

CANADIAN ADMINISTRATORS OF VOLUNTEER RESOURCES



ADMINISTRATEURS CANADIENS DES RESSOURCES BÉNÉVOLES

2005-2006

25th ANNUAL REPORT ***RAPPORT ANNUEL***

Celebrating 25 years of Vision and Leadership!
25 ans de vision et de leadership!

TABLE OF CONTENTS

	Page
CAVR BOARD MEMBERS 2005-2006	3
AGENDA 2006 Annual General Meeting	5
Report of the PRESIDENT	7
Report of the FIRST VICE-PRESIDENT	8
Report of the SECOND VICE-PRESIDENT	9
Report of the TREASURER & Financial Statements	10
Report of the SECRETARY	12
CAVR COMMITTEE REPORTS.....	13
Report on the CAVR BY-LAWS & REGULATIONS	19
Report of the NOMINATIONS Committee.....	19
ELECTION OF OFFICERS 2006-2007	20

CAVR BOARD MEMBERS 2005-2006

Executive Officers:

President	Bernard Cyr, CAVR Chef du service des ressources bénévoles CSSS de Bordeaux-Cartierville—Saint-Laurent Montréal, Québec
Past President	Vacant
First Vice President	Connie Cook, CAVR Manager of Volunteers Glenbow Museum Calgary, Alberta
Second Vice President	Karen Howe 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 2005- 2006

Professional Development	Kathy Harrison, CAVR Coordinator, Volunteer Services CancerCare Manitoba Winnipeg Manitoba
Professional Standards	Sonya Jahn, CAVR Director of Volunteer Services Prince Albert Parkland Health Region Prince Albert, Saskatchewan
Certification Committee	Cindy Fairs, CAVR Consultant Okanogan Volunteer Management Kelowna, British Columbia
Member Services Committee	Joan Crittenden, CAVR Manager, Volunteer Services St. Joseph's Healthcare Centre Hamilton, Ontario
Advocacy Committee	Alison Stevens Coordinator, Training and Consultation Volunteer Bureau of Montreal Montreal, Quebec
Communications	Anna Power Community Resources Canadian Red Cross St. John's, Newfoundland

CANADIAN ADMINISTRATORS OF VOLUNTEER RESOURCES



ANNUAL GENERAL MEETING

AGENDA

Saturday, June 24th, 2006
Delta Hotel and Conference Centre
St. John's Newfoundland

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 25th 2005.

Annual Reports

President's Report

Bernard Cyr, CAVR

Treasurer's Report

Alison Stevens on behalf of
Karen Kennedy, Treasurer

Auditor's Report

Appointment of Auditors

Proposed Budget 2006-07

By-Laws & Regulations

Pat Gillis, CAVR

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

**CAVR By- Law Revisions Accepted by Industry Canada
Regulations Revised**

NEW BUSINESS

Nominating Committee Report

Election & Appointment of Officers 2006-2007

Question Period and Comments

2007 Conference & Annual General Meeting

Announcements

Adjournment



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

www.CAVR.org

ANNUAL REPORT OF THE PRESIDENT

Objectives:

1. Consolidate CAVR governance.
2. Promote meaningful partnerships.
3. Ensure quality services to membership.

Outcomes:

Consolidate CAVR governance

- Board vacancies were rapidly dealt with and filled.
- Terms of reference and duties of Officers and Chairs were redefined.
- Committees were consolidated and operational.
- Organizational links with National Conference partners were strengthened (updating of contract for conferences, good amount of liaison with planning committee, Conference agreement ratified for 2007, etc.)

Promote meaningful partnerships

- Affiliation agreements have been updated to provide a better understanding of the partnerships. Seven Provincial and Regional Groups or Associations are now affiliated with CAVR.
- Consolidation of relationships between national and provincial organizations created partnership opportunities such as the joint collaboration project now underway with Volunteer Canada concerning the Code and Standards.
- CAVR Board members have been actively involved at the national level (NNVIO, Palliative Care Conference, VolunteersNow) and were present at certain other major provincial events or conferences (PAVR-O, Vitalize, MAVA, etc.)

