

CANADIAN ADMINISTRATORS OF VOLUNTEER RESOURCES



ADMINISTRATEURS CANADIENS DES RESSOURCES BÉNÉVOLES

2006-07

26th ANNUAL REPORT

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CAVR BOARD MEMBERS 2006-07

Executive Officers:

President	Kathy Harrison, CAVR Coordinator, Volunteer Services CancerCare Manitoba Winnipeg, Manitoba
Past President	Bernard Cyr, CAVR Chef du service des ressources bénévoles CSSS de Bordeaux-Cartierville - Saint-Laurent Montréal, Québec
First Vice President	Connie Cook, CAVR Manager of Volunteers TELUS World of Science & Creative Kids Museum Calgary, Alberta
Second Vice President	Karen Howe, CAVR Manager Volunteer Resources Vancouver Aquarium Vancouver, British Columbia
Treasurer - Appointed	Karen Kennedy Co-ordinator of Volunteer Services Richardson Hospital Centre Montréal, Québec
Secretary -Appointed	Patricia Gillis, CAVR Director, Volunteer Resources Children's & Women's Health Centre of BC Vancouver, British Columbia

CAVR COMMITTEE DIRECTORS 2006-07

Professional Standards / Normes professionnelles	Donna Carter Director of Volunteer Resources David Thompson Health Region Red Deer, Alberta
Professional development / Perfectionnement professionnel	Sonya Jahn, CAVR Director of Volunteer Services Prince Albert Parkland Health Region Prince Albert, Saskatchewan
Certification / Accréditation	Debbie Kennedy, CAVR Manager, Volunteers & Pastoral Care Maple Ridge & Pitt Meadows Health Services Maple Ridge, BC
Membership / Adhésion	Acting for partial term Karen Howe, CAVR
Advocacy / Action sociale	Alison Stevens Coordinator, Training and Consultation Volunteer Bureau of Montreal Montreal, Quebec
Communications / Communications	Anna Power Community Resources Canadian Red Cross St. John's Newfoundland

CANADIAN ADMINISTRATORS OF VOLUNTEER RESOURCES



ANNUAL GENERAL MEETING

AGENDA

Monday June 11th, 2007
Delta Winnipeg Hotel
Winnipeg, Manitoba

Call to Order

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 24th, 2006.

Annual Reports

President's Report

Kathy Harrison, CAVR

Treasurer's Report

Alison Stevens on behalf of
Karen Kennedy, Treasurer

Auditor's Report

Appointment of Auditors

Proposed Budget 2006-07

First Vice President's Report

Connie Cook, CAVR

Second Vice President's Report

Karen Howe, CAVR

Membership Report

Pat Gillis, CAVR

CAVR Committee Reports

Board Members

BUSINESS ARISING

Resolution to Amend the CAVR By- Laws 9 & 10

Revision to the Regulations

NEW BUSINESS

Nominating Committee Report

Election & Appointment of Officers 2007-08

Question Period and Comments

2008 Conference & Annual General Meeting

Announcements

Adjournment



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

www.CAVR.org

ANNUAL REPORT OF THE PRESIDENT

Objectives established for the Year:

- Maintain partnerships with key leaders and organizations in the sector.
- Oversee board activity to ensure quality benefits to CAVR members.
- Seek feedback from CAVR membership
- Establish contacts for future conference partnerships

Results / Outcomes:

- Participated in National Network of Volunteer Involving Organization
- Maintained link with Volunteer Canada
- Negotiated a Memorandum of Understanding with Professional Administrators of Volunteer Resources – Ontario (PAVRO) to collaborate on the national conference in Hamilton in 2008.

New Initiatives /Directions Taken:

- Represented CAVR on the Sector Study Steering Committee for the HR Council for the Voluntary / Non-Profit Sector. This position extends to December, 2008.

Recommendations for Next Year:

- Take direction from the survey of membership to develop improved services.

I move into the second year as President feeling slightly more confident than last year at this time. That is due mostly to the tremendous support I have received from a great group of people – the CAVR Board. I want to acknowledge the skills and talents of each one of them and thank them for the work they do on behalf of the professionals in our field.

**Respectfully submitted
Kathy Harrison, CAVR**

ANNUAL REPORT OF THE PAST PRESIDENT

One of my first duties was to make sure that all CAVR documents and information was passed on to the newly elected President and that particular dossiers were redirected to specific Board members and Chairs. This was done immediately following last year's Conference.

During the past year, I also made sure that all important CAVR communications were available in French. This included CAVR communiqués; different issues of Exchange and certain list serve messages to members.

