



75,000 reasons to smile

Tom Morrison, CIBC's Ontario Regional Manager, Aboriginal Banking, (second from the left) presents the first of three cheques for \$25,000 to Allison Deer, CESO National Director of Programs and Services, and Terry Brackenridge, CESO Chief Financial Officer. The bank has pledged \$75,000 over three years to sponsor two new workshops entitled *Understanding Basic Bookkeeping* and *Aboriginal Financial Management*. The fourth smiling face on the right is Gary Norton, the Volunteer Adviser who developed the workshops.

CESO welcomes new VP

A senior executive with 15 years experience in not-for-profit management and fundraising, Adele Dobkowski joined CESO August 9 as its first Vice-President, Development.

"CESO's mission strongly motivates me," says Ms Dobkowski, whose position was created to help drive the new strategic plan, which calls for the organization to expand its sources of funding and revenue.

"From day one, I could see that CESO is a wonderful enterprise. Our Volunteer Advisers have so much to offer our clients at home and abroad. Their collective strengths are a key reason CESO is well positioned to contribute to our country's evolution. I look forward to personally meeting as many of our VAs as possible and to start working as a team with them to build a broad base of support for CESO."

A strategic thinker who believes that relationship building is central to success, Ms Dobkowski says people often think a fundraiser's only job is to go out and ask for money. "That's the easy part. The harder and more important part is to help an organization create a fundraising culture. We have to do our homework before asking for support. Everyone at CESO is a good-will ambassador. Once we deeply understand mutual benefits and what philanthropy and sponsorship mean to us and for our donors, we can unlock many doors."

She says CESO's mission, people and programs must all mesh with a compelling statement of need that works.

"It is no longer enough to tell our story and hope it is embraced. We need to focus on our

New winemaking ideas age well for CESO clients

BY JOSIE MARCHESE

CESO Volunteer Adviser (VA) Dr. Elias G. Phiniotis has a special relationship with Mevan and Vinodani Algama, the owners of a small Sri Lankan company, Home Delight Wines (PVT) Ltd.

Mr. Algama was using his

consistent clarity.

Mr. Algama contacted CESO and CESO turned to Dr. Phiniotis, a newly-recruited VA and beverage industry consultant, who was sent to Wattala, Sri Lanka, for six weeks to help the Algamans. This was Dr. Phiniotis' first assignment with CESO and it was the first of four with Home Delight Wines which would start an eight-year long relationship and result in great success for the Algamans.

Since joining CESO in February of 1995, Dr. Phiniotis, a Kelowna, British Columbia resident, has completed seven assignments, two in China, one in

grandfather's recipe to produce a traditional Tambili wine, a wine made from the juice of the yellow King Coconut, but the wine was cloudy at times and he needed help to achieve

**SPECIAL FEATURE
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See CESO welcomes on page 2

The key issue is **funding**

VA FORUM

BY GORDON CUMMINGS

All who are involved with CESO are well aware that our backbone is our roster of 3,400 Volunteer Advises (VAs).

We are privileged to have this nation-wide talent bank of senior level professionals who are committed to sharing knowledge gained through a lifetime of practical, on-the-job experience with the people, communities and organizations who are our clients at home and abroad.

Yet today, our CESO VAs are an under-utilized Canadian resource. While existing funding supports only 1,600 assignments a year, our VA roster has the capacity to handle at least 3,500 international assignments alone. CESO's new strategic plan calls for the involvement of new partners and supporters so that we can respond more fully to client needs.

In particular, we are focusing on developing new business relationships with International Funding Institutions (IFIs) such as the World Bank and the Asian Development Bank, regional development agencies and in-country

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CESO welcomes new VP

donors so we can understand what will motivate them to give to our cause. As we are better able to articulate the benefits CESO provides to volunteers, clients and supporters, and as we show how together we can help to improve peoples' lives, we will win greater support."

Ms Dobkowski has been involved with major organizations that include the Stratford Festival, the Grand River Hospital Foundation, the Ontario Ministry of Natural Resources, the University of Guelph, the Baycrest Centre Foundation and the Stratford Chefs School. She has established and directed comprehensive development departments whose programs include annual appeals, prospect research, major and planned gift solicitations, foundation and corporation giving, capital campaigns, special events and stewardship.

partners.

