

New role for VP Morrison

As CESO continues to change to ensure its long-term viability and growth/development, responsibility for all programming in Canada and around the world has been given to Lee Morrison, Vice-President and Chief



Operating Officer.

Mr. Morrison was the VP and COO of CESO National Services, which encompasses CESO Aboriginal Services, CESO At Home and the CESO project with the Government of Nunavut.

In his new role, he is also responsible for International Services which operates programs in 21 countries in Africa, Asia, the

Caribbean, Central and South America as well as in 16 developing market economies in Central and Eastern Europe.

"I know that I can count on all CESO employees and VAs to support Lee in his expanded role," said President and CEO Gord Cummings, who made the announcement on September 29, 2003.

At the same time, Mr. Cummings informed staff and VAs of the departure of Clare Bonnell who was VP and COO of International Services prior to restructuring.

"Clare has given the organization many years of faithful service and has made a major contribution to the growth of the International program. We wish her the best of luck in pursuing her future," said Mr. Cummings.

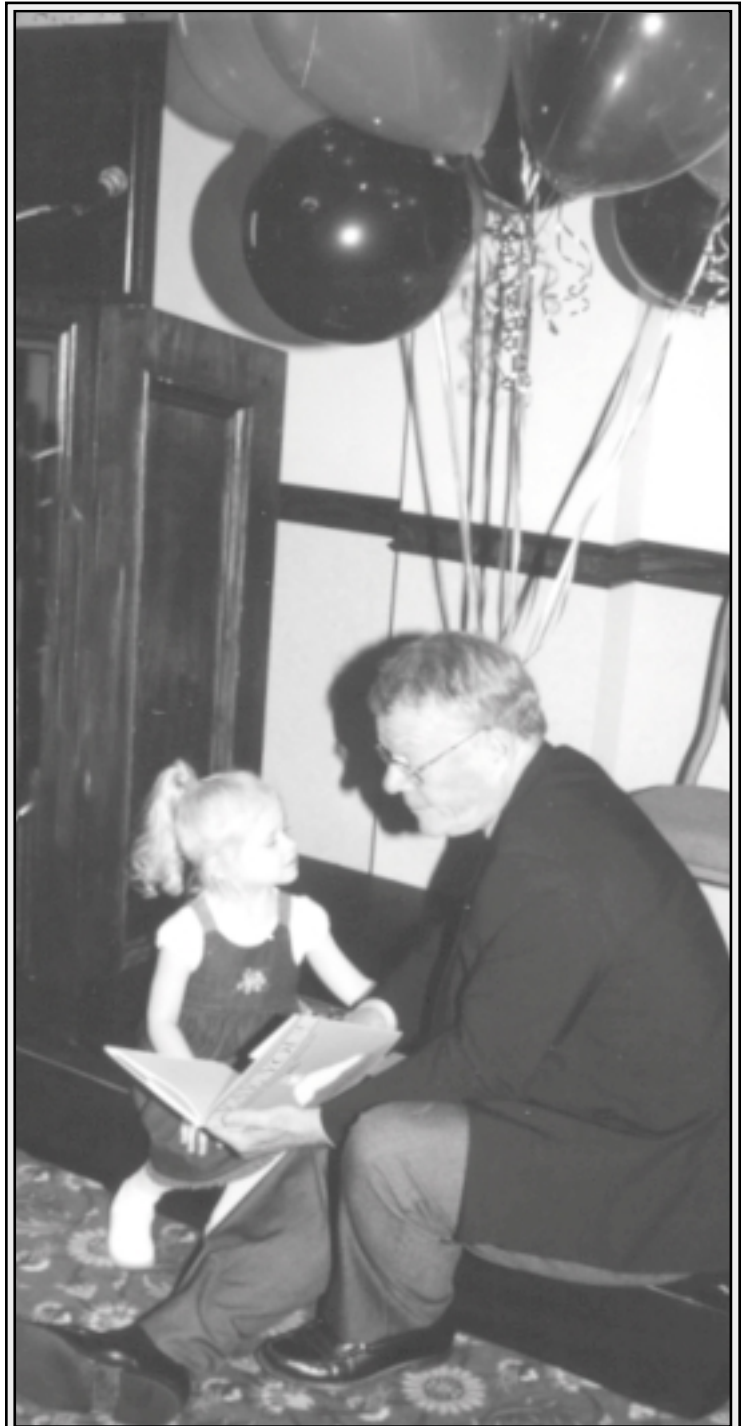
New 5-year contract in Philippines

CESO has secured a new Contribution Agreement from the Canadian International Development Agency (CIDA) for a second phase of

the Business Advisory Project (BAP) in the Philippines.

