

# **CANADIAN ADMINISTRATORS OF VOLUNTEER RESOURCES**



## **ADMINISTRATEURS CANADIENS DES RESSOURCES BÉNÉVOLES**

**20<sup>th</sup> ANNUAL REPORT**

**2000-2001**

**20<sup>ième</sup> RAPPORT ANNUEL**

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## CAVR BOARD MEMBERS 2000-2001

### Executive Officers :

<b>President</b>	Mireille Roy, CAVH, CAVR Director, Volunteer Services SCOHS – Saint Vincent Pavilion Ottawa, ON
<b>Past President</b>	Lenore Good, CAVH, CAVR Director, Volunteer Services Health Sciences Centre Winnipeg, MN
<b>First Vice-President</b>	Marjolaine Lalonde, CAVR, ACSBQ Co-ordinator, Volunteer Support The Montreal Children's Hospital Montreal, QC
<b>Second Vice-President</b>	Judy Boyle, CAVH, CAVR Director, Volunteer Services Moose Jaw Union Hospital Moosejaw, SK
<b>Third Vice-President</b>	Barb Gemmell, CAVR Volunteer Program Consultant Winnipeg, MN
<b>Treasurer</b>	Carol Dixon, CAVH, CAVR, CHDVS Director, Volunteer Resources Grand River Hospital Kitchener, ON
<b>Secretary Appointed</b>	Patricia Gillis, CAVH, CAVR Director, Volunteer Resources Children's & Women's Health Centre of BC Vancouver, BC

## PROVINCIAL REPRESENTATIVES 2000-2001

<b>Newfoundland</b>	Glenda Janes Co-ordinator Volunteer Resources Health Care Corp. of St. John's St. John's, Newfoundland
<b>Prince Edward Island</b>	Kathy MacDougall Co-ordinator of Volunteers Hillsborough Hospital Charlottetown, Prince Edward Island
<b>Nova Scotia</b>	Kelly Cameron Co-ordinator of Volunteer Resources Ocean View Manor Eastern Passage, Nova Scotia
<b>New Brunswick</b>	Elisabeth Cormier Department Head, Volunteer Services Saint John Regional Hospital Saint John, New Brunswick
<b>Quebec</b>	Bernard Cyr Chef du service des bénévoles Hôpital Saint-Joseph de la Providence Montreal, Quebec
<b>Ontario</b>	Laura Pavilonis Director, Volunteer Resources St. Thomas-Elgin General Hospital St. Thomas, Ontario
<b>Manitoba</b>	Colleen Watts, CAVR Manager, Volunteer Resources Health Sciences Centre Winnipeg, Manitoba
<b>Saskatchewan</b>	Lorraine Greenwood, CAVR Director, Volunteer Services & Spiritual Care Saskatoon District Health – Home Care Site Saskatoon, Saskatchewan
<b>Alberta</b>	Tracy Geyer Volunteer Program Consultant Community Health Promotion and Preventive Services Edmonton, Alberta
<b>British Columbia</b>	Sandra Palmer Manager, Volunteer Services Royal Columbian Hospital New Westminster, British Columbia

# AGENDA

## CANADIAN ADMINISTRATORS OF VOLUNTEER RESOURCES ANNUAL GENERAL MEETING

**Tuesday, October 3<sup>rd</sup>, 2001**  
**The Colony Hotel**  
**Toronto, Ontario**

Call to Order  
Appointment of Secretary  
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 October 22<sup>nd</sup>, 2000.

### Annual Reports

President's Report	Mireille Roy, CAVR
Treasurer's Report	Carol Dixon, CAVR, CHDVS
Auditor's Report	Carol Dixon, CAVR, CHDVS
Appointment of Auditors	Carol Dixon, CAVR, CHDVS

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Constitution & By-Laws	Lenore Good, CAVR
First Vice-President's Report	Marjolaine Lalonde, CAVR
Second Vice-President's Report	Judy Boyle, CAVR
Third Vice-President's Report	Barb Gemmell, CAVR
Membership Report	Judy Boyle, CAVR
Provincial Reports	Judy Boyle, CAVR

