

CANADIAN ADMINISTRATORS OF VOLUNTEER RESOURCES



ADMINISTRATEURS CANADIENS DES RESSOURCES BÉNÉVOLES

2008-2009

28th ANNUAL REPORT

28^e RAPPORT ANNUEL

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CAVR BOARD MEMBERS 2008-09**Executive Officers:**

President / Présidente	Karen Howe, CAVR Director, Visitor Experience Vancouver Aquarium Vancouver, British Columbia
Past President/Président sortant	Kathy Harrison, CAVR Coordinator, Volunteer Services CancerCare Manitoba Winnipeg, Manitoba
First Vice President / Première vice-présidente	Alison Stevens Coordinator, Training and Consultation Volunteer Bureau of Montreal Montréal, Québec
Second Vice President / Deuxième vice-présidente	Debbie Kennedy, CAVR Manager, Volunteer Resources Fraser Health, Ridge Meadows Hospital Maple Ridge, British Columbia
Appointed Officers:	
Treasurer / Trésorière	Karen Cyr, CAVR Coordinator, Community Disaster Management Winnipeg Regional Health Authority Winnipeg, Manitoba
Secretary / Secrétaire	Patricia Gillis, MA CAVR Director, Volunteer Resources Children's & Women's Health Centre of BC Vancouver, British Columbia

CAVR COMMITTEE CHAIRS FOR 2008- 2009

Professional Standards / Normes professionnelles	Carol-Ann Baker-Fox Manager of Volunteer Services Woodgreen Community Services Toronto, Ontario
Professional development / Perfectionnement professionnel	Sonya Jahn, CAVR Director of Volunteer Services Prince Albert Parkland Health Region Prince Albert, Saskatchewan
Certification / Accréditation	Jackie Edwards, CAVR Manager of Volunteer Services Parkridge Centre Saskatoon, Saskatchewan
Communications/ Communications	Anna Power Community Resources Canadian Red Cross St. John's, Newfoundland
Membership / Adhésion	Derek Rumboldt deLouché Chapter Director Children's Wish Foundation St. John's, Newfoundland
Advocacy / Action sociale	Cheri Garraway-Reuben Coordinator of Volunteer & Student Services Region of Peel – Children's Services Brampton, Ontario



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AGM PRESENTATION

myBackCheck.com is our Presenting Partner at this year's AGM. As part of their commitment to our partnership, myBackCheck.com is providing an account with a free criminal record check to AGM attendees. You will also get a chance to meet Stephen Dinesen, Vice President of BackCheck, who will make a short presentation to our group. This tool is getting rave reviews from across Canada - you won't want to miss it!

For members who can't make the AGM, myBackCheck.com will be in touch over the coming weeks to talk about this great tool, and they are prepared to offer one free criminal record check to each member organization. Check out What's New on our website for more information.

Cette année, notre Assemblée générale annuelle sera présentée par notre fier partenaire myBackCheck.com. De par notre partenariat, myBackCheck.com s'engage à fournir un compte avec une vérification de casier judiciaire gratuite à toutes les personnes présentes à l'Assemblée générale. Vous aurez également l'opportunité de rencontrer Stephen Dinesen, vice-président de BackCheck, qui fera une brève présentation au groupe. Cet outil obtient déjà un succès fulgurant à travers le Canada – c'est quelque chose à ne pas manquer!

Pour les membres qui ne peuvent pas assister à l'Assemblée générale, myBackCheck.com apportera des précisions sur cet outil efficace dans les semaines à venir et sera prêt à offrir une vérification de casier judiciaire gratuite à chacun des membres de l'organisation. Veuillez vous rendre dans la section « What's New » de notre site Web pour de plus amples informations.

