



**Annual General Meeting**

**Annual Report 2004**

**April 13, 2005**

# **Pillar – Voluntary Sector Network ANNUAL GENERAL MEETING**

April 13, 2005 – 4:00 p.m.  
Stevenson & Hunt Room, Central Library

## **AGENDA**

1. Welcome and Chair's Remarks
2. Approval of Minutes of AGM on March 3, 2004
3. Presentation of Financial Statements for 2004
4. Motion to Confirm Michael King as Auditor for 2005
5. Motion to Approve the Acts of Directors during 2004
6. Motion to Approve the Slate of Nominees as Presented
7. Recognition of Retiring Board Members
8. Report of the Executive Director
9. Reports of Committees
10. Vision for 2005-2007
11. **The London Community Innovation Awards**
12. Adjournment

# ANNUAL REPORT 2004

## Executive Director's Report: A Portrait of 2004

Beth De Long

### Initiatives:

- National Voluntary Sector Web Portal: Pillar, as a founding member of the Canadian Federation of Voluntary Sector Networks (CFVSN), contributed to the development of the portal and agreed to undertake the development and maintenance of the Planning section. Pillar is excited to see the past year's efforts of hundreds of not-for-profit representatives come alive at [www.voluntarygateway.ca](http://www.voluntarygateway.ca).
- Relationship with Government
  - *Federal*: Pillar staff attended training related to the Accord & Codes with government representatives and began to provide this training to our members. A joint meeting between CFVSN and Social Development Canada (SDC) was held in March 2005 to identify ways to strengthen the relationship between government and the sector.
  - *Provincial*: Pillar continued to work with Coalition of Ontario Voluntary Organizations (COVO) to identify the ways that the sector and government can work together. With the Ontario Ministry of Citizenship and Immigration, we delivered training to rural not-for-profits about volunteer management, working relationships between boards and executive directors.
  - *Municipal*: We had involvement from Jeff Fielding at our London Leadership Conference and additional conversations have occurred with him related to the City of London's Strategic Plan. Pillar has recognized the importance of volunteering to the integration of new Canadians and we are working with community partners to facilitate this.

### Membership:

- In 2004, 70 paid members signed up.
- Bi-weekly e-newsletter distribution to our members garnered outstandingly positive feedback about its value to the community.
- Development of training and networking events continued with the presentation of workshops on Conflict Resolution, Stress Management, Planned Giving, Privacy Legislation, Youth Volunteering and others. With London & Region Fund Raising Executives (LRFRE), we provided training related to fund development.

### In the sector:

- We helped over 15,000 individuals and organizations through our website and email, telephone and walk-in inquiries. Staff and volunteers participated in 79 events.
- Ongoing relationship with *The Londoner*: Pillar continues to provide weekly profiles of community needs met through volunteerism.
- Pillar was a committee member of Supported Volunteerism, London Association for Volunteer Administration (LAVA), CFVSN, and Ontario Management Support Organizations Network.

### Pillar Team:

- Our 31 active volunteers contributed 2500 hours.
- Our continued partnership with Human Resources Skill Development Canada (HRSDC) resulted in the hiring of summer students and other contract staff fulfilling a variety of roles.
- Saying Good-bye: Shahin Daya's contract ended with us in November and Catherine Gelinis' contract ended in June.

*The Executive Director serves as an ex officio member of all Pillar committees.*

## **Chair of the Board**

Willy Van Klooster

A lot of dreams have come true since we first began to imagine Pillar in 2001. While the first two years were spent developing our infrastructure – an office, staff, incorporation, charitable status, and core services – in 2004, we were ready to take the next step. Our Membership Drive, Nonprofit & Charitable Expo, London Community Innovation Awards, Voluntary Sector Employment and Training Needs Study, Training Events, Online Volunteer Referral, and The London Leadership Conference are just some of the ways the Pillar board and staff are raising the collective impact of the nonprofit sector in London and Area. While each board member can take credit for helping bring the dream into reality, we are especially in awe of our Executive Director, Beth De Long, for her brilliant leadership.

