

SPRING 2007

Paul van der Wel (in front, fourth from right) and Pam Koch (bottom right) are welcomed by Philippine Country Representative Matt G. Navalta (top right), and members of three partner associations in Sorsogon.



Report from the Chair

By Keith MacDonald

The Board of Directors has had a very productive and busy fiscal year dealing with numerous issues and the changes resulting from the motions passed at last year's Annual General Meeting, as directed by the membership.

Governance issues, such as Board membership composition criteria, skills and experiences; Board expectations and objectives; a Board member code of conduct, and a process to appoint the Board Chair were effectively dealt with.

At the meeting of the Board of Directors in Toronto, February 23-24, the Board approved a revised CESO Mission Statement

**CESO Annual General Meeting,
Ottawa, June 8-9, 2007.
See details and Registration
Form on page 10.**

to read as follows:

"To build capacity in governance and economic development through the transfer of knowledge and skills by Volunteer Advisers."

The change was to make our mission statement clearer and more concise while allowing us flexibility for future work. It is a mission statement that will stand the test of time as the demands and direction of CESO change.

At the Annual General Meeting to be held in Ottawa June 8-9, 2007, the Board will be recommending a bylaw change to reduce the Board from 14 to 10 members, five of whom must be of Aboriginal ancestry. This change enhances the bylaw changes approved at the June, 2006, AGM. With a smaller Board membership, each Board member will be expected to be involved with all aspects of

Philippines program update

President Paul van der Wel and Pam Koch, Contract Director for Asia and the Americas, recently completed a successful visit to the Philippines, the country in which CESO is currently most active.

CESO has two programs in the Philippines:

1. The Business Advisory Project (BAP). A five-year, \$4.3 million bilateral project, the principal objective of which is to establish and operationalize a Filipino-resourced business advisory service program housed within the Philippine Business for Social Progress (PBSP), our partner organization. On March 31, 2008, the

Continued on page 2

Continued on page 2

Report from the Chair

continued from page 1

Board business, which will allow for the elimination of all standing committees with the exception of the Audit Committee. A Nominations and Governance Committee will be struck as needed.

If the above bylaw change is approved at the June AGM, taking account of Board members whose terms are expiring, we will still be required to elect at least two new Board members. Details of this will be communicated in the near future.

Our newest board member is David Roy Newhouse, the first Principal of the new Peter Gzowski College at Trent University in Peterborough, ON, and Chair of the Department of Native Studies. He is an Associate Professor in the Department of Native Studies and the Business Administration Program.

Professor Newhouse is Co-Chair of the Trent Aboriginal Education Council. He was the IMC/U of S Aboriginal Scholar in Residence at the University of Saskatchewan in Saskatoon in 1998/99. He also teaches in the Graduate CED Program at Concordia University.

An Onondaga from the Six Nations of the Grand River community near Brantford, Ontario, Prof. Newhouse currently serves as editor of the CANDO Journal of Aboriginal Economic Development, the first peer-reviewed academic journal devoted to Aboriginal economic development issues.

He is the past Chair and a current member of the Council for the Advancement of Native Development Officers (CANDO) Standing Committee on Education. He also served as a member of the Policy Team on Economics for the Royal Commission on Aboriginal Peoples.

As the 2007 Annual General Meeting will be my last as Chair of the Board, I would like to take this opportunity to express my appreciation to the Board of Directors for their invaluable support and guidance over the past two years. I would also like to thank all the staff and volunteers who have provided me with comments and suggestions, all of which went a long way to guide our deliberations and decisions. ■

Philippines program update

continued from page 1

BAP project will end and PBSP should be able to take over CESO's activities in the Philippines.

2. The Canadian International Development Agency's Canadian Partnership Branch. This includes a new e-governance project. Revenue approximately \$600,000 next year.

The objective for the trip was to scope out an e-governance to monitor the progress of the CESO-BAP project transfer to PBSP-BAP, to meet various partners of the Partnership projects and to meet CIDA, embassy and CESO staff in the region.

"The trip was very useful, the new e-governance project has been defined with the partner and the cooperation between CESO-PBSP has been strengthened," said Mr. van der Wel. "We now have a joint annual plan which can be achieved and will satisfy CIDA."

The Feb. 27-March 9 visit took the CESO executives to Manila, Legazpi, Donsol, Davao and Cebu.

