

Volunteer Management
PROFESSIONALS OF CANADA

PROFESSIONNELS EN
gestion de bénévoles
DU CANADA

VMPC **EXCHANGE**
E-NEWSLETTER

PGBC **ÉCHANGE**
BULLETIN ÉLECTRONIQUE

Winter 2017

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About VMPC

The organization now known as Volunteer Management Professionals of Canada (VMPC) was founded in 1980 and is the champion in the field of Volunteer Management. Dedicated to advocacy, capacity building and networking, it connects and empowers a network of professionals and passionately elevates the quality of volunteerism in Canada.

President's Word



It is hard to believe the year-end holiday season is upon us! This time of year is special for those of us working in the sector, on the heels of **International Volunteer Managers Day (IVMD)** which happened on November 5 and **International Volunteer Day** on December 5.

VMPC was proud to recognize your accomplishment to the volunteer management sector leading up to IVMD, letting our members' employers and the public know about **how important you are!** This year's theme was **Be The Voice**

which tasked each of us to make a difference, calling on us to agitate and the need to advocate. The services volunteer management professionals provide to our communities is critical - each one of us can play an important role in demanding realistic resources and priorities from our governments, employers and the community.

International Volunteer Day also important with the impact and accomplishments of volunteers across the globe, at all levels. It's hard to think about a world without volunteers and I hope **YOU** are proud to be leading this effort!

In the fall, VMPC was so excited to host an **Overcoming Dreaded Conversations** webinar lead by Charlene Dishaw. This webinar provided tools to navigate these conversations and tools to tackle them. As a member benefit, you can listen to this recording or any of our past webinars in the **Member's Only Section** at http://www.vmpc.ca/cgi/page.cgi/Member_Only_Webinars.html.

VMPC was also proud to co-cost **Take the Leap Leap: Embrace Change** an online conference which took place in October with **ALIVE** (Association for Leaders in Volunteer Engagement) and **Better Impact**. Dozens of sites across the world participated in this exciting learning event with engaging speakers like Carol Dixon and Erin Spink! We have received great feedback, and we are hoping to be able to do similar initiatives in the future.

Lastly, as we approach the year-end holiday season, I wish you and your families the very best as we look ahead to 2018!

B. Hrehoruk Bobby Hrehoruk

**BOARD MEMBERS
2017 — 2018**

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Bobby Hrehoruk
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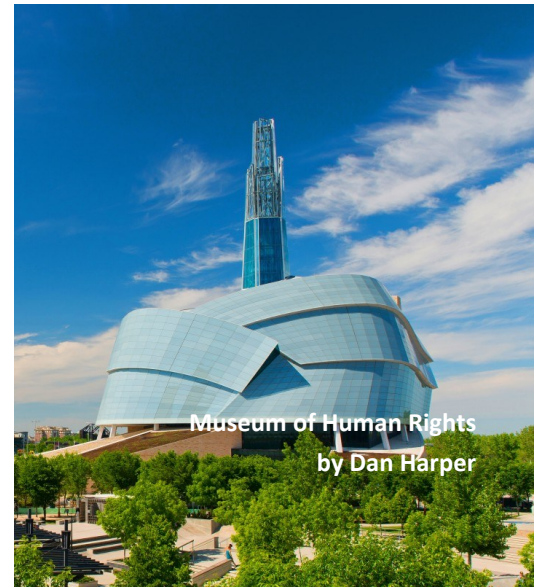
Past-President

Charles Allain
Moncton, New Brunswick

2018 Conference Update

The 2018 conference organizing committee from MAVA (Manitoba Association of Volunteer Administration) has selected a theme for next year’s event.

It is *Diversity, Inclusion and Human Rights: Advancing the Volunteer Management Profession!* The event will take place on May 30-June 1, 2018 at the [Fort Garry Hotel](#) in Winnipeg, Manitoba.



Call for workshop presenters

We are excited to announce the call for presenters for the upcoming 2018 National Volunteer Management Conference at the Fort Garry Hotel in Winnipeg, MB. This conference will provide you with the opportunity to share your experience and expertise with colleagues in the volunteer management profession from Manitoba and around the country. Our goal is for people to experience educational, informative, inspirational, and entertaining professional development.

The annual Volunteer Management Professionals of Canada conference will provide up to 200 participants eager to learn about – and be able to implement – the latest ideas, best practices and relevant approaches in volunteer management and related fields.

We invite you to submit a [workshop or presentation proposal](#) for the event. Applications are due by January 5, 2018.



BOARD MEMBERS

2017 — 2018

VMPC Committee Chairs**Advocacy & Standards**

Michelle Mungar Lumley, CVA

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MembershipShannon Nowell, CVA
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Calgary, Alberta**Certification Lead**Angie Boehm, CVA
Winnipeg, Manitoba**Exchange Volunteers****Proofreader (English)**

Joyce Argall

Proofreader (French)Hélène Bourgaize
Normand Latulippe**2017 Livestream Conference Round-up**

Last spring, VMPC entered into a partnership with ALIVE (our U.S. equivalent) and Better Impact to offer a new kind of “conference” that leveraged technology while not losing the benefit of in person connections.