## **Leadership Conference Committee**

Maria Sanchez-Keane, Michelle Baldwin, Willy Van Klooster,  
Janet Tufts, Christine Wilde

The first ever London Leadership Conference took place May 6 & 7, 2004 at the Oakwood Inn in Grand Bend with fifty-five participants from across all sectors. Keynote topics such as “Fresh Ideas for London’s Future” and “Community Based Innovation” energized conference delegates and created an atmosphere of hopeful dialogue for London’s future. Among the key themes which emerged as areas to explore in the future were: creating a venue for greater collaboration among the three pillars; connecting more closely with the University; addressing the issue of diversity; and creating a place for further dialogue. On September 27, 2004 a conference follow-up meeting was held with approximately thirty-five participants. The conversation continued on the key themes from the conference and was woven together with the idea of influencing the City of London’s Strategic Planning Process.

## **Marketing Committee**

Janet Tufts, John White, Shahin Daya, Michael Duhaney, Mindy Gordon,  
Matt Horst, Bill Stewart

The Marketing Committee met regularly throughout the year to continue work on the implementation of their strategic plan. To support Pillar’s objective to increase revenue, the Committee developed a case for support, and designed and produced all corresponding print material. This included a presentation folder, inserts and a covering letter to be used in promoting Pillar to potential members and funders. With a goal to increase membership, the committee presented a strategy to the Board of Directors which was endorsed.

Through various initiatives, Pillar made tremendous strides this year in growing and raising awareness about the services it provides to the London community. The Committee served as consultants to the individuals or groups organizing these community initiatives. For example, the committee supported The London Leadership Conference and the Voluntary Sector Employment and Training Needs Study by helping to enhance their promotional material. In addition, the committee developed a tradeshow booth.

Towards the end of the fiscal year, as Pillar was re-evaluating its mission, vision and values, the Committee examined and challenged Pillar’s existing core services. Their discussions brought both insight and appreciation to the conversations taking place at the Board level.

## Research Committee

Ruth Young, Shahin Daya, Paul Hubert, Brian Matthews,  
Estela Quintero, Gerda Zonruiter

Pillar had a very busy and productive 2004 with respect to its research activities. Two major reports were released, the culmination of many months of work. In April, 2004 the long-awaited *London's Voluntary Sector Employment and Training Needs* report appeared followed in November by *A New Canadian's First Decade of Volunteering*. Both reports provide current, useful information about and for the nonprofit sector in our local community. Funding support from Human Resources Skills Development Canada and Canadian Heritage is much appreciated. Members of the research committee provided guidance and support throughout the research and public awareness phase of both studies. Thanks are extended to the Research Committee volunteers for their commitment and participation.

## Revenue Development Committee

Lissa Foster, Janet Frood, Christine Wilde

Earlier this year we identified the need to allocate time and energy specifically to the area of revenue generation. Sustainability and the need for a comprehensive revenue plan were also identified as key areas of focus in our strategic planning process.

Our analysis has led to the creation of a Fund Development Committee as a Standing Committee of the Board. This group will draft and implement a plan for all fundraised revenues at Pillar, including foundations, corporate gifts, individual gifts and event sponsorships.

The revenue plan, as a whole, will continue to be monitored by the Executive Committee while various committees assume responsibility for creating and implementing plans to achieve the revenue targets in their areas. As an organization conceived and created to provide service to its membership – registered charities and nonprofit groups – membership revenue will continue to play a significant role in Pillar's growth plans.

It is with great enthusiasm that we enter this next fiscal year, with a clearly defined revenue strategy in place. We look forward to continued growth in serving you – our member organizations – who together form the significant, thriving and vitally important nonprofit sector!

## Special Events Committee

Jennifer Hesse, Michelle Baldwin, Catherine Gelinias, Mindy Gordon, Christine Wilde

In March 2004, Pillar hosted two successful special events – the Nonprofit & Charitable Expo and the London Community Innovation Awards.

The Nonprofit & Charitable Expo was co-sponsored with the London Public Library and HRDC. Seventy-eight different exhibitors promoted their services and volunteering opportunities over three days in the Central Library, and public and professional development workshops were also held. Exhibit space sold out well in advance of the Expo, which took place March 1, 2 and 3. Post-event evaluations were outstanding, with 88% of the participants saying that they would reserve a booth at this event again.

The Community Innovation Awards were held on March 3. Three awards were presented in three categories of relevance to the nonprofit sector: Innovation in Awareness, Innovation in Administration, and Innovation in Corporate Support.

