



Canadian Administrators
of Volunteer Resources

Administrateurs canadiens
des ressources bénévoles

2011-2012

31st ANNUAL REPORT

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**CAVR BOARD OF DIRECTORS
2011-2012**

Executive Officers:

President

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

Past President

Debbie Kennedy, CAVR
Manager, Volunteer Resources
Fraser HealthRidge Meadows Hospital &
Health Care Centre
Maple Ridge, British Columbia

Vice President

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

Appointed Officers:

Treasurer

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

Bobby Hrehoruk
Volunteer Coordinator, Fund Development
Aids Committee of Toronto (ACT)
Toronto, ON

Secretary

Gwenda Templeton
Planned Giving Manager
United Way of Winnipeg
Winnipeg, Manitoba

Elected Directors:**Advocacy**

Chris Peacock
 Director, Volunteer & Community Services
 VON Canada National Office
 Ottawa, Ontario

Certification

Charlene Wee, CAVR
 Coordinator, Volunteer Program
 Britannia Community Services Centre
 Vancouver, British Columbia

Communications

Rena Chiovelli
 Volunteer Programs Supervisor
 City of Edmonton
 Edmonton, Alberta

Information Technology

Daria Skibington-Roffel
 Coordinator, Volunteer Services
 Bethany Calgary (Bethany Care Society)
 Calgary, Alberta

Membership

Charles Allain
 Coordinator, Volunteer Services
 Dr. Georges L. Dumont
 University Hospital Centre
 Vitalité Health Network
 Moncton, New Brunswick

Professional Development

Charlene Dishaw CVA
 Manager, Volunteer Resources
 Fraser Health- Delta Hospital
 Galiano Island, British Columbia

Professional Standards

Donna Carter
 Director, Volunteer Resources
 Alberta Health Services
 Red Deer, Alberta

Member at Large

Alison Stevens
 Executive Director
 Volunteer Bureau of Montreal
 Montréal, Québec

ANNUAL REPORT OF THE PRESIDENT

The 2011-12 year has been a very busy and productive year for CAVR. The Board was in full gear as we addressed the priorities within the strategic plan. We heard from the membership that advocacy was an important component that needed to be incorporated. As a result, the Board replaced one of the original proposed priorities that was titled "Review the Governance of CAVR" to "Enhance the Profile of CAVR" which now addresses advocacy for the profession.

CAVR's three strategic priorities are:

- Identify and develop strategic partnerships;
- Develop and implement a comprehensive communication strategy; and
- Enhance the profile of CAVR.

Each priority was assigned a Board member, an Executive liaison (an Executive member of the Board who provides support and guidance to the Board member in order to complete the priority) and a timeframe for completion within the next 3 years.

I'm pleased with the progress made to date on all our priorities. Most noteworthy is the work done on the National Occupational Standards for our profession as well as revisiting our National Certification process with the recommendation to partner with the Council for Certification in Volunteer Administration (CCVA). You will be able to read about these and more in the Board reports enclosed.

A new position to the Board this year was the role of Member at Large, primarily due to the fact that we did not start off the term with a full slate of Directors. Thank you to Alison Stevens from Montreal who agreed to step into this role. She was familiar with the CAVR Board as she served in a variety of roles prior to this and as a result of her vast knowledge was asked to participate on the Executive committee in the absence of a Treasurer.

The Board also stepped up to the plate to take on the coordination of planning the 2012 conference that resulted in a National Forum in Calgary on June 7, 2012. A special thank you is extended to Helene Bourgaize, Vice-President and Daria Skibington-Roffel, IT Chair, for taking on the Co-Chair roles for this Forum. This is above and beyond their roles on the Board and the work they've done has been outstanding!

I sincerely thank each and every Board member for their contribution and dedication to CAVR. Your expertise and leadership skills have benefited our members across Canada!

It has been a very challenging yet rewarding and fulfilling year and I look forward to serving another year as your President.

