

New President and Chair

The appointment of Gordon Cummings as President and Chief Executive Officer of CESO was announced by Dr. Ginette Gagné-Koch, Chair of the Board of Directors.

"On behalf of the members of the Board, I am pleased to announce that Mr. Cummings will be joining CESO on Monday, July 14," said Dr. Gagné-Koch. "He brings extensive executive and senior management experience to CESO, along with a well-earned reputation for taking an organization to the next level."

Born and raised in Montreal, Mr. Cummings married Barbara who is also from Montreal. They have since lived in Halifax, Calgary, Winnipeg, Oakville and Toronto and have two grown children, daughter Lesley and son Greg, who also live in Toronto.

Mr. Cummings, a Certified Management Accountant (CMA),



Gordon Cummings

Dr. Ginette Gagné-Koch of Moncton, NB, was elected Chair of the CESO Board of Directors at the Annual General Meeting held in Toronto on June 14, 2003.

"It's an honour and a privilege to serve an organization dedicated to improving economic stability and social justice in Canada and around the world," Dr. Gagné-Koch said in an interview. "I am pleased that CESO will be opening an office in the Atlantic Region and the Board is in the process of deciding where the office is going to be."

She joined the Board in 1997 and became a Volunteer Adviser (VA) in 2001. She has completed two assignments in Costa Rica where she assisted the government with the upgrading of its hospital accreditation program.



Ginette Gagné-Koch

Continued on page 2

Continued on page 3

Governance is the key

Governance is a new and boring word, but how we govern ourselves has enormous impact on development, the CESO Annual General Meeting was told on June 14.

The speaker was The Honourable Bob Rae, P.C., O.C., Q.C., former Premier of Ontario and now a Partner at the Goodmans law firm.

"We have to transfer resources, but I also believe

Continued on page 3



From left to right, at CESO's Annual General Meeting, President Charles Beer, guest speaker The Hon. Bob Rae, retiring board member Louise Fleischmann and outgoing Chair Robert G. Dickson.

CEO's AGM Report

CESO strengthens relationship with funders

Atlantic office to open in the fall

CESO's relationship with its two major funders has been much improved, the President and CEO told the Annual General Meeting on June 14.

And Charles Beer also announced that CESO plans to open an Atlantic Region Office in the fall.

In his report, Mr. Beer said there have been several productive meetings in Ottawa between the heads of Canada's volunteer-sending agencies and senior officials of the Canadian International Development Agency (CIDA) and with Susan Whelan, Minister for International Cooperation.

"This does not mean we get all the money we request, but our ability to access all levels of CIDA has improved tremendously," said Mr. Beer. "And this is going to help us in the future."

Ironically, Mr. Beer won't be part of that future since this was his sixth and final AGM as President and CEO. He has announced his intention to step down as soon as a successor is named.

Not only has our working relationship with CIDA improved, said Mr. Beer, but so, too, has our relationship with Indian and Northern Affairs Canada (INAC), the principal funder of our Aboriginal program.

A sign of our strengthened relationship with INAC, said Mr. Beer, was the

\$165,000 in additional funding received in the last fiscal year for communications, marketing and evaluations. He said last year's \$1.4 million contribution from INAC will increase to \$1.7 million this year and allow CESO to open an office in Halifax.

MR. BEER ALSO TOLD THE AGM:

- ❑ CESO had realized a small surplus at the end of the fiscal year.
 - ❑ CESO International Services has exciting activities going on in Bolivia, Pakistan, the Philippines, Central America and the Caribbean and across Eastern and Central Europe and is proposing to work in Mali, Vietnam and Peru.
 - ❑ Aboriginal Services and CESO At Home have been brought together to form CESO National Services. Each program will maintain its own identity and be the responsibility of the Vice-President, CESO Aboriginal Services. National coordination of CESO At Home will be carried out through the Ottawa Office.
 - ❑ The CESO At Home project in Nunavut continues to evolve and expand with very positive activity going on to enhance the participation of the Inuit in government. The youth entrepreneur program in Quebec has been extended for another three years.
- Mr. Beer said that five years ago he

couldn't have imagined the changes that have taken place at CESO. With the new governance structure, the corporate strategic plan and a recently-completed operational review, the organization has clear guidelines for the future.

He said it has been a privilege to serve CESO as President and he thanked the Board of Directors, the staff and the volunteers for their help and support over the past five years.

New President Named

Continued from page 1

has a Bachelor of Commerce degree from Concordia University and a Master of Business Administration degree from McMaster University.

