

## Pillar Nonprofit Network

VOICE OF THE NONPROFIT SECTOR

# 2008 Annual Report

Our Members, 2008: 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., Wendy Annett, The ARTS Project, ATN Access for Persons with Disabilities, Ausable Community Centre, Ericka Ayala, Big Brothers of London Inc., Big Sisters of London, David Billson, Boys' & Girls' Club of London, Brain Injury Association of London & Region, Brain Tumour Foundation of Canada, Canadian Blood Services, Canadian Breast Cancer Foundation - Ontario Chapter, Canadian Cancer Society, Canadian Diabetes Association, The Canadian Hearing Society, Canadian Federation of University Women London Club, Canadian Language & Literacy Research Network, The Canadian Latin American Association of London (CALA), Canadian Liver Foundation - London Regional Office, The Canadian Medical Hall of Fame, Canadian Mental Health Association - London-Middlesex, Canadian National Institute for the Blind (CNIB), Canadian Paraplegic Association of Ontario, Canadian Red Cross - London Branch, Canadian Von Hippel-Lindau Family Alliance, The Career Centre @ Western, CARP London Chapter, Chelsey Park Retirement Community, Cheshire Homes of London Inc., Childcan, ChildLife Network International, Childreach, Children's Health Foundation, Children's International Summer Villages (CISV), ClothingWorks, Community Living London, Continuing Studies at Western - The University of Western Ontario, Mike Couture, Craigwood Youth Services, Crest Support Services Inc., Dale Brain Injury Services, Daya Counselling Centre, East London Community Centre, Emmaus Cares, Epilepsy Support Centre, Family Service Thames Valley, Johnny Fansher, Kirsten Fisher, Lissa Foster, Foundation Western, Friends of the London Public Library, Ellen Froot, Future Possibilities London, Nathan Garber, Glen Cairn Community Resource Centre, The Global Consultation Network, GoodLife Kids Foundation, Goodwill Industries - Ontario Great Lakes, Don Gordon, Kathryn Graham, Grand Theatre, Heart-Links/Lazos de Corazon, Help for Headaches, Hemophilia Ontario - South Western Ontario Region, Heritage London Foundation, Hope's Garden (EDAL), Hospice of London, Glenn Howlett, Hutton House, The Independent Living Centre - London & Area, Investing in Children, Eddie Ippolito, John Howard Society of London & District, Junior Achievement of London & District, Juvenile Diabetes Research Foundation, Jason Kerr, The Kidney Foundation of Canada - Southwestern Ontario Chapter, Nicole Kovacs, LAVA (London and Area Association for Volunteer Administration), Lawson Health Research Institute, Learning Disabilities Association of Ontario - London Region, Let's Talk Science, Literacy London Inc., London & District Distress Centre, London Block Parent Program, London Community Foundation, London Community Players, London Community Resource Centre, London Employment Help Centre, 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., The Lung Association, Lutheran Social Services (London), Make-A-Wish Foundation of Southwestern Ontario, Meals on Wheels London, Merrymount Children's Centre, Middlesex London Health Unit, Midwestern Adult Day Services, Mission Services of London, Jennifer Mott, Museum London, Musical Theatre Productions, The Navigators of Canada, Neighbourhood Legal Services (London & Middlesex), Neighbourhood Watch London, Northwest London Resource Centre, Nicole N. Nussbaum, The Ontario Trillium Foundation, Osteoporosis Canada - London & Thames Valley Chapter, Over 55 (London) Inc., Parkinson Society Canada, Parkwood Hospital - Volunteer Services, Participation House Support Services, Pathways Skill Development Inc., Pride London Festival, Kim Pritchard, ReForest London, Regional Mental Health Care - Volunteer Services, 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, S.W.I.M. (Single Women in Motherhood), St. John Ambulance London Branch, The Stiller Centre, Street Connection, Student Services at Brescia University College, The Sunshine Foundation of Canada, Thames Region Ecological Association, Thames Valley Children's Centre, Trinity Global Support Foundation, Pat Tripp, United Way of London & Middlesex, United Way of Oxford, Unity Project for Relief of Homelessness in London, Willy Van Klooster, Vanier Children's Services, Victim Services of Middlesex County, VOCPRI (Volunteer Organization of CPRI), VON Middlesex-Elgin Foundation, Western Area Youth Services, Bill Wittur, Women's Community House, Women's Rural Resource Centre, WOTCH Community Mental Health Services, YMCA of Western Ontario



## A Message from Pillar's Board Chair & Executive Director

2008 was a tremendous year for Pillar. We set out with high expectations and, along with achieving all we had hoped for, we created a solid foundation for change and development for 2009 and beyond.