"This five-year phase, with CIDA inputs of \$ 4.3M, requires CESO volunteers to

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Charles Beer found time for this special moment with his granddaughter, Gracie, at his farewell luncheon in Toronto.
(SEE ADDITIONAL PHOTOS ON PAGE 10.)

Success snapshots from across Canada

A new seminar entitled "Roles & Responsibilities of member of a Board of Directors of Development Organizations" has been created by CESO VA Jean-Louis Castonguay of Montreal.



Jean-Louis Castonguay

His seminar has been designed for delivery in six sessions of three hours each, over a three-day period. Topics covered are:

- Effective Development Organizations and Types of Boards
- Functional Roles and Responsibilities
- Legal Responsibilities of Boards
- Making Informed Decisions
- Skills & Knowledge for Board Members and
- Selection of Board Members and Board Committees.

Mr. Castonguay has been a member of the CESO Board of Directors since January of 2000. He was Regional Manager for Quebec for the previous seven years.

On June 15-18, the seminar was delivered to the Board of Directors of the Wabannuctao Eeyou Development Corporation in the Cree community of Eastmain.

Four directors attended the sessions designed to increase board effectiveness and lead to more efficient control of businesses, and a more sustainable and profitable economic growth in the community.

Certificates of Professional Development were delivered to the four participants of this seminar and they, in turn, thanked CESO for its teachings.

Here are some other success snapshots from across Canada:

□ The owner of a housing construction company has expanded his business to incorporate the construction of a \$2.5 million retail/residential complex near Nanaimo. He received assistance and advice from Ken and Jean Tully, a

husband and wife VA team based on Vancouver Island.

- High praise from the owner of a small business for VA Al Vanderheide of Alberta: "I went from knowing nothing to knowing the entire accounting program." Al was a wonderful teacher!"
- Five workshops for the Aboriginal Women for Tomorrow program have been designed with the objective of delivering these to 10 Aboriginal communities in Saskatchewan. A total of 16 VAs were involved with the planning and design of the program.
- VA Dennis Jones of Manitoba helped a client prepare a proposal to provide high speed Internet to 25 Nunavut communities. The cost of travelling to Rankin Inlet from Winnipeg was prohibitive so all consulting was done through conference calls and e-mails. Nevertheless, the results were outstanding. An independent review committee evaluated the bids submitted by six companies and the one involving the CESO client was found to be the best.
- An Ontario Aboriginal organization received help from CESO VA Rheba Adolph to facilitate a two-day Advisory Board meeting. This capacity-building assignment resulted in the Project Director having a clearer understanding of the responsibilities of an Advisory Committee, a Board of Directors and her role.
- Here's what a CESO client in Newfoundland had to say after VA Oliver O'Rourke offered a seminar (developed with funding from CIBC) entitled Achieving Financial Self-Sufficiency - Budgeting for First Nations: "It was an overall successCIBC is our bank of choice as they have stood beside us through feast and famineIt is good to see the combined efforts of CESO and CIBC fulfilling financial training needs at our grass roots level."

Atlantic Canada office chosen

CESO has signed a lease for a new Atlantic Canadian office, which will be in the downtown Dartmouth section of Halifax.

"We are down to a short list in terms of hiring for the office, and interview dates have been set," said Lee Morrison, VP of CESO National Services, which encompasses CESO Aboriginal Services, CESO At Home and the CESO project with the Government of Nunavut.

"There will be the need to set up the office, including computers, telephones and the like and we trust that other CESO people will help with this, along with training of the new staff once hired."

Currently our roster of VAs does not contain as many people from Atlantic Canada as the population numbers would suggest we should have.

Said Mr. Morrison: "We look forward to building our VA roster in Atlantic Canada with the startup of this office as well as better serve the Aboriginal communities in the region, while freeing up time in the Montreal office to provide added service to the Quebec and Labrador Aboriginal communities."

CRYPTIC ANSWERS

ACROSS	DOWN
1. Direct	1. Deduce
4. Abates	2. Relay
9. Dilemma	3. Committee
10. Rural	5. Bar
11. Coy	6. Turbine
12. Indignity	7. Splays
14. Empty nester	8. Handing over
18. Chaperone	13. Gas meters
19. SRO	15. Meander
20. Indus	16. Script
22. Eyesore	17. Bolero
23. Turgid	19. Stoic
24. Psycho	21. Ski

Saskatoon couple shares volunteer adventures

Volunteering with CESO is definitely a family affair for Saskatoon residents Kelly and Stan Wormsbecker. They first heard about CESO from Stan's cousin, a VA

did something that made a difference," says Kelly, who joined in 1995. "International assignments are rewarding experiences. You do your best to help your client, and you know they really appreciate your advice."