We know that moving forward in this area will require us to tap into the vast talents of our VAs in new ways. In September, a team of staff and VAs completed a two-day international marketing workshop to begin to build the knowledge and skills needed to develop these new business relationships. The workshop was so successful we are going to do another two days in November with the same group to further develop our skills and program.

Key learnings from this first workshop included:

- Building these new business relationships requires us to learn complex, professional marketing skills and involve both clients and funders.
- We need to develop a CESO process for moving to a new outcome focused project orientation for international assignments.
- We also need new marketing tools we will need to support this process.

In upcoming issues of Focus, we will include periodic updates on this exciting new direction.

A former Peace Corps volunteer, Ms Dobkowski received her BA in English Literature from the University of Chicago and was in the University of Toronto's first Executive MBA class. She holds the CFRE (Certified Fund Raising Executive) designation from the Association of Fundraising Professionals.

Asked to summarize her career, Ms Dobkowski says: "Fascinating people, great causes, creative energy harnessed to meet exciting and worthwhile challenges. For those of us who need to make a difference, the not-for-profit sector offers great rewards and continually spurs us to do more. I know that CESO will broaden my world."

Ms Dobkowski will also be responsible for the Communication Department. She can be reached at adobkowski@ceso-saco.com.

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 19, 2004.

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 Josie Marchese at jmarchese@ceso-saco.com.

Satisfaction surveys for volunteers, staff

Change has been the order of the day at CESO over the past several months. With change comes stress.

With this in mind the Board and management have undertaken two separate surveys, one for volunteers and another for staff.

"We believe these will help us get readings on the levels of satisfaction with the organization, how it is doing its work and how change is being managed," said President & CEO Gordon Cummings.

The volunteer survey, designed by Planning Initiatives, a consulting firm that is providing its services at no cost to CESO, is being led by BC-based volunteers Andrew Croll and Katrin Horowitz, both of whom have survey experience. With the assistance of about 15 other volunteers, Andrew and Katrin plan to interview a large sampling of about 250 volunteers.

The survey team may also interview about 15 employees using the same questionnaire and process to determine the correlation between responses from volunteers, especially in-house volunteers, and employees.

"We expect that the results of the survey will be available for the November meeting of the Volunteer Liaison Committee, and we intend to share the findings with everyone after that meeting," said Mr. Cummings.

In case you are not part of the random sample, you will have an opportunity to respond to the questionnaire on-line. Watch for details at www.ceso-saco.com.

Meanwhile, the employee survey was undertaken in August by Management Advisory Services (MAS), a voluntary service in Toronto that serves NGOs.

"When the responses are analyzed and the results known, we will call on all levels of staff to assist us in driving forward action plans to address the issues raised," said Mr. Cummings.

Flood protection aids economic development

At the conclusion of his second assignment in Slovakia, CESO VA Henning Rasmussen was thrilled when his client presented him with a special token of appreciation called the Vodnika Award.

Vodnika means Waterman and nothing could be more appropriate for the Edmonton resident, who was sent to Kosice, Slovakia, on an assignment involving storm water management, erosion prevention and flood protection.

His client was an NGO called Ludia a Voda (meaning People and Water), which advocates a comprehensive and holistic approach to solving flood problems, rather than the "mega" approach with dam building and related displacement of whole villages.

"The alternative approach to dam building is to retain more of the rainwater on the land and encourage ground infiltration and evaporation," says Mr. Rasmussen. "In the process, biodiversity would be created [wetlands] and the flow of water in rivers would be more even over the year, as more water would enter the rivers through the soil, rather than by fast overland flow."

Slovakia has experienced severe floods during the past decade, the worst being in July of 1998 when 51 people drowned in the village of Jarovnice when the river overflowed without warning during a rainstorm.

During his first visit in March of 2003, Mr. Rasmussen reviewed proposals for storm water management in Kosice, a beautiful city of about 250,000 people, and in a rural area in the Svinka river region.

