

# **CANADIAN ADMINISTRATORS OF VOLUNTEER RESOURCES**



## **ADMINISTRATEURS CANADIENS DES RESSOURCES BÉNÉVOLES**

**21<sup>st</sup> ANNUAL REPORT**

**2001-2002**

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## CAVR BOARD MEMBERS 2001-2002

### 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, Volunteers, Spiritual, Recreation Services Moose Jaw Thunder Creek Health District 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 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>	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>	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 Coordinator of Volunteers North Central Health District Melfort, Saskatchewan
<b>Alberta</b>	Connie Cook Manager of Volunteers Glenbow Museum Calgary, Alberta
<b>British Columbia</b>	Sandra Palmer Manager, Volunteer Services Royal Columbian Hospital New Westminster, British Columbia

**CANADIAN ADMINISTRATORS OF VOLUNTEER RESOURCES**

**ANNUAL GENERAL MEETING**

**AGENDA**

**Friday, June 14<sup>th</sup>, 2002  
The Delta Brunswick  
Saint John, New Brunswick**

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 3<sup>rd</sup>, 2001.**

**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

## **BUSINESS ARISING**

**Proposed Budget 2002-2003**

**Nominating Committee Report**

**Election of Officers 2002-03**

**Appointment of Provincial Representatives 2002-03**

**CAVR Standards of Practice Update**

**CAVR Advocacy Committee**

## **NEW BUSINESS**

**CAVR Constitution and By-Laws: Resolution on Proposed Revisions**

**Announcement of the  
2003 Conference & Annual General Meeting**

**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

*Coming together is a beginning,  
Keeping together is progress,  
Working together is success. (Henry Ford)*

International Year of Volunteers in Canada has nurtured new thinking about the critical role of volunteers and how these human resources have been managed. Our Annual Conference in Toronto provided an opportunity for all members of CAVR to attend a professional development workshop for those who promote change, solve problems, and meet human needs by mobilizing and managing volunteers. The leadership of Lenore Good, Barb Gemmell, Judy Lister and Judy Boyle is certainly an excellent combination of strategy and character that was beneficial to everyone in allowing us to take our profession to the next level.

CAVR continues to be a strong national voice for the profession, as President of CAVR I was proud to represent our Association on the International Working group on the Profession to draft the first Universal Declaration on the Profession of Leading and Managing Volunteers.

I have remained involved in the meetings of the Canadian Council for Health Services Accreditation, and provided the members with updates of any changes to the health services accreditation process. Like many national organizations the CCHSA is presently restructuring.

Five countries, Canada, Scotland, Japan, USA, and Australia were well represented on the round tables organized by AVA to discuss the National organizations for Managers of Volunteer Resources. The round-tables discussions revolved around the Missions of our respective organizations, our challenges and future directions. AVA will post on their web site the condensed report of our discussions.

*As we look ahead into the next century, leaders will be those who empower others. (Bill Gates)*

Our web site has constantly been a source of pride, and I must commend Elmer Wiens for the excellent work he has done in developing such an efficient tool. Our secretary Pat Gillis, has certainly demonstrated her strength, courage and confidence by providing support and knowledge, never afraid to take a big step when necessary.

*The ultimate measure of a person is not where he stands in moments of comfort, but where he stands at times of challenge and controversy. (Martin Luther King Jr)*

The CAVR Anchoring Project supported by the McConnell Foundation and the excellent work of Marjolaine Lalonde and her committee will certainly provide a good opportunity to enhance the national role and profile of CAVR in the Canadian Voluntary Sector.

International Year of Volunteers was certainly an opportunity to improve our relationship with other voluntary organizations. I was honored to attend the signing of the Accord between the Government of Canada and the Voluntary Sector. The values and principles of the Accord is the starting point for the development of meaningful relationships.

The first consultation session for the National Volunteerism Initiative, to which I was invited, was held in October. This session helped in refining the design and approach to all subsequent series of sessions that occurred across Canada. I was advised that many of the CAVR members were invited to attend the consultations.

Our dialogue with Volunteer Canada continues on issues concerning the Management of Volunteer Resources and the involvement of our members Carol Dixon and Judy Lister on the Advisory group for the on-line education program in Management of Volunteer Resources will allow us to maintain an excellent voice for our Professional Association.

Volunteer Canada has also initiated a series of meetings that I attended for National organizations that involve volunteers. Volunteer Canada believes that Managers of Volunteer Resources working at a national level have a

distinct niche in the field of Management of Volunteer Resources and feel they have a role to play in facilitating a network of these individuals.