Stan liked the idea of being able to volunteer as a couple.

"We're husband and wife. Why would you want to take on a six-week assignment and go by yourself? You wouldn't, especially in a foreign country. I have no reason to go without her," insists Stan, who joined CESO in 1996 just before their first assignment.

Their five CESO assignments have taken them to Guyana, Guatemala and the Philippines.

On a recent assignment to the Philippines, the Wormsbeckers worked for the same client who owned both a restaurant and a construction business. It was a chance for them to appreciate their decision to travel together.

Another CESO VA, staying in the same hotel as they were, was having a hard time with his client. "We tried to talk with him

and encourage him, but he wasn't travelling with his wife and was getting very discouraged. I realized what a difference it makes to have your spouse with you," Kelly says.

Stan and Kelly developed a strong relationship with their client during their first trip to the Philippines. Their project was to help a small family-run hotel and restaurant. But their assignment went beyond the day to day operations of the business.

The Wormsbeckers were introduced to some of the client's family. She has twelve siblings, all of whom are in the hotel business. They were given the

opportunity to share some of their religious and cultural heritage.

"We were able to experience a lot of different things. The client took us to a convention for the Divine Mercy which was attended by Priests from Manila," Kelly says.

Kelly was also able to get close to the hotel manager. She took them on a ferry trip to visit her brother whom she hadn't seen in 15 years.

"It was special that she took us with her, especially since it had been so long since her last visit," Kelly says.

They continue to keep in touch with letters and e-mail. Even though they were officially Kelly's clients, Stan made a connection

with the people as well.

"We became good friends, and Kelly and I are interested in knowing how things are going for them since we left," he says.

Stan and Kelly will continue to do assignments as long as they are fit to travel and would encourage other couples to work together as CESO VAs.

"CESO told us that we are ambassadors for our country and I take that very seriously," Stan says. "We are looking forward to our next assignment, whenever it comes."

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 "



Kelly and Stan Wormsbecker

doing work with CESO Aboriginal Services in Saskatchewan.

Kelly is a hospitality consultant who grew up in the motel and restaurant business. She owned her own restaurant for 20 years before deciding to sell it. Stan, is a chartered accountant who worked in project management as well as managing a home-building and construction company.

Looking for a way to make use of their skills, they decided CESO was the right organization to join.

"It's a good experience for both of us. We wanted to feel that we really

China program up and running

CESO's program in China is back on track.

"We put 33 assignments on hold in April due to SARS," said Program Manager Pam Koch. "Since the program re-opened on July 1, we have 44 scheduled starts and hope to reach 50 by the end of our fiscal year."

China coordinator Mai Nguyen is to be commended for her fantastic efforts to get everything in place. "It's not easy to reschedule that many assignments in such a short timeframe, and she did an excellent job," said Pam. "Thanks to the volunteers, too, for their understanding and cooperation. I'm sure it was disappointing for them to postpone their assignments, but everything worked out in the end."

Pam was in China July 23 to August 9 and visited Guangxi, one of China's less affluent provinces, located in the southwest of the country.

"The purpose of the trip was to visit past, present, and prospective clients," explains Pam. "I wanted to raise our profile and make people more aware of CESO's extensive talent bank."

Pam says that China's understanding of Canada and CESO is primarily limited to our natural resources (agriculture, forestry, pulp and paper, fisheries, etc.), and she wanted to let the representatives know that CESO can offer much more, particularly in the much-needed soft skills areas of HR, Management Training, Tourism Management, Urban Planning, Environmental Protection etc.

Visiting the major centres of Guilin, Liuzhou, Nanning, and Wuzhou, Pam met with provincial and municipal representatives and discussed CESO's requirements. She stressed the need

for clear assignment descriptions; for interpreters who not only speak English but know the subject material as well; for responses to our VAs' questions; and for everyone to be properly prepared for an assignment.

"We work in a partnership, so all parties have to play their part in making the assignment a success. I was able to give the representatives and clients a good background on CESO and our roster and to let them know of our interest in expanding CESO's presence in their province.

"I warned them, however, that I screen the applications meticulously and will not work with what appears to be large, wealthy clients."

Pam's visits to past clients were to conduct post-assignment interviews to determine the success (or lack thereof) of VA performance.

