

# CANADIAN ADMINISTRATORS OF VOLUNTEER RESOURCES



## ADMINISTRATEURS CANADIENS DES RESSOURCES BÉNÉVOLES

### 23rd ANNUAL REPORT RAPPORT ANNUEL

2003-2004

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## CAVR BOARD MEMBERS 2003-2004

### Executive Officers:

<b>President</b>	<b>Mary MacKillop, CAVR</b> Leader Volunteer Resources Providence Health Care Vancouver, British Columbia
<b>Past President</b>	<b>Mireille Roy, CAVR</b> Director, Volunteer Services SCO Health Services – Saint Vincent Pavilion Ottawa, Ontario
<b>First Vice President</b>	<b>Judy Lister, CAVR</b> Volunteer Resources Officer The Manitoba Museum Winnipeg, Manitoba
<b>Second Vice President</b>	<b>Connie Cook</b> Manager of Volunteers Glenbow Museum Calgary, Alberta
<b>Treasurer - Appointed</b>	<b>Bernard Cyr, CAVR</b> Chef du service des ressources bénévoles CHSLD CLSC Nord de l'Île Montréal, Québec
<b>Secretary -Appointed</b>	<b>Patricia Gillis, CAVR</b> Director, Volunteer Resources Children's & Women's Health Centre of BC Vancouver, British Columbia

## **CAVR COMMITTEE DIRECTORS 2003-04**

### **Professional Development**

**Colleen Watts, CAVR**  
**Manager, Volunteer Resources**  
Health Sciences Centre  
Winnipeg, Manitoba

### **Professional Standards**

**Kathy Harrison, CAVR**  
**Coordinator, Volunteer Services**  
CancerCare Manitoba  
Winnipeg, Manitoba

### **Certification Committee**

**Cindy Fairs, CAVR**  
**Manager, Volunteer Resources**  
Central Okanagan Hospice Association  
Kelowna, British Columbia

### **Member at Large**

**Jennifer Young**  
**Manager, Volunteer Services**  
South East Health Care Corporation  
Moncton, New Brunswick

### **Membership Committee**

**Sharon Haubrich**  
**Manager of Staff Development/Volunteer Services**  
Heartland Health Region  
Kindersley, Saskatchewan

### **Advocacy Committee**

**Pam Gill**  
**Executive Director**  
Volunteer Grandparents/Intergenerational Programs  
Burnaby, British Columbia

# CANADIAN ADMINISTRATORS OF VOLUNTEER RESOURCES



## ANNUAL GENERAL MEETING

### AGENDA

**Friday, June 18<sup>th</sup>, 2004**  
**The Westin Nova Scotian Hotel**  
**Halifax, Nova Scotia**

Call to Order

Report of the Credential Committee  
 Confirmation of Quorum  
 Acceptance of Rules of Order  
 Appointment of Parliamentarian  
 Appointment of Scrutineers

**Acceptance of the Minutes of the Annual General Meeting of June 12<sup>th</sup> 2003.**

### Annual Reports

**President's Report**

**Mary MacKillop, CAVR**

**Treasurer's Report**

**Bernard Cyr, CAVR**

Auditor's Report

Appointment of Auditors

Proposed Budget 2004-05

**Member Services Report**

**Pat Gillis, CAVR**

**Committee Reports**

**Mary MacKillop, CAVR**

## **BUSINESS ARISING**

**Approval of the Revised CAVR Regulations**

## **NEW BUSINESS**

**Nominating Committee Report**

**Election of Officers 2004-2005**

**Appointment of CAVR Officers: Treasurer & Secretary**

**Recognition of CAVR Officers**

**Bid for the  
2005 CAVR Conference & Annual General Meeting**

**Announcements**

**Adjournment**



Visit us regularly for updated information on the profession  
and for *Members Only* at

[www.CAVR.org](http://www.CAVR.org)

## ANNUAL REPORT OF THE PRESIDENT

### Objectives Established for the Year:

1. Introduce/negotiate Affiliation Agreements with six Provincial/Regional Associations and have a minimum of five in place prior to June 2004.
2. National Committees in place with Chairs, Terms of References outlined and committees functioning with affiliate partners and representative of the national membership base.
3. Strengthen CAVR and Volunteer Canada relations.

### Result / Outcomes:

- MAVA, PAVRO, AVRBC, VMG of Edmonton have signed Affiliation Agreements with CAVR. Quebec is pending.
- All National Committees have identified Terms of Reference; have strong leadership and committee membership in place.
- CAVR and Volunteer Canada have created a relationship of open dialogue, partnership opportunities (UPS Manual on Philanthropy) National Conference support/and joint evening at CAVR 2004 Conference.

### New Initiatives / Direction Taken:

- Affiliation Strategies
- Concrete Partnerships with Volunteer Canada
- National Committee Structure with Affiliates represented on each
- Re-negotiated partnership with ***Canadian Journal of Volunteer Resource Management*** and re-defined needs and on line content.

### Recommendations for Next Year:

- CAVR to seek 3 more Affiliation partnerships for 2004-05 and healthy affiliation experiences for current affiliate members.
- CAVR to seek and negotiate a reciprocal board position with Volunteer Canada
- CAVR to ensure a successful strategic plan is implemented for 2004-05 through National Committee engagement and Board efforts
- CAVR to increase partnership opportunities with Volunteer Canada such as the CAVR Standards of Practice and Canadian Code collaboration concept.

**Respectfully submitted**  
**Mary MacKillop, CAVR**

## **ANNUAL REPORT OF THE IMMEDIATE PAST PRESIDENT**

### **Objectives Established for the Year:**

- To complete the CAVR Policy and Procedure Manual
- To provide leadership to the CAVR Nominations Committee

As I complete ten full years on the Board of CAVR, I recognize the value of being involved on the board and building relationships with the many professionals across the country. I have been blessed by many acquaintances that have provided me with support, guidance and professional expertise in managing my volunteer program and in all my roles on this National board.

