



# Annual Report

2011-2012





# Our Neighbourhood

In 1972, our neighbourhood came together to demand public space in our fast-growing community. As a result of citizen leadership, a plot of land consisting of a parking lot, a heritage building and a grocery store was purchased by the City of Toronto and turned into a community centre surrounded by a park. Within four years The 519 opened and began providing community space, services and resources for local residents.

Our neighbourhood has changed and grown over the past 40 years, yet so much is still the same. As we look around our community we see new development everywhere. New neighbours move in every day and the isolation of downtown living continues to be a concern for many of the 40,000+ residents in our catchment area. Often, the people who live next door are strangers, many of us eat alone and the most familiar face on the street is the barista who makes our morning coffee. In the midst of this urban isolation lies The 519, a place where we can meet, participate and celebrate together.

Across the city, lesbian, gay, bi, trans and queer (LGBTQ) people are finding it easier to settle, build

families and make connections. For many members of our communities however, the hard-fought human rights and political gains of the past 30 years have not always resulted in an increased standard of living. Our newcomers, youth, seniors, poor and marginalized members struggle to build connections and find the resources necessary for health and wellness. Across social classes, across identities and from every ward and neighbourhood in Toronto, people are reaching out to The 519, engaging in community life, and taking an active role in building the kind of Toronto we all want to live in.

When the City of Toronto established The 519 they instituted a new and innovative model of local citizen leadership. Over the past 36 years our community has been setting the course for our centre. As our needs and realities change, we ensure our programs and services adapt to meet those emerging needs.

In the midst of constant change, The 519 is the hub of our communities, a place where we can meet our neighbours, respond to the needs and challenges we face and celebrate our diversity together.



## 34,291 residences

within The 519 catchment area



## 32% of households

in our community have an income of \$30,000 or less



## 32,947 residences

are mid- or high-rise apartments or condominiums



## 55% of households

have only one occupant, living alone



## 23% of households

move to a new dwelling every year

'BUILDING' symbol, Benoit Champy, 'MONEY' symbol, Nick Levesque, 'CHAIR' symbol, Liza Keller from The Noun Project





# Our Centre

As our communities have changed, so too has The 519. Walking into The Centre today, with its beautiful, welcoming lobby, award-winning restaurant, and walls coloured by stunning art, it is hard to imagine that this is the same building that housed community dances in the 80's and rallies throughout the decades. Gone is the Lesbian, Gay, Bi Youth Program; in its place the new youth-led MOSAIC group gathers LGBTQ youth seeking a place to belong. The Food Co-op at The Centre is a distant memory, but dozens of families visit The 519 every week to pick up their Good Food Box, filled with fresh produce.

Under the leadership of our members and their elected Board of Management, The Centre has developed into a vital community hub—a place everyone in our neighbourhood and throughout the LGBTQ community can proudly call 'our centre'. While The 519 is still the first place vulnerable and marginalized community members turn to for support, individuals who have never before set foot in The Centre are increasingly turning to The 519 for community and connections.

The 519 is a stronger, more connected and effective organization now than it was five years ago. As we look forward to the next five years, to World Pride, the 2015 Pan/Para Pan Am Games and beyond, we have set new goals for our organization: we will define our impact and measure our success; expand our work to areas such as food access, art, culture, sport and recreation programming; reinforce the role of community leadership; grow our resource base; build on our organizational effectiveness and ensure the continued stewardship of our building.

We are redefining the role community centres play in creating strong neighbourhoods and strong communities. Together, we are changing the way we understand community, public space and public-private partnership. With your support, leadership and involvement, we're changing Toronto.

**Maura Lawless**  
Executive Director



## 2,154 members

joined or renewed their membership



## 195,801 visits

made to The Centre



## 6,300 hours

of service contributed by volunteers



## 26% of activities

are community-led groups and organizations



## 21,468 referrals

or information requests completed by staff at our Front Desk







# Making Connections

Melanie first came to The 519 two years ago. After leaving her home in the Caribbean, she arrived in Canada, searching for a place where she could be open about her sexuality. In a very short time, Melanie became a regular presence around The 519, participating in a variety of groups and programs, volunteering throughout The Centre and giving others as much support and mentorship as she receives in return.