"To my knowledge, no other foreign expert organization conducts these assessments, so the Chinese are always very surprised when I want to visit past clients and ask them questions about our VAs," says Pam. "I think they're quite impressed at the interest we display in results. It was heartening to see that CESO's assistance was useful in the majority of cases, especially on agricultural assignments."

Pam says an added benefit of the trip was that she managed to visit clients who will receive VAs in the upcoming months.

"I was able to view the client sites and discuss their requests with them. In several cases, the Terms of Reference had changed, so I quickly sent an e-mail to Mai and asked her to pass on the newly-acquired information to the VAs in question. It was an opportunity to clarify outstanding issues for some VAs and set them at ease."

New 5-year contract in Philippines
Continued from page 1

continue strengthening Filipino small- and medium-sized enterprises," said Omar Rahaman, CESO Area Manager for Asia and BAP Project Director.

"In addition, our volunteer experts will support the establishment of a sustainable CESO-like agency, called the Corporate Volunteers for Enterprise Development (CVED) which is designed to facilitate Filipino volunteers advising small and micro businesses. "The agency will be located in the Philippines Business for Social Progress (PBSP), a 35-year Manila-based social development organization. Two PBSP staff were scheduled to visit CESO from September 24 - October 5 for work on the CVED.

Mr. Rahaman also announced that CESO/BAP has hired a new Country Project Manager. He is Danilo Pineda, who has an extensive background in export marketing, project management and small business consulting. While with the Philippines Department of Trade and Industry, he spent four years in Toronto as a commercial trade attaché. Mr. Pineda was scheduled to join CESO in late September.

CESO has been operating in the Philippines since 1968 and to date has completed about 900 assignments.

More than 750 of these assignments have been carried out under contracts between CESO and the Partnership Branch of CIDA, which has been CESO's principal funder since 1967.

The remaining 150 assignments have been carried out as part of the BAP which is funded by CIDA's bilateral branch.

The BAP is based in Davao and is aimed at small- and medium-sized enterprise (SME) development in the Visayas and Mindanao Regions in three major sectors: agri-business, small manufacturing and tourism.

The goal of the BAP is to increase the operating effectiveness of the SMEs (6-50 employees) through the use of business advisory support, initially by CESO experts and ultimately by Filipinos.

CESO's impact to date under this contract has been considerable, with 72 per cent of the partners assisted realizing results. CESO is meeting a need for cost-effective assistance that will enable these businesses to grow and expand.



This delightful picture of a rice farmer at work was taken by Pam Koch during her visit to Guangxi: "the most beautiful place I visited in China."

CESO signs MoU in the Philippines

The Philippine Business for Social Progress (PBSP) agency promotes corporate responsibility in economic development at the community and small business level throughout the Philippines. Its Small and Medium Enterprise Credit (SMEC) Program signed a Memorandum of Understanding with CESO in February, formally launching the Corporate Volunteers for Enterprise Development (CVED) Program in the Philippines.

Both organizations seek to establish a volunteer service program geared towards meeting the advisory and coaching needs of the micro and small enterprise sectors in the three island regions of the country.

At the launch, the MoU signatories, PBSP President, Luisa Perez-Rubio and Clare Bonnell, Vice President and COO of CESO International Services, defined the roles and responsibilities of the participating organizations and corporate volunteers. The pilot program, will be undertaken in three phases over a 27-month period.

PLEASE SUBMIT EXPENSES AND REPORTS ASAP

It is very important that VAs submit their expense claims and Reports of Assistance Rendered at the conclusion of each assignment. These reports are mandatory information for our sponsor.

The expense claims contribute to an accurate picture of CESO's actual costs and are kept for audit purposes. The Report of Assistance Rendered is used for completing the assignment evaluation.

Any VA who has not submitted these reports within 30 days of assignment completion will not be considered for future assignments. Recruiters executing searches or submissions are requested not to contact the VA if either of these two reports is missing.

Impressions of a post-SARS China

As the first CESO person in China post-SARS, Pam Koch visited Shanghai, Guangxi Province and Beijing.

"I absolutely loved Guangxi," says Pam. "It's the most beautiful place I've visited in China. The scenery is breathtaking and the countryside so green. It was incredible, in this day and age, to see people still hand-planting the rice paddies, assisted by their water buffalo!"

Post-SARS life everywhere seemed back to normal. There were noticeable changes, however. "Health signs were in most company foyers and in many public places, advising people to wash their hands. At mealtimes, each dish had its own set of serving chopsticks, which was never the case in the past.

