

# MANY THANKS!

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

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 \$800,000 per year in core operating funds, along with major capital project funding, provided by the City of Toronto.

**Funders and Partners:** City of Toronto, Applegrove Community Complex, CUPE Local 2998, Don Valley Community Legal Services, Eastview Neighbourhood Community Centre, Human Resources Development Canada, Literacy East Toronto, Mustard Seed/Fontbonne Ministries, Nellie's, New Horizons for Seniors, Ralph Thornton Community Organization, Riverside BIA, Riverdale Share, South Riverdale Community Health Centre, South Riverdale Child-Parent Centre, Toronto Foundation for Student Success, Toronto Star Fresh Air Fund, Toronto Neighbourhood Centres, Toronto Public Library Queen/Saulter Branch.



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Cover Photo: For the past year, RTCC has been undergoing extensive renovations. This photo captures the state of our basement throughout 2022-2023.

# Annual Report 2022-2023



# 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

Our revenues from room rentals have started to come back, but remain far below pre-pandemic levels. While some of this slow return is due to increased comfort with virtual meetings post-pandemic, the total available space for room rentals has been significantly impacted by the ongoing Accessibility for Ontarian with Disabilities Act (AODA) renovations. Once the renovations are complete, space will again become available for rental

Fees from the After School Program fully rebounded in 2022, with increased enrolment and only one COVID-related shut down at the beginning of 2022. During the pandemic, RTCC drew on its limited reserves to ensure that the building, and its programming, remained as accessible as possible to our community.

*\* 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 utilities and maintenance costs*

	2022	2021
<b>Administration Revenue *</b>		
City of Toronto	842,541	826,641
Toronto Public Library	39,364	39,364
<b>Total Administration Revenue</b>	<b>881,905</b>	<b>866,005</b>
<b>Program Revenue</b>		
Grants		
City of Toronto	97,913	83,873
Government of Canada	77,614	63,660
Foundations	10,705	15,771
Other	26,562	14,670
Donations	18,921	38,849
Fundraising	16,629	1,280
Rental Income	20,148	4,766
User Fees	137,404	49,374
Other Revenue	1,991	14,004
<b>Total Program Revenue</b>	<b>407,887</b>	<b>286,247</b>
<b>TOTAL REVENUE</b>	<b>1,289,792</b>	<b>1,152,252</b>
<b>Administration Expenses *</b>		
Salaries and Benefits	748,650	714,259
Materials and Supplies	65,590	79,084
Purchase of Services	67,665	72,662
<b>Total Administration Expenses</b>	<b>881,905</b>	<b>866,005</b>
<b>Program Expenses</b>		
Salaries and Benefits	277,155	212,178
Materials and Supplies	11,141	3,365
Purchase of Services	71,746	56,840
Amortization of Capital Assets	1,343	1,234
<b>Total Program Expenses</b>	<b>361,385</b>	<b>273,617</b>
<b>TOTAL EXPENSES</b>	<b>1,243,290</b>	<b>1,139,622</b>
<b>TOTAL SURPLUS / (DEFICIT)</b>	<b>46,502</b>	<b>12,630</b>

## Who uses the Ralph Thornton Community Centre?

Many community organizations, neighbourhood groups, and a wide range of recreational activities use RTCC space at 765 Queen Street East.



### Our Building Partners:

Queen Saulter Branch, Toronto Public Library  
South Riverdale Child-Parent Centre  
Don Valley Community Legal Services  
Literacy East Toronto



### Regular Programming is offered by:

Happy Gathering  
Huaxia Chorus  
ITF Tae Kwon Do  
Loraine Fleming School of Dance  
Joy of Writing  
Narcotics Anonymous  
Nellie's  
Toronto English Country Dance Assembly  
WoodGreen Senior's Tai Chi  
Yang Tai Chi

### Other 2022-23 Space Users include:

Dance Circle  
Dundas St. Public School  
Fontbonne Ministries (Mustard Seed)  
Red Door Shelter  
St. John's Ambulance Therapy Dog Program  
Toronto Inner City Rugby Foundation  
Toronto Neighbourhood Centres  
WoodGreen Community Services

## Ralph Thornton Community Centre Board of Management

Ryan Acayan (Vice-President), John Bradford, Martin Bryan, Caleb Edwards (Treasurer), Sree Nallamotheu, Lisa Pottie (Secretary), Maggi Redmonds, Heather Simpson (President), James Topham, Ejay Tupe, Councillor Paula Fletcher