### OLD BUSINESS

Proposed Budget 2001-2002  
Nominating Committee Report  
Election of Officers 2001-02  
Appointment of Provincial Representatives 2001-02

**AGENDA (con't)**

**NEW BUSINESS**

**CAVR Standards of Practice 2001 Update**

**CAVR - Volunteer Canada Partnership**

**CAVR Ad Hoc Advocacy Committee:**

- Hire a Professional Brochure
- Position Descriptions for the Profession

**Ethics Joint Task Force Update**

**CAVR Leadership: Succession Planning**

**Membership Services Agreement**

**International Year of the Volunteer**

**2002 Conference & Annual General Meeting**

**Adjournment**

## ANNUAL REPORT OF THE PRESIDENT

*Change* has been on my mind all year. How to improve and promote what we do well and make it better so that **CAVR** is recognized as the National Association for managers of volunteer programs. This year the entire board remained focused on our strategic plan and it was critical to involve more members to assist in the delivery of the objectives we had set forth, but also to insure that we continue to have members and new members take on leadership roles .

I am grateful of the support of the members of the Executive and the provincial representatives. Their strong commitment to CAVR, their professionalism has allowed CAVR to continue to strive for excellence in the delivery of our mandate to our members.

We need to continue to develop our profession to a level that is recognized throughout the country. The establishment of our website [www.cavr.org](http://www.cavr.org) has enabled us to use this technology to communicate with our members and keep them informed on the latest developments within CAVR.

I must commend our webmaster Elmer Wiens for his leadership and commitment to CAVR and Pat Gillis our devoted secretary for her input and wisdom in the activities of CAVR . This support has certainly allowed CAVR to continue to seek excellence in everything we do.

The new Millennium has certainly brought us closer to building those new and unique strategic alliances with provincial and other national organizations. Our active participation in the meetings of the Voluntary Sector Initiatives ; our continued effort to work closely with Volunteer Canada on issues that deal with the Management of Volunteer Resources ; maintaining our liaison with the Canadian Council on Healthcare Accreditation and certainly our eagerness to participate in the AVA Conference and the 2001 International Working Group on the Profession this fall demonstrates the commitment of CAVR as one of the important players and partners in the Voluntary sector in Canada.

Change is always challenging - as Administrators of Volunteer Resources we are accustomed to networking, motivating, nurturing and always forging ahead to meet new challenges or embark on new adventures.

***Keep away from people who belittle your ambition. Small people always do that, but the really great make you feel that you too, can become great.- Mark Twain***

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

## **ANNUAL REPORT OF THE FIRST VICE-PRESIDENT**

### **Times, they are changin'...**

I wish to start the present report by rallying everyone around worldwide change in our organizational's culture and personal habits: the use of our CAVR website. CAVR's website contains useful information, a guest book serving as a dialogue tool and links that are updated to reflect current events and ideas.

So far up to 300 to 400 hits a month have been registered, which in our webmaster's opinion, shows large interest in CAVR's activities and mission (successful commercial websites get above 500 « hits » a month). It is the result of our collective and continuous volunteer efforts to build a strong and relevant organization.

We hope that CAVR membership will enrich the site with creative inputs and ideas since it is a privileged channel for all of us to contribute to, feel a part of and take pride in. It is part of our organizational wealth and assets. It is equally a wonderful and new marketing tool to help promote membership. Let's embrace it and sell CAVR's vitality!

### **CAVR's Certification process**

This year Certification Process was well attended as fifteen applicants showed interest and applied for June 1<sup>st</sup>. As many markers were solicited and the assistance of everyone moved the evaluation right along. The newly certified individuals will be receiving their certificate and their CAVR pin in Toronto at this year's conference. It should also be mentioned that one re-certification certificate was also awarded.

A committee will be called upon to launch a review exercise of the Certification Process in 2001-2002 in order to strengthen and enrich the exercise. Any suggestion from membership is welcomed.