"From what I observed, China's economy seems heavily affected by SARS. Foreign tourism appeared to

have decreased, but it looked like there was an increase in domestic Chinese tour groups.

"In Guilin, for example, the Sheraton Hotel was closed during the SARS outbreak (since re-opened), even though the whole province of Guangxi recorded only one case. In Beijing, the famous Lao She Teahouse shut its doors but is back in business again, and the Xinqiao Novotel, where I stayed, was just re-opening its restaurants. In Shanghai, at the famous Peace Hotel, the normal rate is USD \$180.00/night. However, I paid a special SARS rate of USD \$67.00, breakfast included.

"One good thing is that all workers affected received minimum wages during the outbreak, and their jobs were protected. I just hope the economy experiences a speedy recovery!"

CESO helps indigenous Bolivian craftspeople

BY KASIA ZAKOWSKA

In May of this year, two British Columbia VAs, Susan Gage and Adrienne Kemble, went to Bolivia's Department of Beni to work with members of three indigenous handicraft associations on acquiring stronger business and organizational skills. This pilot project was part of the CESO bilateral Bolivia Public Sector Support Reform

with "La Perla de Beni") has been a recipient of the Project's assistance in strategic and urban development planning, and it is considered for future Project support under the newly launched program of assistance to Bolivian municipalities. We were in Bolivia for the annual Project Steering Committee meeting and managed to squeeze this side trip to Rurre into our schedule. The

association we visited was Tres Palmas, located in a tiny community of Nuevos Horizontes, some 45 minutes truck drive from town on an unpaved road running through a dense rain forest. The association's main product is basketry, and it has 12 women members, together with some children already skilled in producing baskets, fans and trays. When we arrived, we were greeted by the women of the group who introduced themselves and then made a short

presentation of their weaving techniques and materials. They spoke at length of the importance that belonging to the association has on them in terms of support, friendship and self-esteem, and of the impact that the visit of the two VAs had had on them. Then they showed us a display of their products, and when we made small purchases, they proudly displayed their newly acquired skills in recording them. We presented them with a certificate of co-operation with CESO (see photo) which was enthusiastically received.



Enrique Williams, Area Manager for the Americas, presents a CESO Certificate of Cooperation to a representative of Tres Palmas, an indigenous handicraft association located in the tiny community of Nuevos Horizontes in Bolivia.

Project's initiative to support the municipal governments' efforts in increasing income-generating potential of the local communities.

Earlier this month, the Bolivia Public Sector Reform Support Project Manager, Mauricio Riveros, Enrique Williams and I visited one of these associations during our short trip to meet with the representatives of the municipal government of Rurrenabaque, a town of 8 thousand located in the middle of the Bolivian tropical region. The municipality of "Rurre" as it is fondly called (together

Board to get report on At Home

At the November Board meeting in Winnipeg, the CESO Board will receive a report on the CESO At Home Program. The report, under the direction of Vice President of National Services, Lee Morrison, will be prepared by a steering committee chaired by CESO At Home National Coordinator, Arn Snyder. The steering committee is composed of CESO staff members Heather Mitchell, Maureen O'Hara and Joanna Dupras, and Volunteer Advisers Elmer Hynes, Barb De Ruyter, and Dale Falkenhagen.

The report, which will include both a strategic and a business plan, will make recommendations on the continued operation of the CESO At Home Program. This program has been operating with a number of pilots throughout Canada for approximately five years. The report specifically will examine the lessons learned from these pilots including both operational and funding practices, and will recommend how the CESO At Home program can become a full member of the CESO program family.

African reps meet in Montreal

In order to apply CIDA's (Canadian International Development Agency) new guidelines, CESO - Montreal held a meeting for four resident representatives (RRs) from African countries from June 16 to June 20 2003.

This meeting helped the RRs understand the result-based management approach, and assess the focus sectors of the projects in their countries. In addition to the Montreal CESO team, the following RRs were part of this meeting: Mr. Cupidon Sy from Senegal, Kah Walla from Cameroon, Houriya C.H. Ayouche from Morocco and François Traoré from Burkina Faso.

Aboriginal Services

Stephan F. Pertschy is the newly appointed Regional Manager - Alberta & Western Arctic.

BACKGROUND

I am a proud Inuvialuit and enjoy strong ties to my Western Arctic heritage. Inuvialuit means "the real people" in the language of Inuvialuktum.