Ensure quality services to membership

- Services to members included :
 - The continuous updating of the CAVR website with all new postings in both official languages
 - The publication of four bilingual CAVR e-bulletins
 - Timely list serves and responses to inquiries
 - Surveys from the Membership and Advocacy committees
 - The e-format of the Canadian Journal of Volunteer Resource Management for all CAVR members

New initiative:

Explore partnerships in Ontario and Quebec enabling CAVR to hold an Annual Conference in that region of the country in the near future.

Respectfully submitted
Bernard Cyr, CAVR

ANNUAL REPORT OF THE FIRST VICE PRESIDENT

Objectives:

- Work with all board members and their committees as needed on various outcomes and assist President with any projects required.
- Continue to work within my own region of Alberta to further enhance CAVR goals and mission.

Outcomes:

Assisted where needed with conference 2006, strategic plan goals are in line and I continue to work with the CVI in Alberta and attend as many meetings as possible. In my place if I am unable to attend the VMG in Edmonton has been willing to provide support to Edmonton based meetings. Thanks to the VMG in Edmonton for their ongoing support to CAVR and for providing necessary feedback regarding the outcomes of these meetings.

New Initiatives:

I am working with the new idea brought up by the President of the VMG in Edmonton and Volunteer Alberta on a possible VMG for Alberta to assist with consistency across the region and to allow smaller rural groups an opportunity to affiliate with CAVR and a larger VMG within Alberta. A scheduled meeting in June 2006 will be one of the first opportunities to explore this prospect.

I will also be attending Vitalize 2006 in Edmonton, Alberta to promote CAVR with a display of CAVR materials available to participants. I have asked for some assistance from our Edmonton Affiliate members. This Vitalize Conference has an annual registration of approximately 1500.

Recommendations for Next Year:

The Vice President role continues to provide support as needed to all board members and specifically to assisting the new CAVR President. Develop the new strategic plan for this upcoming year with the board and put into circulation. With the success of the development of new CAVR brochures, I look forward to promoting the ongoing success of the Association. I am also really looking forward to continued work towards the formation of a much needed VMG for Alberta and region.

**Respectfully submitted
Connie Cook CAVR, APR**

ANNUAL REPORT OF THE SECOND VICE PRESIDENT

Objectives :

- Co-ordinate the production of the 2006-06 Annual Report
- Collate data for e-formatting of all CAVR official brochures
- Monitoring of e-formatting process and distribution of documents to all board members.
- Update all (2005) CAVR Conference materials for incoming (2006) Conference Committee

Outcomes:

- All objectives have been achieved.

New Initiatives:

CAVR has entered into discussions with UPS regarding the involvement of their staff volunteering with CAVR in a variety of duties including: translation and formatting documents and other projects.

CAVR continues to explore new relationships and opportunities to profile our efforts across the country through CVI – the Canadian Volunteerism Initiative.

Respectfully submitted
Karen Howe

“ hishuk ish ts’awalk (everything is one), which embodies iisaak (respect) and spiritual connection to all life forms.”

- Taken from the Wichanninish Inn, Long Beach, Pacific Rim Park
- Vancouver Island, BC

If we have no peace, it is because we have forgotten that we belong to each other.

- Mother Teresa

CAVR Financial Statement – March 31, 2006

BALANCE SHEET As of March 31, 2006

	2006	2005
ASSETS		
Current		
Cash	\$13,357	\$11,184
Short-term investments	\$10,090	\$10,084
TOTAL ASSETS	\$23,447	\$21,268
<hr/>		
LIABILITIES		
Current		
Accounts payable and accrued charges	\$475	\$475
TOTAL LIABILITIES	\$475	\$475
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CONSOLIDATED FUND EQUITY		
Net surplus	\$22,972	\$20,793
TOTAL (Liabilities plus consolidated fund equity)	\$23,447	\$21,268