### **In months to come**

CAVR will also take part, through a McConnell Foundation funded program in a consultation process through which membership will be asked to exchange ideas, on future training opportunities for our sector in Canada. etc. Consult the CAVR website in months to come for more information

Respectfully submitted,  
**Marjolaine Lalonde, CAVR**  
First Vice-President

## ANNUAL REPORT OF THE SECOND VICE-PRESIDENT

- As a result of the input from the Task Force established for recognition of the International Year of the Volunteer, a "**HIRE A PROFESSIONAL**" brochure has been created. This tool emphasizes the importance of any organization that utilizes volunteers have an individual to administer the resources.
- An evaluation process for past board members has been instituted.
- Five (5) provinces have received funding from the Robaitaille Endowment Fund. This Fund was established to provide financial support and education opportunities to CAVR members through regional/local/provincial forums.
- Tip sheets on working with seniors, youth, individuals with disabilities, and corporations will be placed our website.
- Act as a liaison with Johnstone Training and Consultation (JTC) and board members in regards to membership.
- A survey of CAVR members is in the planning stage.

My sincere appreciation to the Provincial Representatives and colleagues for their assistance, support and patience!

Respectfully submitted,  
**Judy Boyle, CAVR**  
Second Vice-President

## ANNUAL REPORT OF THE THIRD VICE-PRESIDENT

The two areas that I have focussed on this year have been the Ethics Joint Task Force and revision of the Standards of Practice.

The Ethics Joint Task Force developed a survey to find out how professionals in the management of volunteer resources understand their ethical responsibilities as well as recommendations specific to a unified statement of ethics for the profession. CAVR members had an opportunity to respond to the survey. I was involved in preparation of a summary of survey results which can be reviewed on CAVR's website. Based on the feedback received, the Task Force continues to discuss what further action will be taken.

Standards of Practice workshops were held and written feedback was received from BC/Yukon, Newfoundland, Manitoba and Quebec members. A summary of the recommendations received was prepared and Aileen Feicho and I co-facilitated a workshop at the October, 2000 CAVR/VMG 'Harvesting the Spirit' Conference in Saskatoon to get additional feedback. Using this information, as well as the Canadian Code for Volunteer Involvement, a draft revised Standards of Practice will be introduced to members at the October 3, 2001 CAVR Professional Development Day and distributed to all other members for feedback prior to adoption at the 2002 Annual General Meeting.

Respectfully submitted,  
**Barb Gemmell, CAVR**  
Third Vice-President

## SECRETARY'S REPORT

It has been a very busy and productive year for the CAVR Executive. A happy occasion for me to continue to support my national association and continue the work with my colleagues. All CAVR correspondence has been received and addressed by the Executive. I have enjoyed the opportunity to take minutes at all Executive and Board meetings and to work with such an exciting and vibrant group of members.

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

## PROVINCIAL REPORTS

### Newfoundland & Labrador

The past year has been challenging and filled with lots of changes. Many of our members have taken on new positions and it is encouraging to see the number of positions related to Volunteer Management available in the community. The International Year of the Volunteer has given us the opportunity to serve our volunteers in various ways throughout the province. Many of NLAVR's members were involved with committees through the provincial volunteer center planning activities and special events for IYV.

Let me take this opportunity to list some of our activities during the past year;

- development of new logo
- development of a provincial web page for NLAVR
- 3 teleconferences
- three newsletters
- article in the Telegram recognizing the members of NLAVR during Volunteer Week
- revamped the executive job duties
- Provincial AGM and Conference
- Currently have 3 CAVR members registered in the province.

I regret that I could not join you for your 2001 AGM and the Mosaic Conference. Enjoy and take care!

Respectfully submitted,  
**Glenda Janes**

### NEW BRUNSWICK

We currently have 8 members in New Brunswick and we are working very closely with the NBDVH in preparations for the CAVR National conference here in 2002. We are small but working hard and having fun. We have had two official meetings in conjunction with the NBDVH where we discussed many of the new trends both nationally and provincially in the Volunteer Sector. Communication with our members has been made easy with technology and E-Mail so we are able to keep close contact on a regular basis.

We have also had six conference planning meetings and many more set for the upcoming year. We hope to see everyone in New Brunswick June 13-16, 2002. Our Conference Theme is: **CAVR Lighting the Way**, Building Stronger Relationships, better communities.