The Inuvialuit are the Inuit living in the western Canadian Arctic and their homeland stretches from the Alaskan border east to Amundsen

Gulf and the western edge of the Canadian Arctic Islands. It is a land of rolling tundra and high,



rocky mountains, bisected by the labyrinth of the Mackenzie River Delta.

I was born in Sindelfingen, Germany while my parents were on an extended visit to that country, and at the age of 18 months, my family moved to Edmonton where I grew up and attended school. My Inuvialuit mother was born and raised in the Western Arctic where she proudly grew up practicing traditional Inuvialuit culture and activities.

I have a Bachelor of Commerce Degree (1994), a Masters of Business Administration Degree (1997), and am a Fellow of the Institute of Canadian Bankers (2002). With a continuous learning philosophy, I am continuing my studies in the area of community development and project management.

My professional assignments over the past decade have provided me with the opportunity to work in various geographic locations in the country including British Columbia, Alberta, Manitoba, Atlantic Canada, and the Northwest Territories, working with numerous First Nation businesses and communities in each of the various geographical areas.

FAMILY

Married to Martine Pertschy, we are the proud parents of a 10-year-old daughter and a son aged eight.

INTERESTS:

In-line skating, down-hill skiing and golf.

PROUDEST MOMENTS:

The births of my children, as well as the numerous milestones and accomplishments which they have experienced as they have grown older.

LOOKING TO THE FUTURE WITH CESO

By joining CESO Aboriginal Services, I am excited about the chance to professionally contribute to CESO's mission to assist Aboriginal communities and businesses achieve greater self-sufficiency and growth. CESO provides a unique professional opportunity to work with a talented team of staff members, volunteers and sponsors to 'make the world a better place', where each assignment is meaningful and important, which enhances the attainment of Aboriginal self-sufficiency by transferring skills, knowledge and experience.

I strongly believe that working together with staff members, volunteers and sponsors will ensure that tomorrow is better than today for Aboriginal peoples, communities and businesses.

CESO VOLUNTEER ADVISERS

This is your page. Your feedback is always welcome and we'll publish a selection of your comments in each edition of FOCUS. The deadline for the next issue of FOCUS is November 7, 2003.

We would also welcome your ideas on how we might make the best use of the "VA Forum Page".

Please E-mail your ideas to Wendy Stratton (wstratton@ceso-saco.com) or John L. Gibson (jgibson@ceso.saco.com).

Fundraising Ideas

In order to accomplish its goals, CESO relies on two main resources: the skills of our highly experienced volunteers who provide unpaid training and technical assistance, and the funding we receive from governments, foundations, corporations and individuals.

We have seen increased funding restrictions and shrinking discretionary budgets from many of our traditional donors. Unfortunately, substantial new sources of funds have not been identified.

Therefore, I am appealing to our strong team of Volunteer Advisers (VAs) to contribute to the efforts of improving CESO's fundraising activities. I am convinced that all our VAs can help in at least one of the following ways:

- ◆ Share with us any suggestions that might improve our fundraising activity;
- ◆ Provide us with leads to potential donors;
- ◆ Obtain funding for CESO from current/former employers, especially when such employers have in place specific programs in this respect. One example is the Royal Bank Volunteer Grants Program, under which a RBC employee or pensioner may apply for a grant to the charity where he/she provides volunteer activities.

Can you help? If so, please send your ideas to:

John L. Gibson

Director of Communications and Acting

Director of Development

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E-mail: jgibson@ceso-saco.com

Clubs Update

VANCOUVER ISLAND

Nick Gwyn
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Notes on the 26 June meeting held in Nanaimo are posted on the CESO BC website at www.cesobc.ca. Of interest are the suggested roles of the VI CESO Club Committee.
The next Club meeting will be held in Victoria in October.

SURREY/WHITE ROCK

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NORTH SHORE

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and Priidu Juurand, Co-Chair
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Autumn 2003 Program/Guest speakers:
Oct 14: VA Denis Forristal, assignment in Eastern Europe
Nov 12: VA Robert St-Germain, Aboriginal assignment, Takla Lake, British Columbia.
December: Social gathering, details TBA

SOUTHERN ALBERTA

Ann Kennedy
403-249-2755
akennedy@calcna.ab.ca
Upcoming meetings: Dec 8, Feb 2, Apr 5 and Jun 7.
Club Executive for 2003-2004:
President - Ann Kennedy
Past President - Ken Mackell
Vice President - Klaas Vink
Secretary - Bill Chennels
Treasurer - Olly Chorney
Roster Keeper - Ken Brightman
Directors - Bill Gillespie and Alec McEwen

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The Ottawa CESO-SACO Club meets monthly for a luncheon at the RA Centre, 2451 Riverside Drive. Upcoming dates: Sept 9, Oct 7, Nov 4, Dec 2 (Tuesdays). Please reserve a seat at least a week in advance by calling Penney Edwards at the CESO office at 613-236-7763 ext 306.
Co-Chairs, Stanley J. Squires and Len Nylund have agreed to continue for another season 2003-04. For continuity, anyone interested in becoming Chair beyond June 2004 could assist immediately. Please call Stanley J. or Len.