“The 519 is a beacon, my home away from home” she explains. “Being able to just be yourself is not something that I’ve ever been used to. I’ve met so many new friends.”

Today, Melanie is most active in the Emerge Project, an initiative of The 519’s settlement programs. Emerge, like many of The Centre’s programs and groups, utilizes a peer-based model. Mentors in the project share their knowledge and lived experience with newcomers on issues as wide-ranging as cooking, banking, employment and socializing.

“Recently we had a group discussion about dating, a ‘Dating 101’. The expectations, the social norms, so many things are different here.”

“There’s a huge difference. It was a real eye-opener.”

Melanie’s story is strikingly typical. For many members, especially those coming to Toronto from other communities, The 519 becomes more than just a single program or activity.

“The 519 has been a god-send for me, there is so much I can access here if I need it...so many things that people take for granted. But for newcomers, it means the world.”

For Melanie, The 519 is “volunteering, membership, involvement, sensitivity, a place where you can be yourself.”

## Next Steps

Newcomer services are the fastest growing programs at The 519. In 2010 we secured funding from Citizenship and Immigration Canada to expand our services and we will continue to seek additional financial support to meet the growing need this community faces. Increased capacity to measure outcomes and to articulate our impact will also be a priority in this and all of our programs.



## 747 individuals

participated in newcomer programs



## 6,614 meals

prepared by participants for newcomer programs



## 7,688 visits

to all of our newcomer programs last year



## 85% of participants

in newcomer programs are refugee claimants



## 28 languages

are spoken as the first language of newcomers at The 519





# Reaching Out

Cheyenne, Gord and Christine joined the Older LGBT Program as phone calling volunteers in the peak of a summer heat wave. Concerned about older members of our community who may be suffering in the heat without air conditioning, these three volunteers began calling each person on the program's contact list.

"We started calling to make sure people had air conditioning, or that they knew where they could go to cool down," explains Gord. "But very quickly the conversations turned more casual. We would talk about their health, our experiences at the drop-in program. It became quite social."

"I'm talking to friends I've known for years," Christine elaborates. "I've been in Toronto for 43 years and with a few weekly phone calls, I'm getting to know people better."

Before starting the program, Cheyenne, Gord and Christine all had simple expectations—a quick call, a check-in, perhaps some details about the upcoming movie night or drop-in meal, but the experience changed each of their perspectives of our community and of themselves.

"I've become more confident and I'm really enjoying the experience," Christine explains. "One of the members on the list, he was shy at the beginning too. Now we can talk for hours."

For Cheyenne, Gord and Christine, The 519 is "an open, caring, all-inclusive space that welcomes anybody who comes with a good heart."

## Next Steps

Community engagement benchmarking will allow programs to identify new and emerging opportunities for engaging members as volunteers.

Reconfigured drop-in programs will allow more flexibility in delivering focused, community-specific programs for older women, two-spirited people and LGBTQ youth.



## 169 individuals

participated in Older LGBT Programs



## 849 sessions

of counselling were provided



## 808 families

attended family resource programs



## 73% of participants

in Older LGBT Programs are under 65



## 111,442 visits

to The 519 were for Centre-led programs and services

'TREE' symbol, Hernan D. Schlosman, from The Noun Project





# Around The Table

Tysa and Sawyer came to The 519 as placement students in 2011, working in our meal drop-in programs and the LGBTQ youth tobacco prevention initiative. They were drawn to The Centre because of the opportunities for learning and the unique nature of our programs and services.

“There’s a freedom to be whoever you want to be,” Sawyer stated, articulating what makes The 519 different. “You can see the changes in people, in their lives. Being there and engaging with them one-on-one makes all the difference.”

From our Healthy TransActions healthy living initiative for trans and gender-queer youth, to our newcomer services and LGBTQ homelessness programs, food was always a central part of Tysa and Sawyer’s work at The 519.

“It happens all the time,” Tysa explains. “If you’re in the kitchen cooking together or you’re sharing a meal with someone, breaking bread, food helps people talk; it helps them to get to know each other. Food is essential to building community.”

“Food is such an important part of our lives.” Sawyer adds. “Sharing a meal with each other makes it possible for us to build relationships.”

