

## **Data Collection and Evaluation Policy and Strategy**

### **POLICY:**

#### **Purpose:**

- The RTCC requires a variety of data to fulfill its responsibilities to effectively manage its resources and programming, and to provide and ensure accountability to its members, community and funders.
- The purpose of the data collection policy and related evaluation strategy is to establish a framework and schedule of data collection, analysis and reporting that will facilitate overall Centre/programme management and reporting to the Board and community, and demonstrate value and success to current and potential funders.

#### **Data Collection:**

- All RTCC programming<sup>1</sup> will be monitored and evaluated on a regular and known schedule recommended by the Executive Director and confirmed by the Board of Management (Board).
- The RTCC Executive Director will ensure that required and relevant data are collected to provide effective programme management and appropriate reporting, and demonstrate accountability to the Board of Management, funders, members and the community at large respecting all RTCC programming.
- The Executive Director will ensure that data are collected, created, accessed and analysed responsibly and ethically, in a manner that ensures the privacy, dignity and safety of those involved, and that appropriate reports are generated in a timely manner to support Centre planning needs and reporting requirements and, as appropriate, disseminated for public benefit use.
- All data collected shall be owned by the Ralph Thornton Community Centre, excepting for that relating to programming delivered in partnership with other agencies. In such cases, the Centre shall establish a data collection agreement clarifying ownership and custody.
- The Executive Director is deemed to be the RTCC “Data/Information Custodian” on behalf of the Board.
- RTCC data collection will:
  - Meet/satisfy the minimum data requirements of various funders, including the City of Toronto which provides core funding;
  - Collect critical data required by RTCC to facilitate effective management of its programming and resources, including ensuring that commitments and agreed

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<sup>1</sup> RTCC Programming includes all services, activities or events authorized by the Board and fully or primarily funded from resources under RTCC’s control, and/or involve RTCC staff or volunteers. The RTCC is accountable for the use of all financial and human resources under its control.

- deliverables have been met, and that anticipated outputs<sup>2</sup> and intended outcomes<sup>3</sup> are being achieved;
- Be standardized across programming as much as possible to ensure that comparable data are being collected and consistent interpretation can be achieved;
  - Be employed proactively in programming and other organizational decision-making; and
  - Reflect and support the Centre's strategic and annual operating plans.
- Detailed demographic information respecting service users or participants will be collected only where the programming is targeted to a specific audience (e.g., youth, adults, young families, children, seniors, LGBTQ; etc.). For most programmes and events, a simple count of participants or those in attendance may be sufficient.
  - From time-to-time and as agreed and required, more specific event assessments (e.g., participant satisfaction, speaker effectiveness, or relevancy of topics being addressed, etc.) or detailed programme evaluations will be undertaken to determine the continued relevance, efficiency and effectiveness of the programming being delivered. It is expected that a detailed programme evaluation will be conducted annually on one direct service<sup>4</sup> programme, including joint programming undertaken with community partners.
  - Data collection tools will employ plain language terminology. A variety of data collection strategies will also be used (for example, surveys, event feedback or census) to optimize data collection.
  - Data will be reported in aggregate or summary format only, to ensure the privacy, dignity and safety of those involved, unless otherwise required by legislation or policy.
  - The Evaluation Strategy, including the data being collected, will be assessed in the fall of each year and, as required, adjusted to ensure continued relevance, utility, efficacy<sup>5</sup> and consistency with the Centre's strategic and annual plans.

### ***Collectable Data:***

Data to be collected respecting programming are identified by the Executive Director, taking into consideration the reporting requirements or needs of the Centre (for planning and programme management purposes), the funder and/or co-sponsor (if any), the Board, members and community at large and available resources.

Not all data collected and retained are reportable and only aggregate or summary data will be publicly reported.

Where possible, data indicating satisfaction with the Centre's programming may be collected.

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<sup>2</sup> Direct products and/or services that are generated by processes or activities undertaken or resources invested.