His career highlights include 15 years with Woods Gordon (now Ernst & Young) which he joined in 1969, becoming a Principal in 1971 and a Partner in 1974.

In 1984, he went as CEO to National Sea Products of Halifax and in 1990, he was asked to join the United Co-operative of Ontario (UCO), first as COO then CEO, and led it through five years of restructuring. When the Alberta Wheat Pool was looking for a change in direction in 1995, the organization approached Mr. Cummings to direct the member-owned enterprise with annual gross revenues of more than \$2 billion.

He subsequently led discussions/negotiations that saw the merger of the Alberta and Manitoba pools to create Agricore in 1998 and Mr. Cummings was selected as the CEO of the new organization.

He left in 2001 after successful negotiations that saw Agricore and United Grain Growers merge to create Agricore United, substantially Canada's largest grain company.

Among his many activities, he has been on the Government of Canada Advisory Committee on Adjustment Regarding Free Trade, President of the Society of Management Accountants and he has been named a Fellow of the Society of Management Accountants.

Mr. Cummings has travelled extensively and his international business interests have taken him throughout Asia, South America and Europe.

His extensive volunteer activities include raising funds for the Izaak Walton Killam Hospital in Halifax; serving as a Member of the Board of Directors for Junior Achievement Canada; corporate canvasser for Mount St. Vincent University and Member of the Board of the National Institute of Nutrition.

"CESO is one of Canada's leading volunteer-based development organizations and Mr. Cummings has a wealth of volunteer experience which will serve the organization well," said Dr. Gagné-Koch.



In attendance at the AGM, standing: board members Jean-Louis Castonguay, Elaine M. Ward, Keith MacDonald, Sandra White, President Charles Beer, board members, Johanne Ratz and Robert G Dickson. Seated: new board chair Ginette Gagné-Koch and retiring board members Louise Fleischmann and Clarice Blake Rudkowski.

New Chair Named

Continued from page 1

Dr. Gagné-Koch was president and Chief Executive Officer of the South-East Health Care Corporation in Moncton until she retired in June, 2000, to assume full-time her international work as President of GKI Inc. and as Honorary Consul of the Republic of Slovenia for the Atlantic Region.

She is a graduate of the University of Montréal and began her career as a medical doctor in Québec. After moving to Calgary in 1976, she became assistant executive director of the Holy Cross Hospital and served on several public and private boards of directors.

Dr. Gagné-Koch was medical director of Moncton Hospital in 1982 and, in 1991, was appointed President and CEO of the hospital and of South-East Health Care Corporation. She was a director of Brunco Inc. and, in 1986, was the first woman appointed as director of the New Brunswick Telephone Company.

She was president of the Greater Moncton Chamber of Commerce and served on the board of the Greater Moncton Economic Commission, the Moncton Industrial Development Ltd., the New Brunswick Medical Society and the New Brunswick Cancer Society.

THE OTHER MEMBERS OF THE BOARD, IN ALPHABETICAL ORDER, ARE:

*RAYNALD BRULOTTE, Cap-Rouge, Quebec, has more than 30 years of experience as a civil servant in the Quebec Government Services.

*JEAN-LOUIS CASTONGUAY, Montréal, Québec, is a former CESO Regional Manager for Québec and teaches Industrial Relations at McGill University.

ROBERT G. DICKSON, Oakville, ON, a member of Lac Seul First Nation, is the General Manager of Niigon Technologies.

*SCOTT GRIFFIN, Toronto, ON, is the founder, director, and president of Meridian Technologies Inc., the world's largest magnesium die caster.

DR. EBER HAMPTON, Regina, SK, is President of First Nations University of Canada, formerly the Saskatchewan Indian Federated College. He is a member of the Chickasaw Nation.

JOHN HICKES, Rankin Inlet, Nunavut, is an Inuit businessman and President & CEO of the Nunavut Development Corporation.

KEITH MACDONALD, Calgary, AB, is National Manager for Aboriginal Banking at the Royal Bank of Canada.

CLIFFORD MOAR, Mashetueiatsh, Quebec, trained in management, communications and marketing, is the elected Chief of the Montagnais Council.

*JOHANNE RATZ, Toronto, ON, worked for the Ontario Cancer Institute and Princess Margaret Hospital, serving as personnel director, administrator and ending up as chief operating officer.