Respectfully submitted,  
**Elizabeth Cormier, CAVR**

## **Nova Scotia**

CAVR membership in N.S. is increasing as a wider variety of organizations that employ volunteer resource managers look for professional affiliations and standards of practice. The certification process and the established Code of Ethics and Standards are valued tools in supporting the profession. Employers are realizing that volunteer resource management like all the human resource management requires professional training and support.

Contact with CAVR members during this the International Year of Volunteers has been through email, mail and telephone as no meetings of the N.S. members of CAVR have been held. An overview of some of the special events during IYV was presented in the spring 2001 issue of The Canadian Journal of Volunteer Management.

The provincial association, NSDVH, continues to support a steering committee which is redefining its organizational structure. Changing boundaries of health districts, amalgamations and re-alignments have all contributed to challenges for individuals in volunteer management positions-as has the tendency toward multitasking for middle-management positions.

The steps CAVR has taken to strengthen our profession is timely and much appreciated. The sharing of a Code of Ethics and Standards of Practice sets a national precedent and serves us well as a body and as individuals. The sharing of job descriptions and benchmarks for quality assessment will be of added benefit.

Respectfully submitted ,  
**Kelly Cameron**

## **Prince Edward Island Annual**

PEI's Regional Volunteer Directors/Managers meet every 2 months to discuss policies, information sharing and problem solving. We have about 18 members, 3 of these are currently active CAVR members.

The above group consists mostly of Health-related Volunteer/Activity Directors. i.e. Acute Care & Mental Health, Canadian Blood Services, Continuing Care, Hospice, other Community Volunteer Associations.

Information about CAVR is readily available to these organizations, but recruitment is slow.

Respectfully submitted,  
**Kathy MacDougall**

## Québec

Puisque cette année dédiée au bénévolat nous donne souvent l'occasion de se retrouver ensemble, nous avons tenu qu'une réunion. Par contre, il faut dire qu'au Québec, plusieurs membres ACRB sont également membres de l'Association provinciale et se rencontrent lors des réunions AGRBQ.

La promotion de ACRB est toujours à l'ordre du jour de ces assemblées de l'Association provinciale ainsi que dans son bulletin associatif. Mentionnons la présence de Mireille Roy qui avait été invitée afin de donner un atelier de formation.

Deux membres recevaient leur certification ACRB cette année.

En tant que représentant ACRB et en même temps président de l'association provinciale, voici donc quelques-unes de mes activités au cours de l'année écoulée :

- suivi du membership et correspondance aux membres
- membre du comité provincial de l'Année internationale des bénévoles en tant que représentant ACRB et président provincial;
- en septembre, atelier au symposium annuel de la FQLI avec Nicole Daubois;
- participation au lancement de l'Année internationale à Québec avec le ministre délégué à l'Année internationale;
- l'organisation d'un grand événement pour l'Année internationale : recherche de commandites et de partenaires, logistique, démarches pour invités d'honneur, conférencier, etc;
- diffusion de l'événement d'octobre prochain sur quatre sites web (ONU, Bénévoles Canada, ACRB, AIB-QC);
- durant la semaine du bénévolat, conférence aux gestionnaires et aux bénévoles de la région de Buckingham dans l'Outaouais, aux bénévoles des CHSLD de la région de Mirabel et participation aux fêtes des bénévoles de Ste-Thérèse ainsi qu'à la soirée hommage à Bedford en Montérégie.
- participation au lancement de la pièce commémorative de 10 sous de la Monnaie royale canadienne.

Since IYV gives us a chance to come together in this special year, only one meeting was held last fall. In Québec, many members of the Provincial Association are also members of CAVR and thus meet at the provincial meetings.

The promotion of CAVR is always on the agenda of these meetings as well as in the provincial bulletin. Mireille Roy was also invited to speak and conduct a workshop for both CAVR and provincial members.

Two members were certified this year.

As QC rep and provincial president, here a few activities of the past year:

- follow-up on membership and mailings to members;
- member of the provincial steering committee for IYV;
- workshops on volunteer management at a symposium with a fellow CAVR member;
- presence at the IYV launching by the Minister in Québec City;
- organisation leader for a major IYV event on October 11<sup>th</sup> 2001 to which all QC CAVR members are invited;
- during national volunteer week, workshops and talks to volunteers and volunteer administrators in different regions of the Province;
- active partnership in the launching of the IYV dime in Montréal.

