



Volunteer Management
PROFESSIONALS OF CANADA

PROFESSIONNELS EN
gestion de bénévoles
DU CANADA

VMPC **EXCHANGE**
E-NEWSLETTER

PGBC **ÉCHANGE**
BULLETIN ÉLECTRONIQUE

Spring 2016

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About VMPC

The organization now known as Volunteer Management Professionals of Canada (VMPC) was founded in 1980 and is the champion in the field of Volunteer Management. Dedicated to advocacy, capacity building and networking, it connects and empowers a network of professionals and passionately elevates the quality of volunteerism in Canada.

President's Word

By: Charles Allain

They say time flies when you're having fun! As I'm writing my last "President's Word" and can't help but smile as I think back of all the wonderful accomplishments and work that VMPC has undertaken during the past two years.



During the past few months your Board has continued to work closely with long-time VMPC member Charlene Dishaw and we look forward to reading her final report on VMPC's relationship with volunteer management professionals in Canada. We truly appreciate that so many of you participated in the survey and Focus Groups providing the required raw data for this Master's research project.

We continue to look at the outcomes of our strategic planning meeting and look forward to sharing our new Strategic priorities at the 2016 AGM. The Advocacy

Committee has also been hard at work reviewing and revising the VMPC employment package. Many VMPC members assisted in the project as peer reviewers. The new edition will be available very shortly!

We hope to see many of you at Beyond the Waves - The Potential of Volunteer Management conference in Halifax. The National Conference, which is hosted this year by VMPNS, is one of the few opportunities we have to connect in person. The conference committee is happy to once again be able to offer live streaming options in certain locations throughout the country to allow members to participate virtually if travel is not an option. We are also very excited to offer again this year all members the chance to participate in the AGM that will be available through live streaming. Please save the date now and make sure that you can join us for the AGM on Thursday, May 26, 2016 at 12:15 pm ADT. We would like to thank Better Impact for their generous sponsorship, allowing us once again this wonderful opportunity.

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BOARD MEMBERS 2015 — 2016

VMPC Executive

President

Charles Allain
Moncton, New Brunswick

Vice President

vacant

Treasurer

Bobby Hrehoruk
Toronto, Ontario

Secretary

Linda Foster, CVA
Saskatoon, Saskatchewan

Past-President

Hélène Bourgaize
Montreal, Quebec

Many of us are certainly in the middle of planning for National Volunteer Week Celebrations. The theme selected by Volunteer Canada: Volunteers are the roots of strong communities is certainly an eloquent testimony of the meaningful impact of our volunteers.

It should also remind us of the importance of our role as professionals supporting and engaging these generous individuals who are essential to a vibrant community. Happy National Volunteer Week to all of you!

Finally, on a personal note, I wish to thank the entire VMPC Board of directors. It has been an absolute pleasure working with them during the past 2 years. Even if my role ends in May I will always hold very fond memories of my terms as President – it has been a very rewarding experience both on a professional level as well as on a personal one. Thank you for your confidence and your support.

Charles Allain



President, Volunteer Management Professional of Canada

president@vmpc.ca

Annual General Meeting Volunteer Management Professionals of Canada

Thursday, May 26, 2016 at 12:15 pm ADT
(8:15am PDT, 9:15am, MDT, 10:15am CDT, 11:15am
EDT, 12:15pm ADT, 12:45pm NDT)
At the Delta Halifax, Halifax , NS

Participation by online Live Streaming
will be available to all members
who cannot attend in person.