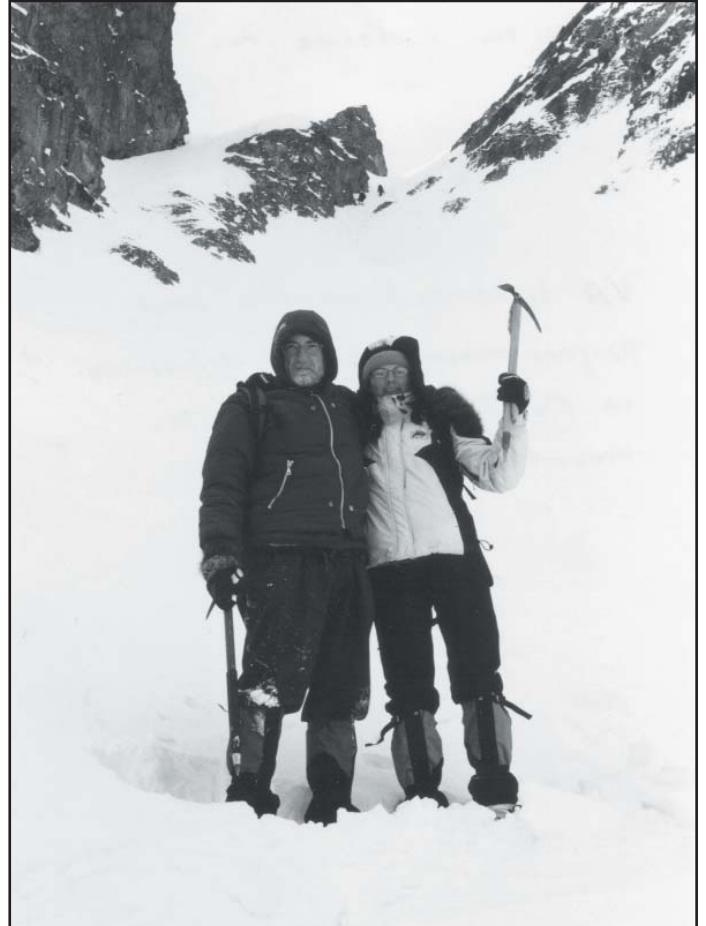
He also worked with the NGO Ekosvinka, which collaborates with and draws on the expertise of Ludia a Voda. Ekosvinka is an organization made up of the municipalities in the Svinka river watershed that was established to promote

sustainable economic growth and development and to seek alternative ways of preventing flood disasters.

"When Michal Kravcik of Ludia a Voda arranged through CESO to have me back in August of 2003, I was just thrilled," says Mr. Rasmussen. "My assignment this time was to teach a workshop for a group of young people from four different countries about water management in a rural area. There were 18 participants in the workshop and it was a pleasure to work with such an enthusiastic and dedicated group. The participants came from different backgrounds in geology, geography, forestry, engineering, biology, law and the humanities."

The village of Dubovica was chosen for this project and the group received good co-operation from the mayor, who provided background information on flooding problems and on agricultural use of the land surrounding the village.

"We spent about a week in the field, discussing various ways of creating water retention and biodiversity," says Mr. Rasmussen. "The participants prepared a proposal for water management, incorporating different methods such as retention ponds/wetlands, reforestation,



Henning and project manager Zuzann Ujhaziova during a hike in the Tatras Mountains.

etc."

This proposal was then presented at an international conference, "Water for Global Cooling," held in Levoca and attended by representatives of 12 countries.

"The proudest moment for us was when three young participants from our workshop group presented our proposal. I would like to thank CESO for giving me the opportunity to serve as a volunteer on such an interesting project. Special thanks go to my many friends in Slovakia, who went out of their way to make this assignment so memorable for me."

Spread the word - pass your FOCUS on to a friend

CUSO CESO

Similar but different in **changing** the world

What's in a name? You only have to change a vowel to transform CESO, one of Canada's leading international development organizations, into CUSO, another leader in the field.

For the people who have volunteered for both CESO and CUSO, that transition is the natural continuation of a desire to use their talents to help the disadvantaged.

It is an opportunity for one to build upon the other and use, rather than retire, the cumulative experience attained.

A perfect example is CESO Volunteer Adviser (VA) and former CUSO

cooperant Linda Breault for whom volunteering and international development has become a way of life.

Since joining CESO in 1997, the BC resident has worked on projects in Armenia and Kyrgystan. The main difference Linda sees in the two agencies is the length of assignments.

"I prefer a longer term commitment but at the same time I have seen amazing things happen in a short period of time," says Linda. "The key is working with the private sector at the grassroots level."

With a background in adult education and social work, Linda volunteered with

CUSO as a community development officer in 1990. "I wasn't the typical, right-out-of-university person that CUSO use to attract," says Linda, who was in her 40s when she applied.

"They wanted someone with experience to work on the project." She helped to build a school and set up more than 20 hand maize mills and six diesel maize mills. "It's the idea of sustainability. Donor aid agencies don't teach this concept. Being able to teach self-sufficiency, that's exciting to me."