The Ottawa Club's 2003-04 season opened with a bang on Sept. 9 with a record attendance of 68 guests to hear keynote speaker Yves Boulanger, Director General, Performance Review Branch, who gave a highly informative presentation on CIDA's initiatives over the past several years. Guests included CESO President and CEO Gordon Cummings, Lee Morrison, VP and COO of CESO National Services and representatives from the Government of Nunavut, PDAP, CHF and CUSO. At the club's final session on June 3, the speaker was retiring CESO President Charles Beer. CESO Ottawa Office and Club jointly presented Charles with a limited-edition framed print of a bird's-eye view of downtown Ottawa.

NIAGARA

William Payne
St. Catharines
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SHERBROOKE

Ghislain Girard
819-843-6308
girardghislain@hotmail.com
The SACO-CESO Sherbrooke club began its 2003-2004 activities with dinner on September 16th at the Horace Restaurant (1115 King O., Sherbrooke). Club dinners will be held every third Wednesday at the Horace Restaurant. All would-be members are welcome.

MONTREAL

Vivianne Coudé
514-875-7226
vivianecoude@videotron.ca
On June 4th, the CESO club members elected a new Board of directors.
Vivianne Coudé, President
Jean Lussier, Vice-President
Pierre Gelgoot, Past President
Madeleine Martel, Secretary
Claude Roy, Treasurer
André Hoffman and Renaud Levesque, Directors
Francine Dumont and Ed Langham will provide support for CESO VA meetings.
The Club plans to have monthly theme dinners where we link the meeting place with the subject of the meeting. For example, on Wednesday October 1st, the luncheon theme will be Russia. VA André Hoffmann, will talk about his technical mission in Kirov, Russia, in an extreme sport center while the Ermitage restaurant will serve a typical Russian meal and the consul general of Russia will be present. This will give new members an opportunity to meeting VAs retuning from an assignment. Note, there are only 40 places available for the October 1st dinner, so please contact Josée Vauclair at (514-875-7226) to reserve your seat.
The November 5th dinner will allow members to meet the new President and CEO of CESO, Gordon Cummings, who will be attending with Volunteer Services Director, Wendy Stratton. The subject of the meeting will be CESO orientations. We will also have the pleasure of being received by the students of the Institut de

toursime et d'hôtellerie du Québec, on St-Denis street in Montreal.
Finally, we will devote our December 3rd diner to our aboriginal clients. This will also allow us to start the festive season. Here you go, the 2003-04 year will be interesting, welcome to all!

SACO QUEBEC

Agathe Gagné-Collard
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We have had to vacate the office provided to us by Laval University. We are therefore looking for new space for which we may have to pay rent. Until further notice, please forward all mail and information to my personal address.
An information and training session for new VAs will take place on Monday October 20th at the Environtron of Laval university. We are waiting for 10 participants to show interest in this event. Training on "coaching" is also planned for October. Our general assembly will take place on Wednesday November 19, 2003 and our guest speaker will be CESO Board member Raynald Brulotte.
I will be available for all questions and will inform you as soon as we have our new office.
Agathe Gagné-Collard, President

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SASKATOON

John Chernoff
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BEDFORD

Jack Gale
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CESO folks on the move



is the quarterly newsletter of the Canadian Executive Service Organization (CESO).

Marc Pinet, MIS's new PC Software Specialist, joined the CESO family on July 14, 2003. Marc has experience in PC software, hardware and help-desk support. He also has experience in networking which will allow him to assist Mike Cachia our Network Administrator and provide backup when Mike is not available. Marc is from New Liskeard, Ontario, and has been in Toronto for the last four years. He is well along in his pursuit of a certificate from Seneca College as a computer programming analyst.

EvaMarie Lerat became the Office Manager in CESO's Saskatchewan office on Aug. 11, 2003. EvaMarie is a Cowessess First Nation band member. With a certificate in business administration from the College of Commerce in Saskatoon, EvaMarie is working toward her designation as a Certified General Accountant by correspondence. She has several years' experience working with Indian, Provincial, and Federal government departments. EvaMarie is the mother of a twelve-year-old son named Jarrod.