BOARD MEMBERS

2015 — 2016

VMPC Committee Chairs

Advocacy & Standards

Clare O’Kelly
Burnaby, British Columbia

Certification

Ruth Millard, CVA
Wellesley, Ontario

Communications

Yvonne lePair, CVA
Halifax, Nova Scotia

Information Technology

Daria Skibington-Roffel, CVA
Calgary, Alberta

Membership

Leona Conrick, CVA
Greenwood, Nova Scotia

Professional Development

Lee-Ann Scott, CVA
Ottawa, Ontario

Member-at-Large

Vacant

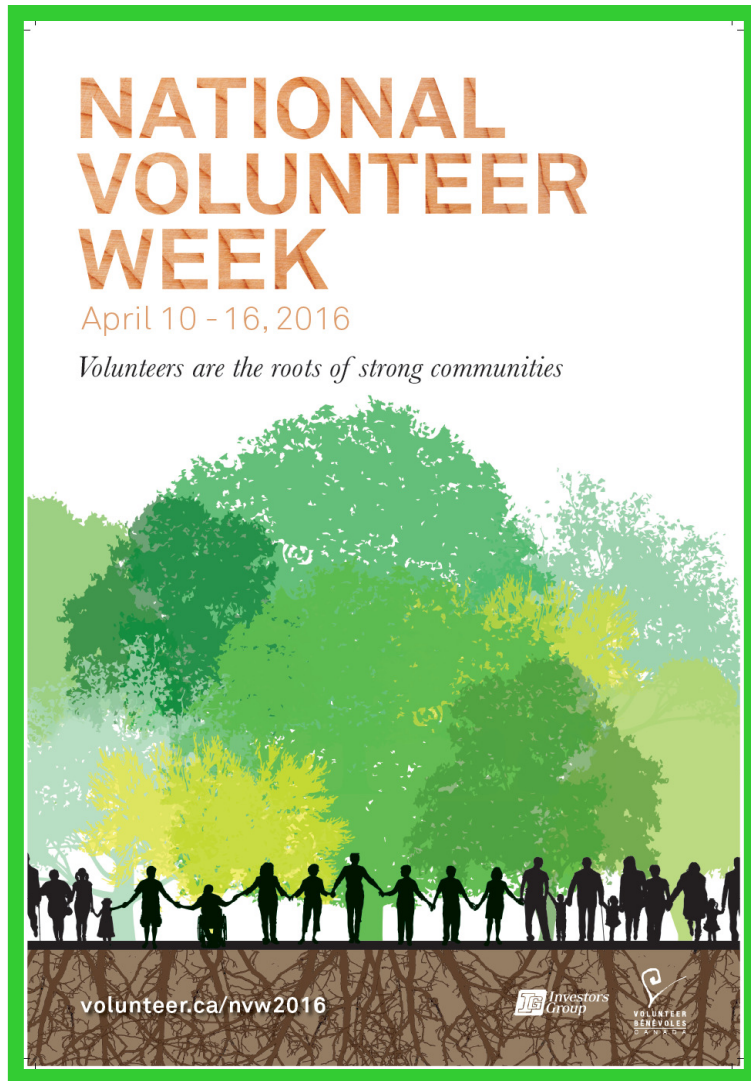
Exchange Volunteers

Proofreader (English)

Joyce Argall

Proofreader (French)

Hélène Bourgaize
Normand Latulippe



From April 10 to 16, Volunteer Canada and VMPC celebrate Canada’s 12.7 million volunteers during National Volunteer Week. This year marks the 13th year Volunteer Canada has delivered the campaign in partnership with Investors Group, a longstanding supporter of NVW and Canada’s corporate leader in volunteer recognition.

Volunteer Canada (www.volunteer.ca) is the national voice for volunteerism in Canada. Since 1977, Volunteer Canada has been committed to increasing and supporting volunteerism and civic participation. Volunteer Canadas collaborate closely with volunteer centres, local organizations and national corporations to promote and broaden volunteering. Volunteer Canada’s programs, research, training, tools, resources and national initiatives provide leadership on issues and trends in Canada’s volunteer landscape.

OUR GOALS

To provide national leadership for administrators of volunteer resources

To maintain a professional Code of Ethics and Standards of Practice in the administration of volunteer resources

To promote professional development in the administration of volunteer resources

To collaborate with provincial, national and international organizations

OUR VISION

To unite Managers of Volunteer Resources in a professional association that promotes best practice, supports education, facilitates networking and advocates for the profession

It's time to renew your membership!



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Volunteer Management Professionals of Canada is the champion in the field of Volunteer Management. Dedicated to advocacy, capacity building and networking, it connects and empowers a network of professionals and passionately elevates the quality of volunteerism in Canada. **If you renew before April 1, 2016 you will save \$10! Renew today!**

Individual Member

\$80.00 (Canadian) after April 1. (Dues are \$70.00 CAD until March 31, 2016)

Affiliate Member (Must be registered through one of VMPC's Affiliate Groups)

Renew your VMPC membership through your affiliate association and save even more!



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or our website
www.vmpc.ca

VMPC Exchange advertising rates

(Introductory offer special price)

The VMPC Exchange is published 4 times per year.

The Exchange Newsletter is read by over 400 professionals in the field of Volunteer Management

Full-page full colour ad 6.5" (w) x 8.8" (h) \$200

Half-page full colour ad 6.5" (w) x 4.25" (h) \$100

Quarter-page full colour ad 3.25" (w) x 4.25" (h) \$75

STOP in the name of Love!!!

By: Ruth Millard , VMPC Board, Certification



STOP!! In the name of LOVE!!! This is an oldie song made famous by Diana Ross. SO....STOP in the name of LOVE for yourself and those around you!! We all know managers of volunteer resources are a giving breed, and we generally like to help. We all know as well that the work is never ending and there are only 24 hours in a day, and 7 days in a week.

So how do you decide what to do and what not to do? Then how do you decline the things that you just can't do? Here are some ideas to help frame the thought process using three words – start, stop and go.

START doing the things you need to do in the job by prioritizing them. Use your calendar and block times for meetings but as well include the prep time, the travel time and the wrap up time for those meetings. Put important personal things in your calendar well ahead so you are not doubled book.

