



Community Sector Council
Newfoundland and Labrador

Accelerating Change

ACCELERATING GROWTH

**CSC NL
IMPACT
REPORT
2020- 21**



**WORKING
TOGETHER**

MARCH 2021

About CSC NL



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.

CSC NL PRIORITIES

- Amplify the voice of the sector
- Influence social, economic and funding policy
- Navigate and drive change (innovation)
- Cultivate volunteerism and leadership

In line with the CSC NL Strategic Directions and Priorities, CSC NL organizes its work into FIVE pillars.

1
BUILDING KNOWLEDGE,
SHARING INFORMATION AND
ARTICULATING POLICY

2
STRENGTHENING
ORGANIZATIONAL CAPACITY
AND DEVELOPMENT

3
FOSTERING VOLUNTEERISM
AND CULTIVATING
LEADERSHIP

4
CONVENING, CONNECTING,
NURTURING THOUGHT
LEADERSHIP AND NEW
THINKING

5
DESIGNING AND DELIVERING
INNOVATIVE PILOTS,
PROGRAMS AND SERVICES

**WE BELIEVE THE COMMUNITY SECTOR IS
CENTRAL TO ECONOMIC AND SOCIAL PROGRESS.**

SHARING INFORMATION



2,706
Listings

Want to know what's on the go in the province? We are always busy updating the directory and we have now compiled a database of **2706** websites of community organizations in Newfoundland and Labrador. Want to find someone doing work you're interested in? Search by keyword. Want to find an organization or someone near you? Is your organization on the list? Search by community or region.

Go to communitysector.nl.ca/directory.



144,000
UNIQUE
VISITS
ANNUALLY

Our Web Portal – communitysector.nl.ca

A comprehensive web portal for community organizations with an online resource centre, interactive volunteer postings, event listings, a bulletin board and more.

Training Opportunities

Volunteer Opportunities

Event Listings

Research Reports

E-Newsletter and Social Media

Our **monthly** newsletter goes to more than **5000** recipients. CSC NL has **2000+** followers on Twitter, with **1000+** Facebook followers, and Volunteer Week NL on Instagram with more than **300** followers.



@cscnl

2000+

5000+



1000+



300+

COVID-19 SURVEY

**Heartbeat of Communities
Impact of COVID-19 in the
Community Sector NL**

481
Respondents

RESILIENCE AND RECOVERY

The survey conducted by CSC NL in May 2020 showed a sector experiencing considerable disruption as a result of the COVID-19 pandemic.



STRENGTHENING ORGANIZATIONS

35+ In-person **workshops** and **webinars** with more than **300 participants** from across across the province.

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

VOLUNTEER RECRUITMENT AND MANAGEMENT

HEALTHY BOARD GOVERNANCE SERIES

STRATEGIC PLANNING

HOW VOLUNTEERING CAN HELP YOU

YOUTH LEADERSHIP

CORPORATE DOCUMENTATION

BUILDING MILLENNIAL-FRIENDLY ORGANIZATIONS

REPORTING REQUIREMENTS OF CHARITIES

INCOMES AND OUTCOMES MEASUREMENT

MANAGING VOLUNTEERS

SCREENING VOLUNTEERS

ENGAGING YOUNG ADULTS

EFFECTIVE MEETINGS

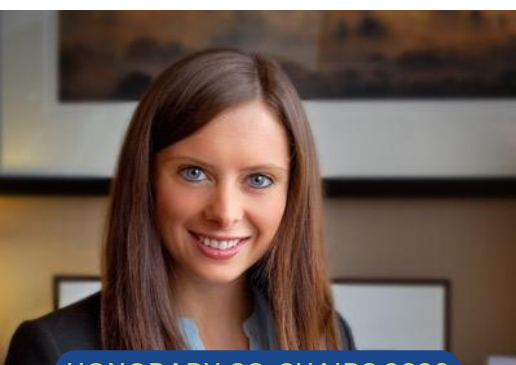


CSC NL WARM LINE

CSC NL has maintained a warm line presence prior to and during COVID-19. Responding to inquiries daily via a toll-free line, email and social media on topics such as starting a nonprofit, board governance, funding, volunteer opportunities, and more.

We hear from both staff in the sector and volunteers with questions about records of a nonprofit organization, by-law amendments, insurance risks, and importantly during the pandemic: what restrictions, if any are there on using online tools to conduct an Annual General Meeting (AGM).