For Sawyer and Tysa, The 519 is “community, a home away from home, it’s an inspiration and it’s freedom to be who you are.”

## Next Steps

Increased focus on health and wellness, and especially food, nutrition, sport and recreation will play a central role in our programs moving forward. New initiatives such as the LGBTQ Sport Leadership Program and new community-based meal programming will enhance our capacity to build healthier communities.



## 20,885 meals

were served across all programs



## 14,702 snacks

were served across all programs



## 773 visits

were made by participants in our Healthy TransActions program.



## 9,100 meals

were served in our social enterprise restaurant FABARNAK



## 33% of referrals

were for social/recreational support

‘FRUIT’ symbol, Jayme Davis, from The Noun Project





# Changing Minds

Ami had attended youth groups at The 519, but her real engagement began when she joined Project Open Door, providing policy consultation to social service agencies on trans-inclusivity. Ami also provides trans-inclusion training through the Trans Access Project.

“We help people to take trans inclusion from the theoretical to the practical,” Ami states, explaining her work. “A lot of the people I encounter have never interacted with trans people before. Often we have shared experiences, and that certainly helps,”

Project Open Door and the Trans Access Project are part of the broader Trans Programs at The 519 and are just two examples of the research, education and training activities The Centre hopes will build capacity across our communities.

“I recently flew up to Sudbury for a consultation with a women’s agency. We had a long and very lively meeting and allayed their concerns. They had changed their opinions by the end of the meeting and they understood why a change in support of trans inclusion was important.”

The value and importance of our capacity-building work is obvious.

“I have realized that there is a lot of hope. People want to learn and they want to change. I have learned how to talk about these issues in a way that helps them achieve their goals.”

For Ami, The 519 is “Kyle Scanlon. Kyle was passionate, caring, intelligent, and he was someone you could rely on and trust. That is what The 519 is to me.”

*Kyle Scanlon was The 519’s Research, Education and Training Coordinator until his death in July, 2012.*

## Next Steps

The 519’s new training and education framework will provide a basis for additional capacity-building efforts in all of our program areas.

Within the context of our community engagement framework, staff will play an important role in sharing our knowledge and experience through organizational and intersectoral partnerships.



## 365 workshops

were provided last year



## 5,172 participants

attended training and education events led by The 519



## 745 hours

of staff time was dedicated to building networks and partnerships



## 3,332 people

attended community meetings



## 15,454 visits

to arts- and culture-based drop-ins





# Chair's Message

What an exceptional year we have had at The 519!

Through efficient and responsible organizational management, effective community engagement and by delivering high-quality services to our community, The Centre is increasing our relevance and sustainability.

Our programs and services continue to grow and diversify. The profiles in this report speak to the range of opportunities that exist for our

community to meet, participate and celebrate together at The 519. From newcomer and settlement services to yoga in the park, The 519 is reaching a broader, more diverse community than ever before. Increases in our membership and visitor statistics attest to our value.

The Board continues to modernize The 519's policies by undertaking an organization-wide policy review. With the support of centre staff we are ensuring a cyclical policy development and review process to manage organizational risk and build a strong foundation for our work.

We have been successful in increasing the number and value of donations to The Centre and have effectively diversified our funding base. Thanks to our donors, volunteers, staff, Board and with the generous support of our Honourary Patron Salah Bachir, The 519 continues to increase the community's investment in our organization.

With this increased community investment, the Board has focused on ensuring our events and fundraising activities also engage the communities we serve. Our Pride events have seen unprecedented success and have served as fantastic

engagement activities. In 2011, attendance at our Green Space on Church events during Pride increased by 82%. Under the leadership of Mathieu Chantelois we transformed Starry Night, our largest donor and stakeholder event of the year, into the must-attend event to kick off Pride weekend. Now we are setting our sights on 2015 as The 519 works with our community partners to coordinate the PrideHouseTO initiative—a hub for the LGBTQ community during the Pan/Para Pan Am Games in Toronto.