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We are proud to say that 16 sites from five provinces joined 20 locations throughout the USA for a cutting-edge “hybrid” conference combining the benefits of in-person conference discussions with the convenience and cost-effectiveness of livestream presentations.

The *Take the Leap: Embrace Change* took place on October 24 & 25, 2017. Presentations broadcasted out of the Better Impact headquarters in Hamilton, Ontario and the event featured short TED-talks by speakers such as Erin Spink and Carol Dixon from Canada, Barbara Harrington from the states and Andy Fryar from Australia. Following the presentations there were in-person discussions at remote sites across North America and late-night talk show “couch” conversations featuring all the presenters.

The event also featured stand up comedy by Dana Cory Litwin, skydiving by Liz Ussery, rock n’ roll courtesy of the Better Impact house band and lots of laughs on twitter #TTLEC. You had to be there!

We are still compiling evaluations from this event but anecdotal feedback has declared it a success. We hope you will join us next year. Save the date! The 2018 event will happen on October 23 (western and mountain time zones) and October 24 (central, eastern and atlantic time zones).

To sign up for a notification when registration opens, email Lindsay at pd@vmpc.ca. We also welcome ideas for topics, speakers and surprises for next year.

OUR GOALS

To provide national leadership for administrators of volunteer resources.

To maintain a professional Code of Ethics and Standards of Practice in the administration of volunteer resources.

To promote professional development in the administration of volunteer resources.

To collaborate with provincial, national and international organizations.

MISSION

Volunteer Management Professionals of Canada advances and strengthens the profession of volunteer resources management.

OUR VISION

Build and promote excellence in volunteer management.

Advocacy and Standards Committee is Seeking Members

Are you passionate about furthering our profession? Do you want to have a voice at the table to develop strategies and position statements on issues affecting the volunteer engagement community?



Volunteer Management Professionals of Canada is recruiting Advocacy and Standards committee members. Working with the Chair, Advocacy and Standards, the committee will work together to develop and support Canada wide initiatives to help strengthen the profession of volunteer engagement.

If participating on this committee is of interest to you please contact Michelle at advocacy@vmpc.ca.

International Volunteer Day 2017- December 5, 2017



The Robitaille Legacy



Ever wonder why we have a Robitaille Fund? Who exactly was Madame Robitaille? Here is a glimpse into the history of our association with a biography of our founder.

Fernande Lacoste-Robitaille, B. Sc., was named Honorary Life member of our association at the second annual conference held in Calgary in 1983.

She began her career as a volunteer at the Sainte-Justine Hospital for Children in Montreal in 1932 (now the CHU Sainte-Justine, Mother and Child University Hospital Centre) and remained for seven years. Later she was named Director of Volunteer Services, a position she held from 1958 until her retirement in 1980.

Ms. Robitaille pursued her studies in Volunteer Service Coordination and in Management at the Columbia University, NY and at the Université de Montréal. She was founding member for the Québec Association of Directors of Volunteer Services in Healthcare (now the AGRBQ) in 1958.

In 1965, this dynamic woman was a founding member of the “American Association for Child Care in Hospitals”. She was on the Board of several hospitals including Sainte-Justine’s Hospital, Hôtel-Dieu de Montréal and the Jacques Viger Hospital.

A primary goal for Ms. Robitaille had always been to establish a national organization for Directors working in Volunteer Services. In February 1980, after months of negotiating, she convened a meeting in Ottawa with the then President of the Canadian Hospital Association (CHA), Mr. Jean Claude Martin and representatives from six provinces with a view to establishing the “Canadian Association of Directors of Volunteer Services in Healthcare” (Later to become CAVR and eventually VMPC).

The next meeting took place in July 1980 in Montreal, during the joint conference of the American Hospital Association and the CHA. In 1981, the Constitution was adopted in Winnipeg and the rest, of course, is history.

After her retirement, Ms. Robitaille remained active in the healthcare sector and was President of the Association for retirees of the Sainte-Justine Hospital and travelled to China and Russia as a delegate for The Association for the Care of Children’s Health as part of a People to People group.

Madame Robitaille passed away in 1991 leaving wonderful memories as being a Super-Mom of 7 and Super-Grandmother of 17. In addition to being recognised as an Honorary Life Member, her legacy remains, so many years later, in the heart of VMPC, an association built on her vision and dedication to our profession.

Using the Experience Cube to frame your dreaded conversation.

Charlene Dishaw MA CVA



“Charlene we have a problem,” is not what I wanted to hear at the start of my day. I suddenly became filled with dread. Ruth, a staff member, came into my office to tell me that, Bob, one of my volunteers stormed out of their department saying he would never volunteer there again. Shortly after, a volunteer came to see me to report of Bob leaving loudly. Bob shared his displeasure with everyone he encountered. I checked my phone and had no phone message from the disgruntled volunteer.

This was just the start of what turned out to be a very complicated event where a volunteer, thought he heard the staff telling him he “needed to settle down or leave.” The volunteer had his back to the staff and did not realize the staff was talking to the patron in front of him. When she tried to explain, he stomped out.