The CAVR By-Laws were revised and a motion has been presented to the CAVR Board and membership, concerning the duration of some terms of office. This was accepted by the Board and has been posted for all members according to our Regulations. This resolution has also been added to the Agenda for the Annual General Meeting.

One of my duties as Past President was ensuring continuity and strong leadership on the CAVR Board of Directors. The results can be found in the Nominations Committee Report.

It was a real pleasure collaborating with the members of the Board during this past year. I know that the new Board is proud to represent the entire Canadian membership and their commitment is to be praised.

**Respectfully submitted
Bernard Cyr, CAVR
Immediate Past President**

ANNUAL REPORT OF THE FIRST VICE PRESIDENT

Objectives established for the Year:

- ✓ Develop and implement a CAVR strategic plan for 2007
- ✓ Begin the process for accessible and easy transfer of materials and information to new board members as they join the CAVR team
- ✓ Attend as many meetings as possible and/or gain information from the meeting if unable to attend.

Results / Outcomes:

- ✓ 2007 business plan complete and implemented October 2007 and presented to the board via email attachment and approved.
- ✓ Developed draft tool to move forward with transferring of knowledge between board members.

New Initiatives /Directions Taken:

To complete a tool that will be useful in best preserving and transferring of knowledge and information to new board members so that they have the necessary tools to move forward in their various positions.

Recommendations for Next Year:

Determination of skill sets required that may be missing at the board level and to gain those skill sets through targeted recruitment of individuals who may be able to assist in those targeted areas and areas of growth within our organization.

**Respectfully submitted
Connie Cook CAVR, APR**

ANNUAL REPORT OF THE SECOND VICE PRESIDENT And Acting Membership Chair

Committee Members:

Suzie Matenchuk (Manitoba), Lisa Pike (Newfoundland Labrador), Clare O'Kelly (BC), Lise Pettigrew (Quebec), Sharon Haubrich (Saskatchewan), Sandra Troughton (Edmonton AB), Alison Caird Labrash (Ontario)

Objectives established for the Year:

- ✓ Increase awareness and exposure of CAVR membership and benefits
- ✓ Focus on affiliation and membership needs
- ✓ Establish new connections and affiliations across the country
- ✓ Review affiliation structure

Results / Outcomes:

All affiliations renewed their agreements for 2006-07. An affiliate survey was distributed and results from that survey are guiding discussion and plans at the Membership Committee and Executive.

New Initiatives /Directions Taken:

As Second Vice President I became a trainer for the Canadian Code for Volunteer involvement and continue to deliver workshops. The role of trainer gives me the opportunity to promote CAVR and the revised Code, which incorporated the CAVR Standards of Practice. Updated CAVR brochures were also created and distributed in 2006.

Recommendations for Next Year:

- ✓ Involve membership committee in the strategic planning at the Executive level.
- ✓ Work closely with Volunteer Canada, Imagine Canada and other associations.
- ✓ Refine the website to better meet member and affiliates needs
- ✓ Continue to find ways to build on the CVI Initiatives that many CAVR members were involved in across the country.
- ✓ Continue to work closely with membership committee members for their valuable insight and attention to affiliate and member's needs.

**Respectfully submitted
Karen Howe, CAVR**

REPORT OF THE SECRETARY

Membership

As of April 1, 2007, the CAVR membership was 923 members. The implementation and maintenance of the Affiliation Agreements has certainly reduced the amount of time spent following up with annual individual memberships. There are a number of renewing members who continue with CAVR through the Affiliations. Monitoring the membership listings of renewing members and those that are new is also time consuming, but working with and through the regional / provincial affiliation groups is much easier.

Website – www.CAVR.org

The CAVR website continues to be the primary communications tool between the Association and members. Researchers, colleagues, employers and students continue to visit the site seeking advice and links to other resources. This “tool” continues to offer CAVR an effective and economically efficient venue for communications, promotion, professional development and networking.

The Board this year has diligently monitored the various web pages recommending updates, improvements and revisions to the information posted. The communications via the Exchange and Communiqué have provided a stream of information to and for members.

Once again, however, there is the need to remind members to take responsibility in keeping their contact data, primarily their email addresses - in order that they receive all current communications.

The Webmaster works consistently to respond to the Board's requests for improvements and upgrades. Visitors witness that they find the site helpful and easy to navigate.

The website statistics reflect the growing use and traffic to www.cavr.org :

- total number of pages viewed for March 2007 was 7,659
- total number of page views/ visits as at March 31st 2007 was 444,663
- number of total visitors to the site 50,577

Communications

CAVR Communications Chair Anna Power continues to encourage and coordinate a constant stream of bulletins to the CAVR membership via the E-Newsletter Exchange / Exchanges and the Communiqués – all posted regularly on the CAVR website. As secretary, I endeavour to reply promptly to all enquiries arriving via the website and to share the participation with CAVR officers who can provide specific advice.