In addition to meeting with senior CESO staff and clients, Mr. van der Wel and Ms Koch met with Canadian Ambassador Peter Sutherland; Tom Carroll, Head of Aid, Canadian Embassy; Frances Tanner, CIDA Partnership Branch, Canadian

Embassy; Gil Salazar, Executive Director, PBSP; Patty Calilong, Associate Director, PBSP; and Joy Blanco, Department of Trade and Industry (DTI) Director.

In the city of Legazpi, where CESO does economic development work through the Partnership program, Mr. van der Wel and Ms Koch were delighted to meet both the Governor and the Mayor.

Legazpi, a one hour flight south west of Manila, was hit by two typhoons last fall and 1,000 people lost their lives and many lost their homes.

The Governor thanked CESO for its work and was also grateful for the relief assistance of other international agencies. The CESO visitors had dinner with the Mayor, members of his City Council and various partners.

Mr. van der Wel and Ms Koch wound up their trip with a visit to Cebu where they not only met with BAP staff but also with clients, including a company employing between 120 and 250 people that CESO assistance has twice rescued from receivership. ■



Pictured is an employee of Astorga Handloom Crafts, in Davao, the Philippines. The company, visited by Paul and Pam, has experienced growth and increased local employment, thanks to CESO's assistance in 2001 and 2002.

Contagious energy in the textile sector!

By **Huguette Hébert, Montreal-based Volunteer Adviser**

On October 11, 2006, I set foot on Haitian soil as a Volunteer Adviser for CESO (Canadian Executive Service Organization) for a 2-month mission with INDEPCO (*Institut National pour le Développement et la Promotion de la Couture en Haïti*).

My terms of reference were to



INDEPCO group at work.

train trainers in operating and administrative management of the production system. With those objectives clearly defined, I simply slipped into the inner workings of the organization.

Established in 1992, INDEPCO benefits from NGO (non-governmental organization) status. The principal objective of the organization is to centralize, train and organize owners of small businesses in the textile sector. The network spans 32 cities across the country and combines 450 sewing shops. I must confess to all the admiration and respect I feel for the organizers of the INDEPCO movement. Motivated by the president, Mr. Garoute, the members of INDEPCO are very enthusiastic. They have a strong determination to improve their work conditions by way of training. Hence, they are very

receptive and an incredible energy emanates as a result.

And this energy is contagious!

At our first meeting, we agreed that the terms of reference would cover a initial training in Port-au-Prince and a subsequent one in Jacmel.

Before the start of the courses, Mr. Hans Garoute showed me a couple of sewing workshops around Port-au-Prince. This tour allowed me to adapt my courses to the reality of Haitian life. What a surprise to note that two-thirds of the participants were male.

A needs assessment and several adjustments to my courses had to be made, in order to properly target the participants' expectations, while respecting the training objectives of the terms of reference.

The participants familiarized themselves with equipment planning taking into account the activities and the production volume of their workshop. The cost estimate was presented through the organization of a workshop on the design of a clothing line. Design is just waiting to emerge in this country.

The group was then confronted with the fact that too much diversification causes a reduction in quality and efficiency, which increases production costs. By recognizing also that a concern for precision is what determines a good reputation of a production workshop, and through increasing interaction, we were led to create several fact sheets adapted to the needs of local

workshops. These tools will enable production shops directors to increase their skills when managing the workforce and production planning. Henceforth, they will be able to control production costs and achieve the predetermined quality objectives. The computer and technical assistance provided by the INDEPCO team at this level was highly valuable.

In the end, certificates were handed out to participants of the operating and administrative, production, systems management training. Despite their heavy workload as directors of sewing workshops, the participants showed motivation as well as exemplary attentiveness. It was collaboration combined with the group's participation in various workshops and team work that greatly contributed to the success of this training.

This training aroused the media's interest. The newspaper "Le Nouvelliste" wrote an article, which included pictures. The network "TV Haïti" broadcasted an interview during a local news segment.

From the bottom of my heart, I thank everyone who supported me in the organization of this project and who contributed to its realization in Montreal and in Haiti. My deepest wish: to soon rediscover the color and the warmth of the people of Haïti. What an enriching experience! ■



Certificate presentation ceremony in Port-au-Prince.

In Memoriam

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

Leslie Chelminski of Mont-Royal, QC
Joseph Lotzkar of Surrey, BC
Frederick Collict of Scarborough, ON

Their friends and associates will miss them. ■

Update your volunteer file information

- Do you have a new e-mail address or a change in your personal information?
 - Do you want to add to your skills classifications?
- Roster Services keeps your personal information up-to-date. Please e-mail any changes to toronto@ceso-saco.com. ■

VAs in the Media

If you've been interviewed by the media, invited to speak about your CESO experiences, or are the recipient of an award, we would like to share the details with our readers.