The Canadian Centre for Philanthropy has invited national leaders to discuss the next survey on Giving and Volunteering. Our comments will be built into the survey to be distributed in 2003.

Of course our members need strong leadership to help maintain their focus on building membership, advocating for the profession and promoting professional management of Volunteer Resources. I must commend our Board and Executive for their exceptional commitment to CAVR and for their support during my term of office. What I have learned as a leader is that I did not need to know all the answers, I only needed to surround myself with individuals who did.

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

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

### **Certification Committee**

CAVR's certification program generates a lot of interest relative to professional development. Four(4) candidates have applied for certification and as many have filed for re-certification in 2002. In Saint John, New Brunswick, CAVR will honour the dynamism and commitment of its membership.

The Certification Review Committee whose members are Lorraine Greenwood, Anthea Hoare, Nora Jenkins, Darlene Kingwell, Judy Lister, Laura Pavilonis, Melsie Waldner was created in January 2002. Its objectives are to review and enrich the current program by taking a fresh look at the goals taking into account the global environment in which CAVR is evolving. Through the review process, the certification program commits to the ideals of professional development, to CAVR's mission as well as to the unfolding of our expertise and our organizational leadership in the voluntary sector for years ahead.

### **Ethical Audit**

Canadian Administrators of Volunteer Resources (CAVR) is involved in the McGill-McConnell Masters of Management for National Voluntary Sector Leaders Program. Within the framework of this program, an initiative in the form of an Ethical Audit was created in January 2002 called Help Shape the History of an Expanding Profession : Management of Volunteer Resources.

The purpose of the Audit is, through its results :

- To generate a wide and collective sense of appreciation for, and recommitment to, the profession of management of volunteer resources in Canada.
- To strengthen adhesion to the mission of CAVR, which promotes the professional administration of volunteer resources, certification of membership, continuing education standards, and collaboration with provincial, national and international organizations.

We wish to do this by asking professionals and their colleagues in the workplace questions following three main axis of interest :

1. Stories about the value that volunteers and volunteering contribute to in organizations.
2. Desires and visions about future educational opportunities in relation to managing volunteers
3. Compliance of Standards of Practice relative to the management of volunteers

All managers and their supervisors, CEO's and/or members of their board are invited to take part in this important national survey. CAVR's new channels of electronic communication will ease the national conversation. The results will be utilized in the advancement of our organization and the Voluntary Sector in Canada.

**Respectfully submitted**  
**Marjolaine Lalonde, CAVR**



## ANNUAL REPORT OF THE SECOND VICE-PRESIDENT

A great deal of attention has been focused on the membership database. Thanks to Carol Dixon for offering to take on this responsibility in October 2001.

One (1) province has received funding from the Robitaille Endowment Fund this year. This Fund was established to provide financial support and education opportunities to CAVR members through regional/local/provincial forums.

Our CAVR web site has become a very valuable tool in promoting and sustaining membership with CAVR.

In adhering to this Executive job description, I have assisted the Provincial Representatives by addressing their requests and forwarding enquiries to the appropriate Executive members as necessary.

As I step down from the CAVR Board, I definitely have mixed emotions. I have served on the board in the capacity of Saskatchewan Representative and on the Executive for seven (7) years. CAVR's accomplishments over the years have been overwhelming. We have faced many challenges and issues. However with the determination and commitment of our members we have maintained our identity and been very successful.

My sincere appreciation to the Provincial Representatives and my colleagues.

**Respectfully submitted**  
**Judy Boyle, CAVH, CAVR**

## ANNUAL REPORT OF THE THIRD VICE-PRESIDENT

### Objectives Established for the Year:

- Revise Standards of Practice for adoption at 2002 AGM
- Develop toolkit for utilizing standards
- Participate on the Task Force on Ethics
- Develop policies/procedures specific to intellectual property

### Results/Outcomes:

- A draft of the revised Standards of Practice was presented at CAVR's Professional Development Day on October 3, 2001 for discussion and feedback. Aileen Feicho and I met and made additional revisions based on the feedback and a new draft was circulated to all members for their input by March 1, 2002. Final revisions were made from feedback received and the final draft has been translated, ready for adoption at 2002 AGM.
- At the October session, a recommendation was made to make available to the public the 10 Standards in a one-page summary format. There was unanimous agreement to proceed with this and the document is on CAVR's website and used in response to requests from non-members. The entire document is available to members only.
- A one page Ten Ways to Utilize the Standards and Dimensions of Ethical Conduct was briefly introduced in October and was well received. This will be part of the 2002 workshop on Standards of Practice and then available for members and on the website.
- The organizations participating on the Task Force on Ethics unanimously agreed to terminate the discussions.
- A workshop utilizing the Dimensions of Ethical Conduct will be delivered at the 2002 National Conference.
- I have been active "virtually" as a member of the 2002 National Conference Committee.