CANADIAN ADMINISTRATORS OF VOLUNTEER RESOURCES



ANNUAL GENERAL MEETING

AGENDA

Tuesday June 2nd in Edmonton, Alberta

Grant MacEwan College, 10700-104 Ave
Edmonton, Alberta
Canada

Presentation: myBackCheck.com
Stephen Dinesen, Vice President
Marketing & Development

1. Call to Order
2. Confirmation of Quorum
3. Acceptance of Rules of Order
4. Appointment of Parliamentarian
5. Appointment of Scrutineers
6. Acceptance of the Minutes of the 27th Annual General Meeting
Tuesday, May 6th, 2008 in Hamilton, Ontario
7. Annual Reports

President's Report Karen Howe, CAVR

Treasurer's Report Karen Cyr, Treasurer

Auditor's Report Karen Cyr, Treasurer

Appointment of Auditors
Proposed Budget 2009-10

First Vice President's Report

Alison Stevens

Second Vice President's Report

Debbie Kennedy, CAVR

Membership Report

Derek deLouché, CAVR –optional

CAVR Committee Reports

Board Members

8. Business Arising
9. New Business
10. Nominating Committee Report
11. Election & Appointment of Officers 2009-10
12. Question Period and Comments
13. 2010 Conference & Annual General Meeting
Newfoundland Presentation
14. Announcements
15. Adjournment



Visit regularly for updated information on the profession
www.CAVRcanada.org

ANNUAL REPORT OF THE PRESIDENT

I would like to thank the CAVR Executive, Board Members and Committee Members.

Objectives established for the Year:

- Collaborate with Volunteer Canada on specific projects
- Ensure CAVR involvement in national groups (NNVIO, National Think Tank, etc.)
- Maintain links to international associations.
- Use Member Survey results to develop 2008-09 strategic plan
- Encourage and formalize affiliation agreements presently under consideration as seen appropriate by Board
- Seek new affiliation agreements with other provincial/regional/local interested organizations
- Establish contacts for future Conferences partnerships
- Approach 2 Montreal groups CMV and AGRBQ regarding the possibility of a 2010 Conference
- IAVE links to be re-established
- Continued link with American Association

Results / Outcomes:

2008/2009 has been a very satisfying year in my role as President. The strategic plan and goals along with the results of our last Members survey have continued to guide the actions and activities of the CAVR Board and committees. There have been some personal and health challenges for a couple of our Board members that have slowed down some of our progress in 2009 but they have not stood in the way of achieving our goals as others have stepped in to take more duties on

We have connected with international group-Global Volunteer Program Managers: n international community that can help develop the global movement of volunteer management, leadership and administration.

We have created a unique partnership for our 2009 conference joining two national organizations and their affiliates-highlighting the value of partnerships and relationships.

We have been exploring new affiliate opportunities across the country as we strive to further connect our national efforts to provincial and local groups. We are thrilled that NLAVR has once again offered to host a CAVR conference for 2010- and have no doubt it will exceed the success of the last program in 2006! We continue to work closely with Volunteer Canada as we move forward with our goals for excellence in volunteer administration and many of our Board represent the CAVR perspective on national provincial and local Boards across Canada

New Initiatives /Directions Taken:

CAVR has piloted a partnership with Backcheck in an effort to provide more resources to our membership and support efforts to provide sound practices for Volunteer screening as a part of the complete volunteer orientation. The relationship with Backcheck will provide a small revenue stream to CAVR as members and their volunteers avail themselves of their services.

We continue to work on ensuring our website is meeting the needs of our members on communication and connection front and ask all members to ensure that their personal information is up-to-date

Recommendations for Next Year:

Continue to use the strategic plans to set goals for the organization that meet the needs of members.

**Respectfully submitted
Karen Howe, CAVR**

ANNUAL REPORT OF THE PAST PRESIDENT

Between January 2007 and May 2009, the HR Council for the Voluntary and Non-profit Sector has conducted a comprehensive Sector Study in order to develop a national human resource strategy for the sector. The Study was intended to address gaps in information about the key characteristics of the sector's labour force and to address the issues of skill needs and recruitment and retention. CAVR joined a network of stakeholders from across the country to guide the Sector Study and has been actively involved throughout the past two years.

The findings of the surveys of employers and employees can be found at www.hrcouncil.ca. Recommendations based on the findings will be posted in June, 2009. This is a significant step forward for the voluntary sector, as it will present findings from research on recruitment and retention challenges; identification of current and emerging skill needs; and recommendations for follow-up action leading to a human resources strategy for the voluntary/non-profit sector in Canada. CAVR members were represented during this study phase and will continue to be involved as the strategy unfolds.

