



Community Sector Council
Newfoundland and Labrador

Accelerating Change

ACCELERATING
GROWTH

ACCELERATING
GROWTH



WORKING
TOGETHER

MARCH 2022 ANNUAL IMPACT REPORT

Growing Stronger Together

www.communitysectorcouncil.nl.ca

ABOUT THE COMMUNITY SECTOR COUNCIL OF NEWFOUNDLAND AND LABRADOR

The Community Sector Council of Newfoundland and Labrador is committed to strengthening and promoting the essential role that voluntary and nonprofit, community-based organizations play in building healthy and prosperous communities.

VISION

A prosperous and inclusive society that supports individuals, families and communities.

MISSION

Encouraging citizen engagement, the integration of social and economic development, and leadership in shaping public policy.

FIVE PILLARS OF CSC NL STRATEGIC DIRECTIONS AND PRIORITIES

Building Knowledge, Sharing Information and Articulating Policy

Strengthening Organizational Capacity and Development

Fostering Volunteerism and Cultivating Leadership

Convening, Connecting, Nurturing Thought Leadership and New Thinking

Designing and Delivering Innovative Pilots, Programs and Services

FINANCIAL SUMMARY

The audited financial statement is available on the CSC NL website under the Annual Reports.

Charitable registration number (CRA): 133028027RR0001

Message from the Chair

Natasha Hudson, MBA
Business Development Bank of Canada



The Community Sector Council of Newfoundland and Labrador continues to demonstrate strong leadership despite the challenges and uncertainty of the past several years. The organization continues to assess needs and build capacity in the sector through its many programs and activities, delivering an impressive range of training for community sector leaders, employees, and volunteers, while remaining steadfast in delivering its mandate.

Through key programs like techKNOWtutors, AMPLIFY and Go Getters, CSC NL continues to support people across the province. The annual networking reception for volunteers at Government House is just one example of how CSC NL continues to bring people together and, in this case, celebrate volunteers and Volunteer Week.

At the board level, the organization's strategic direction and priorities have been updated, a new client relationship system is being implemented, and most exciting, work is already underway on a new website and re-branding of the organization. Through these efforts, CSC NL continues to evolve and is well positioned for the future.

I would like to thank my fellow board members for their dedication and many contributions to the governance, strategic direction, and priorities of the organization, and to acknowledge with appreciation board members who have moved on this past year. A very special thank you on behalf of all Board members for the significant contributions made by the past Chair, Mark Shrimpton. Also on behalf of the Board, we would like to sincerely thank CEO Penny Rowe for her continued leadership, and the entire CSC NL team for their dedication and passion for the important work they do.

“ CSC NL continues to assess needs and build capacity... delivering an impressive range of training for community sector leaders, employees and volunteers, while remaining steadfast in its mandate. ”

Natasha Hudson, MBA
Regional Manager-Partnerships, BDC

Message from the CEO

**Penelope M. Rowe, C.M.
Chief Executive Officer**



The last year has been a continuing journey as we have adapted to how we do our work and rethink how to achieve objectives in a new environment. Two years ago, at the outset of the COVID-19 pandemic, we thought changes would be short term. We know now that many adjustments and redefined expectations will continue on a protracted basis. The approach to work life balance is different, engagement is in constant flux, how employees and volunteers participate has changed, and we have to be flexible in long term planning. Of significance is the degree to which the pandemic has underscored the fundamental role of the community sector and its paid and unpaid labour force. New approaches to the workplace and our connections with others will be an ongoing learning endeavor.

Like others, CSC NL is taking stock of current trends and the implications for the nonprofit sector. Research indicates that older volunteers are leaving the sector while younger people wish to be involved in new ways. Changing demographics, the diminishing volunteer base, attraction and retention of our labour force, uncertainty, climate change and the search for sustainability, diversity, equity and inclusion all signal the urgency for new thinking and different ways of doing business. Whether we focus on the fragility of many organizations; the state of individuals' well-being; the challenging reality of the increasing cost of living or on decent work in the community sector, ingenuity will be essential as we seek better ways to collaborate and bring about change. CSC NL is working to profile the sector, define priority issues, to build strategic partnerships and collaborations and re-imagine governance. In advancing the integration of social and economic development we will be forefront in supporting Health Accord NL's emphasis on the social determinants of health and will continue to highlight the sector's centrality to economic and social progress.