### New Initiatives/Directions Taken:

- The one-page summary of Standards, the 10 Ways to Utilize the Standards and Dimensions of Ethical Conduct and development and delivery of workshops on both documents at the 2002 National Conference were new initiatives this year.

### Recommendations for Next Year:

- Distribute final "Standards of Practice", one-page summary and "10 Ways to Utilize" document to all members. Also ensure that all new members are familiar with these resources and the benefits of utilizing within their own organizations.
- Research needs of provinces for workshop materials, toolkits, or other resources specific to sharing and maximizing the Standards of Practice and Dimensions of Ethical Conduct locally and develop materials based on results.
- Develop policies/procedures re intellectual property.

**Respectfully submitted**  
**Barb Gemmell, CAVR**

## REPORT OF THE SECRETARY

It has been a very busy and productive year for CAVR especially that which involves the routine correspondence and questions that arise via the CAVR web site, [www.CAVR.org](http://www.CAVR.org). The implementation of the E-Membership database, the on-line and interactive sections of the Conference 2002 and the new *Members Only* section will allow CAVR to fully interact with its membership. The Executive has worked tirelessly to keep all information up to date and to have information posted immediately on the site. The number of page views for the month of April 2002 was 4483 and the total number of visitors to the site since it was launched in June 2000 is 8,560.

All CAVR correspondence has been received and addressed on behalf of the Executive.

I have enjoyed this opportunity to record the minutes at all Executive / Board meetings and teleconference sessions. It is gratifying to volunteer with such an exciting Association and a vibrant group of colleagues.

**Respectfully submitted  
Patricia Gillis, CAVR**

## PROVINCIAL REPORTS

### British Columbia

#### Objectives Established for the Year:

- To hold 4 joint meetings with BC provincial Association, AVRBC, and to have competent speakers and presenters at each. All members to receive information about meetings thru e-mail and to send follow up minutes.
- To increase the CAVR membership base within B.C.

#### Results/Outcomes:

- Our joint meetings with AVRBC have proved to be very successful. The professionalism has increased in terms of having good speakers/facilitators presenting information at meetings. Communication with all BC members has been regular and responded to quickly. The use of the website is a wonderful tool.
- At this time it is difficult to determine if the membership base has increased in the last year.

Robitaille Funding was not utilized this year.

#### Recommendations for Next Year:

The success of CAVR relies on its members. The challenge of having a current membership data base has been extremely frustrating. The use of the website is certainly an advantage, but we do not want to lose the "human touch".

**Respectfully submitted  
Sandra Palmer**

### Alberta

#### Objectives Established for the Year:

- To recruit other members to the Alberta team.
- To establish communication through e-mail and phone, fax when required.
- To send all information forward to the membership throughout the year from CAVR as it becomes available.
- To create a bond between myself and the membership through consistent communication so that the group can depend on attaining all information.

#### Results/Outcomes:

- New membership this year increased by 36% this year.
- Have created e-mail listing of all current Alberta membership
- Have established this membership through CAVR information from past lists as well as new membership.

- Consistently send out information to the Alberta membership as I receive it and copied Judy Boyle on all documentation as well as from time to time Pat Gillis and Barb Gemmell.
- Have had the Alberta membership participate in surveys and requests for participation from the National Board. I have forwarded their comments as required.
- I know the membership is confident that the information is being sent to them and have created a relationship with most of the membership.

Robitaille Funding was not accessed at this time, but I look forward to a possible meeting to discuss issues and conference outcomes. Also I am on the planning committee for the upcoming 2003 CAVR conference to be held in Alberta.

New Initiatives/Promotions:

- Hope to have a group of our membership involved in the upcoming CAVR 2003 Conference and will work with Jim Tweddle and group to facilitate this.
- Promotion to have membership refer a co-worker or someone they know who may benefit by becoming a CAVR member.

