



RALPH THORNTON
COMMUNITY CENTRE

2024-2025 ANNUAL REPORT



EXECUTIVE DIRECTOR'S MESSAGE

In the last year, my first as Executive Director, we've built a stronger foundation for the Ralph Thornton Community Centre—thanks to the people who make this place possible: our Board, staff, volunteers, funders and organizational partners, and community members.

RTCC continues to be a vital hub in Toronto's East End, offering inclusive programs, services, and space that reflect our shared commitment to equity, justice, and belonging. With the City of Toronto's support, we have been able to launch seven-day operations and added new staff to meet growing community needs.

We've invested in the people who bring this Centre to life, providing training to ensure it remains a safe and welcoming space for all. An emerging motto—"I feel safe where I feel welcome"—helps us respond to rising loneliness and foster deeper community connection.

We've also introduced sliding scale fees to make our programs more accessible and equitable. Looking ahead, we're working with partners to secure long-term investments in our historic building, ensuring it remains safe, accessible, and a cherished community landmark.

Thanks to your continued support, we're able to plan boldly for RTCC's future. I'm excited for what we'll build together!



Ravi Yee Joshi
Executive Director, RTCC



"RTCC has made important strides forward to stabilize and diversify our funding and update our governance and accountability—all with the goal of delivering more to our community and increasing our impact on our neighbours, friends, and families.

I am excited for what the future holds, with new energy and a renewed vision for the Centre, I think RTCC is well poised to strengthen its role as a vital community hub."

Heather Simpson, President,
RTCC Board of Management

ABOUT THE RALPH THORNTON COMMUNITY CENTRE

The Ralph Thornton Community Centre (RTCC), a community managed City agency, is a dynamic neighbourhood centre involved in community development and social justice in South Riverdale. RTCC collaborates with others to create a diverse, inclusive, livable, participatory, healthy, and equitable community.

OUR VISION

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

OUR MISSION

The Ralph Thornton Community Centre is a gathering place that welcomes, connects and engages the community in all its diversity.



OUR VALUES

- Inclusion and Respect
- Equity and Social Justice
- Collaboration and Partnership
- Capacity Building
- Community Building

LAND ACKNOWLEDGEMENT

The Ralph Thornton Community Centre is located on the traditional territory of many nations including the Mississaugas of the Credit, the Anishnabeg, the Chippewa, the Haudenosaunee and the Wendat peoples and is now home to many diverse First Nations, Inuit and Métis peoples.

Our neighbourhood is covered by Treaty 13 signed with the Mississaugas of the Credit, and the Williams Treaties signed with multiple Mississaugas and Chippewa bands— Treaty 13 was disputed for over 200 years until 2010.

WHAT OUR COMMUNITY FACES

- RISING COSTS
- SOCIAL ISOLATION
- GROWING DENSITY AND CONGESTION
- INCREASED AND CHANGING NEEDS FOR SERVICES

Riverdale, Leslieville, and Riverside are experiencing rapid change. Rising costs, new transit infrastructure, and increasing density are reshaping the area, while long-standing affordability and service gaps are becoming more pronounced.

From 2016–2021, South Riverdale saw a 9% growth in incomes greater than \$80,000, outpacing the city's 5%. As the Ontario Line construction is fully underway, the neighbourhood faces growing pressure on housing, services, and public space.

Now is a critical time to invest in community infrastructure—ensuring there are welcoming spaces, inclusive programs, and meaningful opportunities for residents to engage in shaping their neighbourhood's future.



OUR UNIQUE MODEL

RTCC is one of ten hybrid-governed community centres across the City of Toronto. These "AOCCs" (Association of Community Centres) report to a community Board of Management.

HOW WE WORK

At RTCC, and distinct from many other City services, our work is governed and directly guided by the community we serve— our programs are funded by donations, grants, and other forms of revenue.

We operate with the support of the Ralph Thornton Community Organization, a charitable partner organization which supports the funding of our programs.

Our staff team leads the delivery of programs guided by the needs and input of the community.

We work collaboratively and in partnership with other east end agencies and organizations to deliver programs, services, and events.

Thank you for your ongoing support and participation.