One of the key factors contributing to our success in 2008 was our strong and engaged board of directors. Together we began the ground work of moving to a flexible policy board framework. This important step in the evolution of our governance policy development resulted from both the growth of our organization and our commitment to modeling best practices wherever we can.

Our strategic priorities remained the focus of our board. To this end, we continued to create excitement about the importance of nonprofits by facilitating the telling of our sector's stories. Our main vehicle for this was the 2008 Pillar Community Innovation Awards. The event inspired others to get involved in our community and provided \$10,000 in awards to local charities.

Pillar seeks to maximize the effectiveness of London's nonprofit sector by facilitating connections and collaboration among our members, as well as promoting best practices and ways to increase efficiencies. Acting on this, we launched a partnership between London, Windsor, and Kitchener-Waterloo to host a Community Action Forum to create inclusive and diverse nonprofit organizations.

Of course, member service is of primary importance to Pillar. We were encouraged and delighted to see that, in response to our survey, 86.5% of our members rated the value of their membership as good or excellent, with the top 3 benefits being our e-newsletter, posting volunteer opportunities, and professional development. In response to member need, we also developed a group benefits and insurance program with Stevenson & Hunt to offer exclusive rates and coverage options to Pillar members. More nonprofits and charities will be using these resources, as our membership rate has increased by 37%, putting us at a total of 166 members.

Our final strategic priority is to create a diversified funding strategy for Pillar. In addition to contributions from membership and grants, we have seen a gratifying response to our request for corporate support. This response has enabled us to create programs that strengthen the nonprofit sector and has allowed us to better serve our members.

With the completion of an exciting and successful year, Pillar is energized and eager to take on 2009. We will support and inspire our members in every way we can, while increasing the sustainability of Pillar Nonprofit Network. We look forward to building connections and encouraging collaboration between local nonprofits, promoting the recognition of volunteerism and shining a light on the important role our sector plays in making London such a great place to live.

*- Lissa Foster, Chair & Michelle Baldwin, Executive Director*



Lissa & Michelle

## Board of Directors 2008/2009

**Lissa Foster**, Citi Cards Canada, Chair  
**Gary Wood**, Vanier Children's Services, Treasurer  
**Brian Meehan**, Museum London, Vice Chair  
**Wendy Arnott**, St. Joseph's Health Care London  
**David Billson**, rtraction Canada Inc.  
**Kate Graham**, City of London  
**Jennifer Hesse**, London Public Library  
**Eddie Ippolito**, Royal LePage Triland Realty  
**Jason Kerr**, Continuing Education, Fanshawe College  
**Nicole Kovacs**, Kovacs Group  
**Willy Van Klooster**, Vanier Children's Services



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

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

## Highlights of 2008

### PROFESSIONAL DEVELOPMENT

1103 attendees at 27 workshops, 2 conferences and 2 networking events

- Citi Executive Director & Nonprofit Leader Breakfasts
- Community Action Forum: Creating inclusive & diverse nonprofit organizations
- Diversity & Anti-Racism Training
- Foundation Investment Forum
- Human Resources Workshops
- Management Tools for the Nonprofit Sector
- Networking with a Purpose Events

### VOLUNTEERISM

- Volunteer referral service on [www.pillarnonprofit.ca](http://www.pillarnonprofit.ca)
- Volunteering as a Leader in Your Community workshop
- Youth Volunteerism Strategy
- 39 community volunteerism presentations in local schools & businesses

### MEMBERSHIP

- New benefit: Group Benefits & Commercial Insurance Package
- Membership survey completed and analyzed

### INFORMATION

- *Getting Connected* bi-weekly newsletter – 21 editions
- Nonprofit Library Network partnership with Imagine Canada
- Developed nonprofit, consultant & speakers, & media databases

### ADVOCACY & AWARENESS

- Pillar Community Innovation Awards, November 2008
  - *Community Innovation*: Emerging Leaders
  - *Community Leadership*: Jeanne Greenberg, SARI Therapeutic Riding
  - *Community Impact*: The Crochet Club of London
  - *Community Collaboration*: Community Gardens Program of London Community Resource Centre
- Consultation & information with community on current economic situation, funding by federal government
- Advocacy in partnership with Imagine Canada, Canadian Federation of Voluntary Sector Networks, and Ontario Nonprofit Network

**In 2008, our membership grew to 166 members.**

**In the sector we helped over 10,000 individuals and organizations through our website and email, telephone and walk-in inquiries.**

**Pillar Nonprofit Network's success in 2008 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 2008.**

## Testimonials

### CANADIAN DIABETES ASSOCIATION

The only place I get volunteers is from your website and five or six so far have been really good. Pillar does great work.