The Constitution and By-laws of CAVR have been updated and placed on the website for all members to access. The most recent version will be filed with Industry Canada this year. The Policy and Procedures manual is also in need of an update and the review process will be undertaken in the coming year.

Through the newsletter Exchange, as well as the website, members have been kept up to date on topics such as: Volunteer Management Software, Integrating Skilled Volunteers and regular updates on the work of the HR Council.

**Respectfully submitted
Kathy Harrison, CAVR
Immediate Past President**

ANNUAL REPORT OF THE FIRST VICE PRESIDENT & Advocacy Committee

Due to health and personal issues, the Advocacy Chair was unable to take on her role and resigned over the course of the year. I am therefore combining the First Vice President's report with a brief report on Advocacy.

I would like to acknowledge and thank the CAVR Executive for the Vice-President Advocacy committee: Cheri Galloway-Reuben, Chris Peacock, Charlene Dishaw and Barb Gemmell

Objectives established for the Year:

As VP and outgoing Advocacy Chair, my objectives for the year were to mentor the new Advocacy Chair and to work with the CAVR Executive on the following:

- On-going assessment, development and updating of the website
- New job descriptions for some board positions (Membership Chair, Secretary, 2nd Vice-President)
- Begin a review of the Policies and Procedures Manual
- Review the process of orienting new Board members and handing over responsibilities
- Contact Montreal/Quebec organizations about the possibility of holding a CAVR conference in Montreal in 2010

Unfortunately, it has not been possible to work on the Advocacy Committee objectives of improving the existing tools, developing new ways of using them and translating them into French.

Results / Outcomes:

- Two teleconferences were offered after the Hamilton conference to give members an overview of the CAVR workshops
- One presentation was made to a local VMG in Ontario (Advocacy tools)
- In discussion with the Executive, the decision was made to create a new position on the board dedicated to the website
- Hosted a discussion amongst the Volunteer Bureau of Montreal, two CAVR affiliate groups in Québec and the local network, RABQ (Réseau de l'action bénévole du Québec) about the possibility of hosting a CAVR conference. While the immediate response is "no", the interest is there. The discussion prompted a reflection on our collective lack of experience in Quebec and the pertinence of organizing a provincial event which would help us to develop that experience as well as our working relationships.
- Two articles were provided for Exchange

New Initiatives /Directions Taken:

- Advocacy committee members were contacted to gauge their interest in continuing in 2009-2010
- The Advocacy presentation for the conference in Edmonton was adapted for the new format of short, interactive conversations with small groups as they make their way from one table to another in a "speed dating" mode

Recommendations for Next Year:

- Phase out the 2nd Vice-President position
- Encourage all board members to include advocacy as part of their role, whether

- or not there is a functioning Advocacy Committee
- Support incoming board members as much as possible to ensure they feel comfortable, included and effective

In conclusion, I would like to express my appreciation for the members of the Executive Committee and the Board. It has been a pleasure to experience your good nature, graces and professionalism during this year of multiple transitions and challenges.

Respectfully submitted
Alison Stevens

ANNUAL REPORT OF THE SECOND VICE PRESIDENT

Website Redevelopment

I would like to thank all of the Board members who contributed items to keep the website current and relevant for our members.

Objectives established for the Year:

- Redevelopment of the new website
- Learn to manage website maintenance

Results / Outcomes:

- Successful redevelopment of the new website
- Website maintenance achieved
- Supporting Board members to meet objectives through use of the website
- Connecting and supporting current and new members with use of website
- CAVR point of contact person for all website inquiries

New Initiatives /Directions Taken:

The management and maintenance of the new website was challenging and rewarding. Member feedback has been extremely positive and encouraging. Communication with the membership was enhanced through consistent avenues such as email blasts and posting of relevant articles, exchange etc.

Recommendations for Next Year:

Addition of e-commerce capability
Continued support to membership and board around the use of the website
Enhanced, targeted communication
Strengthen relationships with affiliate group.