<sup>3</sup> Planned or intended changes or differences as a result of activities undertaken, investments made and outputs generated; reflects a future state.

<sup>4</sup> Group or individual services directly resourced and provided by the RTCC. For example, Exchange Loft or Mentor programmes.

<sup>5</sup> That the programming produces the intended or desired outcomes (changes) identified.

### **Categories of Programming:**

Data will be collected and analysed for the categories of programming identified below. More detailed data collection requirements and reporting are outlined in **Appendix 1**, which is deemed to be an administrative policy. Such requirements and reports are subject to review and, as required, adjustment to meet planning and programme management needs.

- [1] Community Engagement Programming, Activities and Events
- [2] Direct RTCC Programming and Services
- [3] Children's Programmes
- [4] Targeted Programming
- [5] Space Use
- [6] Partner Programming
- [7] Community Census
- [8] Operational Plan Indicators

Other programming categories will be identified and added as required.

### **Related Policies:**

- RTCC Privacy Policy and Procedures (TBD), *Municipal Freedom of Information and Protection of Privacy Act (MFIPPA)*, and other relevant provincial privacy legislation.
- In the case of conflict with this policy, municipal and provincial legislation, and City of Toronto privacy and data collection policies shall prevail.

**APPENDIX 1: Programming Categories, Collectable Data and Reporting**

**[1] Community Engagement Programming/Activities/Events:**

*Community Engagement* includes any series of related activities or gatherings, or an event that is open to Centre members and/or the public, and intended to provide information to improve understanding of community issues that may affect individual or community interests. Such engagement activities may be unique (one-time) or occur on a periodic basis (e.g., weekly, monthly, semi-annually or annually).

A sub-set is *Civic Engagement*, which includes activities or events intended to also encourage community participation in public processes, including political processes, to address issues of interest.

Collectable Data:

In general, data collectable for community/civic engagement programming will not include detailed demographic information respecting participants unless the programming is targeted to a specific and identifiable group. However, as appropriate and agreed, a detailed event assessment may be conducted. Programme-specific data to be collected and reported will relate primarily to *outputs* and include:

Required Management Data	Reporting
<ul style="list-style-type: none"> <li>○ Name of Programming undertaken (e.g., Town Hall, All Candidates Meeting, Community Matters, Lunar New Year, Community Clean-Up, Play 4 Keeps, etc.)</li> </ul>	<ul style="list-style-type: none"> <li>○ Range and number of planned community and civic engagement programmes undertaken, highlighting significant activities/events.</li> </ul>
<ul style="list-style-type: none"> <li>○ Sub-programme, if any (e.g., Issue/topic being addressed or target neighbourhood)</li> </ul>	
<ul style="list-style-type: none"> <li>○ Purpose (e.g., civic engagement, recreation, self-help, fundraising, community development, etc.)</li> </ul>	<ul style="list-style-type: none"> <li>○ Focus of programming undertaken</li> </ul>
<ul style="list-style-type: none"> <li>○ Completion of identified deliverables, if any (e.g., development/publication of a community asset map; recruitment/training of “X” number of volunteers; hosting of identified community special events; etc.)</li> </ul>	<ul style="list-style-type: none"> <li>○ Primary outputs generated and/or key deliverables met and not met.</li> </ul>
<ul style="list-style-type: none"> <li>○ Participant Satisfaction (as appropriate)                             <ul style="list-style-type: none"> <li>○ Satisfaction re programming logistics (time, location, notice, room, etc.)</li> <li>○ Speaker effectiveness</li> <li>○ Relevancy of topics being addressed</li> <li>○ Usefulness of information provided</li> <li>○ Future interests</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>○ Satisfaction respecting events, range of speakers and topics covered. Ideas for future programming, if any.</li> </ul>