## **Recruitment strategy**

The more people I meet, the more networking I do,  
all the more chances I have to promote CAVR!

Respectfully submitted

**Bernard Cyr**

### **Ontario – No report was received.**

#### **Manitoba**

##### **Promoted membership by:**

- Monitoring the current membership lists and calling current members whose renewals were due. Clarifying the change from joint membership with Volunteer Canada to prevent loss of CAVR membership. Ensuring they had membership information, application forms and knew how to access the web site.
- Calling/personal contact of practitioners to encourage membership. Sending out membership applications to interested parties.
- Sending welcome letter, membership card and tax receipt to all new and renewing members within one month.
- Trouble shooting membership status problems. Communicating discrepancies to Ginette Johnstone.
- Faxing user friendly information (“Manitoba update”) to current and potential members to keep informed of upcoming events and website address for accessing CAVR information. Encouraging members to call if had any questions.
- Regular announcements/updates at the provincial meetings. (MAVA-Manitoba Association for Volunteer Administration)
- Articles in provincial newsletter (MAVA) with updates on CAVR activities.
- Promoted attendance (via email and phone calls) at the October 3 professional development day in Toronto and facilitated room booking and sharing of members.

##### **Promoted and Supported CAVR Certification by:**

- Hosting a lunch hour workshop for 13 practitioners interested in pursuing certification. Along with two other certified Manitoba members, provided practical tips on how to get started, the criteria and samples of what is required to motivate members. Sent an information package to 8 others unable to attend.
- Met one on one with members wanting more information on certification. Answered and directed calls from individuals who were pursuing certification.
- Sending a reminder to members as the Certification deadline approached.
- Sponsoring a coffee break at a volunteer management workshop attended by practitioners from rural and urban areas of Manitoba in February 2001. Promoted the benefits of joining CAVR and certification with tent cards at the workshop tables and refreshments.
- Wrote a feature article on benefits and steps to certification in the provincial newsletter (MAVA).

Respectfully submitted,

**Colleen Watts, CAVR**

## **Saskatchewan**

This past year has been a busy one in Saskatchewan. After working hard with CAVR members from across Saskatchewan, and the rest of the country, to produce a very successful conference in October 2000, we spent the next few months wrapping up all the details. The *Saskatchewan Health Care Volunteer Management Group* was fortunate to receive funding from the Robitaille Fund for their spring conference. Judy Boyle attended as both a presenter and a representative of CAVR. In the spring I presented to the Volunteer Management Group on CAVR Standards of Practice. The presentation was well received with a lot of discussion about the issues raised. I have also been meeting on a regular basis with Volunteer Saskatoon in their efforts to establish a Volunteer Centre in Saskatoon. Volunteer Canada has also been assisting with possible directions for this new Volunteer Centre. We were fortunate in having HRH Prince Charles on hand to symbolically open the Centre.

Respectfully submitted,  
**Lorraine Greenwood, CAVR**

**Alberta – No report was received.**

## **British Columbia**

I am pleased to submit the following report on our CAVR activities in British Columbia.

- Five meetings were held jointly with our provincial association AVRBC - Administrators of Volunteer Resources – BC
- Partnered with AVRBC to sponsor a workshop “*The Empowerment of Individuals and Organizations*” facilitated by Monica Coneys (of Conference 2000 fame!)
- Maintained our membership base in BC, liaised with new and renewing members
- Recruited new members through ‘networking’ and promoted CAVR at the Regional Meetings and Volunteer Centres
- Attended the *2001 Forum on Volunteerism* in Vancouver and promoted CAVR to registrants and Forum Volunteers

Respectfully submitted,  
**Sandra Palmer**

# **REPORT OF THE CONSTITUTION, BY-LAWS AND REGULATIONS**

## **Constitution & By-laws**

CAVR has moved through a period of major change in the past five years. It is now time to undertake a thorough review of our Constitution and By-laws to assess what changes will be necessary in order to move the organization forward. Among areas to be addressed will be board size, and composition, membership categories, and changes necessary to reflect the impact of technology on our organization.