Respectfully submitted
Debbie Kennedy, CAVR

CAVR COMMITTEE REPORTS

CERTIFICATION COMMITTEE REPORT

Committee Chair: Jackie Edwards, CAVR

Committee Members:

Janet Canavan, PAVRO Liaison, Ontario
 Sharon Dawe, CAVR, Newfoundland
 Lillian Whitmore, CAVR, British Columbia
 Carolyn Rickey, CAVR, Manitoba

Highlights of the Year:

This year there was a changeover in committee chair. The focus was on learning the position and providing information/support to enquiries for the certification/recertification process. With all the updates and changes that were implemented along with the new website, the committee did not require a lot of active participation this year but I would like to thank them for agreeing to stay aboard through the 2008-2009 year.

- We had 8 recertification's this year and 7 certifications completed. Thanks to all the markers that assisted with this process.
- Provided input for website changes to the certification/recertification tab and section.
- Provided examples of various papers for viewing on the website.

Recommendations for Next Year:

- *To review the certification/recertification packages.*
- *To review the markers package and update.*
- *To select examples of all requirements for the packages and ensure that they are online for viewing.*
- *To explore other options for recertification.*

I look forward to supporting the CAVR organization this upcoming year and would like to thank all the board members who have supported me in learning this position this past year.

This year we are pleased to publish the names of members who have certified and re-certified successfully.

Certification:

Anne Marie Dyck
 Kelly Bitz
 Angela Boehm
 Karen Anderson
 Charlene Wee
 Rachelle Davidson
 Laila Friedman

Recertification:

Shaun Leonoff
 Colleen Watts
 Shelley Young
 Jackie Franklin
 Chene Faulkner
 Gwenda Templeton
 Barb Gemmell
 Joan Ryan

Respectfully submitted
Jackie Edwards, CAVR

COMMUNICATIONS COMMITTEE REPORT

The focus for Communications in the past year has been to enhance our communication tools using our newly developed website. Monthly communiqués proved to be an effective way to reach out to our membership on a regular basis. Our quarterly Exchange continues to be an excellent communication tool, allowing our members to also showcase articles of interest or tools and resources that would be valuable the whole membership.

For the upcoming year we will continue to strive to work closely with our membership in an effective and efficient way, opening the lines of communication whenever possible.

Respectfully submitted
Anna Power

MEMBERSHIP COMMITTEE REPORT

Thank you to our affiliates for the information and assistance they have provided during the year to keep our membership up to date and informed. The membership coordinators of each affiliate do a dual job and we thank them for their help.

Objectives established for the Year: To reactivate the relationship with our affiliates.

Results / Outcomes:

Thanks to the affiliate contacts the main CAVR database has been updated and information cleaned up. We hope that more members will take the time to update their information and keep the information clean so that they can be informed about CAVR and its activities.

New Initiatives /Directions Taken:

For 2010 we'd like to see a new forum for sharing the best of the ideas we all have across the country through a self-nominated awards program. The program would be part of the annual CAVR conference and would recognize and share the best of the items we are using in our volunteer programs. We hope to have display areas set up at our conference so that people can see what other provinces are doing.

Recommendations for Next Year

In the coming year the membership chair will need to reactivate the membership committee to begin sharing ideas across the country on membership programs and encouraging new members. The membership coordinator should work on ways that CAVR can provide more information and services to the affiliates.

The theme for 2009/2010 is Renew and Recruit!

Respectfully submitted
Derek de Louché

PROFESSIONAL DEVELOPMENT COMMITTEE REPORT

Committee Chair: Sonya Jahn

Committee Members:

- Susan de Seguin, CAVR
- Joan Ryan, CAVR

Objectives established for the Year:

- To provide professional development opportunities for members and potential members.
- Ensure the 4 mandatory workshops on CAVR Advocacy for the Profession, Standards of Practice, Ethics and Certification are presented at the 2009 CAVR Conference in Edmonton, Alberta.
- Support the organizers of the 2009 CAVR Conference in Edmonton, Alberta
- Promote Robitaille Endowment Fund Grant
- Provide input into the "Exchange" on Professional Development
- Update the Conference disk after Hamilton 2008 CAVR Conference
- Determine a host for the 2010 CAVR Conference