She worked in Tanzania for two years with no telephone and no contact with the outside world.

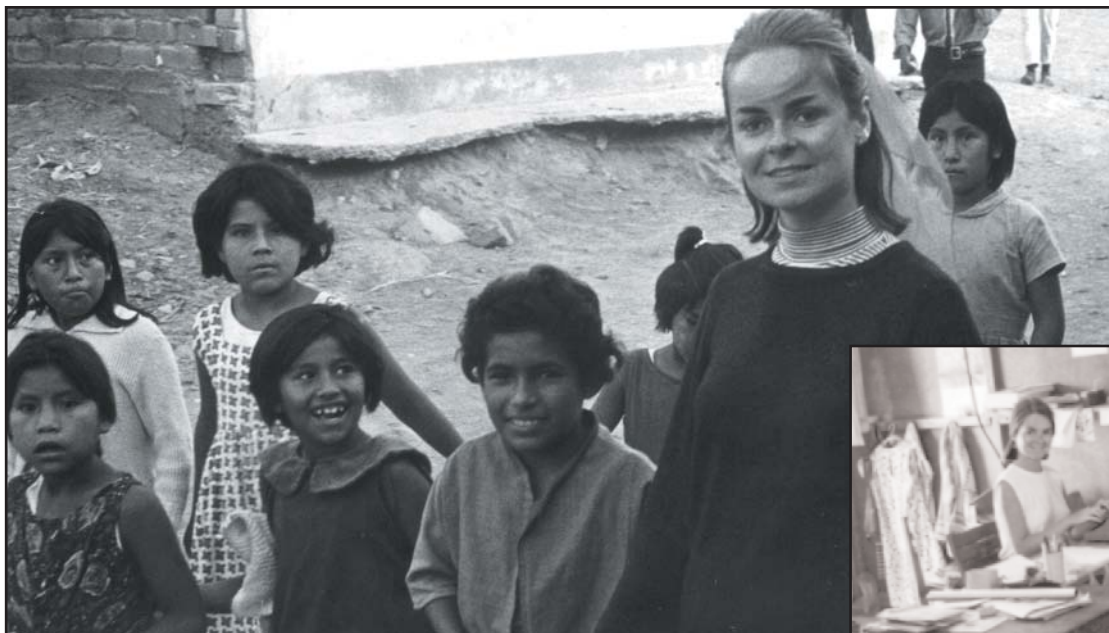
"It was the finest two years of my life," says Linda. "The culture was different from anything I had experienced, but they were the most friendly people."

Don Menton and Penny Williams are among the other CESO VAs who



Currently a CESO VA, Linda Breault worked in Tanzania as a CUSO cooperant from 1991-93. Above: Linda joins in celebrations for the opening of the diesel maize mill, one of six mill projects in Mulbadou Village.

Opposite page: Linda is pictured on the right, next to the chairwoman of the Kamati Ya Wanawake and other Barabaig women in the Gisambalang Village.



Above: During her CUSO assignment, Penny Williams spent time in Lima, Peru visiting a fellow CUSO cooperant. Right: Penny, currently a CESO VA, worked for CUSO at a community radio station in Bellavista, Peru in 1967.





outcome of the same CUSO initiative and community he left in 1981. "Unfortunately, the project hadn't continued," says Don. "Even though their first season was successful, they had problems securing juvenile trout for the next production cycle."

Penny Williams' time as a CUSO cooperant was spent working at a community radio station in Peru in 1967. "It gave a

place for people to talk," says Penny. "It was their voices, their station. I just helped them to identify how they could use their resources."

place for people to talk," says Penny. "It was their voices, their station. I just helped them to identify how they could use their resources."

Penny helped fund programming, spending time in Lima asking the embassies for contributions.

"The Canadian embassy had a program of children's stories which we aired before dinner time. Moms could work on preparing dinner and it kept the child's interest," recalls Penny. "I realized I wasn't going to change anyone's life but the community valued the station."

once were cooperants at CUSO, which was originally the acronym for Canadian University Services Overseas because when it was founded in 1961, the organization was university based and generally recruited its international volunteers from university campuses. By the early 1980s, however, many CUSO cooperants were no longer new university graduates, but working professionals with a wide variety of life skills and experience. CUSO dropped the university affiliation from its name in 1981 and has since been known simply as CUSO.

