

Pillar Nonprofit Network

VOICE OF THE NONPROFIT SECTOR

2009 Annual Report

Our Members 2009: ACFO de London-Sarnia, Across Languages Translation & Interpretation Service, Addiction Services of Thames Valley, AIDS Committee of London, Alice Saddy Association, Alzheimer Society of Elgin - St. Thomas, Alzheimer Society of London & Middlesex, Anago (Non Residential Resources Inc.), Rose Aquino, L'Arche London, Argyle Community Resource Centre, Wendy Arnott, The Arthritis Society, The ARTS Project, ATN Access for Persons with Disabilities, Ausable Community Centre, Ericka Ayala, Big Brothers Big Sisters of London & Area, David Billson, Boys' & Girls' Club of London, Brain Injury Association of London & Region, Brain Tumour Foundation of Canada, Brescia University College Foundation, Camp Wendake, Canadian Association of Family Enterprise - SWO Chapter, Canadian Blood Services, Canadian Cancer Society, Canadian Diabetes Association, Canadian Federation of University Women London Club, The Canadian Hearing Society, Canadian Language & Literacy Research Network, The Canadian Latin American Association of London, Canadian Liver Foundation - London Regional Office, The Canadian Medical Hall of Fame, Canadian Mental Health Association - London-Middlesex, Canadian National Institute for the Blind, Canadian Paraplegic Association of Ontario, The Career Centre @ Western, CARP London Chapter, Chelsey Park Retirement Community, Cheshire Homes of London Inc., Childcan, Childlife Network International Inc., Childreach, Children's Aid Society of London & Middlesex, Children's Health Foundation, Children's International Summer Villages, City Art Centre, ClothingWorks, Community Clothing Centre, Community Living London, Congress of Black Women of Canada - London Chapter, Conservatory Canada, Continuing Studies at Western - The University of Western Ontario, Mike Couture, Craigwood Youth Services, Crest Support Services Inc., The Crochet Club of London, Crouch Neighbourhood Resource Centre, Dale Brain Injury Services, Daya Counselling Centre, Elgin-St. Thomas United Way Services, Epilepsy Support Centre, Family Service Thames Valley, Fanshawe College Foundation, Johnny Fansher, Lissa Foster, Foundation Western, Friends of the London Public Library, Frontier College, Future Possibilities for Kids, Nathan Garber, Glen Cairn Community Resource Centre, GoodLife Kids Foundation, Goodwill Industries - Ontario Great Lakes, Kathryn Graham, Grand Theatre, Habitat for Humanity London Inc., Heart-Links/Lazos de Corazon, Hemophilia Ontario - South Western Ontario Region, Heritage London Foundation, Hope's Garden (EDAL), Hospice of London, Glenn Howlett, Hutton House Association for Adults with Disabilities, The Independent Living Centre - London & Area, Investing in Children, Junior Achievement of London & District, Juvenile Diabetes Research Foundation, Jason Kerr, The Kidney Foundation of Canada - Southwestern Ontario Chapter, Kings University College Foundation, Kinette Club of London, Nicole Kovacs, LAVA (London and Area Association for Volunteer Administration), Lawson Health Research Institute, Leads Employment Services London Inc., Learning Disabilities Association of Ontario - London Region, Let's Talk Science, Limberlost Chaplaincy, London Abused Women's Centre, London & District Distress Centre, London Beefeaters Football Club, London Block Parent Program, London Bridge Child Care Services, London Community Foundation, London Community Players, London Community Resource Centre, London Cross Cultural Learner Centre, London Down Syndrome Association, London Employment Help Centre, London Health Sciences Foundation, London Housing Registry, London InterCommunity Health Centre, London International Children's Festival, London Military Family Resource Centre, London Occupational Safety & Health Information Service, London Public Library, London Regional AIDS Hospice, London Regional Children's Museum, London Short Film Showcase Inc., London Ski Club, The Lung Association, LUSO Community Services, Lutheran Social Services London, Make-A-Wish Foundation of Southwestern Ontario, Greg Matthison, The May Court Club of London, Meals on Wheels London, Merrymount Children's Centre, Middlesex London Health Unit, Midwestern Adult Day Services, Mission Services of London, Multiple Sclerosis Society of Canada - London/Middlesex Chapter, Museum London, Musical Theatre Productions, The Navigators of Canada, Neighbourhood Legal Services (London & Middlesex) Inc., Neighbourhood Watch London, Don Nicholson, Northwest London Resource Centre, Nicole N. Nussbaum, Old South Community Organization, Ontario Immigrant Network, The Ontario Trillium Foundation, Osteoporosis Canada - London & Thames Valley Chapter, Over 55 (London) Inc., Pacheco Theatre, Kim Parker, Parkinson Society Southwestern Ontario, Parkwood Hospital - Volunteer Services, Participation House Support Services, Pathways Skill Development Inc., Pearce Williams Christian Centre, Pride London Festival, The Raoul Wallenberg Centre, Rayjon Share Care of Sarnia Inc., ReForest London, Regional Mental Health Care - Volunteer Services, Rick Hansen Wheels in Motion - London, Paul Rolo, Ronald McDonald House of Southwestern Ontario, The Salvation Army, Maria Sanchez-Keane, SARI Therapeutic Riding, Scouts Canada - Tri-Shores Council, The Secrets of Radar Museum, Sexual Assault Centre London, Jodi Simpson, Sitting Tree School & Nature Programs, Society for Learning in Retirement London, South London Neighbourhood Resource Centre, St. John Ambulance London Branch, Street Connection, Student Services at Brescia University College, The Sunshine Foundation of Canada, Darryl Swain, S.W.I.M. (Single Women in Motherhood), Thames Region Ecological Association, Thames Valley Children's Centre, F.J. Theijsmeyer, Trinity Global Support Foundation, Pat Tripp, United Way of London & Middlesex, Unity Project for Relief of Homelessness in London, Vanier Children's Services, Victim Services of Middlesex County, VOCPRI (Volunteer Organization of CPRI), VON Middlesex-Elgin Foundation, WellSpring London & Region, Western Area Youth Services, Western Fair Association, Westminster College Foundation, Anne Wheatley, Women's Community House, Women's Rural Resource Centre, WOTCH Community Mental Health Services, YMCA of Western Ontario