Results / Outcomes:

- The above objectives established for the year were completed
- 2009 CAVR Conference successfully hosted by Edmonton, Alberta
- CAVR mandatory workshops were presented with a slightly different twist at 2009 CAVR Conference. Instead of the workshops the sessions were broken into "Speed Learning Sessions" which included information piece on membership as well as future objectives for CAVR.
- Promotion of Robitaille Fund
- 2010 CAVR Conference will be hosted by Newfoundland

New Initiatives /Directions Taken:

- Updated the list of Colleges and Universities across Canada who provide training and education for Volunteer Administration on our CAVR website.

Recommendations for Next Year:

- Continue connection with regional membership reps to provide across country professional development news.
- Update the Conference CD after Edmonton 2009 CAVR Conference.

**Respectfully submitted
Sonya Jahn, CAVR**

PROFESSIONAL STANDARDS COMMITTEE REPORT

The national committee for CAVR came together to form a condensed one page document, as a tool for practitioners to use across the sector in the field of volunteer management. This tool originated from the National Learning Initiative (NLI) and is a document that contains competencies which describe what a leader should have in the profession. This document is for leaders and educators in the voluntary sector to explore and modify for their needs. Full documentation can be found at www.hrcouncil.ca - HR Management Tool Kit - National Learning Initiative.

Succession Planning

NO plans are in place as yet for succession planning, as it has been difficult to have a committee to commit to the process. It is hopeful that once an active committee has been formed, this will take place.

**Respectfully submitted
Carol-Ann Baker-Fox**

REPORT ON THE CAVR BY- LAWS & REGULATIONS

The Constitution and By-laws of CAVR have been updated and placed on the website for all members to access. The most recent version of the By-laws will be filed with Industry Canada this year after the Annual General Meeting.

NOMINATIONS COMMITTEE REPORT

Committee Chair: Kathy Harrison, Immediate Past President

My thanks to the 2009 Nominating Committee for their efforts in recruiting this term's Board of Directors for CAVR :

- *Charles Allain – New Brunswick*
- *Jenny Buday – British Columbia*
- *Mary Lou Tinmouth – Ontario*

**Respectfully submitted,
Kathy Harrison, CAVR
Chair, Nominations Committee**

ELECTION OF OFFICERS

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

OFFICERS 2009- 2010

President / Présidente

**Debbie Kennedy, CAVR
Manager, Volunteer Resources
Fraser Health, Ridge Meadows Hospital
Maple Ridge, British Columbia**

**Acting Past President /
Présidente sortante**

**Kathy Harrison, CAVR
Manager, Volunteer Services
CancerCare Manitoba
Winnipeg, Manitoba**

**First Vice President /
Première vice-présidente**

**Alison Stevens
Executive Director
Volunteer Bureau of Montreal
Montréal, Québec**

Appointed Officers:

Treasurer / Trésorière

**Suzie Matenchuk, CAVR
Manager, Volunteer Services
Winnipeg Regional Health Authority
Winnipeg, Manitoba**

Secretary / Secrétaire

**Gwenda Templeton, CAVR
Volunteer & Special Events Coordinator
Child and Family Services ANCR
Winnipeg, Manitoba**

CAVR Board Members

Professional development / Perfectionnement professionnel	Susan de Seguin, CAVR Director of Volunteer Services Prince Albert Parkland Health Region Prince Albert, Saskatchewan
Certification / Accréditation	Jackie Edwards, CAVR Manager of Volunteer Services Royal University Hospital Saskatoon, Saskatchewan
Communications / Communications	Hélène Bourgaize Director of Volunteer Development & Human Resources Canadian Hemophilia Society - Société canadienne de l'hémophilie Montreal, Quebec
Professional Standards / Normes professionnelles	Vacant
Membership / Adhésion	Derek deLouché Chapter Director Children's Wish Foundation St. John's, Newfoundland
Advocacy / Action sociale	Vacant
Website Coordinator	Rachelle Davidson Manager of Volunteer Services Vancouver Aquarium Vancouver, British Columbia