Richard Beauregard, cga

STATEMENT OF INCOME, EXPENSES AND CONSOLIDATED FUND EQUITY

Year ending March 31, 2006

	2006	2005
<u>Income</u>		
Conference	1,573	7,000
Interest	136	84
Membership	13,974	12,480
Recertification	600	750
Certification	1,300	1,200
Donations & Sponsorships	-	2,500
Total income	\$17,583	\$24,014
<u>Expenses</u>		
Bank charges	110	150
Board expenses	4,391	5,739
Committee expenses	550	-
Web services	3,048	2,856
National conference	3,775	5,500
Education grant	200	200
Office supplies & postage	265	131
Professional fees	475	475
Journal subscription	500	500
Translation	1,036	1,021
Printing	-	1,209
Recognition gifts	265	342
Insurance	409	627
Public Relations	250	581
Volunteer Canada dues	100	190
Industry Canada	30	90
Total expenses	\$15,404	\$19,611
Net income (loss)	\$2,179	\$4,403
<u>Consolidated Fund Equity</u>		
Net surplus, beginning of year	20,793	16,390
Net income (loss)	2,179	4,403
Net surplus, end of year	\$22,972	\$20,793

Richard Beauregard, cga

3355, rue Bélair, Longueuil, QC J4M 2R2 – 450.468.3452 – r_beauregard@videotron.ca

REPORT OF THE SECRETARY

Once again I thank the members and the Board of CAVR for the opportunity to continue to serve *my profession* and *my national professional Association* which mean a great deal to my own personal growth and learning on a daily basis.

Membership

As of April 1, 2006, the CAVR membership stands at 846 members. The implementation and maintenance of the Affiliation Agreements across the country has certainly reduced the amount of time spent following up with annual individual memberships.

Communicating and networking with colleagues in the various regional and provincial membership associations and the members of the Membership Committee has been very satisfying.

Communications

There continues to be a constant stream of enquiries sent to CAVR via the website. I endeavour to reply promptly and also share this opportunity with other CAVR officers who can provide specific direction and advice. The website continues to provide CAVR a prominence and status in the third sector that is now recognized widely. CAVR is acknowledged as a 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.

Website – www.CAVR.org

The CAVR website continues to be the primary investment and invaluable resource for the Association, providing effective and economically efficient venue for communications, promotion, professional development and networking. The constant updating and promotion of the E-Membership database and the on-line, interactive sections of the **Members Only** section has allowed CAVR to fully communicate with the membership on a regular basis. The Webmaster has worked consistently to keep all information on the web site current, and easily navigable. Information has been posted promptly with any additional modifications or revisions addressed.

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

- total number of pages viewed for March 2006 was 7,418
- total number of page views/ visits as at March 31st 2006 was 368,593
- number of visitors to the site 41,242

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 (as of October 2005) **Committee Members:** Chris Peacock

Objectives:

- Recruit new members for the committee
- Validate/update salary ranges in the CAVR position profiles
- Develop some position statements on behalf of the profession
- Provide articles for the electronic newsletter
- Ensure an advocacy workshop for the CAVR conference

Outcomes:

- Various members who had been involved in the past or who had expressed interest in working on advocacy were contacted. Chris Peacock agreed to join the committee.
- We developed and implemented a membership survey to test salary ranges as well as the level of awareness amongst CAVR members of the CAVR Employers' Package. We were pleased to receive 307 responses to the survey. The survey results were compiled and analysed; we also compared the salary range results to a 2003 national survey of volunteer managers.
- Findings:
 - the level of awareness of the resources is very low, but the level of interest in learning more about them and how to use them is very high
 - the salary ranges are not out of date, if they are intended to represent current reality; they are low if they are intended to encourage higher compensation at all levels
- Chris Peacock shared the CAVR table for part of the PAVR-O conference to talk to delegates about the resources.
- Articles appeared in the January, March and June editions of Exchange.
- Karen Howe and Pat Gillis agreed to give the Advocacy workshop at the conference and will devote a portion of it to the Employers' Package.