Lissa & Michelle

A Message from Pillar's Board Chair & Executive Director

From the outset of 2009 Pillar had an eye on the economic situation and its impact on the nonprofit sector. We hosted community conversations, connected to funders, and implemented programming in response to what we heard from our members. Our Executive Director Peer Learning Circles on Financial Viability were created to build a support network for leaders in the sector.

From inquiries about board governance issues, compensation for employees in the nonprofit sector, job seekers looking to work in the nonprofit sector and people looking to start a new nonprofit, Pillar has emerged as a hub for making community connections related to the nonprofit sector.

Pillar has strong ties locally through our members and partnerships with nonprofits, businesses, and government. We continue to represent London's nonprofit sector at provincial and national levels through our partnerships with Ontario Nonprofit Network, Imagine Canada and the Canadian Federation of Voluntary Sector Networks, sharing the local context on issues affecting us all. Indeed, other communities in Canada have begun to call upon Pillar to learn from our experience.

To our members, funders and partners - we commend you for your tremendous impact in our community - impact that is helping to create an engaged, inclusive, and vibrant community. We look forward to our continued work together.

Wishing you much success in 2010,

Lissa Foster, Board Chair

Michelle Baldwin, Executive Director

Testimonials

ELISABETE RODRIGUES, CHAIR OF PILLAR COMMUNITY INNOVATION AWARDS SELECTION COMMITTEE

Listening to the stories about the extraordinary work that is carried out on a daily basis in our community was a truly inspiring experience. Learning about the specific actions and projects executed by local nonprofit organizations and individuals has a lasting impact.

ONTARIO TRILLIUM FOUNDATION

What an amazing Awards night. Congratulations to everyone at the Pillar office for the fantastic work, the inspiring stories, and the flawless presentation.

ONTARIO NONPROFIT NETWORK

The Ontario Nonprofit Network is a growing network of networks, working with nonprofit organizations all across Ontario to help our sector do what it does best - even better. We have seen that regions with cross-sector umbrella groups, such as Pillar Nonprofit Network, are in a better position to identify shared issues and find ways to collaboratively address them. ONN has been so pleased to be able to work with, and learn from, Pillar Nonprofit Network and we applaud all the great work it is doing for London and area nonprofits.