**RTCC Resource Use:**

- **Space Use:**
  - Specific RTCC space used (e.g., auditorium, kitchen, basement, etc.); **OR** Other Community Space used
  - Time of day;
  - Number of hours allocated (including set-up/clean-up time);
  - Fee Status (rental fee; fees waived)
- **Human Resources:**
  - RTCC Staff *hours* (number/type)
  - RTCC Volunteer *hours*, if any (number, programme/governance)
  - RTCC Student Placements *hours*, if any
- Number of Participants (i.e., people in attendance)
- Revenue generated, if any
  - Registration
  - Donations
  - Rental fees
- Use of Space within the facility, highlighting high use areas and times. Number of times other facilities are used.
- Number/proportion of rental fees collected versus waived fees.
- Deployment of staff and volunteer time to deliver programming. Facilitates assessment of programming costs.
- Number of participants by type of programming (i.e., response to programming offered)
- Revenue generated by source.

**[2] Direct RTCC Programming/Services**

Direct RTCC Programming/services includes all group and individual services or activities authorized by the Board and fully or primarily funded from resources under RTCC’s control, and/or involve RTCC staff or volunteers. Such current programming includes the Exchange Loft and children’s programming such as the Mentor programme. As appropriate and to the extent possible, the efficacy of programming and user satisfaction will be assessed.

**[a] Exchange Loft:**

Required Management Data	Reporting
<ul style="list-style-type: none"> <li>● Date</li> <li>● Time In / Out (duration in minutes)</li> <li>● Number of Users<sup>6</sup> per day (people served)</li> <li>● Purpose of Visit (see Key below)</li> </ul>	<ul style="list-style-type: none"> <li>● Hours of programming provided and primary times of use</li> <li>● Number and range of people served.</li> <li>● Services used (ranked by volume of use)</li> </ul>

<sup>6</sup> The Exchange Loft currently has “Members” (regular user who are given a membership card) and are distinguished from One- time User/New Visitor

<ul style="list-style-type: none"> <li>● User Demographics (self-identified) (see Key below)             <ul style="list-style-type: none"> <li>○ Age ranges</li> <li>○ Employment status</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>● Range of users and key demographic characteristics</li> </ul>
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**Key to Table**

- **Purpose of Visit:**
  - Personal
  - Education-related
  - Employment-related
  - Social Media Use
  - Internet Research
  - Document preparation (use of specialized software such as PowerPoint, Excel, etc.)
  - Other
  - Office Services (Printing; Fax; Photocopying; Scanning)
  - Phone
  - Group discussion
  - Self-training
  - RTCC Training/Coaching Session (e.g., software use training)
  - Sponsored Workshop (e.g., resume writing, interview skills, business planning)
  
- **User Demographics (self-identified):**
  - Age Range*
    - Under 12 yrs.
    - 13 – 17 years
    - 18 – 24 years
    - 25 – 60 years
    - 60+ years
    - Prefer not to say.
  - Employment Status*
    - Student
    - Self-employed
    - Employed
    - Not currently employed
    - Retired
    - Prefer not to say

**[b] Children’s Programmes** (Mentor, Summer Camp & Student Nutrition):

Children’s programming requires that the Centre collect specific demographic data respecting programme participants to ensure participant safety and manage Centre risk/liability.

Required Management Data	Reportable Data
<ul style="list-style-type: none"> <li>● Applicant Name</li> <li>● Session requested</li> <li>● Participation confirmed</li>   <li>● Caregiver(s) Name(s) and contact information</li> <li>● Household Composition (see Key below)</li> <li>● Annual Household Income<sup>7</sup> (see Key below)</li> </ul>	<ul style="list-style-type: none"> <li>● Number of applicants</li> <li>● Number of registered children per session (e.g., spring, summer, fall winter) – “Children Served”</li> <li>● Number of applicants on waiting list (if any)</li> <li>● Assessment of programming capacity</li>   <li>● Not applicable</li> <li>● Range of families using service – “Families Served”</li> </ul>

<sup>7</sup> Household income data may be collected if relevant to programme eligibility or accessibility.