The website continues to provide CAVR a prominence and status at a time when many other national Associations are downsizing or disappearing. This resource for the non profit sector is vital to those working and involved in the sectors. CAVR is acknowledged as the leading organization with expertise to offer other professional associations and respond with experience and wisdom to enquiries from other international bodies, national institutions, organizations and individuals curious about the profession. The experience and expertise of CAVR Board members represents the profession and the association which colleagues can be very proud and confident.

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 for me to continue in this volunteer role with an exciting and growing Association and this energetic group of colleagues.

**Respectfully submitted
Patricia Gillis, MA, CAVR**

COMMITTEE REPORTS ADVOCACY COMMITTEE REPORT

Committee Chair: Alison Stevens

Committee Members: Chris Peacock, Barb Gemmell, Chris Foster, Lenore Good (honorary)

Objectives:

The on-going purpose of the committee is *to further develop advocacy for the profession and promote the full use of available resources*, and the following objectives for 2006-07 were established:

- develop tools and strategies for increasing awareness and use of CAVR and other resources
 - improve the format of CAVR resources currently on-line, taking into account the needs of both employers and members
 - create a “how to” tool for using the CAVR resources
 - establish links with provincial associations for the promotion of the CAVR tools
 - inform members of changes and new tools via the listserve
- write an article or update for each edition of Exchange
- develop a new advocacy workshop for the 2007 conference

Results / Outcomes:

- A document “10 ways to use the CAVR Employment Package” has been created.
- All the CAVR resources are now on the website under the heading “Advocacy and Information for Employers”, including an overview document.
- Considerable progress was made towards improving the format and "user-friendliness" of the resources on-line.
- Two tele-workshops were held in January providing 67 participants with a “walk through” the resources and many examples of how to use them.
- Articles were written for all editions of Exchange, although one did not appear due to a communications mix-up.
- A PowerPoint presentation on the resources was created.
- A workshop on the resources was given at the May 2007 PAVR-O conference in Toronto. This workshop is the model for the one to be given at the CAVR conference.

New Initiatives /Directions Taken:

- Procuring CVI funding for the tele-workshops
- Negotiating to keep the surplus (approx.\$965) funding for future CAVR tele-workshops
- Adding CAVR as a “supporter” for International Volunteer Manager Appreciation Day website
- Suggesting that we hold post-conference tele-workshops on the CAVR workshops at the conference for those who were unable to attend

Recommendations for Next Year:

- Recruit at least one new member for the committee as one is leaving and we need representation from the East
- Provide at least two more tele-workshops, one more on the basics and possibly a more advanced one, and explore the possibility of / interest in offering one in French
- Provide the “Advocacy and Information for Employers” section on the website in French
- Continue networking and partnering with provincial associations
- More linking between the CAVR website and other websites, like Charity Village, the HR Council etc.

In conclusion, I would like to say thank you to my fellow committee members for their hard work, their great ideas and their good humour, as well as to the Board for its continued support and collegiality.

**Respectfully submitted,
Alison Stevens**

CERTIFICATION COMMITTEE REPORT

Committee Chair: Debbie Kennedy, CAVR _____

Committee Members:

Janet Canavan - PAVRO Liaison, Sharon Dawe, CAVR, Joan Eisner, CAVR, Lillian Whitmore, CAVR, Carolyn Rickey, CAVR

Objectives established for the Year:

- To make changes on the website whereby certified individuals are identified with current status of CAVR designation.
- To have a co-chair involved with a two-year commitment that overlaps with the current chair by one year for easier succession planning.
- To complete all of the policies that reflects the changes for certification.
- To create a 'parallel comparison document' for members of PAVRO to see the similarities and differences between the current certification processes.
- Marking system of certification paper – to create a 'judging sheet' – measurement tool that can be used for marking papers.
- To create a 'benefits page' for the website so that interested candidates can understand the benefits of why they should become certified.
- Creation of a database of all certification data.

Results / Outcomes:

- Created a database of historical and present data of all certification information, with the ability to provide reports of numbers certified, years certified, years re-certified, province etc. A report was sent to the webmaster for posting of all certified members.
- Updated the Guidelines for Markers Package.
- Updated a Markers Comment sheet to assist with marking process.
- Distributed brochures at member's requests for various provincial meetings that took place throughout the year.
- Increased the Certification markers by 5.
- Forwarded revised Certification papers with marks of 90% or more to the webmaster for posting.

