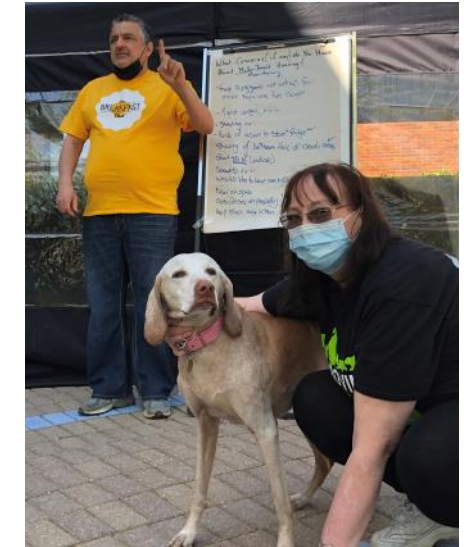
Don't pay someone to get your money.
2020 Taxes Only, Eligibility Requirements



File your 2020 taxes virtually (Zoom) or drop off your forms at RTCC.

Please call Reception for eligibility requirements and to book your appointment. 416-392-6810

Service also available in Chinese
www.ralphthornton.org 765 Queen Street East



Rooming House Consultation

In collaboration with Mustard Seed/Fontbonne Ministries, RTCC coordinated a community consultation on the proposed city-wide rooming house bylaw. Over 50 individuals participated in the consultation, which took place both online and with participants in Mustard Seed's lunch program.

The four seasons of the Ralph Thornton Community Centre: **Summer**

“What I did on my summer vacation...” RAC Camp returns for a successful summer!

This year, we were able to offer a variety of safe, fun activities for participants in our summer camp program. Art, animals, magic, and other indoor—and outdoor—activities left RAC Camp participants and parents wanting more. Kudos to a great group of counsellors, whose enthusiasm and dedication were more than a match for the restrictions that Covid placed on activities.



The four seasons of the Ralph Thornton Community Centre: **Autumn**

After School Program Returns

RTCC's After School program reopened with strong community interest—enrolment rapidly increased to 24 children from Dundas and Morse Schools. We're excited to have a very strong arts component in this year's program—building on the success of last year!



Welcoming back Queen/Saulter Library with a “Welcome” mural!

RTCC welcomed the reopening of the Queen/Saulter branch of Toronto Public Library with a “welcome” sidewalk mural—part of a public art initiative from the Riverside BIA, another valued RTCC partner.

YOU ARE INVITED TO EXPERIENCE THE BEAUTY OF

AMATEUR CLASSICS

Featuring the art of the after school program's next generation of spectacular artists, based on the techniques of the greats that came before them

Featuring art in the styles of...
 Andy Warhol
 Frida Kahlo
 Geronimo Belongue
 Jackson Pollock
 Jackson Han
 Van Gogh
 and original pieces by the artists

Thurs. Oct. 1st 2020 to Weds. Oct. 14th 2020
 Weekdays 10:00 am – 5:30 pm
 (Closed Sat & Sun)

Ralph Thornton Community Centre
 Saulter Street Staircase Gallery

Welcome, Don Valley Community Legal Services

This fall, DVCLS is opening a satellite office on the RTCC Mezzanine. We are excited to welcome this new partner to our space!