In you there is a little of me, and in me a little of you, my life will certainly never be the same, and I just hope that my contributions have made a difference.

Completing the CAVR Policy and Procedure Manual is like leaving a legacy to the organization, from which I have received so much.

**Respectfully submitted**  
**Mireille Roy, CAVR**



## **ANNUAL REPORT OF THE FIRST VICE PRESIDENT Communications Committee**

### **Committee Members:**

Jennifer Young, Barb Gemmell, Bernard Cyr (translation)

### **Objectives Established for the Year**

- To establish a bilingual, electronic newsletter for CAVR
- To develop seven issues and provide them to the webmaster for inclusion on the CAVR website
- To coordinate an information strategy for the year and a topic schedule for newsletters so all issues of interest to members are covered.
- To work closely with the editorial Board of the Canadian Journal of Volunteer Resources Management so that our members receive electronic issues of the Journal in a timely manner.

### **Result / Outcomes**

- We established a bilingual, electronic newsletter called Exchange / Échanges. We published five issues this year and provided them to the webmaster for inclusion on the CAVR website. In the latest issue we incorporated a message from the President, at her request, thereby eliminating the need for Update, a separate communication for our members from the Board President.
- We developed an information strategy for the year that outlined which topics would be covered which months of the year.
- We negotiated an Annual Subscription Agreement with the editorial board of the Canadian Journal of Volunteer Resources Management. The Agreement covers the period of January to December 2004.

### **New Initiatives / Directions Taken**

All our initiatives were new because CAVR has never had an electronic newsletter. In the latest issue we incorporated a message from the President.

### **Recommendations for Next Year**

- To compile a bilingual, electronic newsletter once every two months, incorporating a message from the President and information from other Board members. We also recommend the members be encouraged to contribute to the newsletter so that it becomes a two-way communication between the Board and CAVR members.
- To provide the webmaster with electronic copies of the newsletter in French and English at the beginning of July, September, November, January, March, and May of next year.
- To renew the annual Subscription Agreement with the editorial board of the Canadian Journal of Volunteer Resources Management so that CAVR members continue to receive electronic issues of the Journal in a timely manner.

**Respectfully submitted  
Judy Lister, CAVR**

## **ANNUAL REPORT OF THE SECOND VICE PRESIDENT Strategic Planning**

### **Committee Members:**

All Board Members contribute

### **Objectives Established for the Year:**

- Exploration and establishment of affiliation agreements with VGM Edmonton, Alberta.
- Continue to assist President and other Committee members with projects as required.
- Designing affiliation agreement question and answer information for accurate and consistent flow of CAVR affiliation information.
- Contributed throughout the year on the Canadian Volunteer Initiative Committee for Alberta representing CAVR.
- Continue to develop strong CAVR relationships locally and provincially.

### **Result / Outcomes:**

- Affiliation completed with VGM, Edmonton, Alberta
- Affiliation completed with MAVA
- Affiliation with PAVRO
- Question/Answer document submitted
- Remain on the Canadian Volunteer Initiative for Alberta representing CAVR

### **New Initiatives / Direction Taken:**

- Invited to attend a VMG session in Edmonton, Alberta where I delivered information required on Affiliation Agreement with CAVR.
- Developed relations and stronger communication with this group

### **Recommendations for Next Year:**

- Establish strong working relationships with all committee members and assist with ongoing projects within membership, certification and other areas as needed.
- Continue to assist the CAVR President with strategic planning initiatives.
- Continue relations provincially and nationally with CAVR and CVI
- Continue to liaise and develop training tools to assist with local and national groups regarding affiliation and standards of practice within CAVR.
- Review overall success of affiliation agreements with CAVR team.

**Respectfully submitted  
Connie Cook**

## **CANADIAN ADMINISTRATORS OF VOLUNTEER RESOURCES**

### **BALANCE SHEET As of March 31<sup>st</sup> 2004**

	<b>2004</b>	<b>2003</b>
<b>ASSETS</b>		
<b>Current</b>		
Cash	6 435 \$	11 156 \$
Short-term investments	10 430 \$	10 166 \$
<b>TOTAL ASSETS</b>	<u>16 865 \$</u>	<u>21 321 \$</u>
<hr/>		
<b>L IABILITIES</b>		
<b>Current</b>		
Accounts payable and accrued charges	475 \$	475 \$
<b>TOTAL LIABILITIES</b>	<u>475 \$</u>	<u>475 \$</u>
<hr/>		
<b>CONSOLIDATED FUND EQUITY</b>		
<b>Net surplus</b>	16 390 \$	20 846 \$
<b>TOTAL LIABILITIES AND CONSOLIDATED FUND EQUITY</b>	<u>16 865 \$</u>	<u>21 321 \$</u>

**Richard Beaugard, cga**

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3355, rue Bélair, Longueuil, QC J4M 2R2 – 450.468.3452 – r\_beaugard@videotron.ca

**STATEMENT OF INCOMES, EXPENSES AND CONSOLIDATED FUND EQUITY**  
**Year ended March 31<sup>st</sup> 2004**

**Incomes**

Conference	4 230
Interest	264
Membership	9 885
Recertification	275
Certification	100
Donations & Sponsorships	2 500
Silent Auction	743
Web sales	372
<b>Total incomes</b>	<b><u>18 369</u></b>

**Expenses**

Bank charges	122
Board expenses	4 810
Web services	4 701
Committee expenses	841
National conference	8 332
Education grants	219
Office supplies	112
Professional fees	475
Subscriptions & dues	600
Translation	1 483
Printing	774
Recognition & gifts	356
<b>Total expenses</b>	<b><u>22 825</u></b>

**Net income (loss)** **(4 456) \$**

**CONSOLIDATED FUND EQUITY**

Net surplus, beginning of year	20 846 \$
Net income (loss)	(4 456)
<b>Net surplus, end of year</b>	<b>16 390 \$</b>

**Richard Beauregard, cga**

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3355, rue Bélair, Longueuil, QC J4M 2R2 – 450.468.3452 – r\_beauregard@videotron.ca

## REPORT OF THE SECRETARY

It has been another very busy and productive year for CAVR. There is a considerable amount of enquiries received primarily from the web site. These are replied to promptly with many enquiries forwarded to those officers who can provide specific direction. The web site has given CAVR the international presence required by a professional association and enquiries from international bodies, national institutions, organizations and individuals curious about the profession and the association were responded to in a timely fashion.