New Initiatives /Directions Taken:

- Created an electronic marking process to eliminate paper usage and postage, allowing members to forward an electronic copy of each paper which was forwarded to markers electronically.
- Revised the access to the Certification link on the website, simplified to one page with a Certification package and Re-certification package in a PDF format as well as a Tutorial in a PowerPoint format that all members can access.
- Linked members with Certification papers of 90% or more to the CJVM for inclusion in their journals.

Recommendations for Next Year:

- ✓ Work closely with the Certification Committee on succession planning for the Chair's term completion.
- ✓ Make recommendations for website changes, removing redundant links for the Certification process.
- ✓ Make recommendations for website changes to identify members who have achieved & maintained certification.
- ✓ Strengthen the link with PAVRO and CAVR regarding the certification process.
- ✓ Develop a "Benefits of Certification" page for the website.

**Respectfully submitted
Debbie Kennedy, CAVR**

COMMUNICATIONS COMMITTEE REPORT

Committee Chair: Anna Power

Committee Member: Nancy Hollett

Objectives established for the Year:

- Consolidate the membership of the Communications Committee
- Regular follow-up with Committee Chairs and Executive for Exchange input
- Ensure that e-format CJVRM is available for members
- Publication of four bilingual editions of Exchange
- Production of Exchange teaser for each list serve
- Production of a short monthly Communiqué written appointed Board members
- Research *presentation opportunities* for CAVR (ex: Speakers Bureaus)

Results / Outcomes:

- Membership of the Communications Committee consists of Chair plus one member – Nancy Hollett, St. John's Newfoundland
- Quarterly follow up with Committee Chairs and Executive to obtain Exchange and Communiqué input
- Electronic format CJVRM available on website, notification through listserves
- Publication of four bilingual editions of Exchange complete
- Production of a Communiqué prepared monthly by various board members
- Research of opportunities for CAVR representation – not completed.

**Respectfully submitted
Anna Power**

MEMBERSHIP COMMITTEE REPORT

See the Report by the Second Vice President Karen Howe who stepped in part way through this term as Acting Membership Committee Chair.

CAVR thanks Karen Howe for her enthusiasm and initiative in this portfolio.

PROFESSIONAL DEVELOPMENT COMMITTEE REPORT

Committee Chair: Sonya Jahn

Objectives established for the Year:

- To provide professional development opportunities for members and potential members.
- Ensure the 4 mandatory CAVR workshops on: Advocacy for the Profession, Standards of Practice, Ethics and Certification are presented at the 2007 CAVR Conference in Winnipeg, Manitoba.
- Support the organizers of the 2007 CAVR Conference.
- Promoting use of the Robitaille Fund
- Providing input into Exchange & Communiqué on Professional Development
- Updating the Conference disk after Winnipeg's CAVR Conference

Results / Outcomes:

- 2007 CAVR Conference successfully hosted by Winnipeg, Manitoba
- CAVR mandatory workshops presented at 2007 CAVR Conference
- Promotion of Robitaille Fund

New Initiatives /Directions Taken:

- Continue connection with regional membership reps to provide cross country professional development news.

Recommendations for Next Year:

- Continue to achieve the goals and objectives of the Professional Development strategic plan.

**Respectfully submitted
Sonya Jahn, CAVR**

PROFESSIONAL STANDARDS COMMITTEE REPORT

Committee Chair: Donna Carter

Committee Members: Nadine Maillot (Alberta)

Objectives established for the Year:

Standards of Practice

- Offer a workshop based on the CAVR Standards of Practice at every annual conference
- Ensure the CAVR Standards are kept up to date through review and cross reference with other recent documents from other professional organizations.
- Collaborate with Volunteer Canada concerning the "Train the Trainer" sessions for the revised code.
- Develop concrete ways to make the new resource – The Canadian Code for Volunteer Involvement - a living document available to as many members as possible.
- Look into development of competency-based professional standards.

Code of Ethics

- Offer a workshop based on the Code of Ethics at every annual conference
- Ensure that CAVR Ethics are kept up to date through members' feedback, review and cross reference with other recent documents pertaining to ethical dimensions of the profession.

Results / Outcomes:

- Three workshops will be presented at the 2007 Conference
 - Standards of Practice - Canadian Code for Volunteer Involvement
 - Ethics - Leading with Integrity
 - Developing a new resource tool "**Professional Competencies**"
- Provided materials and clarification on the new Organizational Standards and revised Canadian Code for Volunteer Involvement to CAVR members on request.
- Provided information as requested from CAVR members on the Code of Ethics.
- A National Train the Trainer session for the revised Canadian Code for Volunteer Involvement was held August 29 & 30, 2006 (Ottawa) with nineteen participants in attendance from across Canada. Participants represented the Volunteer Centre Networks and Canadian Administrators of Volunteer Resources. The committee has maintained the list of trainers and made available to CAVR members when they have enquired.
- Communiqué published to advise members of the partnership with Volunteer Canada and the consolidation of the CAVR (2002) Standards of Practice with the Canadian Code for Volunteer Involvement (2000) resulting in the revised edition of the Code.