Mail your news clippings to Josie Marchese (700 Bay Street, Suite 700, Box 328, Toronto, ON, M5G 1Z6 or by e-mail at jmarchese@ceso-saco.com) and contact her with the details of your award or speaking engagement. Tell us the name of the award and why you received it. Also tell us where you spoke and to how many people. ■

VA Forum

We want your input for FOCUS. We welcome first-person, CESO-assignment accounts, assignment pictures, reports from CESO Clubs, etc. Please send your submissions to Josie Marchese at jmarchese@ceso-saco.com. ■

CESO VA and spouse are worthy recipients of Rotary award



Rotary Foundation Paul Harris Fellow recipients Nora Stoskopf (left) and CESO volunteer Neal Stoskopf are pictured with Sharon Rice, Rotarian in charge of special awards.

Congratulations to CESO VA Neal Stoskopf and his wife Nora of Guelph, ON, who have been awarded the prestigious Rotary Foundation Paul Harris Fellow recognition.

Mr. Stoskopf is a retired Professor from the University of Guelph where he had a 37-year career involving teaching, research in wheat breeding and administration. In 1982 he was sent by the Canadian International Development Agency (CIDA) on a project identification mission that initiated over 30 consulting trips to China.

Since 1990, Mr. Stoskopf has been involved in an extensive program to help boost wheat yield in agriculturally significant areas in China, and the program's success has led to many farmers implementing new practices across all agricultural regions. In 1995, Mr. Stoskopf was awarded the Order of China, the highest award given to a foreigner.

As a CESO volunteer, Mr. Stoskopf has shared his expertise with farmers and agriculturists in the Philippines, Bulgaria and Armenia.

For 23 years, Mrs. Stoskopf was Executive Director of Friends of

the Orphans Canada, FOTOCan, a charitable organization that raises funds to support *Nuestros Pequeños Hermanos* (NPH), homes for orphaned and abandoned children. She worked entirely as a volunteer, and essentially on her own, ran the day-to-day operations of FOTOCan from her home.

Established in 1954, NPH existed only in Mexico at that time, home to 300 children, but by the time Mrs. Stoskopf retired from the position in 1995, homes were also opened in El Salvador, Guatemala, Haiti, Honduras and Nicaragua.

Today, together with her husband, Mrs. Stoskopf continues her involvement as a member of the NPH International Board of Advisors.

The Paul Harris award was established in memory of one of the Founders of Rotary to recognize outstanding contributions to the ideals of Rotary. In the name of a Paul Harris Award recipient, \$1000 is contributed to the Rotary Foundation. In this case, the donation was made by the Wellington South Rotary Club, where Mr. and Mrs. Stoskopf are members. ■

“Model” First Nation community receives CESO’s help to further development efforts

By John L. Gibson

Miawpukek First Nation in Newfoundland has developed a solid reputation for good governance, aggressive economic strategies and progressive education ventures.

“This is truly a model community for other Aboriginal communities but also for other rural communities,” says Krista Fowlow, one of the members of a CESO MBA team from Memorial University of Newfoundland and Labrador assigned to Miawpukek, the only Mi’kmaq reserve in the province. “Their passion, positive attitude and commitment to succeed is inspiring.”

Deeply aligned with RBC’s program goals of skills transfer and capacity building, CESO’s MBA Experience Program provides an opportunity for teams of MBA students to gain experience working with an Aboriginal community or business.

With a CESO Volunteer Adviser (VA) to mentor them, each team is presented with specific issues to research, make recommendations on, and write and present a professional report.

In this case, the team’s mentor was Haseen Khan, P.Eng., of St. John’s, the Manager of the Water Resources Management Division, Department of Environment and Conservation, Government of Newfoundland and Labrador.

A CESO VA since 2003, Mr. Khan has been involved in CESO’s MBA project since 2006 when he coached another team of students from Memorial University. That team completed a Business Plan for Tourism in Bras d’Or Lake Area of the Eskasoni First Nation.

“I enjoy my involvement with First Nations communities through CESO projects,” says Mr. Khan. “I am impressed with the vision and commitment of Eskasoni First Nation and Miawpukek First Nation for the socio-economic uplift of their people as well as to maintain their traditional culture and values.”

Mr. Khan says the Miawpukek First Nation (also known as Conne River) is located on the south-east coast of Newfoundland and has 787 on-reserve and 1,779 off-reserve members.