START offering solutions rather than trying to figure out how to do it all by yourself. When people ask, they are requesting of your time to help them solve the problem. It's OK to say NO, I can't do this one. Then maybe give them suggestions of other people or resources that they could look into.

START giving yourself permission. There's a saying "walk a mile in the other person's shoes". Ask yourself if it was another person, would they do it, or would they not. That is a good indicator whether or not you are capable of doing it and fitting it into your schedule. Love yourself like you would want others to love you. That means giving you permission to say NO, I just can't do this now.

...continued

STOP in the name of Love!!! , *continued...*

START setting boundaries for yourself and of yourself. If you do commit, only commit to what you agreed to take on. No more, no less! If you are the one that constantly picks up the pieces then people start to expect that. Before you jump in with both feet to solve that next volunteer management problem, count to ten in your head and resist the temptation to fill that gap.

START being the gate keeper of your own inner health and peace. Be the tender of your garden. Start respecting yourself...love yourself. Your body, your mind, and your spirit will thank you. So will those who surround you and the volunteers that you support will thank you. You are the connection from the volunteers to the organization, and when they see you they need to see someone who loves their job, loves the work they do and loves themselves in that role.

STOP being tough on yourself. You are only human! Being tough on yourself only hurts yourself as other people will understand that you cannot do everything.

STOP feeling guilty and feeling defensive when you decline. Keep your answer short.

STOP trying to put more things into the day that is humanly possible.

GO set limits is a must so that you are not overburdened, stressed and your productivity is not compromised in your work and your life.

GO prepare your standard answer if you are so inclined to always say YES to everything and then regret it. Practice your verbage so that you do not get caught up in the moment. Be strong and determined in your answer when responding, rather than timid and wavering.

GO and look up a task organization management plan like Kanban (it's my favourite!) as it helps me to not put more on my plate than possible and helps me in prioritizing workload for me, myself and my team.

So in closing, remember the three words....START, STOP, and GO.

VMPC members we want to hear from...

Now is your chance....we are looking for articles on best practice, member profiles , volunteer management articles for our next exchange. If you are interested in writing an article for the next Exchange , please contact communications@vmpc.ca

Canada is Represented!

The Council for Certification in Volunteer Administration (CCVA) in a non-profit organization based in the United States that promotes and certifies excellence in volunteer administration to advance the capacity of communities to effectively engage volunteers. CCVA delivers professional certification and advocates ethical practice so organizations can maximize the impact of volunteer involvement to achieve their missions. The credential that is offered through CCVA, *Certified in Volunteer Administration (CVA)*, signals a commitment to excellence. It confirms that individuals have the knowledge needed to competently attract, onboard and support volunteers. It also promotes personal confidence, and helps employers hire, verify and reward relevant expertise.

In 2012, a collaborative agreement was executed with Volunteer Management Professionals of Canada (VMPC), formerly CAVR, to offer the CVA credential to our members. The CVA credential is offered world wide to those that work in the field of Volunteer Administration. Individuals from at least ten countries including the United States, Canada, Singapore, United Kingdom, Saudi Arabia, Switzerland and Zambia, have been awarded the CVA credential to date.

Canada is fortunate that there is representation on CCVA's Board of Directors. Two of VMPC's previous Board members are now on the CCVA Board.

Deborah Young, CVA, VMPC's Past Certification Chair, Current Coordinator of Volunteer Resources, Region of Waterloo and Waterloo Region Museum & Historic Sites, Kitchener, Ontario, Canada



Deb has more than 25 years of experience in the municipal government and voluntary sector. She is an Associate Faculty member at Conestoga College with the Volunteer Management Program and previous Chair of Certification, Volunteer Management Professionals of Canada. Recently she has been involved with developing volunteer management standards and strategic planning for the Region of Waterloo.

Other experiences include volunteer initiatives on a local, provincial and national level for Volunteer Canada, the Canadian Volunteer Initiatives, Municipal Volunteer Toolkit, Community Response Pandemic Planning, and Policy Development.

Deb holds several degrees and diplomas including Volunteer Management, Human Resource Management, Recreation & Leadership and Adult Education.

Suzie Matenchuk, CVA, VMPC's Past President, Current Manager Volunteer Services, Winnipeg Regional Health Authority, Winnipeg Manitoba, Canada



Suzie has more than 20 years of experience working with volunteers in a variety of health care settings including acute care, long term care and community health. Suzie is passionate about building capacity amongst individuals and communities through volunteerism.

She has held various board positions with Manitoba Association for Volunteer Administration (MAVA) and Volunteer Management Professionals of Canada (VMPC). During her tenure as President, VMPC released the National Occupational Standards (NOS) for Managers of Volunteer Services, developed a certification partnership with CCVA and lead the association through a re-branding process.