### MUSEUM LONDON

Pillar's e-newsletter is a vital source of information for Museum London. Whether it's research on the charitable sector, information on funding opportunities, or general news about the world of volunteering, *Getting Connected* provides us with a comprehensive communication package that isn't available anywhere else.

### THE LUNG ASSOCIATION

We are thrilled to be a member of this wonderful organization. I have lost track of how many people have now called in response to our event posting. Becoming a member is the single most effective marketing tool of our organization locally to date.

### ANONYMOUS

Workshops have been thought-provoking and very useful. After each one I came away with ideas and a sense of hope.

### LONDON PUBLIC LIBRARY

The Library has often partnered with Pillar to offer programs and workshops for the community. In all cases, we've found Pillar staff, volunteers and board members to be knowledgeable, efficient, and resourceful and, perhaps most importantly, dedicated to creating a collaborative atmosphere. Pillar seems always to be thinking about the big picture – Should someone else be involved? Are we the right people to be doing this work? Is this what is really needed in the community? For these reasons, partnering with Pillar adds to our capacity to deliver relevant, high quality programs.



## Community Action Forum: Creating inclusive and diverse nonprofit organizations

In 2008, Pillar led a collaboration of the communities of London-Middlesex, Windsor-Essex and Kitchener-Waterloo to produce the Community Action Forum in October. This two-day event brought people from Southwestern Ontario together in open dialogue to discuss and strategize about creating truly inclusive and diverse nonprofits and charities. The forum's speakers were challenging, informative and stimulating and the participants left the event feeling empowered and energized in their commitment to systems change.

*The Forum was funded by Canadian Heritage - Multiculturalism Program and supported by United Way of London & Middlesex.*

## Foundation Investment Forum

Pillar, working in close collaboration with Highstreet Asset Management, hosted the Foundation Investment Forum just as the full impact of the economic downturn was taking effect. Representatives of 23 public and private foundations met for a day-long discussion of strategy, planning and airing of concern. The day was so successful that the Forum will be repeated in 2009.

## Management Tools for the Nonprofit Sector

This wildly successful collaboration between Pillar, Libro Financial Group and Fanshawe College Corporate Training continued its sold out run. Covering topics ranging from legal issues to stress management to capital campaigns, the participants have been passionate in their praise of the quality of the seminars.

## Willy Van Klooster Nonprofit Governance Scholarship

*In honour of Willy Van Klooster's exemplary leadership in board governance as the founding and long-serving Chair of Pillar Nonprofit Network, this scholarship is awarded annually to build the board governance capacity of senior nonprofit leaders in London and area.*

In the Fall of 2008, Anne Rollings, Executive Director and myself, Lori Vanstone, President of Midwestern Adult Day Services were fortunate to be chosen as the successful recipients of the Willy Van Klooster Nonprofit Governance Scholarship. Working with Janet Froot, Executive Coach, Horizon Leadership Institute and Willy Van Klooster has enriched our partnership and helped us flourish. Willy's guidance and encouragement gave me a tremendous boost in self confidence in my performance as chair. Janet, who coached both Anne and me as a team, has been instrumental in enhancing our communication skills. Through Janet's coaching, we know we can count on each other for an honest opinion and mutual support. We now recognize that each of us is accountable for our own separate responsibilities but together we share a common vision for our agency. The entire process has strengthened our partnership and helped clarify our roles and broaden our knowledge base.

We thank you for giving us this very valuable learning opportunity.

*- Lori Vanstone, President, Board of Directors  
Midwestern Adult Day Services*

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## Community Partners 2008

**Pillar appreciates and thanks all our partners:**

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; Citi Cards Canada; City of London; Continuing Studies at Western; Delta London Armouries; Echidna Solutions Corp.; Employment Ontario; Fanshawe College; F.J. Galloway & Associates; Harrison Pensa; High Altitude Thinking; Highstreet Asset Management; Horizon Leadership; HR Council for Nonprofit & Voluntary Sector; Imagine Canada; Inen Design Communications; 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; Rogers TV; rtraction; Sanchez-Keane & Associates; Stevenson & Hunt; United Way of London & Middlesex; Voluntary Gateway



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