Respectfully submitted,



Suzie Matenchuk, B.R.S., CAVR

ANNUAL REPORT OF THE PAST PRESIDENT

My primary role as Past President is to offer the historical information & perspective for the Board of Directors.

The Chair of Nominations falls under the Past President role description. In this role, I created communiqués to reach the membership, connected personally by email & telephone with those interested and facilitated connections with current Board members (if required) to encourage participation. As a result, we will be going forward with almost a full complement on the Board for the 2012-2013 year.

As part of the strategic plan, I also participated in the Certification Task Force, as the Executive Liaison representing the Board of Directors, primarily based on my previous roles as President and Chair of Certification. I acted in the capacity of liaison with the Board and helped guide the decision-making of the task group by keeping the vision and reality of the Board first and foremost.

I believe that the role of the Past President, while important is to start taking a step back, allowing the Board to move forward in the direction that they choose. I was delighted to have been able to offer what I could in the past year.

**Respectfully submitted,
Debbie Kennedy, CAVR**

ANNUAL REPORT OF THE VICE PRESIDENT

Strategic Priorities Assigned:

- Develop and implement a Comprehensive Communication Strategy;
- Enhance the profile of CAVR

Accomplishments:

- The website content pages have been reviewed, updated and translated;
- French pages have been created to facilitate access to French members;
- Continue to provide National conferences or alternatives

Other Activities:

Continue to provide translation services for all communiqués and other documents produced by CAVR. In the absence of a PD Chair, took an important role in organizing the 2012 Forum day.

**Respectfully submitted,
Helene Bourgaize**

TREASURER'S REPORT

CAVR's financial books for 2011-12 year were reviewed by Cheryl J. Reid, Certified General Account of Winnipeg. A complete copy of the review is posted separately on the website.

**Respectively submitted,
Bobby Hrehoruk**

CAVR COMMITTEE REPORTS

ADVOCACY REPORT

Strategic Priorities Assigned:

- Enhance Profile of CAVR;
- Identify and Develop Strategic Partnerships

Accomplishments:

As part of our strategy to identify and develop strategic partnerships I assisted with:

- an affiliate organization on revising the affiliate agreement so that it could be finalized.
- participated as a member of the Advisory Committee on the HR Council project for the development of National Occupational Standards for Managers of Volunteers (NOS). Reviewed and provided feedback on the standards twice during the cycle, presented on the standards at the PAVR-O conference and presented as a panelist at the PAVR-O conference on How to Move the Profession Forward based on the NOS and certification work currently underway with CAVR. Have developed a solid relationship with members of the PAVR-O Board that I believe will enhance the relationship between CAVR and PAVR-O in the future.
- participated in the National Dialogue on Screening hosted by Volunteer Canada and wrote an article for the *Exchange* on the outcomes of the day.

As part of our strategy to develop and implement a comprehensive communication strategy I:

- assisted with the revisions to the Robitaille Fund policy and process and ensured all the revised materials were posted on the website.

Other Activities:

Met with the Chair of the International Volunteer Managers Day and a CAVR member will be identified in the coming year to sit on the committee.

**Respectfully submitted,
Chris Peacock**

CERTIFICATION REPORT

Strategic Priority Assigned:

My position was assigned to lead the Certification Task Force in identifying and establishing new partnerships, develop and implement a communications strategy (in relation to partnership), and enhance the profile of CAVR.

Accomplishments:

We have had successful communications with representatives from the Council on Certification for Volunteer Administration (CCVA) via email and teleconference calls, leading to a tentative agreement for partnership and we are hopeful that a mutually acceptable Memorandum of Understanding will be developed and available for signing in June 2012 after further discussion with representatives, during an in-person meeting in June 2012. This partnership will “supplement CAVR’s ability to provide services and resources to our membership” by administering the certification process starting October 2012. We also updated our certification webpage twice since June 2011, to inform the members and public of our current status and provide up to date information on our development and research progress. We utilized social media, e-communiques, our webpage and also emails to forward this information to those who inquired. We have also recommended that the succeeding Chair of Certification, help to develop communication and support strategies/tools for CAVR certifiers using tools like social media and our website. Finally, we will be able to produce a recommended certification process by June 2012 as anticipated.