<ul style="list-style-type: none"> <li>● Demographics of <u>registered programme participants</u><sup>8</sup>:             <ul style="list-style-type: none"> <li>Child                 <ul style="list-style-type: none"> <li>○ Age (date of birth) <sup>9</sup></li> <li>○ Home language<sup>10</sup></li> <li>○ Sex<sup>11</sup></li> <li>○ Participating School/Institution</li> <li>○ Health issues, if any</li> </ul> </li> <li>Mentor                 <ul style="list-style-type: none"> <li>○ Age (age ranges) (<i>see Key below</i>)</li> <li>○ Employment Status (<i>see Key below</i>)</li> <li>○ Affiliated educational institution (if any)</li> </ul> </li> </ul> </li> <li>● Programming Objectives (e.g., recreation, homework completion, language proficiency, building cultural competencies, etc.):             <ul style="list-style-type: none"> <li>○ Programme-specific indicators<sup>12</sup> (to be determined)</li> </ul> </li> </ul> <p><b>Daily Data</b></p> <ul style="list-style-type: none"> <li>● Date of Attendance</li> <li>● Total number of children in attendance each day</li> <li>● Human Resources             <ul style="list-style-type: none"> <li>○ RTCC staff <i>hours</i> committed</li> <li>○ Number of RTCC Placement Students participating and number of <i>placement hours</i>.</li> <li>○ Number of RTCC community volunteers (Mentors) participating and number of <i>volunteer hours</i>.</li> </ul> </li> <li>● Number of snacks provided (Student Nutrition Programme)</li> </ul>	<ul style="list-style-type: none"> <li>● Demographic profile of “Children Served” by:             <ul style="list-style-type: none"> <li>○ Age ranges (<i>see Key below</i>) – the numbers of Children under age 12 affect regulatory adult-to-child ratios.</li> <li>○ Home language</li> <li>○ Gender</li> <li>○ Number of registered children by participating school</li> </ul> </li> <li>● Demographic profile of Mentors participating in the programme. The age of Mentors affect the regulated child-to-adult ratios.</li> <li>● Achievement of programme-specific objectives (highlights direct and/or indirect success of programming)</li> </ul> <ul style="list-style-type: none"> <li>● Not applicable</li> <li>● Not applicable</li> <li>● Rage and volume of staff and volunteer hours committed to programme delivery</li> <li>● Contributes to assessment of programming capacity</li> </ul> <ul style="list-style-type: none"> <li>● Number of children served</li> </ul>
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<sup>8</sup> Should RTCC develop an Adults mentor programme, self-identified age ranges for adults will be used (See Census category below).

<sup>9</sup> Should RTCC develop a mentor programme for adults, the age ranges for adults will be used.

<sup>10</sup> Language spoken most frequently at home (Census Canada).

<sup>11</sup> Census Canada usually identifies “males” or “females” in reporting on “sex”. RTCC may add other categories (TBD) to acknowledge LGBTQ participants. “Sexual identity”, which identifies an individual's sexual orientation, preferences, gender roles, and how they define their individual sexuality, may be more appropriate in some programming.

<sup>12</sup> Two types of Indicators may be required. (a) “*Performance indicators*”, representing work done or activities undertaken, and (b) “*Outcome indicators*” – representing changes expected (if any) as a result of programming (e.g., increased homework completion; increased sports participation; etc.). Performance indicators must be measurable.