The Centre is helping to define a new model of public-private partnership in our city. In a world of fiscal restraint, we are not only innovating—we are creating a sustainable model for local service delivery and civic engagement. The Board firmly believes that community leadership, coupled with the support of the City of Toronto's Auditor General, Integrity Commissioner and legal and human resources staff, has built The 519 into a strong, trustworthy organization. And we accomplished all of this while providing a great return on investment. In 2012, The 519 is projected to attract over \$2.14 of community investment for every dollar provided by the City in core funding,

The 519 is responsive and innovative. The benefits of our model are clear, however none of this would be possible without the support and commitment of our donors, staff, volunteers and members. Thank you for your continued support of our community centre.

**Pascal Dessureault**  
Chair of the Board of Management

# The Board

- Pascal Dessureault**, *Chair*  
**Rudy Ticzon**, *Vice-Chair*  
**Tyler Fleming**, *Treasurer*  
**Scott Bomhof**, *Secretary*  
**Margo Foster**  
**Julia Lo**  
**Don Middleton**  
**Andre Papadimitriou**  
**Anthony Partipilo**  
**Michael Von Teichman**  
**Jeff Zoeller**  
**Councillor Kristyn Wong-Tam**



**\$1.80 the amount**  
of community investment for every dollar in core funding in 2011



**\$ .81 the amount**  
of community investment for every dollar in core funding in 2007



**45% increase**  
in community space following 2010 capital expansion



**56% increase**  
in community investment since 2007



**40% increase**  
in overall operating revenue since 2007

'BUILDING' symbol, Benoit Champy, 'MONEY' symbol, Nick Levesque, 'COINS' symbol, Mike Hince from The Noun Project



# Financial Summary



- Core Funding
- Community Investment
  - United Way
  - City of Toronto
  - Government of Ontario
  - Government of Canada
  - Foundation Grants
  - Donations & Events
  - Pride Events
  - Membership/Rentals/Fees
  - Social Enterprise



- Core-Funded Expenses
  - Centre Administration
  - Information & Referral
  - Building Maintenance
  - Program Support
- Partnership Expenses
  - Community Engagement
  - Fundraising & Events
  - Pride Events
  - Children & Family Programs
  - Community Drop-In Programs
  - Trans Programs
  - Newcomer & Refugee Services
  - Counselling and Support
  - Social Enterprise

## 2011 2010

<b>Core Funding</b>	<b>\$1,276,125</b>	<b>\$1,239,607</b>
<b>Community Investment</b>	<b>\$2,241,370</b>	<b>\$1,342,680</b>
United Way	230,167	228,967
City of Toronto	263,761	272,700
Government of Ontario	109,631	41,936
Government of Canada	215,330	80,190
Foundation Grants	100,521	182,110
Donations & Events	496,100	161,141
Pride Events	379,155	248,092
Membership/Rentals/Fees	84,096	72,819
Social Enterprise	362,609	54,725

<b>Total Revenue</b>	<b>\$3,517,495</b>	<b>\$2,582,287</b>
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<b>Core-Funded Expenses</b>	<b>\$1,276,125</b>	<b>\$1,239,607</b>
Centre Administration	324,995	316,563
Information & Referral	311,664	306,606
Building Maintenance	447,511	425,770
Program Support	191,955	190,668

<b>Partnership Expenses</b>	<b>\$2,205,789</b>	<b>\$1,339,350</b>
Community Engagement	115,127	99,715
Fundraising & Events	258,776	60,498
Pride Events	249,212	178,679
Children & Family Programs	314,406	295,854
Community Drop-In Programs	191,863	159,962
Trans Programs	321,677	194,469
Newcomer & Refugee Services	182,858	53,947
Counselling and Support	100,089	101,979
Social Enterprise	471,781	194,247

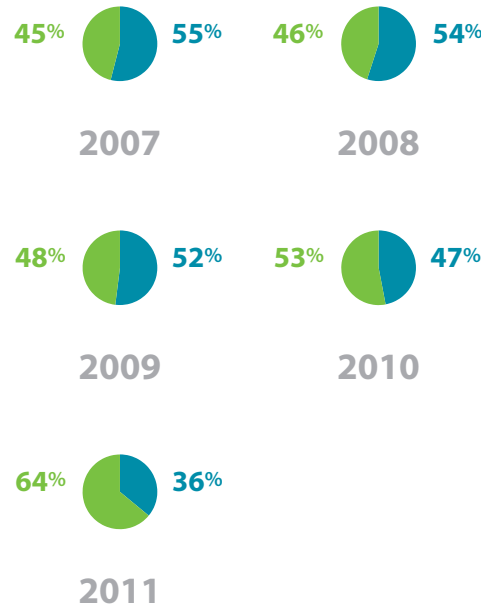
<b>Total Expenses</b>	<b>\$3,481,914</b>	<b>\$2,578,957</b>
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The City of Toronto provides core funding to ensure our building is maintained and open to the public. Community investment allows us to provide programs and services for our communities.