With the assistance and persistence of the board members the membership has been actively monitored for renewals and all new members have been quickly followed up and processed.

The CAVR web site continues to be an invaluable resource - [www.CAVR.org](http://www.CAVR.org) . The further implementation and promotion of the E-Membership database and the on-line, interactive sections of the **Members Only** section has allowed CAVR to fully communicate and update the membership on a regular basis. The Webmaster has worked consistently to keep all information on the web site current, and easily navigable. Information has been posted promptly with any additional modifications or revisions addressed. The total number of page views during the month of March 2004 was 8147 and as of March 31<sup>st</sup> 2004 there were 23,147 visitors to the site.

I have enjoyed the opportunity to facilitate teleconferencing on behalf of the board and to maintain records of all Executive / Board meetings and discussions. It is very gratifying to volunteer with an exciting and growing Association with a vibrant group of colleagues.

Respectfully submitted  
Patricia Gillis, CAVR

## REPORT OF THE MEMBER AT LARGE

### Objectives Established for the Year

- o Worked with Communications Chair and Committee on the design and editing of the CAVR electronic newsletter **Exchange**.

### Result / Outcomes

- o **Exchange** has developed to become a timely, consistent means of communication between the CAVR board and its members.

### New Initiatives / Direction Taken

- o Explored the feasibility of **Exchange** in pdf format. Due to consideration of our members' ability to access a pdf format, it was deemed that placement on the CAVR webpage and an email notification to members of the posting, would be the best practice.

### Recommendations for Next Year

- o Encourage membership to submit content for publication in **Exchange**.

Respectfully submitted  
Jennifer Young

## **COMMITTEE REPORTS**

### **ADVOCACY COMMITTEE REPORT**

**Committee Chair:** Pam Gill

**Committee Members:** Ellen Bremner, Aileen V. Feicho, Karen Howe and Nicole Poos.

**Objectives of the Year:**

- Develop a Terms of Reference for this new Committee
- Recruit national members/representation for this Committee
- Develop, implement and evaluate advocacy related resources regarding the profession, employers and funders
- Implement the distribution of CAVR developed resources – i.e. “Hire a Professional” brochure
- Develop and implement targeted strategies for professionals and employers

**Outcomes:**

- National members recruited to form Committee
- Terms of Reference developed and adopted
- Existing advocacy related resources sourced and reviewed
- CAVR resources reviewed
- Communication initiated with provincial associations on advocacy strategies explored and implemented
- Development of a CAVR Advocacy Strategy

**Initiatives for the new year:**

- Implement and evaluate CAVR’s Advocacy Strategy
- Develop partnerships with provincial associations
- Ensure national representation through on going recruitment of members for the Committee

**Respectfully submitted**  
**Pam Gill**

## **Advocacy Committee Terms of Reference** ***Drafted January 2004***

- Committee Chair: Pam Gill  
 Committee Members: Ellen Bremner, Aileen V. Feicho, Karen Howe and Nicole Poos
- Membership: The Board of CAVR from among its members elects the Chair of the Committee. In consultation with the Board, the Chair recruits and appoints CAVR members and ensures the Committee has national representation.
- The Committee will consist of at least four members and shall have a quorum of at least three members. In absence of the Chair, members in attendance may appoint a Chair for the meeting.
- Meeting Frequency: The Committee will meet by teleconference/in person 4 – 6 times a year
- Purpose: The Board has approved the primary objective of the Committee is ***“to further develop Advocacy for the profession and promoting the full utilization of available resources.”***
- Priority Objectives:
- Develop and implement an advocacy strategy that targets professionals and employers (a strategy that incorporates the utilization of CAVR's print resources)
  - Develop national and provincial partnerships in order to further the role of the Committee
  - To establish a strong role and clear direction for the Committee
  - To review and provide feedback on advocacy related resources

## **CERTIFICATION COMMITTEE REPORT**

**Certification Chair:** Cindy Fairs, CAVR

**Certification Committee:** Lorraine Greenwood, CAVR

Mariel Williams, CAVR, Darlene Kingwell, CAVR, Charlene Robson, CAVR

Joan Crittenden, CAVR, Mireille Roy, CAVR

### **Objectives for the Year**

#### **Objective 1: To offer Certification to members**

- Review status of all members who hold current certification and those who have let their certification lapse
- Review current role of the certification committee and develop terms of reference
- Review the Philosophy Statement for Certification
- Create a filing system for easy tracking of certified / non-certified members
- Develop sub-committees to address current needs / issues / recommendations
- Identify and approach qualified / certified members for marking papers
- Identify and approach individuals for mentoring new candidates who are pursuing certification
- Review recommendations put forward from last year addressing levels of certification; AVA & PAVRO Certification to ensure that certification of CAVR members is aligned with other certifying bodies