Recommendations for Next Year:

- To be involved in the upcoming CAVR conference 2003 as much as possible.
- To increase membership through continuing to deliver to current membership and run a contest.
- To hold a possible meeting backed onto the upcoming conference with the Alberta membership and discuss Alberta initiatives in relation to CAVR - suggestions to becoming more involved through teamwork.
- To possibly have an "Alberta Team" through the use of promo items or whatever suggestions come to us from the membership.

**Respectfully submitted**  
**Connie Cook**

## **Saskatchewan**

Objectives Established for the Year:

- Maintaining contact with Saskatchewan members and forwarding requests for information, concerns or comments to appropriate CAVR Board members.
- Attempting to re-establish accurate membership list.

Results/Outcomes:

All Saskatchewan CAVR members are currently accessible through an email distribution list I have developed.

Robitaille Funding was used for a Provincial Conference for Saskatchewan Health District Volunteer Managers Association which was held in May 2002.

New Initiatives/Promotions:

A Volunteer Centre in Saskatoon opened this year. Its mission is to support community collaboration that fosters volunteerism and participation for individuals and organisations.

Recommendations for Next Year:

- Orientation for new provincial representatives by 2<sup>nd</sup> Vice President so that procedures, duties and expectations are clearly understood. (i.e. receiving a copy of this form when a rep is elected)
- Form for the Robitaille Endowment Fund Application should be reformatted so that information provided is legible when faxing.
- Hold a mid term meeting in which provincial representatives are included to foster information exchange and a sense of fellowship.

**Respectfully submitted**  
**Jan Spencer**

## **Manitoba**

### Objectives Established for the Year:

- Promote membership in CAVR to practitioners by soliciting new practitioners and retaining current members.
- Keep members informed of CAVR initiatives.
- Encourage CAVR conference attendance and involvement as presenters.
- Promote and support certification by hosting a workshop for practitioners interested in pursuing certification.

### Results/Outcomes:

#### **Promoted membership:**

- Monitored the current membership lists and informed membership and treasurer of membership status problems. Ensured members had application forms or knew how to access the web site.
- Called or personal contact of new and experienced practitioners to encourage new CAVR memberships. Sent out membership applications to interested parties.
- Sent welcome letter, membership card and tax receipt to all new and renewing members.
- Developed a group CAVR membership email/fax list to provide CAVR information to current and potential members. Kept members informed of upcoming events and web site address for accessing CAVR information. Encouraged members to call if had any questions.
- Emailed members with conference information and early registration deadlines as well as encouraged members to read and respond to the standards of practice document.

#### **Promoted and supported Certification:**

- Along with other Manitoba colleagues who attended the October CAVR/AVA conference, presented highlights from the sessions attended as the professional development topic at the November MAVA meeting. Also, publicly recognized the 3 individuals from Manitoba who received their certification in October, 2001.
- Along with Barb Gemmell and Judy Lister, planned and delivered a workshop on certification requirements to interested practitioners. Supported the members doing certification and re-certification by answering their questions and ensuring they had the information they needed. Manitoba will be sharing this workshop at the upcoming conference in St. John's.
- Wrote an article for MAVA's Connections newsletter on volunteer management credentials to help clarify certification criteria and advantages.

**Respectfully submitted  
Colleen Watts, CAVR**

**Ontario – No report was received.**

## Quebec

Rec'd only in french only

### Objectifs de l'année :

- Mise à jour de la liste officielle des membres
- Rayonnement ACRB durant l'Année internationale des bénévoles
- Promotion de la conférence nationale à St-Jean NB

### Résultats :

- Le membership fut validé
- Quelques nouveaux membres se sont ajoutés
- Aux grands événements AIB, l'Association nationale fut toujours mentionnée et le Qc rep siège sur plusieurs groupes de travail provinciaux
- Présence de la présidente nationale à un événement majeur au QC
- Promotion dans le bulletin de l'Association provinciale (AGRBO)

### Utilisation du Fonds Robitaille

- Envois aux membres concernant le membership
- Promotion de la conférence nationale

### Nouvelles initiatives :

- Utilisation du mailing électronique de la FCABQ afin de promouvoir la conférence nationale
- Sur le portail internet du QC, il y aura un hyperlien avec CAVR.org
- Participation au projet d'arrimage de Marjolaine Lalonde

### Recommandations pour la prochaine année :

- Organisation de deux réunions pour les membres
- Suivi avec les membres québécois suite aux décisions prises à l'AGA de juin 2002
- Contact régulier avec les membres via courrier et courriel
- Continuité de promotion