In 2011, The 519 received \$1,276,125 in core funding from the City of Toronto which accounted for 36% of our total operating budget.

Full audited financial statements are available by contacting The Centre.

- Community Investment
- Core Funding



## 1,733 donations

made by individuals, organizations and corporations

## \$35,581 surplus

in 2011, excluding amortization

## 208% increase

in donation and event fundraising revenue

## 176 donors

made gifts over \$250

## 239% increase

in spending on newcomer and refugee services



## Major Funding Partners



BMO Financial Group  
Cineplex Media  
George Cedric Metcalf Foundation  
Toronto Community Foundation

## Patron’s Circle (10,000+)

### Honorary Patron Salah Bachir

Andrew & Valerie Pringle  
B. Kate Amesbury & M. Joan Chalmers  
John Bailey  
The Beaver Café  
Estate of Dr. James Howard Goudie  
Frank Toskan & Darren Zakreski  
Joe Brennan & Daniel Greenglass  
Labatt Breweries of Ontario  
Manulife Financial  
Rogers Communications  
Scotiabank  
St. Joseph Communications  
TD Bank Group

## Leadership Council (1,000+)

Alcoholics Anonymous – Church Street Group	Karl Lohnes
Andre Goh	Kenneth Fredeen
Anthony Partipilo	Kevin Gallant
Bell Canada	Larry Nevard
BLU Energy Drink	Lionel Tona
Bonte Minnema	Lisa Gore & Tessa Duplessis
Brown-Forman	Loblaw Companies Limited
Canadian Gay Open	LOFT Community Services
Canadian Imperial Bank of Commerce	Louis Roberge
Centennial College	Lyndon Morley
Chris Schmid	Martha McCain
Church Wellesley Village BIA	Mathieu Chantelois
Chum Charitable Foundation	Matthew Cutler & Avery Miller
David and Kate Daniels	Maura Lawless & Fiona Murray
David DesLauriers	Michael Moores
David Himelfarb & Peter Proszanski	Michael Von Teichman
Dean Carlson	Mijo
Deluxe Postproduction	Mill Street Brewery
Don & Clayton	Mohammad Al Zaibak
Downtown Subaru	Paul Austin
Dundee Wealth Management	Pride and Remembrance Run
El-Farouk Khaki & Troy Jackson	RBC Financial Group
Ellis Jacob	Red Bull Canada
Endeavour Marketing	Richard Durk & Stephen Weiss
Eric DeCou	Richard F. Glaze
The Frum Foundation	Rick McCarty
Geoffrey H. Wood Foundation	Rick Mercer
GuySpy	Rob McMurtrie
Heart of the Flag Federation	Rudy Ticzon & Randy Dawson
IATSE	The Sam Sorbara Foundation
Jaime Watt	Sandra Simpson
James Grace	Sara Newman
Dr. John Jordan	Scott Bomhof
John Stephens CD	Senator Nancy Ruth

Simon Kattar & John Lloyd  
Spencer Xiong  
Swinging Out  
TELUS Communications  
Thomas Hopson  
Thornmark Asset Management  
Toronto PWA Foundation  
Toronto Star Fresh Air Fund  
Tristan Michela  
Tyler Fleming  
VISA Canada  
The Woodlawn Arts Foundation