#### **Outcomes:**

- There were 32 letters sent out to members advising them that their certification had either lapsed or was up for renewal.
- There were 19 numbers assigned to individuals interested in certifying for the first time.
- A total of 7 members qualified for certification for the 2003/04 year
- A total of 7 individuals qualified for recertification for the 2003/04 year
- Developed Terms of Reference for the newly developed Certification Committee
- Revised the Philosophy Statement for Certification
- Created a filing system that enhances the system started the previous year
- Established (2) two sub-committees to address:
  - Policy Development
  - Markers Criteria
- Established a group of (8) qualified members (certified members who had either previously served on the Board or who were markers / mentors)
- Identified a group of people to mentor new certifying candidates
- Researched, collected & compared information from previous Certification Committee members, AVA members and PAVRO members about other professional certifying groups

#### **Objective 2: To review the marking system for certification papers**

- Committee members Lorraine Greenwood and Darlene Kingwell reviewed the current system and conducted research on qualitative measurements for marking and to made recommendations for change that clearly defines expectations for members who are certifying
- Charlene Robson also provided research on marking papers used as a guideline for university level courses



**Outcomes:**

- Established a sub-committee to further develop the current system and to gather information about criteria and standards for marking papers to ensure continuity and to regulate how papers are marked that will help to reduce the variances in marks produced

**Objective 3: To review policy standards for certification**

- Review all policies, procedures and guidelines related to certification

**Outcomes:**

- In collaboration with all members of the Certification Committee, current policies were reviewed and as a result several recommendations have been made.

**Objective 4: To develop dialogue with AVA and PAVRO and to compare certification processes**

- Make contact with both AVA and PAVRO about their certification processes and to establish a relationship for ongoing dialogue

**Outcomes:**

- Discussions were held with Executive members of PAVRO to develop common understanding of both the PAVRO Certification and CAVR Certification and to align ourselves so that reciprocity of certification can be achieved. Although we are still in discussions, it is the plan for CAVR that members of PAVRO who are certified may now re-certify with CAVR without first going through the certification process.
- Reviewed comparisons between PAVRO and CAVR and found that the certification processes were comparable.
- Charlene Robson did a comparison report on AVA and CAVR and found some comparisons as well as some vast differences.

**Objective 5: To review and develop different levels of certifications****Outcomes:**

- Collaborated and explored the possibility of developing levels for certification with PAVRO. PAVRO provided CAVR with a comparisons report and their interpretation of the various levels.
- Reviewed previous documents provided by the committee from the year prior and found that having levels of certification with the new affiliations of provincial organizations would be difficult because of the logistics of affiliations. Recognizing that previous certification committees have spent considerable time researching the possibility of having levels it was determined that further exploration is needed because of the more recent changes in CAVR and affiliations.

**Objective 6: To initiate a proactive means to promote certification nationally****Outcomes:**

- Promoted certification through workshops & in-services
- Promoted certification through the CAVR Website
- Promoted certification through the E-Exchange

**New Initiatives / Direction**

- To look at addressing certification needs through a survey that will be developed on-line in the Fall of 2004
- To develop and strengthen relationships and partnerships in regards to the affiliation agreements specific to certification

**Recommendations for next year**

1. Develop promotional materials that reflect the changes in certification and affiliations
2. Develop new ways to promote certification nationally
3. Continue to work on policy development for certification / recertification
4. Revise forms / guidelines for members that reflect new policy changes
5. Explore with AVA and other certifying groups the possibility of transference or reciprocity of certification
6. Continue to develop marking criteria
7. Streamline system to seek out new candidates for marking / mentoring

**Respectfully submitted**  
**Cindy Fairs, CAVR**

## CERTIFICATION COMMITTEE DRAFT TERMS OF REFERENCE

1. **Name of National Committee:** Certification Committee

2. **Chair:** Cindy Fairs, CAVR

**Overview of Committee Chair**

The Certification Chair is responsible for the certification process for CAVR. He/she shall establish a Certification Committee to oversee the program and make recommendations to the Directors for changes in the regulations. He/she shall manage the certification process in accordance with the CAVR Regulations. He/she shall recruit individuals as committee members, markers, and mentors. He/she shall advise the Treasurer when candidates have achieved certification and are entitled to utilize the CAVR designation – Canadian Administrator of Volunteer Resources. He/she shall be a Certified Administrator of Volunteer Resources and have participated in the certification process as a marker or mentor.

**The CAVR Certification Chair is responsible for:**

- Establishing committee by recruiting members in good standing with current certification
- Recruiting markers and advisors who hold current certification
- Establishing goals and objectives of the committee in accordance with the strategic plan set out by CAVR Board of Directors
- Chairing the Certification Committee and setting the agenda for meetings
- Delegating to sub-groups of the Certification Committee
- Providing leadership and direction to members of the Certification Committee
- Distributing information to CAVR Board and making recommendations as required

3. **Recorder:**

- Rotating or delegated as necessary
- Record information of meetings and distribute to committee members

4. **Membership:**

- Be members in good-standing
- Be certified with CAVR
- Consist of 6 – 8 individuals representing the Provinces

**Members –**

Mariel Williams, Mireille Roy, Lorraine Greenwood, Darlene Kingwell, Charlene Robson  
Joan Crittenden

5. **Meeting Frequency and Medium:**

- Conference calls (3-5 times / year) and/or e-mail  
*(Expenses for telephone to be determined by the Board otherwise additional expenses are assumed by the committee member's organizations)*

6. **Statement of Purpose:**

The Certification Committee recognizes the accomplishments in the administration of volunteers and shall promote through the certification process the competency of administrators of volunteer resources based on national standards of professionalism and excellence in the management of volunteer resources.