FOSTERING VOLUNTEERISM



VOLUNTEER WEEK

APRIL 19 TO 25 2020

APPLAUDING VOLUNTEERS

Together with the Volunteer Week Planning Committee, CSC NL has been taking the lead on volunteer week celebrations in Newfoundland and Labrador.

Celebration and planning began last year at the annual volunteerism luncheon in early March with a full house of nearly 200 gathering at the Holiday Inn to kick off Volunteer Week 2020. We introduced our Honorary Co-Chairs, Melissa Royle Critch and Greg Smith. It was not long after when the pandemic changed everyone's lives and our planning and celebrations went virtual with the first-ever provincial proclamation signing.

Despite it all, the response to the volunteer week social media challenge was outstanding as we applauded volunteers from across the province through pictures and videos, and promoted celebrations on local media channels including radio and TV.

@volunteerweeknl

CULTIVATING LEADERSHIP

Go Getters NL @gogettersnewfoundland

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.



Video Series on YouTube

2250
volunteer
hours in the
community

Go Getters NL was a great success in its second year despite the many challenges of COVID-19, with **14 youth** participants completing **120 hours** for a total of 2250 volunteer hours.

Gander Volunteer Resource Centre

The Gander Voluntary Resource Centre with **Bettina Ford, Voluntary Resources Coordinator**, allows CSC NL extensive reach into eastern, central and western parts of the province. Through our Gander office we have delivered governance sessions to multiple organizations including NL Environment and the Gander Women's Centre, together with United Way NL, leadership and networking workshops to youth organizations.

CSC NL is delighted to be able to support volunteers and organizations in the area by identifying volunteer opportunities, funding sources, and information on management and training.



INNOVATIVE PROGRAMS

Finders Keepers NL

@finderskeepersnl



CSC NL launched Finders Keepers in 2020, an innovative “Value+” employment program designed to assist young adults facing barriers to employment. Helping them improve their career skills and knowledge and obtain work experience while enhancing their community and personal networks.

The program was designed to build and maintain long-term employment prospects for participants.



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

AMPLIFY integrates on-the-job experience with personal development, practical skills, encouragement and inspiration.

Communities

154

Employers



72

Youth



80

PROGRAMS AND SERVICES

Vibrant Communities

@citizensvoicenetworknl

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.



CONNECT100



Helping to Bridge the Digital Divide

The Community Sector Council NL was delighted to deliver a new project Connect100, which distributed 100 digital devices to individuals and/or volunteer organizations across the province. These devices included cell phones, tablets and laptops.

As part of this initiative, all participants had access to free digital literacy workshops, and one-on-one support through CSC NL's techKNOWtutors Program.



PUBLIC ACCESS

In it's final year, the volunteer-led Public Access Program helped individuals navigate the income support system where they become better informed about benefits, their rights and responsibilities. Long time volunteer Ron Day will be retiring in the coming months.

PILOTING PROGRAMS

techKNOWtutors

@techknowtutorsnl

techKNOWtutors is a community-based digital literacy training program whose goal is to help people use the internet to improve their daily lives with free learning sessions for groups from different backgrounds in instructor-led presentations and hands-on activities.

Now in its second year, the project was created by CSC NL in 2019, with funding from the Government of Canada's Digital Literacy Exchange Program under ISED.



Participants



Tapping the Untapped Potential

IN BURIN



IN LABRADOR



With Network Facilitators active in the **Labrador Straits**, on the **Burin Peninsula**, and soon to be on the west coast and Avalon peninsula. CSC NL is working to increase skills and facilitate place-based, on the ground activities to stabilize and increase the voluntary sector's capacity for social and economic growth in Newfoundland and Labrador.

We are supporting and recruiting the paid and unpaid labour force while we build connections across nonprofits and with other sectors, and link to skills development and planning for labour force development and upskilling.