CSC NL values deeply our relationships with all levels of governments and other colleagues, and we look forward to creating new synergies to build the capacity of the community sector.

The achievements of the Community Sector Council NL are the result of a talented, diverse and committed board of directors and excellent staff members. Through a series of joined-up undertakings they play a transformative role in moving us in new directions. The culture created by the board and their high level of respect for those who work here is instrumental in supporting a sound organization. The dedication of staff, their ability to adapt and grow CSC NL under the pressures of the last year is without parallel. I offer my deep gratitude and thanks to all who make CSC NL possible.

A handwritten signature in blue ink that reads "Penelope M. Rowe". The signature is fluid and cursive.

Penelope M. Rowe C.M.MSc LL.D (Hon)

BUILDING KNOWLEDGE

SHARING INFORMATION

Research

Events

Training

Surveys



Online Directory of Community Organizations

2,723 Listings

Want to know what's on the go in the province? We have now compiled a database of **2723** community organizations in Newfoundland and Labrador. Want to find someone or a group doing work you're interested in? Search by keyword. Want to find an organization near you? Search by community or region. It's a great resource.

E-Newsletter and Social Media

Our e-newsletter goes out to more than **5000** recipients. CSC NL has **2500+** followers on Twitter, with **1500+** Facebook followers, and Volunteer Week NL on Instagram with more than **600+** followers.

Our Web Portal – communitysector.nl.ca An Online Resource Centre

A comprehensive web portal for community organizations focusing on program and project activities with an online resource centre, learning opportunities, event listings, a bulletin board and more.



**144,000
UNIQUE VISITS
ANNUALLY**

LEARNING EVENTS

Virtual learning allowed for even more interaction with **2000+ participants** across the province.

CSC NL provided virtual learning events, information sessions, workshops and webinars designed to strengthen organizational capacity and development.

COMMON GOOD RETIREMENT PLAN INFORMATION SESSION

COMPLIANCE BASICS FOR NONPROFITS

SCREENING HANDBOOK INFORMATION SESSION

CONNECTING THROUGH CONVERSATION WITH SCOTT MCAFEE

VOLUNTEER BOARDS

PRESERVING LOCAL ECONOMIES THROUGH SOCIAL SUCCESSION

HEALTHY BOARD GOVERNANCE SERIES

SCREENING VOLUNTEERS

CRA GST/HST OUREACH PRESENTATIONS

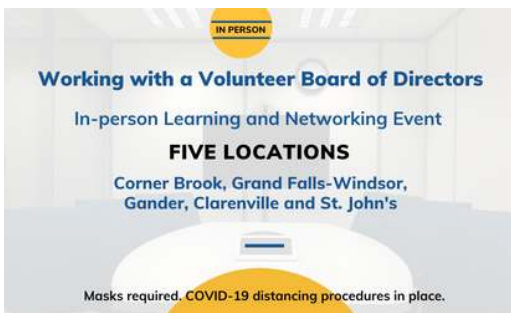
INCORPORATION, BY-LAWS AND FIDUCIARY RESPONSIBILITIES

REPORTING REQUIREMENTS OF CHARITIES

MANAGING VOLUNTEERS

MAGNETIC ORGANIZATIONS

EFFECTIVE MEETINGS



1-877-753-9860

CSC NL maintains a warm line presence, responding to inquiries via a toll-free line, email and social media on topics such as starting a nonprofit, board governance issues, funding, volunteering and more.

We also hear from both staff in the sector and volunteers with questions about records of a nonprofit organization, by-law amendments, and insurance risks, and sometimes they just need help finding a contact or a phone number.