Don Menton readily admits that volunteering overseas is an experience that has shaped his life. He first heard of CUSO in 1976 as an undergrad student studying fish and wildlife management. Three years later he was working in Bolivia with a native community on Lake Titicaca.

They were raising rainbow trout that would be sold in the markets of La Paz. "About half of the trout introduced to the lake were reared to adults and sold," says Don. "They recovered most of the initial investment in the first production cycle."

After two years in Bolivia, Don settled in New Brunswick and completed his Masters degree. He became a CESO VA in 1995 when he wanted to return to international development work.

As a VA, Don, now 52, has been assigned aquaculture projects in Peru and China. By coincidence, a two-week CESO assignment reviewed the

After returning to Canada, Penny worked for CBC radio and several international development agencies, before building a communications career with both magazine and corporate clients. "International development always seemed to be part of what I did," says Penny. "Some of my radio documentaries were on this theme, for example, and I also did some communications work for the Canadian Council for International Cooperation."

Penny now lives in Toronto. Since 2001 she has volunteered with CESO Volunteer Services Department doing roster development work. "Clients expect current skills. I help to build CESO awareness in sectors that are in need of VAs, like agriculture and handicrafts," says Penny.

Penny hasn't been assigned to any CESO projects yet but it is something that she is looking forward to. "I care about the quality of the assignment and would want to go somewhere that I can fill a need and share knowledge."

Continued from page 1

New winemaking ideas age well for CESO clients

Hungary and the four in Sri Lanka.

When Dr. Phiniotis first worked with Mr. Algama, he suggested that rather than continue making the coconut wine, his company might cater to the wine drinking tastes of millions of foreign visitors, mainly Europeans, by producing table wines made from crisp, tropical fruit such as papaya, pineapple and passion fruit. The Algamas immediately liked the idea and began producing the new wines.

With the success of this new direction, the winery grew and a second assignment saw Dr. Phiniotis returning to Sri Lanka in 1999 to help with the formulation of new products. Dr. Phiniotis helped Delight Wines introduce wines made from imported grape juice concentrates.

Further success led to the third assignment, which was conducted a year later in 2000, and a final assignment in 2004. With political negotiations in place for the unification of the island country, it was now possible to import grapes grown in the Sri Lankan city of Jaffna.

While this was great news, there were still challenges. With no destemming and crushing equipment in place, staff had to sit around a table and manually separated the grapes from the stem. However, the hard work and CESO guidance paid off. Before returning to Canada Dr. Phiniotis tasted the very young Jaffna grape wine and found it was already quite good.

Says Dr. Phiniotis, "I got to know the owners very well. Mevan and Vinodani Algama are very dedicated. With some periodic assistance, they are planning to invest and expand. They like their business and they know it is good for them, their people and their country."



Dr. Phiniotis, in the back, works on equipment purchased from Canada while Vinodani Algama works with a crew to manually destem grapes imported from the northern city of Jaffna, Sri Lanka.

Better land management benefits **agri workers**

BY NORMAN SIMMONS

The waving fields of tall grass, the sponge of the Andes, have suffered mismanagement for hundreds of years, thanks mainly to the Spanish custom of continuous grazing.

In May, 1997, the Mountain Institute (TMI) and the Peruvian National Park Service asked me, through CESO, to help them address the problem in Huascarán National Park, an enormous high Andean Park near Huaraz, Department of Ancash.

We quickly decided that for a problem of such magnitude, we would use the demonstration pilot project approach in one watershed that originates in the Park.

We collaborated with the Centro de Estudios para el Desarrollo y la Participación (CEDEP), a Peruvian non-governmental organization, in the delivery of an environmental management workshop near Querococha, in the Park south-east of Huaraz, in which local campesinos participated.

Thus our grasslands management program was successfully launched, or so we thought.

When I returned to Peru as a CESO VA in June, 1998, I was saddened to learn that the TMI/Park/CEDEP partnership had dissolved. So the Park, TMI and I went back to the drawing board. With the Park superintendent's help, we chose a watershed halfway between Huaraz and Querococha, above the community of Canrey Chico. The superintendent's vision was the creation of a range experimental station there, partly on and partly off the Park. He named the site the Ocshahueta Experimental Station. So out of the ashes of Querococha arose the Phoenix, Ocshahueta.