NATHAN FERGUSON, SOCIAL ENTREPRENEUR

While attending the Pillar Community Innovation Awards I was struck by the energy in the room; that night compelled me to look for projects that suited my knowledge and skill set. I couldn't readily find an opportunity, so I created one. Now our project team has been able to use Pillar to connect with the right organizations to move the initiative forward.

In 2009, our membership grew to 198 members.

In the sector we helped over 15,000 individuals and organizations through our website and email, telephone, and walk-in inquiries.

Pillar Nonprofit Network's success in 2009 was because of our dedicated volunteers – in our office, on our board, and on our committees.

Our volunteers contributed over 2,400 hours of their time in 2009.

Highlights of 2009

PROFESSIONAL DEVELOPMENT

- 1174 attendees at 30 workshops, 1 conference and 2 networking events
- Introduced Peer Learning Circles for Executive Directors on Financial Viability, members only
- Foundation Investment Forum with Alan Broadbent as keynote speaker on "Active citizenship and the role of social innovation in creating resilient and vibrant communities" with over 80 attendees
- Other workshops included Shared Services, Thriving in Turbulent Times, Telling your Story, Effective Financial Management for Nonprofits, Burnout and Loneliness of Leaders

VOLUNTEERISM

- 10,706 hits to volunteer referral website and 711 (compared to 418 in 2008) phone, email or walk-in inquiries about volunteering in our community
- 21 Community Volunteerism Presentations to over 1265 youth, job seekers, New Canadians and immigrants as well as the general public
- Attended 6 Volunteer Fairs and spoke to over 300 individuals about volunteerism
- Youth Volunteer Recognition Event on April 23 celebrating over 100 youth in partnership with the London Youth Council

MEMBERSHIP

- Membership at 198, a 19% increase from 2008
- Member support provided by email, phone and walk-in to over 360 individuals
- Group Benefits & Insurance program for members implemented with Stevenson & Hunt

INFORMATION

- *Getting Connected* bi-weekly e-newsletter is the #1 member benefit chosen by members in membership survey; 21 editions in 2009
- Nonprofit Library Network partnership with Imagine Canada including in house and online resources
- 26,069 hits to www.pillarnonprofit.ca in 2009, 44% increase from 2008
- Sent out nonprofit job opportunities to over 100 people on job seekers email distribution list
- Used Facebook, Twitter and LinkedIn to reach new audiences

ADVOCACY & AWARENESS

- 2009 Pillar Community Innovation Awards in November with 325 attendees to celebrate innovation and inspire others to get involved in our community. Stories were told through over \$30,000 in media

sponsorship and over 500 media hits. \$10,000 in awards was distributed to local charities.

The award recipients for 2009 were:

- *Community Innovation:* Fairy Godmother Project
- *Community Leadership:* Donald D'Haene
- *Community Impact:* London Green Festival Team
- *Community Collaboration:* ClothingWorks
- Consultation and information provided to nonprofit sector about current economic situation, in partnership with United Way London & Middlesex, Ontario Trillium Foundation and London Community Foundation



New in 2009

CHANGETHEWORLD

"Through being a part of ChangeTheWorld, I was able to demonstrate to my peers the importance of volunteering. In today's society, volunteering has become almost like a job; however, I was able to experience the self satisfaction in helping others, and I hope that I was able to get that point across to my friends at JP II." - *Mitchell Mancicone*

In April, the ChangeTheWorld Ontario Youth Volunteer Challenge encouraged young people to sign up for five hours each of volunteer time during National Volunteer Week. Pillar was one of the 20 volunteer centres across the province involved in the Challenge, an initiative of the Ontario Ministry of Citizenship and Immigration. Local volunteer opportunities were created so that the 14-18 year olds who volunteered could use their hours towards the mandatory high school graduation requirement. In London, over 550 youth cleaned up gardens, collected food for a neighbourhood food drive, and helped with an Earth Day event, as well as other initiatives in their local high schools – contributing 2030 hours.