### RTCC Staff

Hazeefa Arif (Children's Program), Alicia Butler (Children's Program), John Campey (Executive Director), Elizabeth Decoste (Children's Program) Stephen Devine (Reception), Nora Dickensen (Caretaking Relief), Drew Dopwell (Maintenance Relief), Conley Downey (Maintenance), Teri Freeman (Children's Program), Susy Glass (Volunteer Coordinator/Community Animator), Colleen Gray (Manager: Strategic Initiatives), Glenn Gustafson (Business Manager), Tony Hess (Mentor Program), Sharon Ho (Reception Relief), Wenlin Huang (Reception Relief), Nicoletta Ioannidis (Reception), Mark Johnson (Maintenance Coordinator), Iris Langlois-Smith (Children's Program) Lainey Little (Children's Programs Coordinator), Humayra Mukit (Reception Relief), Emily Pudupakkam (Children's Program), Naima Rahman (Mentor Program), Ming Redmonds (Fundraising/Communications Coordinator, Reception), Maia Richards (Children's Program), Rose Scher (Administrative Coordinator), Ian Sieunarine (Maintenance), Mariah Wheeler (Children's Program), Janice Zhang (Settlement Programs Coordinator)



RTCC staff are represented by CUPE Local 2998

## A “Taxing” Year at the Ralph Thornton Community Centre

### The Ralph Thornton Tax Filer Clinic

From the time the clinic was announced until it closed, RTCC Reception staff responded to over 250 tax inquires. Some were referred to a clinic closer to the person’s home, if that was desired, and some callers did not follow up on booking appointments.

In total, **194 tax returns were completed** and filed, \$522 690.99 claimed in benefits, and **\$73,754.08 received in refunds**, most of which went back quickly into the local economy. A survey of the individuals who used the clinic showed that :

- **70.7%** were using an RTCC service for the first time
- **72.4%** were using the RTCC tax clinic for the first time
- **96.4%** of respondents were very satisfied with the information they received
- **100%** were very satisfied with the service they received
- **84.5%** are receiving a refund and the top choices for how they will spend the money are buying food and paying off bills.

### Construction Everywhere!

For the past year, RTCC has been totally swamped by construction. On the east side on the building, we’ve had the beginning of construction of the Ontario Line, and the replacement of the water mains on Saulter Street. On the west side of the building, demolition has cleared the adjacent property ready for construction of the Biblio Condos.

Inside the building, construction has continued over the past year. With a City of Toronto investment of over one million dollars to bring RTCC into compliance with the Accessibility for Ontarians with Disabilities Act. Some days we feel we are in our own HGTV reality TV series!



## PRESIDENT’S REPORT

I am writing this report at a time of significant change and transition for RTCC. The building itself is in the midst of major renovations – over a million dollars is being invested by the City of Toronto to make the building more accessible. The leadership of the Centre will be changing, and we are in the process of selecting a new Executive Director to replace John Campey, who is retiring from RTCC at the end of this year. Our community is also undergoing significant change due to a variety of socioeconomic factors (e.g. increased income inequality, lack of affordable housing), and major development and transit projects that are about to reshape our neighbourhood. These realities were top of mind in the development of RTCC’s new Strategic Plan which was recently adopted by the Board of Management.

The fact that the Centre is continuing to operate smoothly, despite all this change, is a tribute to the hard work of both Board and RTCC staff. Staff have had to become logistical experts in order to ensure that RTCC programs have been able to continue with minimal disruption despite the renovations. The Board and Staff worked together to develop a new strategic plan which reflects a consensus of Board, staff, and community about the direction RTCC will take over the next few years. Board and staff will continue to work together over the next year to ensure that there

is strong staff leadership in place, supporting both the selection of a new Executive Director and their successful transition into the role.

Planning to manage the transitions we face has been the main focus of the Board over the past year. The plan sets an ambition to deepen RTCC’s connection to community, through direct programming, partnership and space provision and convening around the issues that are most important to us. The plan also recognizes the importance of strengthening our organizational capacity by modernizing our systems and processes, embedding diversity, equity, inclusion and access within our culture and building greater financial sustainability through new funding sources.

The work that has been carried out over the past year, and that will continue in the future is done by a team – many of whom volunteer their time, because they believe in the importance of RTCC. I would like to express my sincere thanks to both those volunteer Board members who will be leaving RTCC their role on the RTCC board, those making a continued commitment, and those who play a role in RTCC governance as volunteer committee members – your passion and dedication are vitally important to our work. I would like to acknowledge the continued, very significant support of the City of Toronto and our Councillor, Paula Fletcher, who has been a great advocate for the Centre in the

community and at City Hall. Finally, I would also like to express my thanks to the incredible staff at RTCC, who are the core of the centre and who consistently step up to meet the challenges they are presented with in order to make a difference in our community.

I look forward to continuing to work with you as we embark upon another challenging, but exciting, year.

**Heather Simpson,**  
President, RTCC Board of Management.



# EXECUTIVE DIRECTOR'S REPORT

Since this will be my last Annual Report at RTCC - I will be retiring at the end of this year, I wanted to make sure I acknowledged the individuals and organizations who have made my nine years at RTCC so rewarding.