GANDER VOLUNTARY RESOURCES CENTER

The Gander Voluntary Resource Centre allows CSC NL extensive reach into eastern, central and western parts of the province. Through this centralized location we have delivered dozens of governance and volunteer management related sessions to multiple local and provincial organizations. Additionally, the office provides expertise and training in youth leadership, engagement and networking as well as on the ground support to CSC NL's provincial programs including AMPLIFY and volunteer week activities.



CELEBRATING VOLUNTEERS

VOLUNTEER WEEK 2021 LIVE 

WEDNESDAY 21 APRIL 2021 AT 12 NOON
HOST: ROBERTA HEWITT

 Penny Rowe CSC NL	 Her Honour The Honourable Judy M. Foote	 Premier Andrew Furey	 Lloydetta Quaicoe Sharing Our Cultures	 Greg Smith VOCM
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THE VALUE OF ONE. THE POWER OF MANY.

Together with the Volunteer Week Planning Committee, CSC NL has been taking the lead on volunteer week celebrations in Newfoundland and Labrador. It's a time to celebrate, recognize and thank volunteers, and to create awareness of the important work of the voluntary, community-based sector.

We celebrated with a volunteer week social media challenge, highlighting volunteers from across the province through pictures and videos, and promoted celebrations on local media channels. The Volunteer Week Virtual event was well attended with messages from Penny Rowe, CEO, CSC NL, The Honourable Judy M. Foote, Lieutenant Governor, Premier Andrew Furey, Lloydetta Quaicoe of Sharing Our Cultures, and previous Volunteer Week Honorary Co-Chair, Greg Smith of VOCM.

GO GETTERS NL

Go Getters NL is an innovative program designed to help youth ages 19-30 appreciate the benefits and value of commitment to community service, civic engagement and volunteering.

"I'm a completely different person than I was a year ago. I feel like I'm becoming a better person, reflecting on how to be more supportive, and respectful..."

Every Go Getter found a new love in volunteering through their personal placements at local organizations with some examples being the Pottle Centre, Habitat Restore, the Mad Catter Café, Froude Avenue Community Centre, to name just a few.

**"It's been so positive!
I look at volunteering in a different way now, as something that enriches your life. It's a way you get to learn about and experience your community in such a full way.
I definitely will continue volunteering."
~Go Getters Alumni**

More than half of the participants actively created a passion project to address a community gap or need including a gender-neutral clothing swap, a hygiene drive, a women's empowerment day, a community mural, a technical baking night for at-risk youth, a sustainability herb planting workshop, an open mic poetry night in support of mental health advocacy and more!

The Go-Getters completed 2300+ hours in the community!

go out and have fun ✓

go have new experiences ✓

go develop new skills ✓

go expand your networks ✓

go improve your community ✓

go get your future ✓

CANADA SERVICE Corps





In partnership with the Government of Newfoundland and Labrador, Department of Immigration, Population Growth and Skills, CSC NL once again delivered the **AMPLIFY Program**, an employment, career personal development project for targeted youth across the province, exceeding goals for participation once again during a challenging pandemic.

AMPLIFY integrates on-the-job experience with personal development, practical skills, encouragement and inspiration. AMPLIFY will continue into the fall and winter for yet another year, into 2022.

WHAT YOUTH TOLD US

“The best part was the pride I felt for my work efforts with the business that hired me and meeting other participants for learning sessions, being part of a peer group to learn new things that will benefit us in the future.”

“I loved getting to work with a team of kind like-minded people, watching over a gallery full of art!”



WHAT EMPLOYERS TOLD US

“This was a very positive experience where employability skills were gained, friends were made and the need for socialization in a positive, supportive workplace was met. The youth learned many new skills and enjoyed his first job so much, he requested another employment opportunity!”

“We had one youth who planned to quit school. Her summer taught her a lot of positive things. She made friends with her coworkers and is returning to school this fall.”