EXECUTIVE DIRECTOR PEER LEARNING CIRCLES

The Peer Learning Circles Program brings together a group of executive directors of Pillar's member organizations from the London area to share knowledge on financial viability and sustainability. Through the program design, the mentoring and leadership development of participants happens organically with the sharing of experiences. As hoped, a feeling of community and a professional network has developed amongst the participants. The program began in September 2009 and will continue until June 2010.

Community Partners 2009

Pillar appreciates and thanks all our partners:

/A\, Canadian Association of Gift Planners - London Chapter, Canada Revenue Agency, Canadian Federation of Voluntary Sector Networks, Canadian Heritage - Multiculturalism Program & Aboriginal Peoples' Program, Centre for Voluntary Sector Research, Cirro Creative, Citi Cards Canada, City of London, Continuing Studies at Western, The Co-operators, Corus Entertainment, Delta London Armouries, Echidna Solutions Corp., Employment Ontario, Fanshawe College, Harrison Pensa, High Altitude Thinking, Highstreet Asset Management, Horizon Leadership, HR Council for Nonprofit & Voluntary Sector, Imagine Canada, Libro Financial Group, London & Area Association for Volunteer Administration, London & Region Fund Raising Executives, London Community Foundation, The London Free Press, London Life, London Public Library, London Youth Council, The Londoner, Maridian Systems, Ministry of Citizenship & Immigration, Ministry of Training, Colleges & Universities, Nathan Garber & Associates, Nothers Awards & Signage, ON Communication, Ontario Nonprofit Network, The Ontario Trillium Foundation, Ontario Volunteer Centre Network, Platinum Leadership, Richard Ivey School of Business, Right Path Consulting, Rogers TV, rtraction, Stevenson & Hunt, Sunny Day Jazz Productions, United Way of London & Middlesex

Pillar's mission is to strengthen the effectiveness of the nonprofit sector.

We support nonprofit organizations in fulfilling their missions in our community.

Board of Directors 2009/2010

Lissa Foster, Citi Cards Canada, Chair
Gary Wood, Vanier Children's Services, Treasurer
Brian Meehan, Museum London, Vice Chair
Rose Aquino, University of Western Ontario
Wendy Arnott, St. Joseph's Health Care London
David Billson, rtraction Canada Inc.
Gaston Mabaya, ACFO de London-Sarnia
Kate Graham, City of London
Jason Kerr, Continuing Education, Fanshawe College
Nicole Kovacs, Kovacs Group
Christine McKinlay, Canadian Liver Foundation
Willy Van Klooster, Vanier Children's Services

Testimonials

LONDON PUBLIC LIBRARY

Every year, London Public Library receives over 150 requests for information via Pillar from people interested in volunteering. Outside of our own website, Pillar is the number one referral location for the Library's volunteer program. In addition to recruiting volunteers, staff use the Pillar website to find information relating to the nonprofit sector both for themselves and for clients of the Library. The research and knowledge of Pillar staff and volunteers has been invaluable for our own volunteer program development, as well as in other areas of Library planning.

CRAIGWOOD

You've developed this [newsletter] into an excellent resource. It has become a "must-read" on my overloaded tray of items to read. Great resource and job you have done. Thanks for developing this.

GLEN CAIRN COMMUNITY RESOURCE CENTRE

I know you've heard it before...I continue to be absolutely (positively) overwhelmed by how useful the information in your newsletters is. This is more useful than any magazine or web subscription I've had. Many thanks. You have saved me several hours of research time.

CARP LONDON CHAPTER

That was an excellent session today and I thought it was great to have both EDs and Board members together so we can see both sides of each others wants, needs, concerns, and victories.

AIDS COMMITTEE OF LONDON

I look forward to getting the newsletter from Pillar because I know there is ALWAYS something in it that is useful to our agency. I often shelve researching new major items that affect the nonprofit sector as I know that Pillar will be doing the legwork and offering valuable training at convenient times and reasonable rates. When I say I recommend you all over, I mean everywhere! On vacation this summer, I was visiting a small farming museum in Sterling and the next issue of your newsletter offered funding for technology for rural museums. I forwarded it on to them.