Respectfully submitted  
Bernard Cyr

## Prince Edward Island Annual (Mimi - this report identical to last year ?)

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

**Nova Scotia – no report received**

**New Brunswick – no report received**

**Newfoundland – No report received**

## **REPORT OF THE CONSTITUTION and BY-LAWS**

### **Committee Members:**

Barbara Boman - British Columbia,  
Mary Lou Tinmouth – Ontario

Mireille Roy, Mary MacKillop, Pat Gillis

Jan Spencer - Saskatchewan,

Kelly Cameron - Nova Scotia

### Objectives Established for the Year:

As reported in our last Annual Report, the Board has been aware of the need to review our structure and operations for some time. At the October 2001 Annual General Meeting of CAVR, a plan for restructuring was presented to the membership to prepare CAVR to move forward as the National Professional Association for Administrators of Volunteer Resources in Canada. The restructuring was intended to address a number of organizational concerns:

1. Mission of CAVR : Changes in the Constitution were necessary in order to provide for advocacy and formal liaison with national and international organizations.
2. Board Size: The CAVR Board of 17 members is large, costly and unwieldy. Most national organizations are finding it necessary to move towards smaller Boards.
3. Mandate : In order to accomplish the work of the organization and provide additional opportunities for members involvement and leadership development, CAVR needs to enhance the scope and functioning of its committees.
4. Membership Involvement: In order to foster member involvement, smaller and more sustainable membership groupings need to be created to provide for more equal member representation and consequently more realistic workloads for the membership representatives.
5. Board Tenure: In today's environment of rapid change, shorter commitments are necessary in order to attract members to leadership positions.
6. Technology: In today's high tech environment, much of our business can be conducted using our web site and e-mail technology.

The Constitution and Bylaws Committee set out to amend the Constitution and Bylaws in line with the restructuring plan approved by the Board and presented to the membership in October 2001.

We were very fortunate to secure the support of Eric G. Lister, a Manitoba lawyer who specializes in corporate law. Mr. Lister has provided us with his expertise, insight, and guidance, and has given of his time very generously.

The proposed changes pave the way for an exciting new future for CAVR. Here are the major changes and the rationale for them:

1. To address our mission, the board will be smaller, with responsibilities tied into our mission.
2. To unify the profession in Canada, we are proposing a new organizational member category. This will open exciting opportunities for partnering for the benefit of the profession and for additional expertise, involvement and leadership to be brought to CAVR.
3. To serve all provinces and regions effectively, the organizational membership category provides for affiliation agreements tailored to the needs of the particular group and their members.
4. To enhance member involvement, a new structure for engaging the membership in the affairs of the association is planned. There will be one board position responsible for membership services. There will be one or more Member Services Representatives in each province. The Member Services Representatives will be committee positions, not board positions. This will allow for a more even distribution of workload, smaller membership districts and for more contact with the membership.
5. To operate efficiently and effectively, our new Constitution reflects our use of technology to deliver information to members in a timely and effective manner.

### Results/Outcomes:

The amended Constitution has been approved by the Board of CAVR to be brought forward to the membership for approval at the Annual General Meeting of CAVR in June 2002. The membership has been notified of the proposed Constitutional changes via e-mail and mail.

### Recommendations for next year:

Following the amendment of the Constitution, the following actions will be necessary in order to make this plan a reality:

1. Amend the Regulations to reflect the new Committee structure.
2. Re-organize the Board in accordance with the new Board structure.
3. Establish the committees and give them the mandate to undertake the important work of the organization.
4. Negotiate affiliation agreements with interested organizations.

Thank you to the members of the Constitution and By-laws Committee, Executive and Board for your support in this major undertaking. You have given these changes your thoughtful consideration. Thank you again to Eric Lister, whose experience with other professional associations and legal expertise has been invaluable to our process.

## **Report on Advocacy**

Part of the role of CAVR is to advocate on behalf of the profession of the Administration of Volunteer Resources. At the CAVR Professional Development Day, October 3, 2001, we took stock of our progress to date. Through group discussion and dialogue, CAVR members identified the elements of a profession that have been addressed through CAVR and our counterparts in the provinces, the areas that still require development, and the areas that we do not wish to pursue – for example self-regulation.

We agreed that we had made considerable progress towards becoming a profession. There is a growing body of knowledge in our field involving intellectual learning. Standards of Practice and Dimensions of Ethical Conduct guide us. CAVR Certification recognizes our member's commitment to meeting established standards of practice as well as on-going education.