## Benefactors (500+)

AAPA LGBT Caucus, Africans In Partnership Against AIDS, Alasdair Hooper, Albert Mui, Beth Easton, Blair Kissack, Brad Berg & Brian Rolfes, Brian Beattie, Brian Cartwright, Brian Provini & Ron Harris, Brian Terry, Brian Wilding, Camp Ten Oaks, Chi Carmody, CUPE Local 79, Daniel Sanford, David Palumbo, Debtors Anonymous, Denis Frawley & Jon Novick, Doug Kerr & Mike Went, Downtown Swim Club, Eric Berndt, Evan Young, Frank Butler, Gay Fathers of Toronto, Glenn Whittall, Gordon Lee, Helen Stanley, Imperial Tattoos, Jim Grace, Julia Lo, Kim Chee Lee, Kyle Scanlon, Lee Mark Schofield, Lee Sneddon & Kris Fortomaris, Maureen Phillips, Michael Saver, Mustafa Nazarali, Overeaters Anonymous, Pascal Dessureault, Pearse Murray, Perry Orestes, Pink Triangle Press, Prime Timers Toronto, R. M. Lang Foundation, Renascent Foundation, Robert Archer & Richard C. Pond, Robert McMurtrie, Safe Harbour Metropolitan Community Church, Sally Jakabowski, Sex and Love Addicts Anonymous, TICOT Social Society, Estate of Timothy Ross Wilson, Toronto Historical Bowling Society, Toronto South Central District 10 AA, Triangle Squares, Tracy Kay, Vicki Borenstein, W. Munro

## Advocates (250+)

Adam D. Peer, Ailsa Craig, Alcoholics Anonymous–Gratitude, Alcoholics Anonymous–Living In Today, Alex Wichmann, Allan Wands, Amy Langstaff, Annette Moll, Aquil Ali, Andrew Pinto, Asian Community AIDS Services (ACAS), Bill Vrantisdis, Brad Salavich, Brendan Row, Brian Smith, Canada World Youth, Charles Duchesne & Brian Elder, Colin Quennell, Daniel Stapleton, Darcy Bruce, David Emond, J. David Whitney, Deb Parent, N. Donald E. Altman, Duncan Exon Smith, Eric Yu, Erick Decaen, Fieldstone Day School, Filomeno Jose, Helen Rykens, Helga Wyler, Iaroslav Miretskyi, Imran Raza, Jaigris Hodson, Jason Van Tassel, Jeff Zoeller, John Roeleveld, Judy Skinner, Julian Perez, Kabir Ravindra, Ken Harrower, Kristin Weckworth, Lance Dainard, Lukasz Rosinski , Marcel & Dora Dedi, Margo Foster, Mary Ann Scandiffio & Susan Wilkes, Mary-Louise Reddick, Matt Kenny, Michael Cobb, Nanette Rosen, Natasha Garda, Nicole Borthwick, Ontario AIDS Network , Out In Recovery, Patricia Thomson, Paul Willis, Peter Lam, Peter Moogk, Philip Junek, Promises Group, Rainbow Ballroom Dancing, Randal Defant, Randy Thisdale, Rian Boutolier, Richard Pierre, Robert Hay, Robert Preston, Ron Reaman, Sam Boonstra, Sandra Bickford, Social Planning Toronto, Stephen Menon, Sylvia Price, Thomas O'Shaughnessy, Timothy Wilson, Tony D'Addario, Virgil Quiogue, Victor Daneluzzi, Vincent Knott, Wendy Statt , Zelda's Living Well Restaurant



# Your Membership Matters

Membership is the best way for you to show your support for The 519. Your involvement helps keep our community vibrant, diverse and connected.

Registered Charitable No.  
**11931-0761-RR001**

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Toronto ON M4Y 2C9  
Telephone 416-392-6874  
Fax 416-392-0519  
info@The519.org



**The519.org**



**Facebook.com/The519**



**Twitter.com/The519**

In 1975, our community came together to build a space where we could meet, participate and celebrate. For more than 36 years our members have helped to build a supportive, inclusive and welcoming space for Toronto's LGBTQ and downtown communities.

When you become a member of The 519 you join a network of people who are working together to ensure our next 35 years are as innovative and engaging as the last.

## Members of The 519:

- demonstrate their commitment to The 519
- provide volunteer support for The Centre
- help inform and shape our programming
- receive discounts on workshops and courses
- receive discounts on our children's camps
- receive a 10% discount at FABARNAK

Get involved in your community and the hub of community life in downtown Toronto.

# Become a member today!