WHAT WE DO



OFFER SPACE



DELIVER PROGRAMS



ENGAGE IN OUR COMMUNITY



OFFERING A SAFE AND UNFORGETTABLE EXPERIENCE FOR CHILDREN AND YOUTH

“RTCC has had a huge positive impact on [our child’s] life... For our family being part of RTCC means feeling part of a community and knowing that our child has a positive place to go...”

—Afterschool and Summer Camp Parent.

“[My children] achieved gratifying growth under the careful guidance and care of the mentor volunteers... every time they came home, they were full of joy and a sense of accomplishment.”

—Lizhu, Mentor Program Parent



229 Children Served, including over 416 camper-weeks and 720 hours of child care of programming.



33 Good Youth Jobs Created.



104 camper-weeks provided to low-income kids.



MOVE TOGETHER

32 camper-weeks provided to 2SLGBTQAI+ kids.

WHAT WE OFFER

- Riverdale Adventure Camp
- PA and March Break Camps
- Afterschool Program
- Mentor Program
- ‘Rise Up’ Youth Program

WHAT WE DID IN 2024

Throughout our programs, we have worked to ensure our services are delivered by engaging youth from our community with good, meaningful jobs and skills training.

Inclusivity, particularly for children from the 2SLGBTQAI+ community, remains a key focus, ensuring staff are trained on keeping a safe and supportive space.

In 2024, we have worked to achieve greater equity in our programs, laying the groundwork to introduce a progressive ‘pay what you can’ sliding scale fee model. Over the coming years, we are aiming to increase the accessibility of our children and youth programs.

Thank you to our community donors and marathon runners who made all of this possible!

BREAKING THE CYCLE OF SOCIAL ISOLATION

"I am over 85 years old and really enjoy participating in RTCC's programs. After my heart bypass surgery, I received care and support from the community and my friends, which made me feel very warm and rekindled my hope and longing for life."

—Meifang, "Love and Wellness" Participant

"[RTCC programs] make me feel less lonely, help me make new friends, and allow me to learn a lot of information... I am extremely grateful to the community for providing so many activities for the elderly. Thank you for your care and support."

—Lindi, "Love and Wellness" Participant

WHAT WE OFFER

- Seniors "Love and Wellness" Social Group
- Exchange Loft Drop-in Computer Centre
- Repair Café hands-on workshop
- Seasonal Community Events

WHAT WE DID IN 2024

At RTCC, we aim to break the cycle of social isolation by providing relationships, spaces and programs that foster community and wellness.

Through our the Exchange Loft, we provide space for people to rest, slow down, and access a variety of tech and printing, getting their digital needs met.

We also co-host and support a variety of community events such as a community-wide Halloween Party, Eats n' Beats, Canada Day and the Rivertowne Annual BBQ.



Over 6,700 visits to our Exchange Loft Drop-In Computer Centre over 297 days open.



41 Weekly Seniors "Love and Wellness" Sessions held.



85% of our Repair Café participants reported feeling more connected to their community and increased their sense of belonging.

CREATING SPACE FOR OUR COMMUNITY

"[RTCC Staff and volunteers] were fast, simple, courteous, and knowledgeable... This Centre has a very welcoming environment."

— Tax Clinic Participant

"It has been a pleasure working with you, the Ralph Thornton Community Centre, and the students... I am taking away so much from this program, wonderful memories with the staff, yourself, and the students."

— Javeria, Mentor Program Volunteer

WHAT WE OFFER

- Room Bookings
- Building Strong Partnerships
- Community Clean-Up Initiatives
- Free Tax Clinic
- Volunteer Engagement and Training

WHAT WE DID IN 2024

In 2024, we focused on building a stronger, more connected community through hands-on engagement and accessible services. Our community clean-up efforts brought neighbours together to care for shared spaces, creating a sense of pride and belonging. Volunteers played a vital role across our programs, gaining valuable experience while supporting others through mentorship, childcare, and service delivery.

Our free tax clinic continued to be a trusted resource, helping residents navigate filing with confidence and ease. Across all of this work, we prioritized creating welcoming, inclusive spaces where people feel supported, valued, and empowered to contribute. These efforts reflect our ongoing commitment to equity, collaboration, and community care.