Key to Table

- Demographics of registered programme participants:

[a] Children:Age Ranges

- Under 6 years
- 6 – 8 years
- 9 – 10 years
- 11 – 12 years
- Over 12 years
- Home language (See Census category below)
- Gender

Household Composition:

- Single Parent-led
- Couple with children
- Multi-generational (Elders available)

Annual Household Income Ranges (if relevant to programme eligibility or accessibility)

- Under 20,000
- \$20,000 - \$40,000
- \$40,000 – 60,000
- \$60,000 - \$80,000
- \$80,000 - \$100,000
- Over \$100,000
- Prefer not to say

[b] Mentors:Age Ranges:

- 13 to 17 years
- 18 – 20 years
- 21 – 24 years
- 25 – 59 years
- 60+ years
- Home Language (i.e., language spoken most frequently at home)

Employment status

- Student
- Employed
- Self-employed
- Not currently employed
- Retired
- Prefer not to say

**[3] Targeted Programming:**

Targeted programming is any series of activities or an event designed to address or meet the interests or needs of a specifically identifiable and identified group. The group may be defined by one or more primary demographic characteristics (e.g., young family; low income; age; gender identity; etc.), common interest (e.g., arts/music, sports, sewing, cooking, gardening, cultural activity, etc.), and/or geography (neighbourhood, such as Rivertowne, South Riverdale, etc.). However, a clear description of the target group is required.

As appropriate, data collected may reflect that identified under the “Community Census” category.

Collectable Data

- Type of Programming
- Outputs generated
- Completion of deliverables identified in programming
- Satisfaction of programme objectives identified in programming



- **Basic Demographic Details** – collected, as appropriate, for targeted programming
  - Target Group Identifiers.
  - Age Range
  - Home Language
  - Residency
  - Annual Household Income Levels (if relevant to programme eligibility or accessibility)
  - Employment Status
- User satisfaction (as appropriate)
- Source of Information re RTCC Programming

#### [4] Space Use

The RTCC facility is the Centre’s primary asset and its management is one of the foundations underlying the provision of core funding by the City of Toronto. Additionally, it is a significant source of funding for discretionary programming.

Required Management Data	Reporting
<ul style="list-style-type: none"> <li>○ <b>Space Use:</b> <ul style="list-style-type: none"> <li>▪ Specific RTCC space used (e.g., auditorium, kitchen, basement, etc.);</li> <li>▪ Time of day;</li> <li>▪ Number of hours allocated per user (including set-up/clean-up time);</li> <li>▪ Fee Status (rental fee; fees waived)</li> </ul> </li> <li>○ <b>Users:</b> <ul style="list-style-type: none"> <li>▪ Community agency/group</li> <li>▪ Partner</li> <li>▪ Tenant</li> <li>▪ Business (commercial/for-profit)</li> <li>▪ Individual</li> </ul> </li> <li>○ <b>Type of Use:</b> <ul style="list-style-type: none"> <li>▪ Community engagement</li> <li>▪ Community service delivery (health, social, etc.)</li> <li>▪ Recreation</li> <li>▪ Cultural</li> <li>▪ Educational</li> <li>▪ Paid programming (e.g., karate club, dance studio, etc.)</li> <li>▪ Organizational (AGMs, board meetings, etc.)</li> <li>▪ Private function</li> <li>▪ Special Occasion Permit function<sup>13</sup></li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>○ Use of Space within the facility, highlighting high use areas and times.</li> <li>○ Amount/proportion of rental fees collected versus waived fees</li> <li>○ Range of users and uses</li> </ul>

<sup>13</sup> A “Special Occasion Permit” indicates that alcohol will be served at the function/event.

<ul style="list-style-type: none"> <li>▪ Other</li> </ul>	
<ul style="list-style-type: none"> <li>○ <b>Resources Used:</b> <ul style="list-style-type: none"> <li>▪ RTCC Staff <i>hours</i> (number/type) allocated for set-up, clean-up and, as required, security.</li> <li>▪ Equipment use/rental (if any)</li> </ul> </li> <li>○ Planned/expected number of people (if knowable)</li> <li>○ Revenue generated, if any                             <ul style="list-style-type: none"> <li>○ Rental fees payed</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>○ Deployment of staff and volunteer time to deliver programming.</li> <li>○ Estimated number of attendees by type of use</li> <li>○ Revenue generated by user type.</li> </ul>

**[5] Partner Programming:**

Programming delivered by RTCC community partners solely or in conjunction with the RTCC. Collectable data respecting such programming will be determined in conjunction with the relevant partner and collected, stored, analysed and reported in accordance with the associated data collection agreement.