7. **Priority Objectives**

1. To establish Terms of Reference
2. Review and revise the marking system for certification papers
3. Review policy standards for certification
4. Review AVA and PAVR-O Certification processes
5. Review and develop different level of certifications
6. Initiate a proactive means to promote certification nationally

#### **8. Time Lines:**

- August / 03 - Identify committee members
- September – Begin developing Terms of Reference
- October / 03 – Publish an article in the CAVR Exchange newsletter
- October / 03 – Begin process of reviewing, researching, collecting data on certification and comparing with other organizations.
- October / 03 – Liaise with PAVRO and start to develop relationships and partnering in certification
- October / 03 – Review certification process with AVA
- November / 03 – Identify Markers and Mentors
- December / 03 – Review levels of Certification (produced by previous Certification Committee and also by members of PAVRO)
- January / 04 – Workshop on Certification
- January / 04 – Begin to review policies and guidelines for certification process and marking guidelines for papers
- January / 04 – Promote certification to members / non-members through a letter writing campaign
- March / 04 – Begin marking process
- May / 04 – Finalize all papers for certification
- June / 04 – Present workshop on Certification at National Conference

## **MEMBERSHIP COMMITTEE REPORT**

**Committee Chair:** Sharon Haubrich

**Committee Members:** Mary MacKillop, Lenore Good, Connie Cook

### **Objectives established for the Year:**

- Develop a terms of reference for the Membership Committee
- Develop evaluation tools to assess the Affiliations Agreements (BC, Edmonton, Ontario).
- Develop Affiliation Agreement strategies with othe provincial/regional/local associations who are ready to proceed with formal 'relationships' with CAVR.
- Other projects as assigned by the CAVR Executive.

### **Result / Outcomes:**

- Contact has been made with Edmonton VMG of Alberta and PAVRO in Ontario
- Evaluation and input of Affiliation Agreements has been ongoing and the Executive has dealt with issues. Monitoring of these agreements is ongoing.
- There have been gaps this year, as this committee replaces the previous structure of provincial representatives with new provincial/regional contacts established.

### **New Initiatives / Directions Taken:**

- This committee is still in its beginning stages, so direction and initiatives still to be determined as the evaluation of Affiliation Agreements continue.
- I would like to acknowledge the efforts of all those who assisted with the establishment of Affiliation Agreements. A special thank-you to Connie Cook who continues to provide input and suggestions on membership areas, and Lenore Good who assisted in the development of the Affiliation Agreements.

### **Recommendations for Next Year:**

- The committee continues to develop, with the establishment of provincial or regional contacts to enhance communiication between the Board and the membership.

**Respectfully submitted**  
**Sharon Haubrich, CAVR**

## **MEMBERSHIP COMMITTEE TERMS OF REFERENCE**

### **CAVR Membership Committee Tasks**

- Develop a terms of reference for membership committee
- Develop evaluation tool to assess the Affiliation Agreements. (BC, Edmonton, PAVRO)
- Develop affiliation agreement strategies with other provincial/regional/local who are ready to proceed with a formal 'relationship'. (MAVA, NSAVR)
- Other projects as assigned by CAVR executive.

### **Committee Membership - Current CAVR members who are representatives of:**

- Formal affiliation agreements(as listed below)
  - 1) Edmonton VMG - Alberta
  - 2) AVRBC – British Columbia
  - 3) PAVR-O - Ontario
- Provinces/regions i.e. Saskatchewan, Quebec, PEI, NWT, Newfoundland, New Brunswick
- National /International groups - CAVR President or Designate

### **Membership Committee Roles:**

#### **Affiliation Representative(s)**

- Reporting / Resource to CAVR executive re. affiliation relationship issues
- Connecting affiliates with CAVR services
- Develop Monitoring tool for affiliation agreements
- Assist in “monitoring process” of affiliation agreements

#### **Provincial/Regional Representatives**

- Reporting / Resource to CAVR executive in identifying issues and needs of the provincial/regional groups
- Connecting groups with CAVR information, including membership services and affiliation
- Liaison between individual CAVR members within their province or region and CAVR services & information, when needed. (as a supplement to established connections like the web-site, etc)

#### **International/ National Representative**

- Reporting / Resource to CAVR executive re. National/International news
- Assist CAVR in identifying connecting issues/projects with national/international groups

### **Meetings of Membership Committee:**

- Teleconferencing –up to three meetings per year. Dependent on projects and may be more frequent in development stage.
- Not more than one hour in length, costs to be covered by CAVR
- Facilitation by Membership Committee Chair

**Respectfully submitted  
Sharon Haubrich, CAVR**

## PROFESSIONAL DEVELOPMENT COMMITTEE REPORT

Committee Chair: Colleen Watts, CAVR

Committee Members: Joan Roberts, Nathalie Charette (Volunteer Canada)

### **Objectives Established for the Year:**

- Liaise with the Chairs of the Halifax Conference Committee on behalf of the directors.
- Promote professional development opportunities and share PD resources through CAVR communications.
- Promote the use of the Robitaille funds to support CAVR professional development activities in each province.
- Represent the CAVR board at the Strategic Management and Coordination Committee of the Canadian Volunteerism Initiative (delegated by President).
- As a CAVR board member, encourage membership and promote the benefits of a national professional association.

### **Results/Outcomes:**

Halifax Conference:

- Provided advice/suggestions to the Conference Committee (*Chairs*) on the professional development needs identified by members from the Edmonton professional development day evaluations and format of previous conferences.
- Ensured the 3 mandatory workshops on Standards of Practice, Ethics and Certification were included in the Halifax conference program.
- In conjunction with the President, communicate conference plans to the board.
- Encouraged CAVR conference attendance and member involvement as conference presenters through announcements at MAVA meetings and email updates.
- Resourced two CAVR tabletop displays at MAVA events to promote CAVR membership and conference attendance.

Promote professional development opportunities:

- Co-sponsored a workshop on Storytelling with the Manitoba Association for Volunteer Administration to support professional development and promote CAVR membership and the 2004 conference in Halifax.
- Two provinces applied and received Robitaille funds to support professional development events and CAVR membership recruitment.