- Published an article in the Canadian Journal of Volunteer Resources Management - Positioning our Profession, Organizational Standards Supporting Volunteer Management.
- Communication continues with Volunteer Canada to provide CAVR members with information of new resources as they are developed.
- Updated CAVR Standards of Practice web pages to include the English and French Canadian Code for Volunteer Involvement (pdf) as well as the Organizational Standards as consolidated in the revised Code.
- Research for workshop presentation on developing competency based professional standards to align with the revised Organizational Standards.

Recommendations for Next Year:

To develop a working group from the participants at the 2007 workshop - ***Developing a new resource tool - Professional Competencies.***

The workshop will provide participants with an understanding of the new resource and an opportunity for the committee to gathering input.

A consultative process will be used over the coming year with a new resource launched and further education included at a 2008 workshop.

Respectfully submitted
Donna Carter

REPORT ON THE CAVR BY-LAWS & REGULATIONS

As per the CAVR By-Laws, notification was circulated to CAVR members of the proposed changes to By-Laws 9 and 10 regarding the duration of certain terms of office. These proposed changes were posted on the CAVR web site for members.

After decisions are made at the 2007 Annual General Meeting, the CAVR Regulations will be updated accordingly since they serve as operational guidelines for the CAVR Constitution and By-Laws.

**Respectfully submitted,
Bernard Cyr, CAVR
Chair, By-laws Committee**

NOMINATIONS COMMITTEE REPORT

Committee Chair: Bernard Cyr, Immediate Past President

Committee Members: Sharon Dawe, Jan Halliday and Sharon Haubrich

At the beginning of 2007, our Committee identified the needs for the upcoming 2007-2008 Board. Our goal was to maintain a broad regional and sector representation of the CAVR members from across Canada.

I would like to extend my thanks to the members of the Nominations Committee for their capable assistance.

The Nomination form and all Pre-AGM information were posted on the web site as prescribed by the CAVR Bylaws. 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 in the upcoming year.

**Respectfully submitted,
Bernard Cyr, CAVR
Chair, Nominations Committee**

ELECTION OF OFFICERS

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

OFFICERS 2007- 2008

President / Présidente	Kathy Harrison, CAVR Coordinator, Volunteer Services CancerCare Manitoba Winnipeg, Manitoba
Past President / Président sortant	Bernard Cyr, CAVR Chef de service / Ressources bénévoles CSSS de Bordeaux-Cartierville - Saint-Laurent Montréal, Québec
First Vice President / Première vice-présidente	Karen Howe, CAVR Manager of Volunteer Services Vancouver Aquarium Marine Science Centre Vancouver, British Columbia
Second Vice President / Deuxième vice-présidente	Connie Cook, CAVR Leader, Volunteer Resources TELUS World of Science & Creative Kids Museum Calgary, Alberta
 Appointed Officers:	
Treasurer / Trésorière	Louise L'Hérault Chef de service / Ressources bénévoles Hôpital Ste-Justine Montréal, Québec
Secretary / Secrétaire	Patricia Gillis, MA CAVR Director, Volunteer Resources Children's & Women's Health Centre of BC Vancouver, British Columbia

CAVR COMMITTEE CHAIRS FOR 2007-08

**Professional Standards /
Normes professionnelles**

**Donna Carter
Director of Volunteer Resources
David Thompson Health Region
Red Deer, Alberta**

**Professional development /
Perfectionnement professionnel**

**Sonya Jahn, CAVR
Director of Volunteer Services
Prince Albert Parkland Health Region
Prince Albert, Saskatchewan**

Certification / Accréditation

**Debbie Kennedy, CAVR
Manager, Volunteers & Pastoral Care
Maple Ridge & Pitt Meadows Health Services
Maple Ridge, BC**

Communications / Communications

**Anna Power
Community Resources
Canadian Red Cross
St. John's, Newfoundland**

Membership / Adhésion

**Lisa Pike
Executive Director
Community Health Promotions Network Atlantic
St. John's, Newfoundland**

Advocacy / Action sociale

**Alison Stevens
Coordinator, Training and Consultation
Volunteer Bureau of Montreal
Montréal, Québec**