New Initiatives:

- Most of the mandate was taken up with creating and analyzing the survey.

Recommendations for Next Year:

- Recruit more members in other provinces (currently only Quebec and Ontario are represented)
- Develop tools and strategies for increasing awareness of the resources:
 - create a PowerPoint "walk through" of the package with some examples of how to use the different resources; this could be used in workshops, meetings, tables at conferences etc.
 - offer a teleconference workshop to members using the PowerPoint
 - work through provincial membership reps or provincial associations to get information to members
 - use the CAVR listserv to offer information and advice on how to use the resources
 - write an article for Exchange on how to use the resources, including success stories

In conclusion, I would like to add that I have thoroughly enjoyed my first experience with being on the CAVR board. It has been a pleasure and a privilege to work with Chris Peacock and I appreciate the support and collegiality offered by the Board as a group and as well as by individual Board Members.

Respectfully submitted
Alison Stevens

CERTIFICATION COMMITTEE REPORT

Committee Chair: Cindy Fairs, CAVR

Committee Members: Janet Canavan (PAVRO Liaison), Carolyn Rickey, CAVR; Joan Eisner, CAVR; Lillian Whitmore, CAVR; Val Borgen, CAVR; Romy Litwin, CAVR

Objectives that were established for the Year:

- To further develop a Markers Package
- To develop guidelines for writing papers
- To streamline the Recertification process
- To review and revise all forms as required
- To design a Mentorship Package including evaluations
- To identify changes for the website's Certification information that will make the process easier for candidates to apply.
- To revise the website Certification Section by posting new publishable Certification papers and samples of the Philosophy papers
- To increase the numbers of people certifying and recertifying across Canada
- To build stronger relationships with affiliated groups
- To identify a larger group of accredited markers nationally
- To further develop Policies
- To establish a Co-Chair of Certification position as responsibilities increase

Result / Outcomes

- Guidelines for a Markers Package were completed
- Guidelines for writing papers were established for both markers and individuals writing the papers.
- The Recertification process was enhanced by developing procedures for Recertification Intake
- Developed Mentorship Package complete with Guidelines, Application form and Evaluation process
- Recruited a member from PAVRO (an affiliated provincial group) to serve on this committee to act as liaison with members from Ontario
- Increased the numbers of markers and mentors nationally to address the need to deal with the increased number of certifying and recertifying applications each year. This year there were 8 mentors and 12 markers.
- Increased the number of people applying to certify and recertify (12 of each)

New Initiatives:

- Certification Brochure revised and approved.

Recommendations for Next 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 reflect 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

Respectfully submitted
Cindy Fairs, CAVR

COMMUNICATIONS COMMITTEE REPORT

Committee Chair: Anna Power

Objectives:

- Production of a quarterly CAVR E-Newsletter Exchange / Échanges posted on the CAVR website www.cavr.org in both official languages.
- Ensure all committee members provide articles for each E-Newsletter.
- Ensure the E-Newsletters contain interesting and relevant information for all readers.

Exchange - A CAVR publication connecting members of the profession.

Échanges - Une publication ACRB établissant un réseau entre membres de la profession.

Outcomes:

- Three CAVR E-Newsletter Exchange / Échanges were produced in both official languages
- All committee members provided the articles in a timely manner and all articles were interesting and informative.

New Initiatives – CAVR Communications Tools:

- This past year the CAVR E-Newsletter Exchange / Échanges has been produced in both official languages in a timely manner with input from all CAVR board members. A variety of topic areas has been very effective in developing Newsletters which are thought provoking, provide professional development among CAVR members and encourage active team participation.
- The CAVR brochures have been updated and distributed to CAVR Board members, under the leadership of Karen Howe.
- The CAVR website www.cavr.org is kept current and provides a good and future marketing tool for potential CAVR members and the ongoing professional development resources for current members. CAVR extends it's appreciation to our Webmaster Elmer Wiens for his ongoing commitment to keeping our website current, relevant and easily navigated.