Very few national non-profit organizations are able to support a board of seventeen individuals. While CAVR has been fiscally responsible, and has conducted much of its business via e-mail, we believe that it is time to look at streamlining our organization. While no resolutions are proposed at this time, your board will begin the task of organizational restructuring and constitutional review this year.

## **Regulations**

The CAVR Regulations are the guidelines that assist the Board and Executive in governing the association. At the present time, there are no changes proposed to the regulations. Copies of the regulations are available on the CAVR website at [www.cavr.org](http://www.cavr.org) for the convenience of our members. In addition, copies will be available for member perusal at our Annual General Meeting on October 3, 2001.

## **NOMINATIONS COMMITTEE REPORT**

Nomination information was mailed to all members in July. Nominations were received for all Executive positions and for most provincial representative positions as you will see in this report.

I would like to congratulate all those members who have been nominated to board and executive positions by their peers. Thank you to Sharon Dawe, Newfoundland, Barbara Boman, British Columbia, and Wendy Stratton, Ontario, for serving on the nominating committee this year.

While CAVR has been successful in securing its leadership for the year 2001/2002, we will face a considerable future challenge as members complete their terms of office. The CAVR Executive has discussed succession planning, and will be taking the necessary steps to secure our leadership for the future.

Respectfully submitted

**Lenore Good, CAVR**

Past President and Chair, Nominating Committee

# ELECTION OF OFFICERS

The Nominations Committee would like to present the following slate of officers and Provincial Representatives for election to the 2001-2002 term.

## OFFICERS 2001-2002

<b>President</b>	Mireille Roy, CAVH, CAVR Director, Volunteer Services SCOHS – Saint Vincent Pavilion Ottawa, Ontario
<b>Past President</b>	Lenore Good, CAVH, CAVR Director, Volunteer Services Health Sciences Centre Winnipeg, Manitoba
<b>First Vice President</b>	Marjolaine Lalonde, CAVR Co-ordinator, Volunteer Support The Montreal Children's Hospital Montreal, Quebec
<b>Second Vice President</b>	Judy Boyle, CAVH, CAVR Manager, Volunteer & Spiritual Services Moose Jaw Union Hospital Moose Jaw, Saskatchewan
<b>Third Vice President</b>	Barb Gemmell, CAVR Gemmell Training and Consulting Winnipeg, Manitoba
<b>Treasurer</b>	Carol Dixon, CAVH, CAVR, CHDVS Director, Volunteer Resources Grand River Hospital Kitchener, Ontario

## CAVR PROVINCIAL REPRESENTATIVES 2001-2002

<b>Newfoundland</b>	Glenda Janes Co-ordinator Volunteer Resources Health Care Corp. of St. John's St. John's, Newfoundland
<b>Prince Edward Island</b>	Kathy MacDougall Co-ordinator of Volunteers Hillsborough Hospital Charlottetown, Prince Edward Island
<b>Nova Scotia</b>	Kelly Cameron Co-ordinator of Volunteer Resources Ocean View Manor Eastern Passage, Nova Scotia
<b>New Brunswick</b>	Elizabeth Cormier Director, Volunteer Services Atlantic Health Sciences Corporation Saint John, New Brunswick
<b>Quebec</b>	Bernard Cyr Chef du service des benevoles Hopital Saint-Joseph de la Providence Montreal, Quebec
<b>Ontario</b> (appointment)	Mary Lou Tinmouth Director, Volunteer Services St. Joseph's Hospital Hamilton, Ontario
<b>Manitoba</b>	Colleen Watts, CAVR Manager, Volunteer Resources Health Sciences Centre Winnipeg, Manitoba
<b>Saskatchewan</b>	Jan Spencer Volunteer Services Facilitator North Central Health District Melfort, Saskatchewan
<b>Alberta</b>	VACANT
<b>British Columbia</b>	Sandra Palmer Manager, Volunteer Services Royal Columbian Hospital New Westmister, British Columbia