The band’s Council pursues economic development, rather than dependence on social programs and since being established as a reserve in 1987, Miawpukek has transformed from a struggling, isolated community with almost 90% unemployment to a strong vibrant community with nearly 100% full time/part-time employment.

The Miawpukek Band Reserve is often highlighted by Indian and Northern Affairs Canada (INAC) as a model community for other First Nations.

To aid in the economic development effort, the 2007 Memorial University CESO team was asked to help create a Miawpukek Economic Development Corporation. The team worked on the development of an implementation plan to establish and operate the new organization, which will include all seven businesses currently managed by the band council.

In addition to Ms Fowlow, the team members are Dana Burke-Bouzane, Amy Hsiao and Melissa Smallwood.

The site visit was an excellent way

to establish a relationship with the client and understand first hand the community’s goals, objectives, opportunities and challenges. As well, it allowed the team to gather the information required, ask questions and benefit from the business managers’ expertise.

Overall, the visit was an exceptional social, cultural and educational experience for the team.

“I had a wonderful experience in Conne River,” said Ms Burke-Bouzane. “Band officials provided a clear understanding of their vision for the community. They impressed on us the importance of balancing both community and business interests. I was particularly impressed by the positive energy exuded by all of the community members we encountered, but I’m not surprised in the least because they have a fantastic community to be proud of.”

Ms Hsiao called her visit “a valuable and inspiring one.” She is excited about the potential of the businesses on the reserve and will remember the enthusiasm, pride, and vision of the people she met.

“I had no idea the level of success that this community had already achieved for itself,” added Ms Smallwood. “The visions and goals for the future of the community are clear to anyone that visits and the people that are working to achieve these goals are passionate about the work that they are doing. It was very motivating to work with a community that is already doing so much to help itself. It was clear to us that our input was going to be valued and used within the community.” ■

VA Team advises Philippine cluster

By John L. Gibson

CESO's new "cluster" approach to international assignments is working well in the Philippines.

Consulting with a cluster of clients, connected by either association, industry, product, process or geography, allows CESO to reach the critical mass to merit the presence of a Volunteer Adviser (VA) in terms of potential results and cost-effectiveness.

Business clusters in the Philippines have ranged from five clients who needed CESO's help in attaining their export ambitions

km north of Manila.

The cluster involved seven food processors in the city's barangays who required advice on management and marketing a range of products, including pasteurized milk, corn snacks, cacao balls, roasted peanuts, peanut brittle, pork sausages and fresh noodles.

VAs Barbara Schejbal and Mark Smith were sent to Tuguegarao City, which has 300,000 citizens during the day and 120,000 at night. They were billeted for three weeks at a hotel owned by Randolph Ting, the city's Mayor, who, along with senior

resident is a former senior manager at Nortel and now works as an independent management consultant.

Mark, who joined CESO two years ago, is a professor of Marketing at Humber College and independent marketing consultant. "In fulfilling this assignment, Mark undertook the marketing aspects and I undertook the business aspects," explained Barbara. Between them, they:

- Visited the selected barangays to have an appreciation of local conditions.
- Assessed production methods and recommended areas for improvement.
- Conducted training/workshops in marketing focusing on: Market Research & Analysis; Segmentation; Targeting; Competitive Analysis; Positioning; New Product Development; Branding; Packaging; Pricing; Promotion; and Distribution.
- Conducted a market study to help in the assessment of possible market areas.
- Developed business operating procedures, materials and coaching focusing on: Inventory management; Cash management; Tracking income and expenses; and Profit margin management.

The clients were very responsive to the VAs' recommendations. They immediately started producing new product sizes and shapes and developed a common marketing plan.

"This is the blueprint for the clients, DTI and the city government in pursuing the development of their food



VAs Mark Smith and Barbara Schejbal (centre) at the final meeting after marketing plan presentations, with assignment sponsor, the Mayor of Tuguegarao City, and all the clients.

to 22 municipal governments or agencies who wished to improve their economic development initiatives.

Recently, the Department of Trade and Industry (DTI), Cagayan Valley Region, headed by Regional Director Ma. Esperanza C. Bañares, sought CESO's assistance on behalf of the Tuguegarao Technology and Livelihood Development Center (TLDC).

The mandate of the TLDC is to provide an environment conducive to the vibrant development of the small- and medium-sized enterprises (SMEs) in Tuguegarao City, about 500

management at DTI, met with the CESO team on a number of occasions and treated them very graciously.