Recommendations for Next Year:

- Research opportunities to proactively promote CAVR through Speakers Bureaus and Provincial/Regional Conferences.
- Concerted effort to ensure that all CAVR communication tools, i.e. brochures, website, E-Newsletters are aligned with similar messaging and focus.
- Focus efforts to promote the 25th Anniversary of CAVR as an opportunity to market the long-standing professionalism of Canadian Administrators of Volunteer Resources.

**Respectfully submitted
Anna Power**

MEMBERSHIP COMMITTEE REPORT

Committee Chair: Joan Crittenden, CAVR CVRM

Committee Members:

Alison Caird-Labrash, Sharon Dawe, Jan Halliday, Sharon Haubrich, Suzie Matenchuk, Lise Pettigrew, Sandra Troughton

The Membership Services Committee assumed responsibility for several areas under the overall objectives set for CAVR in the 2005-2006 Strategic Plan. I am pleased to report that the committee has completed substantial work this past year in all of the areas undertaken.

The number of active members in CAVR stands at 846 members. This represents an increase of 8.5% over last year and is largely attributed to the increased membership through affiliation agreements. In the regions where we have a presence through a CAVR regional rep, we are continuing to experience growth. Eastern Canada continues to be underrepresented and the search for a regional rep for Nova Scotia, New Brunswick and Prince Edward Island continues.

In November 2005, we were pleased to complete affiliation agreements with two new organizations, the Community Council on Volunteerism, Montreal, and the Volunteer Management Group of Saskatoon. Inquiries from three additional groups were received and are currently under consideration. We are pleased to report that two of the existing affiliate groups are working towards expansion to better represent and include a much larger regional area for their affiliated groups.

In January 2006, we received feedback from the first two groups to enter into affiliation agreements with CAVR. Feedback was received through an evaluation tool that was piloted in the fall of 2005. Most respondents indicated a high level of satisfaction with their affiliate membership. Excellent suggestions were received and they have been forwarded for consideration and implementation through the committee chairs. The evaluation tool has been fine-tuned and distributed to the Volunteer Management Group, Edmonton and NLAVR, Newfoundland and Labrador Administrators of Volunteer Resources.

Throughout the year, the Membership Services committee members have hosted displays and workshops for MAVA, AVRBC, PAVR-O, NLAVR, AGRBQ and other regional meetings. In addition they have responded to individual requests for information about membership and CAVR resources. The regional reps also provide a valuable link to Communications, to Nominations and to Professional Development as they forward information and resources from their respective regions to the national chairs.

Moving forward, the work ongoing for this committee in 2006-2007 includes:

- Continuing to secure additional affiliation agreements while improving support to existing affiliated groups and all CAVR members
- Continuing to use the affiliation agreement evaluation tool to identify concerns and generate suggestions for further development and improvement of our national network.
- Identifying and addressing reasons for the seemingly high attrition rate of affiliated members in a very few areas.
- Strengthening the ties with PAVR-O and all Ontario CAVR members
- Securing regional reps and strengthening the ties with the membership in eastern Canada, specifically Nova Scotia and New Brunswick

- Recommending to the CAVR Board future directions for the fee structure with existing affiliated groups
- Working in conjunction with the CAVR Board and committee chairs to develop a comprehensive membership survey to be administered to all CAVR members in 2007.

At the rise of this annual meeting, new updated CAVR resources are available to all members and will be extremely helpful to the Membership Services Committee as they continue to work on behalf of CAVR. Our thanks to all members of the Membership Services Committee for the important role they play in expanding and strengthening our national professional organization.

Respectfully submitted
Joan Crittenden, CAVR, CVRM

PROFESSIONAL DEVELOPMENT COMMITTEE REPORT

Committee Chair: Sonya Jahn, CAVR

Objectives:

- Promote professional development opportunities and share PD resources through the CAVR communications.
- Promote the use of the Robitaille funds to support CAVR professional development activities in each province.
- Liaise with the Conference Chairs.
- As a CAVR board member, encourage membership and promote the benefits of a national professional association.