Other Activities:

I think this role was a significant one because it essentially bridges the old with the new – it brings some historical context to our previous certification process, while opening doors to research and development of new and innovative certification processes. It also brought together various Task Force members who have different experiences with certification and hence a varying perspective. E.g. we had members who represented various provinces, other provincial organizations, and had personal experiences with either the CAVR process, CCVA process, PAVR-O process and other professional certifications (e.g. Human Resources Management)

It was also significant as it generated discussion not just around the research of other types of professional certifications (thereby questioning how to raise the profile of our profession), but also discussion around the roles our national organization and provincial organizations had in relation to our members.

This role had to bridge the desires and needs indicated by our own members, with the needs of the partner organization. It also had to develop a proposal to submit to the Board and CCVA for review, based on summarized information from several meetings and surveys conducted over the span of 2-3 years.

The CCVA representative stated that this was, a “historical moment”, whereby our national organization is taking a significant step forward in advancing our members and their profession, while simultaneously building on partnerships to best provide services that meet both our needs and mandates.

It was a truly challenging role to play, but one that I was honoured to hold for the last year. I am glad that after consultations, effective and efficient communication between many parties involved in this process, CAVR is about to embark on a journey of discovery and new beginnings with a new partner. I hope CAVR members can rest easy knowing that we have taken into account their thoughts and input, and helped generate a new recognition/ credentialing process that will help propel them forward in their profession.

**Respectfully submitted,
Charlene Wee, CAVR**

COMMUNICATIONS REPORT

Strategic Priority Assigned:

The strategic priority of developing and implementing a comprehensive communication strategy fell under my role, as well as the role of several other Board members. Some of my objectives were completed prior to me joining the Board part-way through the term, particularly those to do with the development of the strategy. As Communications Chair my main responsibilities for the 2011-2012 term was to ensure the membership was informed of the activities of the Board and to maintain communication between CAVR and its members.

Accomplishments:

I stayed very busy writing regular e-communiqués for members, having them translated to both official languages, and responding to questions from members that came out of these messages. I also produced the quarterly "Exchange" newsletter by coordinating articles from Board members, having all written material translated, and continuing to evolve the Branding of our organization through both the e-communiqués and the Exchange.

Other Activities:

I would like to thank my fellow Board members, and in particular our former Communications Chair, Helene Bourgaize for the assistance and guidance I received coming into this role mid way through the term. It has been a fun five months, a steep learning curve, and I look very forward to continuing in this role for the 2012-2013 year!

**Respectfully submitted,
Rena Chiovelli**

INFORMATION TECHNOLOGY REPORT

Strategic Priorities Assigned:

- Develop and implement a comprehensive communication strategy in particular bring the website content up to date and update the communication portfolio to include social media.

Accomplishments:

- Existing content pages will be reviewed and updated in six months Time – Pages updated, which has been a work in progress. All that remains is for the French translation to be done so the French site will be set up.
- The CAVR website will be regularly updated with the information required by members – Updates have been made as required
- Board members will be able to do simple updates to the website – Board members who are updating the website have been trained and are using it.
- IT support will be in place for more complicated issues – In partnership with ExWare, all IT support for the website is now in place.

Other Activities:

Co-Chairing the CAVR National Forum has been the highlight of the year for me. At this time, we are still finalizing details, but registrations are coming in via the newly set up website and we are excited about hosting the Forum.

**Respectively Submitted,
Daria Skibington-Roffel**

MEMBERSHIP SERVICES REPORT

Strategic Priority Assigned:

Enhance the Profile of CAVR by re-establishing membership representatives for each affiliate group

Accomplishments:

Each Affiliate President has now identified a representative that will be their primary liaison with CAVR. This mutually beneficial network will ensure that CAVR notices and information will be presented and discussed regularly at the local level. They will also ensure communications with CAVR members within their organization and promote the benefits of membership to non-members.

