



Canadian Administrators
of Volunteer Resources

Administrateurs canadiens
des ressources bénévoles

2010-2011

30th ANNUAL REPORT

30^e RAPPORT ANNUEL

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**CAVR BOARD OF DIRECTORS
2010-2011**

Executive Officers:

President/Présidente

Debbie Kennedy, CAVR
Manager, Volunteer Resources
Fraser Health
Ridge Meadows Hospital &
Health Care Centre

Past President/Président sortant

Kathy Harrison, CAVR
Coordinator, 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
Planned Giving Manager
United Way of Winnipeg
Winnipeg, Manitoba

CAVR COMMITTEE CHAIRS 2010-2011

Advocacy / Action sociale	Chris Peacock Director, Volunteer & Community Services VON Canada National Office Ottawa, Ontario
Certification / Accréditation	Charlene Wee, CAVR Coordinator, Volunteer Program Britannia Community Services Centre Vancouver, British Columbia
Communications/ Communications	Hélène Bourgaize Director, Volunteer Development & Human Resources Canadian Hemophilia Society Montreal, Quebec
Information Technology	Vacant
Membership / Adhésion	Charles Allain Coordinator, Volunteer Services Regional Health Authority Moncton, New Brunswick
Professional Development / Perfectionnement professionnel	Susan de Seguin, CAVR Coordinator, Volunteer Services Royal Inland Hospital Edmonton, Alberta
Professional Standards / Normes professionnelles	Donna Carter Director, Volunteer Resources Alberta Health Services Red Deer, Alberta



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**CANADIAN ADMINISTRATORS OF VOLUNTEER RESOURCES
30th ANNUAL GENERAL MEETING
Tuesday, June 14, 2011
Vancouver, British Columbia**

- | | |
|---|---|
| Welcome | Debbie Kennedy, President |
| Welcome in French | Helene Bourgaize, Chair, Communications |
| 1. Call to Order | Debbie Kennedy, President |
| Report on Attendance | Gwenda Templeton |
| Appointment of Parliamentarian | Charlene Dishaw, AVRBC |
| Appointment of Scrutineers | Susan de Seguin & Chris Peacock |
| Welcome Past Board Members | Debbie Kennedy, President |
| 2. Code of Ethics | Alison Stevens, Vice President |
| 3. Approval of Agenda | |
| 4. Approval of Minutes | |
| <i>Tuesday, June 1, 2010 –St. John's, Newfoundland</i> | |
| 5. Follow Up Report to the 2010 CAVR AGM | |
| 6. Correspondence | |
| 7. CAVR Presentation: Year in Review – 2010/2011 | |
| 8. Presentation: Conrad Prince, Project Manager, HR Council | |
| 9. Treasurer's Report | |
| <i>Accept year-end financial report</i> | |
| <i>Accept proposed budget</i> | |
| <i>Name auditor for the coming year</i> | |
| 10. Recognition for Current CAVR Board | |



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**CANADIAN ADMINISTRATORS OF VOLUNTEER RESOURCES
30th ANNUAL GENERAL MEETING
Tuesday, June 14, 2011
Vancouver, British Columbia**

11. Nominations Report, Election of Officers & Introduction of CAVR Board
Alison Stevens, Vice President

The Slate of Officers for 2011 - 2012:

Suzie Matenchuk	President
Debbie Kennedy	Past President
Hélène Bourgaize	Vice President

Appointments:

Vacant	Treasurer
Gwenda Templeton	Secretary

Directors & Portfolios for 2011 - 2012

Chris Peacock	Advocacy
Charlene Wee	Certification
Vacant	Communications
Daria Skibington-Roffel	Information Technology
Charles Allain	Membership
Christine Foster	Professional Development
Donna Carter	Professional Standards

12. Recognition for Outgoing Board Member
Susan de Seguin, Chair, Professional Development
13. CAVR Conference 2012
14. Questions, Comments, Feedback from Membership
15. Adjournment

ANNUAL REPORT OF THE PRESIDENT

I am pleased to report on the work that has been accomplished by the CAVR Board of Directors for the 2010-2011 year.

We continue to work diligently to provide a reasonable national membership to Administrators of Volunteer Resources across Canada, offering the only national Certification in Volunteer Management.

We continue to focus on the enhancement of our website, utilizing the tools and resources available to reach out to members. With a transition and vacancy in the Chair of Information Technology position, board members stepped in to support this role. A special thank you to Helene Bourgaize, Chair of Communications and Charles Allain, Chair of Membership Services for their work in this regard.

The Board met in the Fall of 2010 and held a very interactive strategic planning session. The result of those few days is a one-page document with a renewed Mission, Vision & Strategic Priorities. We believe that this is now achievable and reflective of the demographics of our board and the current resources available. We are very excited to share this great work with the membership.

One key strategic priority is identifying and developing strategic partnerships which include our Affiliations, the national project with the HR Council on the development of an occupational standard and the potential of partnership with CCVA regarding Certification. We will be seeking input at our AGM and conference workshops and will be sharing the results and gathering input from those not in attendance. There are exciting opportunities to explore!