### **Canadian Volunteerism Initiative:**

- At the President's request, attended and represented the CAVR board at three meetings of the Strategic Management and Coordination Committee of the Canadian Volunteerism Initiative in September, December and March.
- Attended the CVI forum in Ottawa to network and keep informed of new trends in volunteer management.

### **New Initiatives:**

- The committee researched and developed a list of Canada wide college and university programs offering training and continuing education in Volunteer Resource Management. The geographically organized list will be posted on the CAVR website as a resource to CAVR members seeking further education in the field of volunteer management. Links to volunteer management lists in the United States are also

included. This resource is intended to be fluid and could eventually include programs in other countries and exchange opportunities for volunteer management professionals.

**Recommendations for next year:**

- Once the regional membership services individuals are identified, set up a system for liaising/encouraging an exchange of regionally based conference programs and professional development opportunities so ideas can be shared across the country.
- Develop policies and procedures for the CAVR conferences to provide clearer guidelines for the hosting province.
- Encourage/suggest professional development topics for articles in the journal/exchange newsletter.

**Respectfully submitted  
Colleen Watts, CAVR**



## Professional Development Committee Terms of Reference

1. **Name of National Committee:** Professional Development
2. **Chair:** Colleen Watts, CAVR
3. **Recorder:** Rotating
4. **Meeting Frequency and Medium:** Conference calls (3-5 year) and/or email.
5. **Purpose:**
  - Planning and organizing professional development for the organization.
  - Encouraging members to pursue and participate in professional development events.
6. **Priority Objectives/Activities:**
  - 6.1 Liaise with the Chair of the Conference Committee on behalf of the directors.
  - 6.2 Provide advice/suggestions to the Conference Committee (*Chairs*) on the professional development needs of identified by members. (past conference evaluations, etc)
  - 6.3 Ensure the 3 mandatory workshops on Standards of Practice; Ethics and Certification are included in the conference program.
  - 6.4 In conjunction with the president, communicate conference plans to the board.
  - 6.5 Promote professional development opportunities and share PD resources through CAVR communications.
  - 6.6 Identify and liaise with the CAVR membership contacts in each region to:
    - 6.6.1.1 Report on conferences/PD opportunities in that province and other regional professional associations.
    - 6.6.1.2 Encourage an exchange of professional development programs between provinces.
  - 6.7 Suggest professional development topics for articles in the journal/exchange newsletter.
  - 6.8 Promote the use of the Robitaille funds to support CAVR professional development activities in each province.
7. **Membership:**
  - 7.1 Up to five CAVR members (may be selected for expertise, ability to connect with related organizations, representation of interests of a sub-sector ie, new members or regional area)
  - 7.2 E-mail contacts from each regions to be identified through the regional membership contact to encourage an exchange of professional development opportunities across the country.

## **PROFESSIONAL STANDARDS COMMITTEE REPORT**

**Committee Chair:** Kathy Harrison, CAVR, Chair (Manitoba)

**Committee Members:**

Donna Carter (Alberta)  
Michael Large (Ontario)  
Eltie Pearce (Manitoba)

### **Objectives Established for the Year**

- Create awareness of Standards and Ethics amongst CAVR members
- Further develop workshop materials on these 2 topics
- Respond to inquiries from outside organizations
- Provide educational workshops at 2004 Conference
- Review Dimensions of Ethical Conduct

### **Result / Outcomes**

- Article about ways to utilize the Standards of Practice and the Dimensions of Ethical Conduct published in the September 2003 CAVR newsletter Exchange.
- Provided feedback to the UK Voluntary Sector National Training Organization re: standards they are developing, as well as responded to other organizations who required information on standards of practice.
- Began review of Dimensions of Ethical Conduct by gathering for analysis the Codes of Ethics from a variety of organizations.
- Designed and presented a Poster Presentation on the Standards of Practice for the 2004 CAVR Conference in Halifax.
- Assisted in presentation of workshop on the CAVR Dimensions of Ethical Conduct for Halifax Conference.

### **New Initiatives / Direction Taken**

- The Committee is preparing a Poster Presentation on the Standards of Practice, rather than presenting the traditional workshop. This is an attempt to engage members and potential members in discussion about making the Standards a living document in their organizations. This format will be evaluated to determine if it is an effective plan for future conferences.

### **Recommendations for Next Year**

- Continue with the review of the Dimensions of Ethical Conduct and make recommendations for change if any are indicated.
- Liaise with representatives of Volunteer Canada to look at the Code for Volunteer Involvement to see how it fits with the CAVR Standards of Practice.

**Respectfully submitted  
Kathy Harrison, CAVR**

**Professional Standards Committee  
Terms of Reference  
2003-2004**

1. **Name of National Committee:** Professional Standards Committee
2. **Chair:** Kathy Harrison, CAVR
3. **Recorder:** Kathy Harrison
4. **Membership:** Donna Carter (Alberta)  
Michael Large (Ontario)  
Eltie Pearce (Manitoba)
5. **Meeting Frequency:** Quarterly (via email or telephone)
6. **Purpose:** To ensure that CAVR Professional Standards and Dimensions of Ethical Conduct are kept up-to-date and that members are provided with educational opportunities in these areas.
7. **Priority Objectives:**
  - 7.1 Create awareness of Standards and Ethics amongst CAVR members
  - 7.2 Further develop workshop materials on these 2 topics
  - 7.3 Respond to inquiries from outside organizations
  - 7.4 Provide educational workshops at 2004 Conference
  - 7.5 Review Dimensions of Ethical Conduct
8. **Time Lines:**

September/03 – Publish an article in the CAVR newsletter

September/03 – Respond to UK re: standards they are developing

November/03 – Begin review of Dimensions of Ethical Conduct

January/04 – Recruit presenters for 2 workshops for CAVR Conference

June / 04 – Present workshops

## **REPORT ON THE CAVR REGULATIONS REGULATIONS**

### ***MEMBERSHIP:***

1. Membership fees are due and payable on the individual's anniversary **or affiliation** date of initial membership.
2. Members who are 30 days in arrears will be contacted **by the secretary or Membership Registrar**.  
Members who are 60 days in arrears will be dropped from the membership **database**.