40 local streets cleaned by community members.



Open for over 3,400 hours to the public, offering over 1,669 room bookings to the community (an annual increase of 26%).



124 Volunteers contributing over 4,931 hours of service to our community.



167 tax filings completed, claiming over \$576,000 in benefits to community members.

IT'S TIME FOR UKRAINE



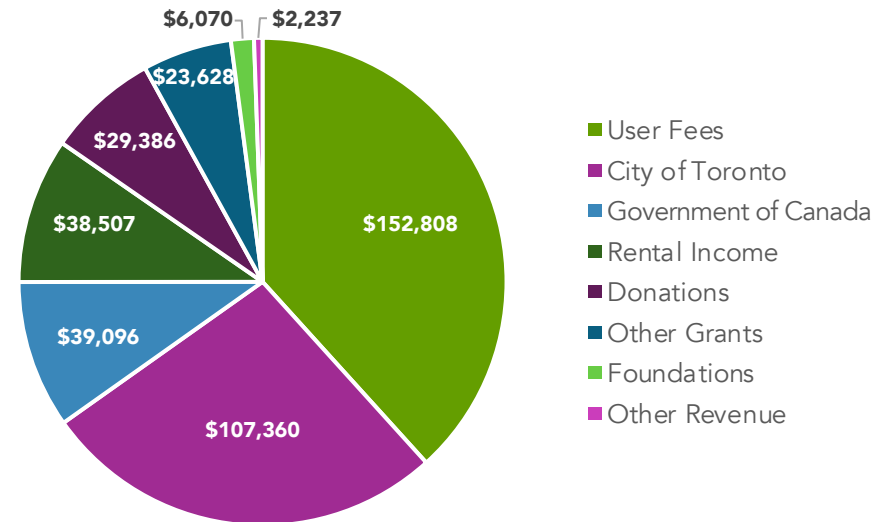
FINANCIAL REPORT

* Over 72% of our funding is provided by 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.

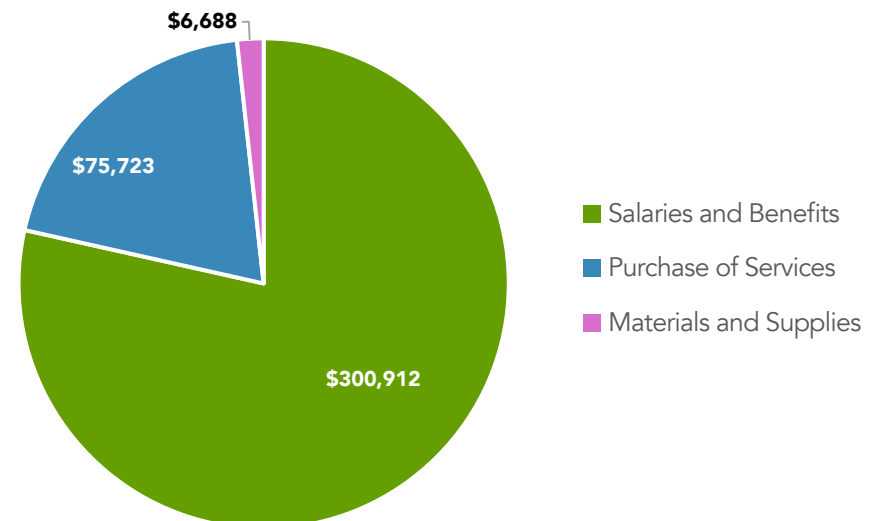
We are grateful for the partnership and continued support of the City of Toronto. Outside of this funding, the additional revenue we get comes from:

	2024	2023
Core Operations Revenue *		
City of Toronto	1,003,839	925,518
Toronto Public Library	39,365	39,364
Total Core Operations Revenue	1,043,204	964,882
Program Revenue		
Grants		
City of Toronto	107,360	111,303
Government of Canada	39,096	43,603
Foundations	6,070	10,000
Other	23,628	49,649
Donations	29,386	42,679
Rental Income	38,507	23,850
User Fees	152,808	153,948
Other Revenue	2,237	4,354
Total Program Revenue	399,092	439,386
TOTAL REVENUE	1,442,296	1,404,268
Core Operations Expenses *		
Salaries and Benefits	827,298	774,911
Materials and Supplies	97,624	85,292
Purchase of Services	118,282	104,679
Total Core Operations Expenses	1,043,204	964,882
Program Expenses		
Salaries and Benefits	300,912	307,978
Materials and Supplies	6,688	6,442
Purchase of Services	75,723	95,632
Amortization of Capital Assets	2,909	4,052
Total Program Expenses	386,232	414,104
TOTAL EXPENSES	1,429,436	1,378,986
TOTAL SURPLUS / (DEFICIT)	12,860	25,282

PROGRAM REVENUE



PROGRAM EXPENSES





BOARD OF MANAGEMENT

Roger Beharry Lall, Hongmei Cai, Councillor Paula Fletcher, Ruby Kaliray, Michelle Markwart, Maggi Redmonds, Sarah Reyes (Treasurer), Heather Simpson (President), Gabrielle Totesau, Ejay Tupe, Wairimu Wamugo (Vice-President), Lindsay Williams (Secretary).

Thank you to James Topham and McKell Neilson who stepped down mid-term.

STAFF

Hazeefa Arif (Child & Youth Worker), Alicia Butler (Child & Youth Worker), Ryan Cohen (Child & Youth Worker), Levi Decoste (Child & Youth Worker), Stephen Devine (Receptionist), Noor Dhami (Mentor Program Worker), Nora Dickenson (Caretaker), Conley Downey (Caretaker), Julia El-tannir (Mentor Program Worker), Teri Freeman (Child & Youth Worker), Susy Glass (Volunteer Coordinator & Community Animator), Glenn Gustafson (Director of Operations), Tony Hess (Mentor Program Worker), Wenlin Huang (Program Relief), Nicoletta Ioannidis (Receptionist), Mark Johnson (Maintenance Coordinator), Jiatong Li (Mentor Program Worker), Lainey Little (Child & Youth Coordinator), Joyce Mangere (Caretaker), Bobby Morgan (Receptionist), Humayra Mukit (Receptionist), Wasini Ngilari (Receptionist), Emily Pudupakkam (Child & Youth Worker), Naima Rahman (Mentor Program Worker), Ming Redmonds (Fundraising & Communications Coordinator), Rose Scher (Administrative Coordinator), Ian Sieunarine (Maintenance), Deborah Singh (Director of Programs), Tulay Telger (Receptionist), Kay Thomas (Caretaker), Angelique Walker (Peer Worker), Mariah Wheeler (Child & Youth Worker), Donna Willis (Caretaker), Ravi Yee Joshi (Executive Director), Jianli (Janice) Zhang (Settlement Programs Coordinator).



THANK YOU

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 \$1,000,000 per year in core operating funds, along with major capital project funding, provided by the City of Toronto.

OUR CHARITABLE PARTNER ORGANIZATION



We operate with the support of the Ralph Thornton Community Organization, a charitable partner organization which supports the funding of our programs.

Together, we raised over \$25,000 for RTCC Programs and Projects.

OUR BUILDING PARTNERS



OUR PROGRAM PARTNERS



Employment and Social Development Canada

Emploi et Développement social Canada



Fontbonne Ministries



JIMMIE SIMPSON RECREATION CENTRE



REPAIR CAFÉ TORONTO

Riverdale Share



Seneca POLYTECHNIC



Toronto Foundation for Student Success



TORONTO NEIGHBOURHOOD CENTRES

RAC CAMP SPONSORS



Your Mother & Daughter Team
Nell & Natasha



RBC Foundation



South Riverdale COMMUNITY HEALTH CENTRE



"Every time I walk into RTCC, I feel a strong sense of community and purpose. It's a place filled with positive energy, where people of all backgrounds come together to learn, grow, and support one another.

RTCC is more than just a community centre it's a safe and empowering space where people can find support, make connections, and feel seen. Whether you're here for a program, an event, or just to hang out, you'll always feel welcomed. It's a place that truly brings people together."

—Cathia, RAC Counsellor and former camper