"Mr. Ting was very appreciative of our suggestion that he "adopt" Mark. Mark E. Smith could then change his name to Mark E. Ting (marketing)," laughs Barbara. "Everyone found this very amusing."

This was Barbara's seventh international assignment for CESO. "It was the first team assignment and the first cluster assignment for both of us," said Barbara, who joined CESO 10 years ago. The Oakville, ON,

Continued on page 7

Rotary Clubs fund purchase of rattan splitter for VA's client

CESO Volunteer Adviser (VA) and Fenwick, ON, resident Douglas Johnson was sent to Northern Samar, the Philippines to conduct workshops on entrepreneurial development and marketing for the staff of the Technology and Livelihood Development Center (TLDC), a group of women's business cooperatives.

While there, Mr. Johnson became aware of the client's need for a rattan splitter so he decided to work with the local Rotary Club and his club back in Canada to secure funding for the needed piece of equipment. His efforts were successful and both the client and Rotary Club president wanted to share their thoughts about Mr. Johnson's initiative.

CEO Client testimonial:

Our cooperative is a producer of handicrafts and we learned a lot from the workshops conducted by VA Douglas Johnson on business planning, financial management, gross profit margin computation, costing and pricing, and cash flow. He also gave us excellent advice on how to improve our operation and gave us a sense of direction. Because of what we learned from Mr. Johnson, we are now inspired and confident that our cooperative can really have a better business operation.

During our one-on-one consultation with Mr. Johnson, he came to know the main reason why our gross margin is only around 15%; our production cost is very high

since we source rattan wicker from Pampanga despite that Northern Samar is a producer of rattan.

We told him that there is no splitter machine in the whole Region VIII, thus the rattans that we produce are shipped to Region III for processing. Mr. Johnson then told us that he may be able to help us in sourcing funds to purchase the rattan splitter. The rattan splitter can provide employment and more income to the people of N. Samar. Thanks to CESO for giving us a WONDERFUL VA in the person of Douglas Johnson!!!

Juanita Estacio
Chairperson
Samahan ng Nagkakaisang Para sa Kaunlaran Producer's Cooperative (SNMKPC)

Philippine-based Rotary Club President testimonial:

The undersigned, a Norwegian at Samar Island, the Philippines, and President for The Rotary Club, would like to share the very positive experience we had lately:

VA Douglas Johnson took the initiative to initiate team work between his Rotary Club in Canada and our local Rotary Club - assisting local craft people acquire a rattan splitter machine. We have found one and will soon deliver it. Thanks to CESO and Rotarian Douglas Johnson.

We hope and wish positive cooperative efforts like this will continue.

Yours Sincerely,
Chris F. Bech ■

VA Team advises

continued from page 6

processing sector," said Matt Navalta, CESO's Country Representative in the Philippines.

"After the presentation of the marketing plan, the city government decided to provide a soft loan of P200,000 to the Rural Improvement Clubs for the purchase of additional tools and equipment to be used in their production. Also, the city government, in response to the VAs' recommendation, has created a marketing unit that will assist the food processors."

"This assignment also provided an opportunity for DTI Business Counsellors to acquire additional knowledge and skills in marketing and business processes which they can use in mentoring their SME clients," added Matt.

CESO is delighted that this cluster approach is letting our VAs provide help where it is really needed and that CESO is contributing significantly to Canada's objectives in the Philippines.

As a postscript to this assignment, CESO was pleased to learn that one of the clients in the cluster was nominated for a national Business Excellence Award given to local companies for business excellence and leadership. CESO was able to bask in the reflected glory when the Tuguegarao Rural Improvement Club (RIC) Multi-Purpose Cooperative later won the award. ■

FOCUS is the quarterly newsletter of CESO|SACO (Canadian Executive Service Organization)

Editors

Ruth-Claire Alinas, Director Human Resources & Volunteer Services
Josie Marchese, Communications Manager

CONTRIBUTORS

Chris Bech, John Blanchard, Juanita Estacio, John L. Gibson, Huguette Hébert, Keith MacDonald, Josie Marchese, and Josée Vaclair.

For submissions or inquiries: **Josie Marchese**, 700 Bay Street, Suite 700, Box 328, Toronto, ON, M5G 1Z6, Fax: 416-961-1096, jmarchese@ceso-saco.com, www.ceso-saco.com

New Release of Information form Staffing update

In compliance with the Personal Information Protection and Electronic Documents Act, the new Release of Information form allows CESO to release information collected under its privacy policy.