It was a delight to return to Ancash as a volunteer in 2000, 2001 and 2003 to observe substantial progress in Ocshahueta. Follow-up was now a pleasure. Other communities had visited Ocshahueta and asked for TMI help in replicating the program. A new range manager employed by TMI had drafted a range management manual. But I saw that much more needed to be done, perhaps with the help of other CESO volunteers. I can think of the need to help livestock producers with genetic improvement, techniques of small business management, use of composted organic materials for fertilizer off the Park and water management both within and outside the Park.

Ocshahueta is fertile soil in which more CESO VAs can plant seeds and have a broad impact on Andean grasslands recovery. I'll be back, for sure!

Mr. Radio Yves trains staff, students

There was only one problem when a university in Guyana received funding to buy new equipment for its communications department: there was no one to provide training to the staff and students.

So the university turned to CESO and requested a volunteer to help train in the technical aspects of radio production.

Laval resident Yves Rioux, a retired technician who worked for CBC Montreal for 20 years, was just what the university was looking for.

During his time in Guyana, Mr. Rioux was able to teach students various aspects of radio production and increase the technical knowledge of the staff.

"It is important to teach the students practical things so that they are better prepared to succeed once they graduate," says Mr. Rioux, a VA since 1998.

"Sometimes new equipment arrived and it just sat in a box," he adds. "They needed someone to show them how to get the best use out of what they had. This is why CESO works. It gives people help they really need."

In addition to his work with the university, Mr. Rioux also lent his expertise to a national broadcast company. He provided workshops on different topics each day, including technical demonstrations and equipment compatibility. He also made recommendations to improve its transmission network.

"I joined CESO because helping others was important to me. CESO showed me that no matter what your skills are, there could be an assignment where your help is needed," says Mr. Rioux.



VA Yves Rioux works on a console in Guyana.

Staffing at CESO

CESO is being revitalized as a result of recent staffing changes which saw the reorganization of responsibilities in the Volunteer Services and Communications departments.

After six years of dedicated service, Wendy Stratton, Director of Volunteer Services, left on July 30. With her departure, Christine Nersisian, Director of Human Resources, will take on all responsibilities relating to volunteers. She can be reached at cnersisian@ceso-saco.com

John Gibson, a journalist with more than 40 years of professional writing and editing experience, plans to leave this fall after five years as Director of Communications to start his own home-based communications company, EditPro Communications (www.editpro.ca).

John will continue to work for CESO on a contract basis as a writer/editor and Adele Dobkowski, Vice-President, Development will become responsible for all communications matters. Adele can be reached at adobkowski@ceso-saco.com.

CESO is seeking to replace Regional Managers Dwayne Pamajewon (Ontario) and Arnold A. Adolph (British Columbia/Yukon) who resigned June 24 and August 27 respectively.

Arrivals:

- Ron Hamanaka, Director of Management Information Systems
- Delia Scribleac, Administrative Assistant to the National Director.
- Robin Vernest, Office Manager, Atlantic Region

Departures:

- Helen Agger, Assistant Regional Manager, CESO MB/NWO
- Audrey Bisson, Administrative Assistant to the National Director
- Ronette Gaba, International Coordinator
- Alan Lam, Director of Management Information Systems
- Mary Mizuk, International Coordinator
- Korice Moir, Office Manager, Atlantic Region

IN MEMORIAM

Our condolences go to the families of the following CESO volunteers who recently passed away:

Gerald David Dwyer of Halifax
 Alan Edmonds of Port Hope, ON
 James Keenan of Willowdale, ON
 Kendry MacKell of Calgary
 Leo Noonan of Fort Frances, ON

Their friends and associates will miss them.

Clubs Update

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VANCOUVER NORTH SHORE

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The Vancouver & North Shore CESO Club resumed it's fall schedule of meetings on Sept. 14, 10 am at the West Vancouver Library. Subsequent meetings will be held at the same time, same place on the second Tuesday of October and November. CESO members in the Vancouver area are invited to attend to meet other VAs and hear presentations on assignments.

SOUTHERN ALBERTA

Bill Gillespie
 (403)251-0981
gillespw@shaw.ca

The Southern Alberta CESO Club has had an inaugural board meeting in which we discussed possible luncheon speakers, the format of our luncheons, and how we can increase the turnout to our luncheons. Also, administrative matters were discussed.

Our luncheons will take place at the officers mess, Fort Calgary, October 4, December 6, 2004 and February 7, April 4 and June 6, 2005 at 11:30.