It is expected that evaluation of RTCC’s contribution to joint programming will be assessed either upon completion of the programming or included in the annual rotation of direct programming evaluations.

Collectable Data

- Type of Programming
- Satisfaction of programming objectives
- Completion of deliverables identified in programming
- Intended and un-intended outputs
- Participant data (as appropriate and required)
- RTCC Resources Used (human, facility, financial)
- Source of Information re Programming

**[6] Community Census:**

On a semi-annual basis (e.g., summer and winter), the RTCC may undertake a “Census” of programme participants/facility users during a one-week period. As appropriate, the categorization of “programme participant” may be subdivided as follows:

- RTCC direct service users
- Tenant Programming users
- Event attendees/casual visitor
- Other

As agreed and appropriate, the RTCC may also survey one or more communities/neighbourhoods in Riverdale to assess perspectives respecting its current and proposed programming and activities, and community priorities. Such community surveys may be undertaken jointly with community partners and may canvass the community respecting a specific issue or range of issues. Definition of the issues to be addressed will be determined on an as needed basis with the co-sponsor, if any.

Collectable Data:

Age Ranges of **Respondent**

- 18 – 24 years
- 25 – 59 years
- 60+ years
- Prefer not to say

NOTE: Information should be collected from individuals who are competent to provide survey information. It is generally inappropriate to question minors.

Annual Household Income Levels

- Under 20,000
- \$20,000 - \$40,000
- \$40,000 – 60,000
- \$60,000 - \$80,000
- \$80,000 - \$100,000
- Over \$100,000
- Prefer not to say

Age range of **Participant**<sup>14</sup>

- Under 6 years
- 7 – 12 yrs.
- 13 – 17 years
- 18 – 24 years
- 25 – 59 years
- 60+ years
- Prefer not to say

Target Group Identifiers (if any). Examples:

- LGBTQ – (appropriate terminology for gender identity to be determined)
- Low income
- Street involved
- Racialized
- Recent Immigrant
- Aboriginal
- Youth/Seniors
- Employed/unemployed
- Retired
- Other

Home Language

- Arabic
- Cantonese/Mandarin or other Chinese Language
- English
- French
- Korean
- Spanish
- Vietnamese
- Other

Residency:

- Postal code of residence **OR** Neighbourhood/Community name<sup>15</sup>
- Newcomer to Canada (less than 10 years)
- Newcomer to Riverdale (less than 3 years)

Dwelling status

- Homeowner
- Renter
- Under-housed/homeless
- Shelter user
- Other

<sup>14</sup> Any individual present in the centre, regardless of age, may be “counted” in a user census.

<sup>15</sup> This facilitates understanding of “location” of users within the catchment area as well as other users.

Household Composition

- Single Parent Led (with children under 6 years; 6 – 12 years; 12 – 18 years; Young adults)
- Couple with children (under 6 years; 6 – 12 years; 12 – 18 years; Young adults)
- Couple without children
- Single Occupant
- Other (e.g., 2 or more single individuals/roommates)
- Total number of people in household

Programming Being Used (if any)

- Identify specific programme or activity, or purpose of use. For example, space rental, community/civic engagement, recreation, cultural enrichment, etc.