### **CERTIFICATION:**

1. Active members of Canadian Administrators of Volunteer Resources (CAVR) who have achieved certification **and re-certification** are entitled to use the designation CAVR – Certified Administrator of Volunteer Resources.
2. Certification is professional recognition of the achievement of specific standards of competence, as set out by the Certification committee of the Association and ratified by the CAVR Board of Directors. The following criteria will have been met by the successful candidate:
  - a) Active membership in CAVR.
  - b) Responsibility for the management of volunteer resources for a minimum of three (3) years.
  - c) Completion of fifty (50) hours of workshops and/or course study in professional development within the last three (3) years.
  - d) Written philosophy statement relating to the field of volunteer management.
  - e) Written and/or oral demonstration of knowledge and experience in administration of volunteer resources.
  - f) Payment of the certification fee.

### ***RE-CERTIFICATION:***

Certification is valid for a period of three years, and then it must be renewed. These criteria are as follows:

- a) Active membership with CAVR.
- b) Twenty (20) hours of continuing education every three (3) years.
- c) Awareness of current challenges in the field of administration of volunteer resources.
- d) Application / Re-certification Fee.

***ANNUAL CONFERENCE AND ANNUAL GENERAL MEETING:***

**Duties of the Conference and Annual General Meeting Planning Committee Chair**

- a) The CAVR Conference Chair shall be appointed by the Executive and ratified by the Board in consultation with provincial/national/international body involved in co-sponsoring the conference.
  - b) Conference Chair shall have attended at least one CAVR conference.
  - c) Conference Chair shall liaise on an ongoing basis with the designated CAVR Executive member.
  - d) Conference Chair shall be a Certified Administrator of Volunteer Resources (CAVR) or working towards certification.
1. Conference Chair shall present a projected conference budget to the CAVR Executive. The Board prior to the release of any conference seed money shall then ratify the budget.
  2. Conference Chair shall ensure that the Certification Chair approves the professional development component of the conference.
  3. The experience and skills of many CAVR members are a recognized and valuable educational resource. The Conference Chair shall make every effort to encourage members as conference presenters/facilitators.
  4. The Conference Chair will ensure that the Annual General Meeting and Certification ceremonies of the Association are planned as important components of the overall Conference.

***NOMINATIONS:***

1. The Chair of the Nominating Committee shall be the immediate Past President of the Association.
2. The Chair of the Nominating Committee shall appoint three (3) active members to the Committee. There shall be no more than one member from any province.
3. The Nominating Committee shall notify the active membership, at least 90 days prior to the Annual General Meeting, of the request for names of active members to be nominated as proposed directors.
4. Membership on the Nominating Committee precludes an individual's eligibility for nomination as a director of the Association.
5. Any active member may be nominated in accordance with Article 2 a) of the By-laws.
6. Any nominee may let his/her name stand for one position only.
7. Nominations shall include:
  - 7.1 Written consent of the nominee to stand for election to the office for which she/he has been nominated.
  - 7.2 Written resume of the nominee to accompany the nomination.

- 7.3 An optional letter of support from the nominee's employer/supervisor assuring personal and financial support to the nominee and an awareness of the responsibility of office.
8. Nominations shall close 60 days prior to the Annual General Meeting.
  9. When two (2) or more persons present their candidacy for the same office, the Chair of the Nominating Committee shall forward their resumes along with the nomination documents to the Election Committee.
  10. The Chair of the Nominating Committee shall submit a written report of recommendation to the Election Committee.

***ELECTIONS:***

1. The Election Committee shall notify the membership of an election and post the resumes of each candidate not less than thirty (30) days prior to the Annual General Meeting.
2. The Election Committee shall prepare ballots to be circulated to and voted on by the active members at the Annual General Meeting.
3. Absent active members may vote by proxy. Proxy votes will be counted after the standing vote.
4. The members of the Election Committee at the Annual General Meeting shall tabulate the result of the ballots.
5. The Chair of the Nominating Committee shall announce the slate of elected directors at the Annual General Meeting.
6. In the event of a tie for any one position, the Nominations Chair shall conduct an election by ballot at the Annual General Meeting. The President of CAVR shall vote only in the case of a tie for any one position.

***DEFINITION:***

Reasonable Expense, as indicated in the By-laws, is expenses incurred by a director in the performance of his/her duties on behalf of the Association. In the determination of the Board of Directors, these expenses are held to be reasonable and must be supported by receipts.

***DUTIES OF OFFICE:***

***PRESIDENT:***

He/she shall be the chief executive officer of the Association. He/she shall preside at all meetings of the Association, of the Board of Directors and the Executive Committee. He/she shall be responsible for the general active management of the affairs of the Association and ensure prompt communications to the general membership. He/she shall be the custodian of the seal of the Association. He/she shall see that all orders and resolutions of the Board of Directors are carried into effect. He/she shall transfer responsibility at the end of term of office.

***IMMEDIATE PAST PRESIDENT:***

He/she shall attend all Executive, board and General Meetings. He/she shall be the Chair of the Nominating Committee. He/she shall be the resource person of the board. He/she shall be

responsible for the Archives. He/she shall ensure orientation for new/incoming Executive members. He/she shall transfer responsibility at end of term of office.

***FIRST VICE PRESIDENT:***

He/she shall attend all Executive, Board and General Meetings. He/she shall assume the duties of the President in the president's absence. He/she shall Chair the Strategic Planning and Certification Committees. He/she shall transfer responsibility at end of term of office.