Through my role as Chair, Membership Services, each representative will have the opportunity to provide feedback and comments to the CAVR Board of Directors on behalf of their Affiliate.

Other Activities:

Coordinating Membership Services for a National Association with members from most provinces can be a challenge! Besides the administrative tasks of data entry and being the first contact for new members to the Association, I have concentrated most of my time on connecting with our 9 affiliate associations who's members have the option of joining CAVR through their local association, in order to ensure a more streamlined and prompt exchange of information between

CAVR and the affiliate association. A collaborative effort with our Treasurer / President ensures that our records reflect an accurate depiction of our membership.

**Respectfully Submitted,
Charles Allain**

PROFESSIONAL DEVELOPMENT REPORT

Chris Foster who was elected into this role was not able to serve as Chair for the entire term. During the vacancy, the CAVR Board in particular Helene Bourgaize and Daria Skibington-Roffel along with CAVR member, Carmelle Steel, carried on with planning of the National Forum on June 7, 2012 in Calgary.

The Board also started planning and working with the Manitoba Association for Volunteer Administration (MAVA) for the next conference to take place in Winnipeg for June 9-11, 2013, as well as preliminary discussions to secure a conference location for 2014.

I am looking forward to working with members to increase the opportunities for Professional Development and working to promote programs from across the country.

**Respectfully Submitted,
Charlene Dishaw, CVA**

PROFESSIONAL STANDARDS REPORT

Strategic Priority Assigned:

- Identify and Develop Strategic Partnerships
- Continue to develop the relationship with the HR Council related to the national occupational standards project.

Accomplishments:

The HR Council for the Nonprofit Sector partnered with CAVR to focus on the development and validation of a National Occupational Standard (NOS). The Competency Group was hired and met across Canada with stakeholders and practitioners from the sector. A committee of practitioners met for 2.5 days in September 2011 to produce a draft NOS which was reviewed by an Advisory Committee. This draft was then validated at four regional meetings. Through this consultation and validation using the DACUM model a National Occupational Standard for Manager of Volunteer Resources was developed. The final NOS will be presented at the CAVR National Forum, June 7, 2012 in Calgary.

My role as Chair of Professional Standards was to liaise with the HR Council project team on all planning and communicate back to the CAVR Board of Directors and membership. I participated as Chair of the Advisory Committee.

Other Activities:

During the development of the revised Canadian Code for Volunteer Involvement I was the contact with Volunteer Canada's project lead. CAVR was provided an opportunity to provide review and give input into the draft document. I arranged with the Program Manager to present a session on the revised CCVI at the National Forum Day in Calgary.

**Respectfully Submitted,
Donna Carter**

MEMBER AT LARGE REPORT

This year the Board decided to institute a new position, Member at Large. The purpose was to be able to engage the skills, experience or perspective of an individual without attaching him or her to a particular portfolio. This person would bring big-picture thinking to the table, both on particular issues and in general Board discussions. In the current context, my experience and perspective as a long-time Board member who had played different roles and seen the organization through some major transitions (i.e. the new website, several changes in leadership) was seen as something that could support CAVR both on the Board and in its relationships with strategic partners. Some of the files I worked on this year were: clarifying and supporting our relationship with affiliate associations, defining appropriate and realistic guidelines of the Certification Task Group, revamping of the Robitaille Fund policy as well as a general review of all the other CAVR policies (mostly carried out by Debbie Kennedy, our Past President). I was also asked to represent CAVR on a Volunteer Canada advisory group on Public Policy.

The CAVR Board is evolving as the needs of the organization evolve. As the world and our profession continue to change at such a rapid pace, this position has the potential to help the Board call upon specific experience or expertise to deal with current issues and challenges as they come up.

**Respectively Submitted,
Alison Stevens**



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