All information, in a Volunteer Adviser's file or learned subsequently, is confidential. The personal information collected by CESO Volunteer Services is to be used for assignment recruitment purposes only.

Examples of personal information are: SIN, marital status, date of birth, home address and telephone number, employment history, education, medical history and information about dependents.

This kind of information is typically required by CESO: to administer and process budgeting and charge out time, obtain quotations from insurance companies and for emergency contacts.

We collect, use and disclose personal information only for purposes that a reasonable person would consider appropriate. Should the information collected from volunteers be used for any other purpose, the verbal or written consent of the volunteers must be obtained.

For a copy of the form, available as a Word document, please go to the Login Section of the CESO website or contact Volunteer Services at toronto@ceso-saco.com. ■

CORRECTION

In the Winter 2006-07 issue of FOCUS, we stated that Norma Letal was the Office Manager in the Alberta/Western Arctic office. In fact, Norma was the Receptionist and left CESO on Nov. 28, 2006, to relocate to Saskatchewan to be closer to her family. **Debra Duguay** is the Office Manager in CESO's Alberta/Western Arctic office and has been for the past 18 years. ■

CHANGE/PROMOTION

Anna Eloi Francis moved from the Asia program to the European program on Jan. 15, 2007, and continues as International Co-ordinator reporting directly to Irina Edilova, Program Manager at Operations Centre in Toronto.

As a result of expanding CESO international activities, **Apollinaire Ihaza** was appointed Contract Director - Africa, effective Feb. 12, 2007. Apollinaire has been with CESO for 10 years and was recently Program Manager for Africa and was instrumental in expanding the CESO African program. ■

ARRIVALS

On January 15, 2007, **Daryl Bone** became the Regional Manager for Manitoba & Northwestern Ontario region, replacing Ron Scanlan who has retired. Prior to joining CESO, Daryl worked as the General Manager with Kitayan Community Futures Development Corporation (CFDC). Graduating from Red River College in 1995 with certification in Small Business Counselling, Economic Development and Business Development, he moved to Thompson where he interned at North Central CFDC for two years as a business analyst. Daryl strongly believes in promoting self-reliance of Aboriginal peoples and communities through training, business/economic development and information dissemination. Daryl currently resides with his faithful canine companion Fred in the Métis community of Stoney Point, located on the southern shores of Lake Winnipeg.

Udaya Charles is the new Accounting Assistant in the Operations Centre's Finance Department. As of Jan. 2, 2007, Udaya reports to Vimla Mehra. Prior to joining CESO, most of Udaya's 20 years of work experience in Canada has been in the accounting industry. She holds a diploma in Accounting from Humber College of Applied Arts and Technology. Udaya is married with a son and daughter. She enjoys playing tennis with her husband and volunteering for Charlton Hall in Hamilton, a group home for troubled teenagers.

Ariane Chenard joined CESO on Jan. 22, 2007, as Program Coordinator for National Services in the

Quebec office. Ariane has a Bachelor's degree in agriculture and environmental sciences, as well as a Master's degree in International Relations, with a major in International Development. She has worked as an Awareness Agent in Burkina Faso, as a consultant for an Aboriginal organization in Chili, as well as an adviser in project management for a research center in agricultural production located in the Dominican Republic.

Fanny Hébert is a Quebec office International Co-ordinator for Africa, reporting to Apollinaire Ihaza. In her last job, Fanny was the Manager, French Communication, at the Canadian Tulip Festival in Ottawa and has a Bachelor's degree in Project Manager from HEC Montréal. She is an animal lover who likes to take her dog, Pisco, for walks in the forest and enjoys dinners with her friends and a great bottle of red wine. Fanny's particular passion is meeting new people and experiencing new cultures around the world.

Raelina Jobin joined CESO's Alberta/Western Arctic office as Secretary/Receptionist. A Métis from Alberta, Raelina worked as the program coordinator for the High Prairie Native Friendship Centre and as the receptionist with the Office Handlers. Raelina attended Yukon College where she studied one year of the Business Administration Program. Married with a kindergarten-aged child, Raelina enjoys travelling.

Samuel Lafford has joined CESO as the Atlantic office Regional Manager for National Services. Prior to joining CESO, Sam was President of Lafford Business Consulting. Sam's previous experience included Business Services Manager with an Atlantic Aboriginal Capital Corporation, where he contributed to the management and delivery of various Aboriginal programs and services in the region. He is a strong advocate of communications and networking and will be well-suited for CESO's vision.