THE PEOPLE BEHIND CSC NL IN 2020

CSC NL STAFF

Curtis Delaney, Network Administrator
Bettina Ford, Coordinator, Voluntary Resource Centre, Gander
Patrick Dawson, Digital Tech Intern
Neil Head, Administrative Associate
Lori Johnson, Office Manager/Accountant
Darlene Scott, Senior Program Associate
Katie VanKoughnet, Program Associate
Corey Weir, Program Associate (AMPLIFY)
Elaine Woolridge, Project Facilitator
Ron Day, Public Access (Volunteer)

Regional Network Facilitators

Roseann Linstead, Labrador Straits
Stephanie Janes, Burin Peninsula

techKNOWtutors

Norma Alford, Program Manager
Jeff Hillyard, Training Coordinator
Kyleigh Mercer, Digital Outreach Assistant
Kimberley Snow, Regional Trainer
Bobbi Vasher, Training Assistant
Kyle Wiseman, Project Assistant

Go Getters

Lindsey Hynes, Engagement Coordinator
Susan Kelly, Outreach Connector

Finders Keepers

Christine Snow, Project Manager
Stephanie Abbott, Employment Support Assistant

CSC NL COMMITTEES

COMMUNITY SECTOR WORKING COMMITTEE

Jason Brown, YMCA
Donna Butt, Rising Tide Theatre
Rowena House, Craft Council NL
Colleen Kennedy, Gros Morne Co-operating Association
Roseann Leonard, CBDC NL
Penelope M. Rowe, CSC NL
Jane Severs, Association of Heritage Industries NL (former ED)
Mark Shrimpton, CSC NL Board
David Smallwood, Rotary Arts NL
Gail Thorne, Exploits Community Centre
Tim Turner, Murphy Centre
Sean Wiltshire, Avalon Employment Inc.

VOLUNTEER WEEK COMMITTEE

LeighAnne O'Neill (Co-Chair)
Royal St. John's Regatta
Roberta Hewitt (Co-Chair)
St. John Ambulance
Karen Clarke - Gov NL
Catherine Drodge - Volunteer at Large
Lindsay Newman - Student Volunteer Bureau
Lori Letto - City of St. John's
Laurabel Mba - Canadian Mental Health Association NL
Lloydetta Quaicoe - Sharing Our Cultures
Amy Walsh - NL Therapy Dogs



GROWING
STRONGER
TOGETHER

CONNECTIONS AND COLLABORATIONS

Some of the many organizations which CSC NL has worked with throughout the years who have availed of our services, training, or engaged with projects such as Go Getters NL, techKNOWtutors, AMPLIFY, Finders Keepers and Vibrant Communities.

| | |
|--|--|
| Ability Employment Corporation | Froude Avenue Community Centre |
| Arts and Culture Centre - Gander | Gateway Labrador |
| Association for New Canadians | Glovertown Academy |
| Association for the Arts - Mount Pearl | Green Bay Community Employment Corporation |
| Autism Society of Newfoundland and Labrador | Green Bay Youth Centre |
| Bay St. George South Area Development Association | Habitat for Humanity NL |
| Bonavista-Trinity Regional Chamber of Commerce | Loon Bay United Church Camp |
| BOSSD Boat Owners Association | MacMorran Community Centre |
| Botwood Boys and Girls Club Inc. | Main Street Youth Centre Inc. |
| Breakwater Youth Centre | Memorial University |
| Burin Peninsula Brighter Futures | Rabbittown Community Centre |
| Canada Service Corps | Revera Cambridge Estates |
| Canadian Mental Health Association - Western Region | School Sports NL |
| Cape Freels Development Association | Seniors NL |
| Centreville Academy | Single Parents Association NL |
| City of Mount Pearl | Smallwood Crescent Community Centre |
| Clarenville and Area Community Youth Network | Social Change Network |
| Community Employment Corporation - Port aux Basques | St. Barbe Development Association |
| Community Youth Networks (CYN) NL | St. John's Board of Trade |
| Corduroy Brook Enhancement Association | St. John's Pride |
| Department of Children, Seniors and Social Development | St. Lawrence Community Youth Network Inc. |
| Department of Oceans and Fisheries - Small Craft Harbours | St. Peter's Anglican Church |
| Department of Tourism, Culture, Industry and Innovation | The Gathering Place |
| Empower NL | The Open Door Community Youth Network Inc. |
| Exploits Community Association | TI Murphy Centre |
| Exploits Community Centre | Town of Gander |
| Family Practice Networks | Town of Grand Falls-Windsor |
| First Light | Virginia Park Community Centre |
| Flat Bay Band Inc. | Wabana Boys and Girls Club |
| | Waypoints NL |
| | Whitbourne Sports and Recreation |

FUNDERS AND SPONSORS





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Newfoundland and Labrador

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Connect With Us

25 Anderson Avenue
St. John's, NL
A1B 3E4

Telephone: 709-753-9860
Toll Free: 1-866-753-9860



csc@cscnl.ca



communitysector.nl.ca



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facebook.com/cscnl/

Charitable Registration No.
133028027RR0001