Suzie has a degree in Recreation Studies, a Certificate in Health Care Management and is a Certified Volunteer Administrator.

VMPC is pleased to have both Deb and Suzie on CCVA's Board. The relationship between the two organizations will strengthen as we promote certification in our field.

Please visit CCVA's website for more information on CCVA and the credential. <http://cvacert.org/>

Carol Dixon Receives AVRBC Impact Award in BC

Carol Dixon is the 2015 Administrators of Volunteer Resources – BC (AVRBC) Impact Award winner for demonstrating exceptional leadership and knowledge in the field of volunteer resource management. Carol



has been managing volunteers in a variety of health care settings in Vancouver and Ontario for over 30 years. Currently she is the Director of Mission Services and Volunteer Resources at Providence Health Care in Vancouver and in this role she supports over 1000 volunteers as they explore careers, build experiences and provide service to patients, residents and clients in need.

As if that is not enough, Carol regularly presents (in her uniquely dynamic and entertaining style) workshops on a variety of topics for Volunteer BC, is an instructor in Volunteer Management for Langara College and has presented to many American volunteer management organizations about best practices in volunteer management.

We caught up with her recently and asked her a few questions related to her award and career. Some of her answers might surprise you!

1. Congratulations, Carol! You are the 2015 AVRBC Impact award winner. What does this award mean to you both personally and professionally?

I am thrilled to bits. It's been a career striving to get recognition for our wonderful volunteers so really a different feel to get something for me. Professionally it is a great feeling to get this kind of recognition from your peers, although my name is on the award I know that it's never been just me, it's always been a team effort.

2. What attracted you to the profession of volunteer management?

Gosh, I'm not sure I know anyone who planned to do this work. I started when I did clerical relief at Burnaby General and the coordinator was off ill so they stuck me in there. I wasn't really helpful but was struck by the fact that all the volunteers were happy to be there, that they had chosen to do that work, and when they came back from their shift that they enjoyed working with the patients and residents, that they were making a difference. I had a science degree and was going to do something big and important - it made me realize that this work is big and important and I'm happy to be doing it.

3. What was your first ever job in the profession?

My first real job was as Student Volunteer Coordinator at Mississauga Hospital. We had hundreds of high school students that came in groups after school and worked all over. Another group of folks happy to be helping others. My boss, Lorraine Bramm was a past President of the Ontario Provincial Association and sent me off to a conference. There were probably 200 people there who managed volunteer programs. This investment in me made me so much more confident in my role, connected me with all kinds of people, gave me information and the knowledge on how to get more. Professional associations are amazing, necessary things and I hope for the day we can all afford memberships and a bit of time to participate.

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Carol Dixon Receives AVRBC Impact Award in BC

4. What would you tell someone considering a career in volunteer management?

It's not for everyone. You are never really done; you have to go home anyway. Your friends and family will never really know what you are doing or how wonderful and valuable the work is, but you'll know and your colleagues will know and that will have to be enough. It's also a ton of fun and you will never forget some of the very fine people you will meet.

5. What is your greatest accomplishment in volunteer management (other than the Impact Award)?

My greatest accomplishment is when I started a store program. We bought things at hospital prices from shipping/receiving and opened up a store to resell them to staff. We partnered with a community agency that was looking for placements for their clients – clients who would benefit from retail, stocking, pricing kind of placements. It was terrific! We made money; it was a great linkage with the community group, even theft of hospital property decreased.

Can I have two? I'm also extraordinarily proud of the fact that many people that have worked with me have gone on to leadership roles elsewhere. I like to think I have a tiny part in that growth and confidence and ability to spread their wings.

6. Its Hollywood award season. If there was a movie produced about your life and career, who would play you and why?

I'd like Helen Hunt – We know she can manage all kinds of crazy things thrown at her from the TV series Mad About You and that she has some tenacity and smarts in What Women Want and can run really fast from Twister!

Tanya Fitzpatrick, Coordinator of Volunteers, St. Paul's Hospital & Patti Tan, Manager of Volunteers, Vancouver Coastal Health, Vancouver Community January 2016



The **AVRBC Impact Award** is given out annually to celebrate an individual who has shown exceptional leadership and knowledge in the field of administration of volunteer resources. This award showcases the importance of the profession and encourages all professionals in this field to continue to lead and to be



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Join us in Halifax for the

**NATIONAL
CONFERENCE**



Association of
Volunteer Management
Professionals
Nova Scotia

The 2016 National Conference

is hosted by the

Association of Volunteer Management Professionals Nova Scotia

in collaboration with the

Volunteer Management Professionals of Canada

May 25-28, 2016

at the Delta Halifax in the heart of Downtown Halifax, Nova Scotia

Registration www.vmpns.com

Visit the www.VMPC.ca for information on how to build

your case for support to attend the conference



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(See the conference website for more details)