Source of Information re RTCC Programming

- RTCC Web Site
- Social media (Twitter, Facebook, etc.)
- Other community organization/agency referral
- Specific Programme/activity
- Word of mouth

Frequency of Use:

- Tenant User (i.e., visiting Library or SRCPC only)
- New RTCC User
- Occasional RTCC User
- Frequent RTCC User
- Event attendee only/Casual visitor
- Other

**[6] Operational Plan Indicators**

Membership:

- RTCC Members<sup>16</sup>:

Required Management Data	Reporting
<u>Minimum</u> <sup>17</sup> :	
<ul style="list-style-type: none"> <li>○ Name</li> <li>○ Address</li> <li>○ Over 18 years</li> <li>○ Catchment Area Residency/Postal Code</li> <li>○ Contact information (telephone, e-mail, etc.)</li> <li>○ New or Renewing Member</li> </ul>	<ul style="list-style-type: none"> <li>○ Number of members</li> <li>○ Number of members living within and outside the RTCC catchment area</li> <li>○ Number of new or renewing members per year</li> </ul>

Discretionary – the following self-identifiable data **may** be collected at the direction of the Board via a specific member survey authorized by the Board.

- |  |   |
|--|---|
| <ul style="list-style-type: none"> <li>○ Age range</li> <li>○ Household income range</li> <li>○ Home Language (language spoken most frequently at home)</li> </ul> | <ul style="list-style-type: none"> <li>○ Proportion of RTCC members by the following characteristics:                             <ul style="list-style-type: none"> <li>○ Age range</li> <li>○ Household income</li> </ul> </li> </ul> |
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<sup>16</sup> The number and catchment area residency of members are essential to administration of the annual general meeting.

<sup>17</sup> Confidential Personal Information, publicly reportable only on a non-identifiable, aggregate basis.

- Volunteer involvement, if any (governance, programme, community working group, etc.)
- Residency in Riverdale (3 or less years; 4 – 9 years; 10+ years)
- Self-Identified Diversity Characteristics, if any (e.g., gender, Aboriginal status, ethnicity, racial group and/or disability status)
- Home language
- Volunteer involvement
- Residency
- Self-identified diversity characteristics

RTCC Volunteers<sup>18</sup>:

Required Management Data	Reporting
<ul style="list-style-type: none"> <li>○ Name</li> <li>○ Address (denotes Catchment Area or other Residency)</li> <li>○ Contact information (telephone, e-mail, etc.)</li> <li>○ Age range</li> <li>○ Volunteer involvement                             <ul style="list-style-type: none"> <li>○ Educational Placement, if any (high school/college/university)</li> <li>○ Programme assignment</li> <li>○ Governance (Board/committees)</li> </ul> </li> <li>○ Police Clearance, if any – <u>if required by programming<sup>19</sup></u></li> </ul>	<ul style="list-style-type: none"> <li>○ Number and type of volunteers</li> <li>○ Range of volunteer involvement</li> </ul>

Networking:

Networking may be undertaken for a variety of purposes, including establishing and maintaining partnerships, stakeholder management/development, advocacy and securing funding. In general, a contact is an individual or representative of a non-RTCC group or organization with which RTCC representatives (e.g., staff or board members) communicates to advance an RTCC purpose. Networking may be undertaken on an individual or via group participation.

- Number of “contacts”. For example:
  - Community Service Agency
  - Community Advocacy Group
  - Funder
  - Political Representative
  - Local Business Community
  - Other
- RTCC participation on committees/working groups

<sup>18</sup> Confidential Personal Information, publicly reportable only on a non-identifiable, aggregate basis.

<sup>19</sup> Required for all volunteers working with children.

- Number of committees/working groups where RTCC demonstrates or commits to a “leadership” or “coordination” role.

#### Financial & Programme Sustainability of RTCC Programming

- Development and Board approval of annual budgets
  - City’s Core Funding
  - Overall RTCC Budget
  - Programme Budgets
- Number of grants secured to support discretionary programming
- Duration of grants (discretionary programming)
- User fees applied cover some or all of programme costs, as determined by the Board
- Anticipated rental revenue met
- Capacity of programming maintained (all spots filled)
  - Waiting list for programming
- Source of participants (catchment area versus other City locations)

#### Communications

- Number and frequency of newsletters issued
- Web site metrics (number of hits, topics searched; etc.)
- Social Media contacts (number of followers/friends, etc.)
- Number/frequency of member contacts (e-mail blasts, etc.)