Viviane Bergevin won the competition for the position of Administrative Assistant to the VP and COO of CESO International Services, and started her new promotion on Aug. 11. She is well known for her friendly and efficient work as CESO's receptionist at the Operations Centre for the past several years. During her tenure with both public and private-sector employers she has consistently undertaken skills development, informally with the support of her supervisors and co-workers, and formally, achieving a diploma in office administration and a certificate in business communication. She is currently studying for a certificate in translation.

Florence Schmid joined the CESO family on Aug. 11, 2003 as CESO's receptionist. Originally from Geneva, Switzerland, she is fluent in both French and English. Florence has been in Canada for four years and has held a few contract positions in the administrative and customer service areas. In Switzerland her last position was as Assistant to the Bank Manager for the South American and French Markets at Banque Paribas. She has experience in small and large office environments.

John L Gibson is the Director of Communications and Editor-in-Chief
 Josie Marchese is the Communications Co-ordinator/Webmaster and Production Editor

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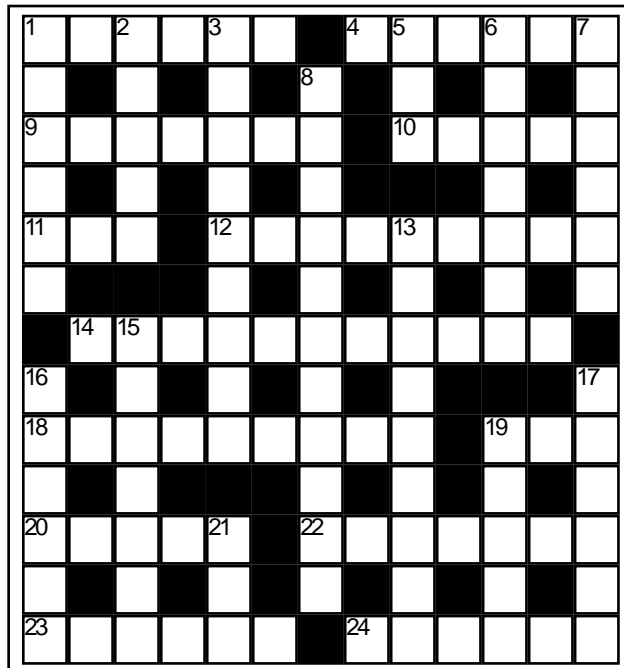
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CESO CRYPTIC CROSSWORD By Aug Bolté

ACROSS

1. Kind of action that results in bad credit (6)
4. Eases toward a wild beast (6)
9. Tough choice when you're on the horns of this (7)
10. Country found among the far Ural Mountains (5)
11. Shyness of a coyote (3)
12. Slight poke in tiny alteration (9)
14. Devoid of kids or birds (5,6)
18. Escort who uses an original Oriental car phone (9)
19. Hat acronym (3)
20. River running through the Hindu section of India (5)
22. Offensive sight - might hurt too (7)
23. Swollen condition from a drug - it was bad (6)
24. Short unstable person (6)



DOWN

1. Conclude there's a number in a tennis score (6)
2. Race to set the table again (5)
3. Body that Tom uses with an emetic - there is more than one at CESO (9)
5. Prevent a near exposure (3)
6. Power created by a brute in a riot (7)
7. Drama on board spreads out (6)
8. Surrendering and hovering about (7,4)
13. For example, masters combine to read them - Vas may often first part together (3,6)
15. Dear men wander around (7)
16. Account of many bad trips in handwriting (6)
17. Look, robe is tailored for the dance (6)
19. Controlled feeling of one Scot (5)
21. Slope board (3)

ANSWERS ON PAGE 2



CESO is grateful to CIDA and INAC for their financial contribution to our work at home and abroad.

Farewell, It's been good to know you

Charles Beer poses with CESO family members at his farewell party.



TOP - Charles with his Executive Assistants, past and present, respectively, Violeta Gomez on the left and Pam Asprey on the right.

MIDDLE - This photo of Charles with a group of CESO staff members and VAs demonstrates the festive mood of the farewell event.

BOTTOM-LEFT - The boys of CESO give Charles a jovial sendoff.

BOTTOM-RIGHT - At a meeting of the CESO Club in Ottawa, Arn Snyder (left) presents Charles Beer with a farewell gift from the club and the Ottawa office. Picture courtesy Cornelius' Custom Framing.