Louise Lafrance is the new Office Assistant in the Quebec office. She will offer support and administrative services to both National and International departments as well as to Roster Services and Accounting. Louise completed a DEC in administration at the Institut de Tourisme et d'Hôtellerie du Québec and worked for 10 years as Coordinator at the Incoming Department for ClubTourSat and Tours Chanteclerc. Before joining CESO, Louise worked for l'Institut d'assurance de dommages du Québec, a not-for-profit organization.

Effective Feb. 19, 2007 and working in CESO's Operations Centre, **Gale Arlene Lee** became the International Co-ordinator reporting to Pam Koch, Contract Director - Asia and the Americas. With

several years of international experience as a Foreign Service officer in Guyana, Canada and Belgium, Gale has worked at both the bilateral and multilateral levels in the field of international relations, trade and development. Gale has studied in Sweden, Belgium and Canada and has a Master's Degree in International Development and a B.A (Honours) in International Relations.

Natasha McKenna is the new Recruitment Assistant for Human Resources and Volunteer Services. As of Feb. 6, 2007, Natasha reports to Ruth-Claire Alinas, Director of Human Resources and Volunteer Services. Natasha worked in Ottawa as the Assessment Coordinator for VSO Canada, where she contributed to the recruitment, interviewing and selection of their volunteers. Natasha was actively involved in the community of Ottawa as a volunteer with the One World Film Festival, World Inter-Action Mondiale, Ladyfest Ottawa and the campaign to Make Poverty History. Since relocating to Toronto, she has volunteered with Voices of Positive Women, the Stephen Lewis Foundation and Médecins Sans Frontières.

Djessy Monnier is an International Co-ordinator in the Quebec office, reporting to Apollinaire Ihaza. Born in Haiti, Djessy studied agriculture and natural resources at Université Caraïbes, Haiti. In 2005, he immigrated to Canada to fulfill his desire to work in international development. Settling in Montreal, Djessy took a training course and worked for Eco-quartier Jeanne-Mance creating awareness of Montreal's environmental challenges. He also volunteered with CESO.

CESO's new Roster Database Analyst, **Rae-Anne Moss**, who starting on Feb. 19, 2007, reports to Ruth-Claire Alinas. Rae-Anne will be working primarily with the IT Oracle conversion team of the MIS department. Rae-Anne worked as an Information Assistant at the London Deanery in England, where she coordinated the merging of information systems of two departments. Before returning to Canada, Rae-Anne spent six months volunteering with Seva Mandir, a local NGO in Udaipur, India, engaged in rural and tribal development in

Rajasthan. She has a Bachelor's degree in Engineering and has several years' experience working with SQL and software implementation.

Deborah Samdup joined CESO's Quebec office on Feb. 26, 2007, as the Bilingual Evaluator. Deborah reports to Gabriele Timpl, Evaluations Manager at Operations Centre. Deborah worked in both the private and non-governmental sectors. Most recently, she was a Marketing Coordinator at SNC-Lavalin International. Deborah has travelled in Asia and Latin America and spent one year as a volunteer service provider for NGO based in Northern India. She speaks English, French and Spanish fluently and has a degree in International Development from McGill University.

On Feb. 26, 2007, **Lysiane van der Knaap** became CESO's International Co-ordinator. Working out of the Quebec office, Lysiane reports to Apollinaire Ihaza. Lysiane recently worked in the Southern African Regional Office of Oxfam America where she conducted research and a feasibility study for a rural community development project in Mozambique. Lysiane graduated in 2005 from Université Laval with a Master's degree in international development. ■

DEPARTURES

Sheri Longboat, Regional Manager for Ontario, resigned on March 30, 2007, to pursue her PhD studies and to fulfill her longer-term career goals of teaching and researching resource management at the post-secondary university level.

Margaret Mahan, Regional Manager for British Columbia & Yukon, left CESO on Jan. 23, 2007. In the interim, Office Manager Jo-Anne Hawkins helped to manage the office responsibilities.

Sheri McEwen left CESO on March 16, 2007, to become a Property Manager. In her 17 months as CESO National Services' Manager of Operations, Sheri contributed a great deal towards the success of the department. ■

CESO Clubs

Vancouver Island

Bill Feyrer
250-595-1905
bill.feyrer@shaw.ca

Surrey/White Rock

Dean Struble, Chair
604-536-6983
strubled@shaw.ca
The Club meets at the White Rock Library at 10 a.m. the third Tuesday of February to June and September to November. There is usually a barbecue in August and a Holiday Season Luncheon in January.