As I finish my term as President, I can honestly say that it has been the most rewarding and yet at times challenging experience of my career. However, without the hard work, dedication and connection of the Board, it would not have been possible. I sincerely thank each and every one of them for their commitment to our profession and the vision of a strong, healthy national association!

As the incoming Board moves forward and continues the great work of many, many other great leaders in our profession, they will be looking to you, as members for your support, feedback and guidance. As we've said before, it is *your* association!

Respectfully submitted
Debbie Kennedy, CAVR

ANNUAL REPORT OF THE VICE PRESIDENT

The Vice-President's role is in transition as the board structure evolves to fit with the needs of the organization. During 2010-2011, the Vice President:

- worked with the Past President to update the Policies and Procedures and other governance documents,
- participated in ongoing discussions with the President on succession planning,
- contributed an article for Exchange on the two new surveys on volunteering, and
- acted as the chair of the nominating committee for board recruitment

**Respectfully submitted
Alison Stevens**

TREASURER'S REPORT

CAVR's financial books for 2010-11 year were reviewed by Cheryl J. Reid, Certified General Account of Winnipeg. A complete copy of the review is posted separately. Although we approved a deficit budget of \$8,843 for the year 2010-11, we resulted in a surplus of \$5,037. However not all projects that were to be accomplished within this fiscal year were completed and as a result will be carried over to the 2011-12 year.

In addition to maintaining the financial books, E-commerce was established where by individual members can renew their membership and pay online through the website.

**Respectively
submitted,
Suzie Matenchuk**

CAVR COMMITTEE REPORTS

ADVOCACY COMMITTEE REPORT

Achievements:

- Streamlined the Employment Resources section of the website so that employers and volunteer management professionals could more easily find the advocacy tools and know how they applied to them
- Developed “For Professionals” and “For Employers” Q&A documents that incorporate the six advocacy tools into the answers
- That portion of the website will be revamped in July 2011 to include 4 drop downs:
 - o For Professionals
 - o For Employers
 - o Other Resources
 - o Job Postings

**Respectfully submitted
Chris Peacock**

CERTIFICATION COMMITTEE REPORT

Certification Committee Year in Review:

- Committee recommended (board adopted) change in certification policy – Any paper requiring remarking would warrant an additional \$25 fee
- Committee agreed to upload completed Sample Appendices for the Certification Package
- Recruited up to 8 markers this year to assist with re-certifiers and remarking
- Requested new CAVR Certificates and was assisted by Helen Bourgaize’s graphic designer
- Sent reminders via CAVR E-communiqué, website, workshops etc. about certifying deadlines
- Sent confirmation and congratulatory emails/letters to individuals and employers
- Connected with CJVRM about possible publishable papers (none this year)
- Sent certificates post AGM and Luncheon to certified or re-certified individuals

2010-2011 Certification committee members:

Shaun Leonoff (Manitoba) and Janet Canavan (Ontario)

2010-2011 saw 16 applications for recertification and 7 applications for first time certifiers. Of these, we awarded 7 new Certifications and 14 Re-Certifications.

This years' newly certified CAVR members are:

Brenda Wallace-Allen, Kentville, Nova Scotia
Mandy Pack, Lethbridge, Alberta
Susan Laycock, Minesing, Ontario

Susan Leis, Kamsack, Saskatchewan
Judi Reed, Lethbridge, Alberta
Chris Foster, Saanichton BC
Noreen Mian, Winnipeg Manitoba

14 CAVR members **Re-Certified** are:

Anna Grenier, Thunder Bay Ontario
Loretta Turpin, Thunder Bay Ontario
Lucy Kristan, Caledon East, Ontario
Tammy Stadt, Barrie, Ontario
Carolyn Rickey, Winnipeg, Manitoba
Kathy Harrison, Winnipeg, Manitoba
Kim Lytle, Saskatoon, Saskatchewan

Jackie Edwards, Saskatoon, Saskatchewan
Karen Preston, Victoria BC
Kathy Nies, Victoria BC
Lillian Whitmore, Burnaby BC
Susan de Seguin, Edmonton, Alberta
Suzie Matenchuk, Winnipeg, Manitoba
Debbie Kennedy, Maple Ridge, BC

Three newly certified members and 7 re-certified members receive awards at the conference: Chris Foster, Judi Reed, Noreen Mian, Debbie Kennedy, Kathy Nies, Lillian Whitmore, Susan de Seguin, Suzie Matenchuk, Kathy Harrison, and Anna Grenier

Respectfully submitted
Charlene Wee,
CAVR

COMMUNICATIONS COMMITTEE REPORT

CAVR has identified as an emerging issue the need to outreach to all professional administrators of volunteer resources across the country and make them aware of the services which are available to them. To reach this goal, in 2010-2011 the CAVR has:

- Published four issues of the newsletter *Exchange*. Available at www.cavrcanada.org.
- Re-vamped and translated the entire website (will be online during the summer of 2011) to ensure that we continue to be on the top sites for reliable bilingual information.
- Connected, bi-weekly, through our e-communiqués with over 882 professional administrators of volunteer resources.
- Produced postcards and bookmarks as marketing tools to promote CAVR.
- Attended several provincial meetings to communicate with as many members as possible.
- Re-designed the CAVR certification certificate to meet branding purposes.