## Strategic Planning Committee

Willy Van Klooster, Michelle Baldwin, Carl Cadogan, Maria Sanchez-Keane,  
Christine Wilde, Ruth Young

The board is grateful to Karen Fryday-Field of Meridian Edge for facilitating a Strategic Planning Process with us this year. We grappled with the Mission and Vision to be sure that they fit Pillar at this time. We then identified the following four Strategic Directions to guide us over the next three years:

- Communicate Pillar's Mission more broadly
- Establish Market Niche and be known for our Core Services
- Stabilize Funding
- Build Membership and Support Base

These have now become the basis for our Strategic Plan and will guide Pillar to strengthen and leverage the collective impact of the nonprofit sector in our community.

From this point forward, the function of this committee will be assumed by the Executive Committee.

## Training & Education Committee

Kirsten Fisher, Ben Benedict, Jeff Cadotte, Amy Hoogsteen, Lee Jones

In 2004, Pillar developed a new Training & Education Committee to provide direction and oversee the management of its new Training Department. The Training Department consists of a number of volunteers dedicated to providing necessary, effective and efficient training that will be able to satisfy some of the needs of individuals working and volunteering in London's not-for-profit sector.

This committee, recently developed, will hold its first meeting in 2005.

## Vision 2005-2007

- 🏠 Pillar - Voluntary Sector Network in consultation with our members will provide all levels of government with information about the priorities of London's nonprofit sector creating a policy dialogue that is rooted in our community.
- 🏠 Pillar's staff and volunteers will work hard to provide our members with cost effective, timely and relevant training opportunities to strengthen the knowledge and experiences of staff and volunteers in the nonprofit sector.
- 🏠 Pillar will continue to work with community partners to ensure full participation of all Londoners in volunteering.
- 🏠 With the support of our members, Board of Directors and volunteers we will expand our membership to reflect the breadth and diversity of the nonprofit sector; including the Arts, Environment, Health, Faith, Sports, Recreation, Culture, Heritage, Education, Employment & Training, Social Services, Human Rights, International Development, Animal Protection, Multi Cultural, Advocacy, Community Resources, Childcare, Service Clubs, Community/Neighbourhood Organizations, Foundations
- 🏠 Quarterly networking events hosted by Pillar members will provide an opportunity for London's nonprofit sector to share and learn community best practices and provide Pillar with information about the challenges and opportunities for London's non profit sector.
- 🏠 Pillar in partnership with Imagine Canada will host part of the "Cooperating Collection" of resources and provide training for members to access reliable, efficient and effective Canadian information that is relevant to their work.

## **Board of Directors 2004**

Willy Van Klooster (Chair), Westover Treatment Centre  
Carl Cadogan (Vice-President), Nokee Kwe Occupational Skill Development Inc.  
Ruth Young (Secretary), United Way of London & Middlesex  
Paul Hubert (Treasurer), Pathways Skill Development & Placement Centre  
Lissa Foster, WIL Employment Connections  
Janet Frood, Consultant  
Jennifer Hesse, London Public Library  
Maria Sanchez-Keane, Sanchez-Keane & Associates  
Janet Tufts, St. Joseph's Health Care London  
John White, The Arts Project  
Christine Wilde, VON Middlesex-London  
Ruth Young, United Way of London & Middlesex

## **Proposed Slate – Board of Directors 2005**

Michelle Baldwin, Thames Valley Children's Centre  
Carl Cadogan, Nokee Kwe Occupational Skill Development Inc  
Cheryl Finn, London Sports Council  
Kirsten Fisher, Graduate Student, University of Western Ontario  
Lissa Foster, WIL Employment Connections  
Janet Frood, Consultant  
Jennifer Hesse, London Public Library  
Paul Hubert, Pathways Skill Development & Placement Centre  
Joanna Meilleur, Women's Community House  
Maria Sanchez-Keane, Sanchez-Keane & Associates  
Willy Van Klooster, Westover Treatment Centre  
Christine Wilde, VON Middlesex-London  
Ruth Young, United Way of London & Middlesex

**Pillar - Voluntary Sector Network  
gratefully acknowledges our generous funders**



***Datapix***



**The Walter J. Blackburn Foundation**



**Pillar also thanks our generous individual donors.**