FINDERS KEEPERS

17 Participants

7500 Quality Employment Hours

Finders Keepers is a value+ employment program launched in 2020 with funding support from the Government of Canada's Youth Employment and Skills Strategy. Youth between the ages of 19-29 receive employment support, skills training and a quality work placement. In 2021 we worked with 17 participants and 15 employers to provide value+ workplace experiences.



"I've learned a lot about what skills are most important in the workplace, and how we need to show employers that we have them." ~Participant

17 participants



15 employers

UNLOCKING POTENTIAL

[@finderskeepersnl](#)



Customized and Flexible Training Opportunities

400+ Training Hours

in

Customer Service, Communications,
Financial Literacy, Public Speaking
and Diversity

"The program provided a great opportunity for us to expand our staffing capacity and it allowed us to provide a really good work experience for a local young person in her field of education."

~Employer

VIBRANT COMMUNITIES

CSC NL's Vibrant Communities initiative bridges connections between community service providers and individuals living with low income. Capitalizing on the knowledge of service providers' programs and services, Vibrant Communities assists people to access those services and resources in the community.

Vibrant Communities has many initiatives to get involved in, to help better the lives of those living with low income and poverty and improve community standards including Citizen's Voice and Coffee's On.

Vibrant Communities St. John's held events that featured important policy initiatives and community services related to fighting poverty. Coffee's On featured events, all online, covering services, ideas and aspirations in the fight against poverty and exclusion. The annual province-wide virtual policy workshop, Policy on the Rock in February 2022, covered topics such as measuring poverty, child poverty, disability poverty and community engagement. John Abbott, Minister of Children, Seniors and Social Development brought greetings on behalf of the Government of Newfoundland and Labrador, and Joanne Thompson, Member of Parliament (St John's East) on behalf of the Government of Canada. The work in the community to address poverty cannot be done without the support of governments at every level.



Together Creating Possibilities



POLICY ON THE ROCK 2022

POVERTY AND POLICY A DAY OF DIALOGUE 2022



Robert Reid
The Market
Basket Measure
Approach



Rabia Khedr
Disability
Poverty



Leila Sarangi
Child Poverty



Lisa Attygalle
Community
Engagement



A community-based digital literacy training program aimed at helping people use the internet to improve their day-to-day lives. techKNOWtutors offered free learning sessions to groups from many different backgrounds using instructor-led presentations and hands-on activities.

HELPED

1500+

CURRICULUM
PROGRAMS

70+

INSTRUCTED

700+

PARTNERS

45+



BUILDING NETWORKS

Regional Network Facilitators

The Regional Network Facilitators were active in four regions of the province including the Labrador Straits, Corner Brook / Deer Lake area, Twillingate/New World Island and the Burin Peninsula.



TAPPING THE UNTAPPED POTENTIAL

We were able to host community conversations and events in-person and online, produce videos of local nonprofit groups and sector snapshots for social media. There was a Community Fair in Lance au Loop, numerous information sessions offered on the Burin Peninsula and in Twillingate on key topics such as challenges hiring on employment programs, how to attract volunteers, volunteer recruitment, working with a board of directors and of course our healthy board governance series.

WHAT WE DO

The Facilitators are connecting with organizations to promote local undertakings and identify priorities in their areas, and developing regional opportunities in partnership with people in communities around the province.



...the people behind CSC NL...

CSC NL STAFF 2021

Penny Rowe, CEO	Michelle Shallow
Stephanie Abbott	Christine Snow
Curtis Delaney	Darlene Scott
Cristina Fabretto	Katie VanKoughnet
Bettina Ford	Bobbi Vasher
Neil Head	Earl Walker
Lindsey Hynes	Corey Weir
Lori Johnson	Elaine Woolridge

TECHKNOWTUTORS

Norma Alford	Kyle Wisemen
Jeff Hillyard	Cristina Fabretto
Kyleigh Mercer	Ian Hutchings

CSC NL REGIONAL NETWORK FACILITATORS

Dawn Bingle-Park, Deer Lake / Corner Brook
Stephanie Janes, Burin Peninsula
Roseann Linstead, Labrador Straits
Steven Rogers, Twillingate / New World Island