#### Accessibility of programming

- Decision-making/programming accessible to diversity of RTCC community (?)
- Community advice/input respecting programming “regularly” sought (number of times input sought)
- Local “public” attend community consultations

#### Operational Indicators

- Number of updated/renewed policies and procedures developed and approved by Board
  - Governance
  - Operational
- Staff retention/turn-over
- Staff participation in organizational activities
  - Programme plans; staff work plans; performance evaluations; etc.

### **Appendix 2: GLOSSARY OF TERMS:**

- **Adult** – an individual who is 18 years of age or over.
- **Bisexual** – a person who is emotionally, physically, spiritually and/or sexually attracted to members of more than one gender, although not necessarily at the same time.
- **Centre User** – an individual who attends the Centre for programming or to receive services offered by the RTCC, or who rents space in the facility on an occasional basis. (Not a “Tenant”).
- **Child** – an individual under age 12 years.
- **Contact** – communication with an individual who represent a community, agency or group which is of interest to the RTCC or local community for the purposes of establishing or maintaining a productive relationship.

- **Community Engagement** – any series of related activities or gatherings, or an event that is open to Centre members and/or the public, and intended to provide information to improve understanding of community issues that may affect individual or community interests. Such engagement activities may be unique (one-time) or occur on a periodic basis (e.g., weekly, monthly, semi-annually or annually).
- **Civic Engagement** – activities or events intended to provide information to improve understanding of community issues that may affect their individual or community interest and/or encourage community participation in public processes, including political processes, to address those issues.
- **Event** – is a one-time activity that is open to the public. Such activities may be unique or occur on a periodic basis (e.g., monthly, semi-annually and/or annually).
- **Event Participants** – members of the public who attend a programme, activity or event at the RTCC.
- **Home language** – the language that is spoken most often at home among one’s family/friends.
- **Gay** – a person whose primary attraction is to people of the same gender. May refer to both men and women.
- **LGBTQ** – is an acronym referencing individuals who identify themselves as lesbian, gay, transgender/trans-sexual, bisexual, or queer.
- **Lesbian** – a woman who is emotionally, physically, spiritually and/or sexually attracted to women.
- **Outcomes** – planned or intended changes or differences as a result of activities undertaken, investments made and outputs generated; reflects a future state.
- **Outputs** – direct products and/or services that are generated by processes or activities undertaken or resources invested.
- **People “Served”** – identifiable users to whom the organization provides direct services (e.g., one-on-one or group services)
- **Programme** – a series of coordinated activities that provide service or benefit to local (catchment area) residents on an individual or group basis, including (for example) recreation, education, cultural preservation/enrichment, capacity building or community development. RTCC Programmes are approved by RTCC’s Board, fully or partially funded from resources under RTCC’s control, and involve RTCC’s staff and/or volunteers. Programmes may be delivered on-site or at another community location.
- **Programme Participant** – an individual who attends and actively engages in programming provided by or at the RTCC,
- **Queer** – formerly a derogatory slang term used to identify LGBT people, some of whom have reclaimed the word as a proud identifier when talking about themselves.
- **Sex** – Census Canada generally identifies only males and females
- **Sexual identity**, which identifies an individual’s sexual orientation, preferences, gender roles, and how they define their individual sexuality, may be more appropriate in some programming
- **Staff** – an individual who is employed by the RTCC.
- **Target Group** – an identifiable group of individuals with common interests or service needs. The group may be defined by one or more primary demographic characteristics (e.g., young family;

low income; age; gender identity; etc.), common interest (e.g., arts/music, sports, sewing, cooking, gardening, cultural activity, etc.), and/or geography (neighbourhood, such as South Riverdale, etc.).

- **Volunteer** – unpaid individuals who work directly with service users, give administrative support, help with special events or participate in the governance of the Centre, including participate in committees or working groups.