In spite of this progress, we are not widely considered a profession. We need to enhance the perception of administration of volunteer resources as a profession. This would result in the increased credibility, status, and financial remuneration that go along with being members of a profession.

CAVR's strategy has involved developing a package that members as a group or individually can use to enhance our status and credibility, particularly with employers. Included in the package will be:

- guidelines for creating the job description for the position
- salary ranges for comparable positions
- a brochure from CAVR listing the professional associations across Canada
- a generic position description that lists the knowledge, skills and abilities needed to fill the position
- and a comprehensive set of interview questions to assist employers select candidates with the necessary knowledge, skills, and abilities for positions as Administrators of Volunteer Resources.

We have done considerable work on the Position Profiles, which provide guidance with respect to job classification and remuneration for members with varying degree of responsibility. The Profiles have been tested and are being refined as part of our Advocacy Package. The accompanying brochure copy has been finalized and is in the process of redesign into a bi-lingual format. We have been working with members of the Advocacy and Promotions Committee of Manitoba Association for Volunteer Administration on a generic position description, along with the knowledge, skills and abilities necessary to meet the requirements of the position. As this work nears completion in 2002, we will develop a strategy to distribute this information widely across Canada. We look forward to discussing strategies with our colleagues in provincial and regional professional associations.

Thank you to Judy Boyle for her leadership with this project; Barb Gemmell and Judy Lister for facilitating the CAVR Professional Day with me in October 2001; Liane Davidson, for her work on the design of the brochure, and to all the representatives of the professional associations across Canada who contributed to the development of the brochure. Thank you as well to Sandy Cairns and Pat Maruca Co-Chairs of the MAVA advocacy committee for their willingness to work with CAVR on this important project.

**Respectfully submitted**  
**Lenore Good, CAVR**

## **NOMINATIONS COMMITTEE REPORT**

Nomination information was posted on the CAVR web site and notice of this emailed to all members. Nominations were received for the 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 my committee for serving on the nominating committee this year.

CAVR has been successful in securing its leadership for the year 2002-2003 and looks forward to the implementation of a new Board/Executive structure in the year ahead.

Respectfully submitted

**Lenore Good, CAVR**

Past President

Chair, Nominations Committee



# ELECTION OF OFFICERS

The Nominations Committee would like to present the following slate of officers and Provincial Representatives for election to the 2002-2003 term.

## OFFICERS 2002-2003

<b>President</b>	Mary MacKillop, CAVH, CAVR Leader Volunteer Resources Providence Health Care Vancouver, BC
<b>Past President</b>	Mireille Roy, CAVH, CAVR Director, Volunteer Services SCO Saint Vincent Hospital Ottawa, ON
<b>First Vice President</b>	Judy Lister, CAVR Volunteer Resources Officer Manitoba Museum of Man and Nature Winnipeg, MB
<b>Second Vice President</b>	Elizabeth Cormier Department Head, Volunteer Services Saint John Regional Hospital Saint John, NB
<b>Third Vice President</b>	Colleen Watts, CAVR Manager, Volunteer Resources Health Sciences Centre Winnipeg, MB
<b>Treasurer</b>	Bernard Cyr Chef du service des benevoles Hopital St-Joseph de la Providence Montreal, QC
<b>Secretary (appointed)</b>	Patricia Gillis, CAVH, CAVR Director, Volunteer Resources Children's & Women's Health Centre of BC Vancouver, BC

## CAVR PROVINCIAL REPRESENTATIVES 2002-2003

<b>Newfoundland</b>	Lisa Pike Executive Director Canadian Mental Health Association St. John, NF
<b>Prince Edward Island</b>	<b>VACANT</b>
<b>Nova Scotia</b>	<b>VACANT</b>
<b>New Brunswick</b>	Jennifer Young South East Health Care Corporation Moncton, NB
<b>Quebec</b>	<b>VACANT</b>
<b>Ontario</b>	Mary Lou Tinmouth Director, Volunteer Services St. Joseph's Hospital Hamilton, Ontario
<b>Manitoba</b>	<b>VACANT</b>
<b>Saskatchewan</b>	Sharon Haubrich Director of Community Services Prairie West Health District Kindersley, SK
<b>Alberta</b>	Connie Cook Manager/Coordinator of Volunteers Glenbow Museum Calgary, AB
<b>British Columbia</b>	Pam Gill Director, Community Development BC Epilepsy Society Vancouver, BC