Respectfully submitted
Helene Bourgaize

MEMBERSHIP & INFORMATION TECHNOLOGY REPORT

- Reviewed membership list from Each Province and Provincial Affiliate to ensure accurate records.
- Maintained accurate membership list with regular updates to membership list and ensure that new members received prompt access to CAVR membership benefits.
- Participated in a Provincial Affiliates Presidents Conference Call to review and renew affiliation agreements.
- New automated renewal reminders and E-commerce now available for direct members (Who do not obtain membership through an affiliate).
- Website updates: CAVR Certified member listing on the public page and many updates with the administrative side of the website, allowing more automated functions and rendering it more user friendly. More updates to come in the New Year!

Respectfully submitted
Charles Allain

PROFESSIONAL DEVELOPMENT COMMITTEE REPORT

Committee: Susan de Seguin, CAVR, Chair & Lorri Klyne-Karim, Member

Provide professional development opportunities for members and potential members
-CAVR – AVRBC Conference 2011

Communicate with members on a regular basis regarding professional development opportunities/updates/information

- several e-communiqués sent to members and articles placed in Exchange
- updated PD sections on website

Robitaille Endowment Fund

- information updated on website
- two successful applications

Respectfully submitted
Susan de Seguin

PROFESSIONAL STANDARDS COMMITTEE REPORT

The Professional Standards Committee has focused on the partnership project with the HR Council, in development of an Occupational Standard for Administrators of Volunteer Resources.

- The development of the MOU was completed and signed December 1, 2011
- Project timelines, composition and tasks of the Advisory Committee were finalized
- Recruitment of the Advisory Committee members was completed and members announced in the April Exchange
- The first Advisory Committee meeting was held April 19th with the consultants, The Competency Group presenting their methodology, process and timeline
- Conrad Prince, Manager HR Council presented a project update to the CAVR Board as well to the general assembly at the CAVR National Conference in Vancouver.
- The project will wrap up April 2012 with an ongoing implementation plan

The Chair has been in regular communication with Volunteer Canada regarding updates to the Canadian Code for Volunteer Involvement.

Discussions were held with Imagine Canada around CAVR participating in a pilot of the Standards Program and Accreditation process. CAVR was one of the founding members and therefore invited, the board determined that this was not the best time for our participation but we would provide support to Imagine Canada by communicating to our members and keeping them informed with new developments.

Articles were regularly submitted to the Exchange and a workshop was presented at the National Conference in Vancouver. Thank you to Charlene Dishaw for leading the Canadian Code for Volunteer Involvement workshop on behalf of the Professional Standards Committee.

Respectfully submitted
Donna Carter

REPORT ON THE CAVR BY- LAWS & REGULATIONS

The Constitution and By-laws of CAVR are up-to-date and on the website for all members to access. The Annual Summary is filed with Industry Canada after the Annual General Meeting.

NOMINATIONS COMMITTEE REPORT

Using our E-communiqués and website, we recruited for a variety of Board positions this year. We still have a vacancy for the position of Treasurer and Communications. If you are interested in exploring a position on the CAVR Board, please contact Debbie Kennedy, Past President at Debbie.Kennedy@fraserhealth.ca

**Respectfully submitted,
Alison Stevens,
Chair,
Nominations
Committee**

ELECTION OF OFFICERS

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

OFFICERS 2011-2012

President / Présidente

Suzie Matenchuck, CAVR
Manager, Volunteer Services
Winnipeg, Manitoba

Past President / Président sortant

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

Vice President / vice-présidente

Hélène Bourgaize
Director, Volunteer Development &
Human Resources
Canadian Hemophilia Society
Montreal, Quebec

Appointed Officers:**Treasurer / Trésorière**

Vacant

Secretary / SecrétaireGwenda Templeton, CAVR
Planned Giving Manager
United Way Winnipeg
Winnipeg, Manitoba**CAVR Committee Chairs:****Advocacy / Action sociale**Chris Peacock
Director, Volunteer & Community Services
VON Canada National Office
Ottawa, Ontario**Certification / Accréditation**Charlene Wee, CAVR
Coordinator, Volunteer Program
Britannia Community Services Centre
Vancouver, British Columbia**Communications/
Communications**

Vacant

Information TechnologyDaria Skibington-Roffel
Coordinator, Volunteer Services
Bethany Calgary (Bethany Care Society)
Calgary, Alberta**Membership / Adhésion**Charles Allain
Coordinator, Volunteer Services
Regional Health Authority
Moncton, New Brunswick**Professional Development /
Perfectionnement professionnel**Chris Foster, CAVR
Manager, Volunteer Resources
Saanich Peninsula Hospital, VIHA
Saanichton, British Columbia**Professional Standards /
Normes professionnelles**Donna Carter
Director, Volunteer Resources
Alberta Health Services
Red Deer, Alberta