We have seven board members, Bill Gillespie, Kenneth Brightman, Jack Stevenson, Henry Murzyn, Mike Edwards, Ron Chernos and Eldon Loucks. Ann Kennedy, the past president and Bertha Davis are ex officio members.

NORTH ALBERTA

Des Fernando
 780-478-2270
d.fernando@ieee.org

New executive: Des Fernando, President; Clare Paulson, Secretary; Don Cheeseman, Treasurer; Garry Burns & Al Futchter, Members-at-Large. Dr. Kare Helling will speak at our October 5th luncheon on three trips to China--an Overview".

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The Ottawa CESO-SACO Club meets monthly for a luncheon at the RA Centre, 2451 Riverside Drive. Seats should be reserved at least one week ahead by calling the CESO Office (613) 236-7763, voice-mail extension 306. Dates for the Autumn 2004 season are (Tuesdays) September 14, October 5, November 9, and December 7.

NIAGARA

William Payne
 St. Catharines
wpayne3@cogeco.ca

The Niagara Club held a well attended Volunteers General Meeting and luncheon in St. Catharines on Sept. 8th. The meeting elected a Steering Committee for a two-year term and a Committee Meeting will be held in October to formulate an activities plan. Niagara Club Volunteer suggestions will be welcome.

SHERBROOKE

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MONTREAL

Vivianne Coudé
 514-875-7226

viviannecoude@videotron.ca

The Montreal CESO Club will start the luncheons again, on the first Wednesday of every month, on October 6 at the Institut de tourisme et d'hôtellerie du Québec, on St-Denis street in Montreal. New orientations, focus on the communication between the Club and CESO organization and invitation of partners in international cooperation to participate in the dialog at the luncheons. The organization Development and Peace will be our guest on October 6. Everyone is welcome.

Reservation to Josée Vauclair at 514-875-7226.

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ABORIGINAL SERVICES SUCCESS STORIES

Caring VA helps with new anti-harassment policy

With its new policy and action plan in place, the First Nations Health Authority in Sioux Lookout can now work to establish a harassment-free workplace, but if any harassment does occur they know exactly how to deal with it.

This was another successful assignment for VA Ann Portman, who recently conducted two one-day workshops on harassment, starting with the basic question: What is and what is not harassment? Ann provided clear and practical information.

As a result of these workshops, participants became much more aware of their own responsibilities in making sure that those they encounter are treated with respect. Many appreciated the way in which Ann related to them. They mentioned her compassion and were especially happy with the opportunities that she provided for individuals to talk with her privately.

Diverse group finds common ground

Bonnie McKay's request for CESO services led to a project that had results beyond her expectations.

The Executive Director of Rolling River Health Authority, Bonnie asked VA Ken Halldorson to conduct a workshop that would help the authority to determine outputs in some activities -- for example, newsletter production.

At a two-day workshop, the participants learned how to streamline the newsletter by using more concise language and making it more compact over all. In addition, they gained insights into an upcoming evaluation and how they could prepare for it.

But more than that, says Bonnie, the participants, including administrators, bus drivers and food preparation staff, communicated well and came to know each other a little better. As a result, they gained greater respect and appreciation for their fellow workers and what they do.

Rolling River Health Authority is located at Rolling River First Nation, near Erickson, Manitoba, which is about 225 kms northwest of Winnipeg.

Three cheers for new dock

The Kay-Nah-Chi-Wah-Nung Historical Centre in Northwestern Ontario has replaced its old dock with a new floating dock, much to the satisfaction of the tour boat operators and visitors.

This was a major project for the Centre, which had asked CESO VA and civil engineer Frank Penner to evaluate the old dock and recommend either reinforcing or replacing it.

With Frank's excellent report in hand, the Centre moved quickly to replace the old dock and stated: "The recommendations provided by the VA did the job."

Yes, I will **Contribute** to CESO

Name (surname, first name)

Address, City, Province and Postal Code

Phone (business, residence)

E-mail address

I am donating by: cheque MasterCard VISA

Card number

Expiry Date (mm/yy)

Name on the credit card

Signature

Send in your contribution:

By mail to: CESO, 700 Bay Street, Suite 700, Box 328
Toronto, ON, M5G 1Z5
(Please make cheques payable to CESO.)

By fax to: 416-961-1096

On-line at: www.ceso-saco.com/home.htm
Click the DONATE NOW button on the CESO Web site.

Thank you for donating to CESO and helping make a world of difference.

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FOCUS

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