The RTCC staff team is a very special group – demonstrating dedication, loyalty, creativity, solidarity, and determination that has enabled us to persevere – and thrive – despite the challenges presented by Covid-19, renovation nightmares, and the other frustrations and roadblocks that go along with offering a community service in the current climate.

Glenn Gustafson and Colleen Gray have been supportive, collaborative, and creative colleagues who continue to bring real skill and commitment to their roles. Our leadership team of coordinators – Rose Scher, Mark Johnson, Lainey Little, Janice Zhang, Susy Glass, joined this year by Ming Redmonds – consistently step up and show dedication and an ability to make things work – and work well – overcoming challenges and seizing opportunities with equal skill. Our other regular staff – Ian Sieunarine, Stephen Devine, Conley Downey, Mariah Wheeler, and Maia Richmond – all contribute to our continued success, and we also appreciate the

support of our relief staff in ensuring we can keep our doors open, our spaces available, and our programs running. As a very small organization, we've also appreciated the skill that our IT consultant, Stephen Bunt, and our Bookkeeper, Mark Kovats, have brought to us. They have always been there for us when we've needed them!

Our building and community partners are an indispensable part of our continued success, and the continued collaboration of Judy, Max, and the rest of the team at the Queen/Saulter Library, Nina and the Child-Parent Centre staff, Marjorie and Laura at Don Valley Community Legal services have worked with us through challenge and opportunity to maintain our space at 765 as a safe, welcoming environment for all of our communities. Jennifer at the Riverside BIA, Mo and Conchita from the Happy Gathering seniors dance group, Karin, Barbara, and Bonnie from Literacy East Toronto, and our friends from so many of the other groups that use the Centre have made it a joy to lead this organization, and I trust these relationships will only deepen over the coming years.

The Centre has always been fortunate to have strong support from the City of Toronto – both in terms of the core operating funding that makes it possible for us to keep our doors open, but in more recent years with significant capital investments – replacing our (rather terrifying) elevator a few years back, and this year making extensive improvements to the accessibility of the building.

Our City Councillor, Paula Fletcher (and her amazing staff), has always had our back, and we have benefitted greatly from her commitment to strong, inclusive local communities.

The RTCC Board of Management has continued to provide thoughtful, effective governance to the Centre – I have appreciated the support and counsel I've received from the more than 50 individuals who have served on the Board during my time here – in particular, the Board Presidents I've had the pleasure to serve with – Andrew Chong, Samantha Morrison, Michele Harding, Alan Lennon, Lisa Pottie, and Heather Simpson.

The connections that RTCC has forged with similar organizations in Toronto Neighbourhood Centres and the Association of Community Centres have been invaluable in accessing resources, expertise, and strategic advice for the Centre – these relationships encourage and remind us that we are part of something much larger than just a single community resource.

The last nine years have flown by – it's been an honour, a joy – and lots of fun! – to lead RTCC through a period of great challenge, but to have also had the opportunity to share some important progress with a group of wonderful individuals and organizations.

Thank you, everyone!

**John Campey**

Executive Director



## Halloween Celebrations Returning to RTCC

While Covid caution prevented RTCC and our building partners from "partying like it's 2019," we were able to return to a somewhat less exuberant — and less crowded — Halloween celebration, with the Child-Parent Centre's Halloween Dance Party drawing almost 100 participants.



## The Ralph Thornton Community Organization

One of RTCC's key partners is the Ralph Thornton Community Organization, a charitable foundation that supports RTCC programming as well as other important community causes. Last year, RTCC directed over \$30,000 in charitable proceeds to RTCC and the Rivertowne Breakfast Program. The RTCC Board members are pictured below.



## Community Clean-up Day

RTCC and the Riverside BIA Co-hosted the our annual local community clean-up day—thanks to our building partners, and some of the "Happy Gatherers" for joining our 'cleaners!'



## After School at the **Ralph Thornton Community Centre**

### RTCC After School and Mentor Programs

Our after-school program has overcome the challenges of Covid-19 restrictions and construction challenges at RTCC, and has expanded to our maximum possible capacity, continuing to offer fun, engaging programming, including a strong 'civic engagement' component—this year's 'snack election' (pictured right) saw a spirited contest — "Ice cream" beat out 'veggies', 'cupcakes', and 'oreos'. In another friendly competition, the start of the After School Program "Amazing Race" is pictured below.

The Mentor program continued to operate virtually, with both students and mentors becoming adept at making meaningful personal connections through Zoom and other apps.



## 'Many Happy Returns' at the **Ralph Thornton Community Centre**

### Welcoming our Friends Back!

Over the past year, RTCC has been able to welcome back many of the organizations that call RTCC "home," as pandemic restrictions were relaxed.

We were particularly happy to see—and hear—the "Happy Gathering" seniors dance group (below) back for their Friday afternoons at the Centre. The South Riverdale Child-Parent Centre was able to resume most of their in-person programming—right down to resumption of their annual Lunar New Year Dragon Parade through the Centre.