***SECOND VICE PRESIDENT:***

He/she shall attend all Executive, Board and General Meetings. He/she shall assume responsibility for the professional development of the membership of the Association and act as the Conference liaison to the Executive. He/she shall assume responsibility for the collation of the Annual Report. He/she shall assume responsibility for chairing the Public Relations Committee. He/she shall transfer responsibility at the end of term of office.

***TREASURER:***

The President and/or the Board of Directors appoint the treasurer to have custody of the funds and securities of the Association. He/she shall keep full and accurate accounts of the assets, liabilities, receipts and disbursements of the Association in the books belonging to the Association. He/she shall deposit all monies, securities and other valuable effects in the name and to the credit of the Association in such chartered bank or trust company. Or, in the case of securities, in such registered dealer insecurities as may be designated by the Board of Directors from time to time. He/she shall disburse the funds of the Association as may be directed by proper authority taking proper vouchers for the disbursements. He/she shall render to the President and Directors at the regular meetings of the Board of Directors, or whenever they may require it, an accounting of all the transactions and a statement of the financial position of the Association. He/she shall present the proposed budget, previously approved by the Board of Directors to the active membership at the Annual General Meeting for ratification. He/she shall transfer responsibility at the end of term of office.

***SECRETARY:***

The President and/or the Board of Directors appoint the secretary, to carry on the affairs of the Association, by attending all meetings and acting as clerk. He/she shall record all votes, minutes and motions of all proceedings. He/she shall give or cause to be given notice of all meetings of the members and of the Board of Directors, and shall perform such other duties as may be prescribed by the President or Board of Directors, under whose supervision he/she shall be. He/she shall transfer responsibility at the end of term of office.

***DIRECTORS:***

In accordance with Article 36 of the By-laws, the Directors may appoint committees whose members will hold their offices at the will of the Directors. The Directors shall determine their duties. Committee members shall receive no remuneration for serving as such but are entitled to reasonable expenses incurred in the exercise of their duty which been approved by the Directors.

Date of last revision: March 2004

**A motion is in order to adopt these REVISIONS to the Regulations will be presented to the CAVR membership at the 2004 Annual General Meeting in Halifax, Nova Scotia on June 18<sup>th</sup>, 2004.**

*Mary MacKillop, CAVR President*

## **NOMINATIONS COMMITTEE REPORT**

The CAVR Board restructuring as a result of the revised Constitution and By-laws, created a new opportunity to bring representatives to the leadership of CAVR from every region of Canada.

The Nominations Committee considered the vacant board positions for 2004-05, allowing us to recruit new members to these positions for election or appointment as required. Our goal was to maintain a broad regional representation of the CAVR members from across the country.

My thanks to the Nominations Committee members:

- Rosemonde Melanson, New Brunswick
- Nora Jenkins, Prince Edward Island
- Sandra Palmer, British Columbia

The Nomination form and all Pre-AGM information was posted on the web site as prescribed by the CAVR Bylaws. CAVR members (in good standing) were duly notified by the CAVR secretary 90 days prior to the Annual General Meeting. I am pleased to report that all board positions have been filled.

I would like to congratulate all the CAVR members who have agreed to provide their leadership to the Board of CAVR. I must acknowledge the wonderful contribution of our 2003-04 Board members and thank them for their commitment and insight during their terms of office.

**Respectfully submitted**  
**Mireille Roy, CAVR**  
**Immediate Past President &**  
**Chair, Nominations Committee**



## ELECTION OF OFFICERS

The Nominations Committee would like to present the following Slate of Officers for election.

### DIRECTORS 2004-2005

<b>Président</b>	<b>Bernard Cyr, CAVR</b> <b>Chef du service des ressources bénévoles</b> CHSLD CLSC Nord de l'Île Montréal, Québec
<b>Immediate Past President</b>	<b>Mary MacKillop, CAVR</b> <b>Leader Volunteer Resources</b> Providence Health Care Vancouver, British Columbia
<b>First Vice President</b>	<b>Jennifer Young</b> <b>Manager, Volunteer Services</b> South East Health Care Corporation Moncton, New Brunswick
<b>Second Vice President</b>	<b>Connie Cook</b> <b>Manager of Volunteer Resources</b> Glenbow Museum Calgary, Alberta
<b>Appointed Officers:</b>	
<b>Treasurer</b>	<b>Karen Kennedy</b> <b>Co-ordinator of Volunteer Services</b> Richardson Hospital Centre Montréal, Québec
<b>Secretary</b>	<b>Patricia Gillis, CAVR</b> <b>Director, Volunteer Resources</b> Children's & Women's Health Centre of BC Vancouver, British Columbia

## CAVR COMMITTEE CHAIRS FOR 2004-2005

### Professional Development

**Colleen Watts, CAVR**  
**Manager, Volunteer Resources**  
Health Sciences Centre  
Winnipeg, Manitoba

### Professional Standards

**Kathy Harrison, CAVR**  
**Coordinator, Volunteer Services**  
CancerCare Manitoba  
Winnipeg Manitoba

### Certification

**Cindy Fairs, CAVR**  
**Manager, Volunteer Resources**  
Central Okanagan Hospice Association  
Kelowna, British Columbia

### Communications Committee

**Jennifer Young**  
**Manager, Volunteer Services**  
South East Health Care Corporation  
Moncton, New Brunswick

### Membership Committee

**Joan Crittenden, CAVR**  
**Manager Volunteer Resources**  
St. Joseph's Centre for Ambulatory  
Health Services  
Hamilton, Ontario

### Advocacy

**Pam Gill**  
**Executive Director**  
Volunteer Grandparents/Intergenerational  
Programs  
Burnaby, British Columbia