Vancouver/North Shore

Priidu Juurand, Co-Chair
604-872-6001
priiduj@shaw.ca
The Club meets on the second Tuesday of the month at the West Vancouver Library. Recent meetings have featured speakers from other volunteer-sending organizations such as Engineers Without Borders and the Aga Khan Foundation.

Southern Alberta

Eldon Loucks
403-256-6838
eldon.lorraine@shaw.ca
Our luncheons take place the first Monday of every second month at the Danish Canadian Club, 727 11 Avenue South West, Calgary. The next luncheons is June 3, 2007. For additional information e-mail Eldon.

Northern Alberta

Rick Boyd, President
780-487-0762
rboyd@compusmart.ab.ca

Saskatoon

Jim Orosz
saskatchewan@ceso-saco.com

Winnipeg

Bill Barbaza
204-489-7585
barbaza@mts.net

Ottawa

Len Nylund, Co-Chair
613-829-8602
lnylund@istar.ca
Ottawa Office:
323 Chapel St. 2nd floor
Ottawa, Ontario, K1N7Z2
The Ottawa 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. Luncheon dates for Spring 2007 are: (Tuesdays) May 8 and June 5.

Mid-Ontario

Soren Sondergaard
519-821-9296
odin@golden.net
Our club meets twice a year, in the spring and fall.

Niagara

Helen Johnson
905-892-2937
helenj@vaxxine.com
The club meets for lunch at a St. Catharines restaurant. The next meetings will be on June 28, 2007.

Montreal

Normand Chevrier
normchevrier@yahoo.ca
The Club holds seven luncheons per season. Four luncheons will be held between February and May 2007. On May 2, we will hold our General Assembly meeting and the guest speaker will be Paul van der Wel, CESO President & CEO.

Saco Est du Québec

Jean Morand, President
418-660-9640, ext. 286
jeanmorand@videotron.ca
Office: 3100, avenue du Bourg Royal, 2ième étage, Beauport, QC, G1C 5S7



CESO gratefully acknowledges CIDA and INAC for their support of our work at home and abroad.



Annual General Meeting

CESO | SACO 2007

Delta Ottawa Hotel & Suites, 361 Queen Street, Ottawa, June 8-9, 2007

PROGRAM

Friday, June 8, 2007

- 5:00 pm Registration
- 6:00 pm Cash bar
- 7:00 pm Dinner

Saturday, June 9, 2007

- 8:30 am Registration
- 9:30 am Annual General Meeting (AGM)
- 11:30 am Reception (cash bar)
- 12:30 pm Luncheon and Guest Speaker, Gerry Barr, President & CEO, Canadian Council for International Co-operation (CCIC)
- 1:45 pm Presentations (including Aeroplan Volunteer of the Year Award presentation)
- 2:15 pm Adjournment

REGISTRATION FOR THE AGM

\$80 per attendee for Friday and Saturday, or **\$40** per attendee for one day only. The registration fee is not refundable. **Deadline for registrations:** May 31, 2007.

Friday: I require _____ registration(s) at \$40 each.

Saturday: I require _____ registration(s) at \$40 each.

I require vegetarian meals: Yes ___ No ___

Other dietary needs, please specify: _____

PAYMENT

Total amount is \$ _____

I enclose a cheque/money order

I will pay by VISA MasterCard

Name on the credit card

Card number

Expiry Date (mm/yy)

ATTENDEE CONTACT DETAILS

Name (surname, first name)

Street Address

City, Province and Postal Code

Phone (business, residence)

E-mail address

Volunteer Adviser number, if known

OTHER ATTENDEES

Name (surname, first name)

Name (surname, first name)

Please return this form to:

Attn: Violeta Gomez
AGM Registration, CESO|SACO
700 Bay Street, Suite 700, Box 328
Toronto, ON, M5G 1Z6
Fax: 416-961-1096

ACCOMMODATION

If you require hotel accommodations, please make your reservations directly with the **Delta Ottawa Hotel & Suites** or other hotel of your choice. The Delta Ottawa is holding a block of rooms from June 7th to 9th at \$129 per night for either a single or a double. Book your room by May 8, 2007, to get the CESO rate.

Delta Ottawa Hotel & Suites

361 Queen Street, Ottawa, ON K1R 7S9

613-238-6000, Fax: 613-238-2290

Toll-Free : 1-877-814-7706

www.deltahotels.com/hotels/hotels.php?hotelId=14

Group Code: GGCESO

(Book on-line and use this group code for the CESO rate.)

REGISTER ONLINE AT www.ceso-saco.com