In situations such as this I turn to a tool that has worked for me countless times, to “clear the mush.” Clearing the mush is the term coined by Gervase Bushe in his book [Clear Leadership](#). The Experience Cube helps me to focus on the situation and the issues that need addressing without letting my emotions or prejudice cloud my thoughts.

The Experience Cube is divided into 4 quadrants: Observation, Feelings, Wants and Thinking. When a situation arises, such as my angry volunteer, I start completing the cube with all the events at issue. In this case the volunteer in question was a particularly difficult person who I had inherited. I needed to ensure that my desire to rid myself of the volunteer did not cloud my judgement and unfairly treat the volunteer.

Here is how I completed my cube:

<p style="text-align: center;">Observe</p> <p style="text-align: center;"><i>What happened? What is the story of the experience?</i></p> <p><i>What did you actually see and hear? Remove your bias from the story.</i></p> <p>The volunteer felt he was being treated poorly. The staff tried to explain what happened. The volunteer stomped out and told everyone he would not be back. The volunteer did not tell me about the situation.</p>	<p style="text-align: center;">Think</p> <p style="text-align: center;"><i>What are you thinking about regarding this experience?</i></p> <p>I think the volunteer did not get the whole picture. I think the whole situation was blown way out of proportion. I think the volunteer may be not well, since he behaved in a way that seemed immature for his age and life experience. I wonder if he is ill? I think that I need to provide volunteers more information about how do deal with adverse situations.</p>
<p style="text-align: center;">Want</p> <p style="text-align: center;"><i>What do you want as an outcome?</i></p> <p>I want the volunteer to hear the staff’s side of the story and consider it to be true. I want the volunteer to calmly talk to staff when he is poorly treated. I want to be sure that the staff was talking to a patron and not the volunteer. I want the volunteer to come to me or call me when he feels he being treated unfairly. I want staff to enjoy working with the volunteers.</p>	<p style="text-align: center;">Feel</p> <p style="text-align: center;"><i>How does this experience make you feel?</i></p> <p>I feel angry that the volunteer upset so many people when he is an adult who had a very good career working with people and should have greater skills working in difficult situations.</p>

The cube helped frame my discussion with staff and the volunteer. When I called Bob in to talk about the situation I focused on what was observed and what I wanted. I was able to draw on what was observed and removed my feelings from the conversation. With the cube in front of me I could stay focused and add to the cube from the volunteer’s discussion.

What I was “thinking” helped frame a conversation about “why did the volunteer choose to not talk to me.” What I was “thinking” allowed me to reflect on ways to better support and prepare the volunteers when they feel they are unappreciated by the staff.

The surprising outcome I experienced from the using the Cube, is that situations have concluded amicably. The Cube focuses on the conversation, so everyone is heard. I have used the Cube to handle difficult conversations with volunteers, and staff. I used the cube to end a contract when other parties were not meeting expectations. The Cube gives you the opportunity to step back, take a deep breath and reflect on the best outcome for everyone and perhaps strategies to avoid future dread conversations.

International Volunteer Managers Day – A Day to Celebrate Us!

Volunteers are an essential part of non-profits and without them many of our organizations would not be able to function. We often think about the volunteer contributions to our organizations, but how often do we reflect on how those volunteers come to make their impact? Without someone overseeing those programs, recruiting, onboarding, training, recognizing and the list goes on and on, how would the volunteer programs function? Have you ever thought about how much of an impact you make? As Managers of Volunteers we wear many hats and every day is a new adventure. The work we do can change lives and impacts our communities in amazing ways. Yet, how often do we pat ourselves on the back and say good job? Do we regularly get recognized for the work we do by our organizations?

International Volunteer Managers Day was held on November 5 and was created in celebration of the work Managers of Volunteers around the world. It is a celebration of you! It is a day we recognize ourselves and our colleagues in volunteer management.



This year the theme was “Be The Voice!” The idea was to support Managers of Volunteers in being agents of change and advocates for volunteering. As www.volunteermanagersday.org says:

Being the voice means speaking up and acknowledging the important work you do and inspire others to be a voice in positive volunteer engagement and growth in our profession. We encourage you all to continue to the “Be The Voice!” for our profession.

- ◆ We need to make a difference.
- ◆ We need to agitate.
- ◆ We need to advocate.

International Volunteer Managers Day Across the Nation

This year for International Volunteer Managers Day, VMPC was committed to supporting our members in spreading the word about the impact Managers of Volunteers have on our great nation. 52 members contacted us with contact information to send an email to their supervisors and 54 emails were sent out to supervisors.

Across the country, numerous events were held including formal events, pub gatherings and dinners out. Flowers were received, emails were sent and a lot of Managers of Volunteers were recognized for the work they do.

We hope you all know the value of the work you do and on the hard days, when you feel like the work is endless and thankless, you take a moment and remember you are important!

Celebrating International Volunteer Managers Day—November 5, 2017



Volunteer Managers of Ottawa



Volunteer Managers of New Brunswick



Volunteer Managers of British Columbia