VOLUNTEER WEEK COMMITTEE

Catherine Drodge, Volunteer | Neil Head, CSC NL | Roberta Hewitt, St. John Ambulance (Co-Chair) | Lori Letto, City of St. John's | Laurabel Mba, CMHA | LeighAnne O'Neill, St. John's Regatta (Co-Chair) | Penny Rowe, CEO, CSC NL | Lloydetta Quaicoe, Sharing Our Cultures | Morgan Quinton, SPCA | Elea Stephenson, Student Volunteer Bureau | Amy Walsh, SJA Therapy Dogs

COMMUNITY SECTOR WORKING COMMITTEE

Jason Brown,, President & CEO, YMCA | Donna Butt, Executive and Artistic Director, Rising Tide Theatre | Rowena House, Executive Director, Craft Council NL | Colleen Kennedy, Executive Director, Gros Morne Co-operating Association | Roseanne Leonard, Managing Director, CBDC NL | Penny Rowe, CEO, CSC NL | Mark Shrimpton, Chair, CSC NL | David Smallwood, CEO, Rotary Arts NL | Gail Thorne, Executive Director, Exploits Community Centre | Tim Turner, Executive Director, Murphy Centre | Sean Wiltshire, CEO, Avalon Employment Inc.

CSC NL BOARD OF DIRECTORS

Executive

Natasha Hudson, Chair
Bert Riggs, Vice Chair
Charlie Kelly, Treasurer
Deatra Walsh, Secretary
Mark Shrimpton, Past Chair

Directors

Ryan Butler
Bernadette Coady*
Meghan Gardner
Susan Green
Khadija Rehma*
Ronalda Walsh*
Lloydetta Quaicoe
Jennifer Warren

*resigned

FUNDERS, SPONSORS & PARTNERS



SUNCOR ENERGY
FOUNDATION



ST. JOHN'S



BellAliant



A CLOSER LOOK AT THE SECTOR

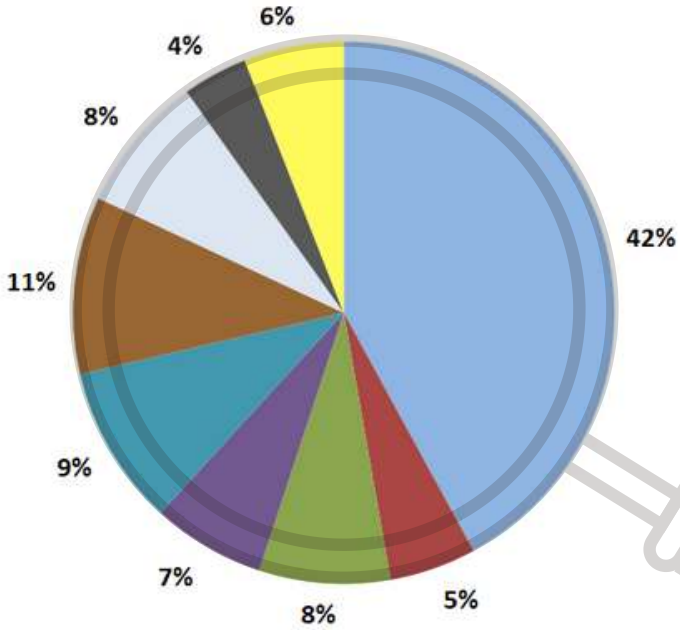
IN NEWFOUNDLAND AND LABRADOR

- More than 3,200 incorporated entities led by volunteers
- 1000's of informal committees and organizations
- About a third have charitable status
- Fewer than half have any paid employees
- Indications are that the majority of board members and employees are women



CHARITIES AND REGISTERED NONPROFITS

- Avalon Peninsula
- Burin Peninsula
- Clarenville - Bonavista
- Corner Brook - Rocky Harbour
- Gander- New-Wes-Valley
- Grand Falls Windsor-Baie Verte-Harbour Breton
- Labrador
- St. Anthony-Port au Choix
- Stephenville-Port aux Basque





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