Outcomes:

- Provided professional development news from Across the Country for the issues of EXCHANGE.
- Promoted the Robitaille fund through the regional membership representatives and the Exchange newsletter. Two provinces received Robitaille funds for their regional conferences. November 2005 (Newfoundland) May 2006 (Saskatchewan).
- Ensured the 4 mandatory workshops on Standards of Practice, Ethics, Certification and Advocacy for the Profession were included in the 2006 CAVR Conference in St. John's, Newfoundland.

**Respectfully submitted
Sonya Jahn, CAVR**

PROFESSIONAL STANDARDS COMMITTEE REPORT

Committee Chair: Kathy Harrison

Committee Members: Donna Carter (Alberta), Michael Large (Ontario). Eltie Pearce, CAVR (Manitoba)

Objectives:

- Offer a workshop based on the Standards of Practice and Dimensions of Ethical Conduct at annual conference
- Ensure that 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 Code and Standards partnership project
- Develop concrete ways to promote this new resource as an advocacy tool for our profession
- Look into the development of competency-based professional standards.

Outcomes:

- Workshop presented at 2006 Conference
- Provided workshop materials on Standards and Ethics to CAVR members on request
- Signed a Memorandum of Understanding with Volunteer Canada, in September, to formalize our agreement to produce an updated resource based on the CAVR Standards of Practice and the Code for Volunteer Involvement
- Worked with Volunteer Canada in reviewing drafts of the resource, planning focus testing, reviewing training materials and developing plans for Train the Trainer.
- Represented CAVR at the focus test group with the Network of National Volunteer Involving Organizations
- Kept CAVR members informed about the development of the new resource

**Respectfully submitted
Kathy Harrison, CAVR**

REPORT ON THE CAVR BY-LAWS & REGULATIONS

The amendments to the **CAVR Constitution & By-laws** were accepted by Industry Canada after the 2005 Annual General Meeting and copy has been updated accordingly.

The **CAVR Regulations** accompany the CAVR Constitution & By-laws as operational guidelines for CAVR and have been updated according to the amendments to the By-laws ratified by the CAVR members at the 2005 Annual General Meeting.

Respectfully submitted
Patricia Gillis, MA, CAVR

NOMINATIONS COMMITTEE REPORT

The Nominations Committee began in the fall of 2005-2006 year by recruiting and filling the two vacant chair positions for Professional Development and Advocacy. During January 2006, the needs for the upcoming 2006-07 board were identified. Our goal was to maintain a broad regional and sector representation of the CAVR members from across the country. I would like to extend my thanks to Joan Crittenden and Cindy Fairs for their capable assistance with the nominations process.

The Nomination form and all Pre-AGM information were posted on the web site as prescribed by the CAVR Bylaws. An additional board recruitment email was sent to CAVR members (in good standing). 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
Colleen Watts, CAVR
Chair, Nominations Committee

ELECTION OF OFFICERS

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

DIRECTORS 2006-2007

President / Présidente	Kathy Harrison, CAVR Coordinator, Volunteer Services CancerCare Manitoba Winnipeg Manitoba
Past President / Président sortant	Bernard Cyr, CAVR Chef du service des ressources bénévoles CSSS de Bordeaux-Cartierville—Saint-Laurent Montréal, Québec
First Vice President / Première vice-présidente	Connie Cook, CAVR Manager of Volunteers Glenbow Museum Calgary, Alberta
Second Vice President / Deuxième vice-présidente	Karen Howe Manager of Volunteers Vancouver Aquarium Vancouver, BC
Appointed Officers:	
Treasurer / Trésorière	Karen Kennedy Co-ordinator of Volunteer Services Richardson Hospital Centre 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 2006-2007

Professional Standards / Normes professionnelles	Donna Carter, CAVR 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	To be Announced
Advocacy / Action sociale	Alison Stevens Coordinator, Training and Consultation Volunteer Bureau of Montreal Montreal, Quebec