*ELAINE M. WARD, Victoria, BC, is a human rights lawyer and Director of Elaine Ward and Associates Ltd., an Alberta company. SANDRA WHITE, North Vancouver, BC, is a member of the Siksika Nation and has been active in many aspects of Aboriginal tourism throughout Canada for the past 15 years.

*NB: Two vacancies
* denotes Volunteer Adviser*

Governance is the key

Continued from page 1

that you have to create the institutions and the culture in which people can keep the benefits of their work," said Mr. Rae. "There have to be laws and rules and there has to be transparency and accountability. Cultures that don't have a clear rule of law are cultures that have a great deal of difficulty doing well. They may have oil or gold, but unless there is a connection between effort and reward things will fall apart."

He said our fate as Canadians depends on what goes on around the world and we all have an obligation to make it a less dangerous place.

Mr. Rae told of his work in Sri Lanka with the Forum of Federations (www.forumfed.org), an Ottawa-based, international network on federalism that brings together practitioners, scholars and youth to learn and share ideas and experiences.

He said that 18 months ago a ceasefire was declared after more than 20 years of brutal civil war in Sri Lanka. The conflict focused on demands for independence in the two Tamil-speaking provinces of the north and east.

A peace process is bringing the former combatants to the table and the challenges are formidable: minority rights must be protected at the national level, where the Buddhist Sinhalese are the majority, and they must also be protected in the northern region, where both Tamil-speaking Muslims and Hindu Tamils live alongside a smaller Sinhalese community.

Mr. Rae and his colleagues from the Forum have been working directly with the negotiators, providing confidential advice on governance, constitution-building and federalism.

They also held a number of public information sessions on multilevel governance with key groups, including public servants, professional associations, civil society organizations and businesses.

Over the next several months, the public information initiative will expand and the Forum will continue to advise the negotiating parties.

Mr. Rae also told the AGM about his work on New Brunswick's troubled Burnt Church reserve where he tried to negotiate an end to the Mi'kmaq community's dispute with the federal government and its fishing laws.

He wasn't able to resolve the crisis during the eight days he was there, but he did manage to set the framework.

Mr. Rae said the homelessness, lack of training and access to work among Canada's Aboriginal peoples is a national scandal and it's only going to get worse. The young Aboriginal people of today are not going to put up with what their parents and grandparents put up with.

"They are going to demand a different system, a different form of governance. We have to be ready for it."

He said Aboriginal leaders should not allow issues such as land claims to take away the need for a focused approach to training, work and reward.

"How people live together is really the most basic of questions," said Mr. Rae. "We have work to do and I commend CESO for the work you are doing and the sense of service you provide."

200 assignments and still going strong

At the age of 59, Kevin Nolan was "downsized" on two hours' notice from his job with the Province of Manitoba, Department of Housing, where he had worked for 20 years.

Healthy and active, the Winnipeg resident decided he was not going to sit around, so he joined CESO as a Volunteer Adviser (VA).

"I thought I'd try it for six to eight weeks," recalls Kevin. "I am now in my twelfth year and continue to enjoy it. I have chosen to work exclusively with Canadian Aboriginal people."

Since joining CESO in July of 1991, Kevin has completed a remarkable 200 assignments.

Originally trained as an engineering technician in Dublin, Ireland, Kevin came to Canada in 1957 at the age of 25 and trained as a vocational teacher at what used to be The Ontario College of Education in Toronto.

During a 34-year working career in Canada, he was employed as Chief Draftsman for a consulting engineering company, a vocational teacher in Residential schools and a federal penitentiary and ultimately Manager of Manitoba's Rural and Northern Housing program, with responsibility for the entire province.

Most of his working activities were associated with Aboriginal people and this helped develop an empathy and an appreciation of their history.

"The freedom of unemployment provided me with the opportunity to offer my skills and experiences to those who might benefit from a skills transfer," he

says.

"Being something of a generalist,

my assignments vary from project to project. Normally organization with a degree of training is involved. While there exists a wealth of abilities and ambitions with most First Nation communities, sometimes there is a lack of planning and organization. Often a period of planning, directing and supporting a community results in the need for CESO's services to be reduced or eliminated. Planning for construction, both residential and commercial, usually becomes my responsibility."

With 200 assignments behind him, Kevin has had many memorable moments.

"The one event which does stand out was a presentation made to me by Chief and Council on completion of a project. It is a beautiful original painting on canvas, stretched on a frame of willow. It's a visible, lasting, thank you."

Thanks to his background as a teacher in Residential schools in Northeastern Ontario, Kevin often gets a pleasant surprise when he visits CESO clients.

"I am frequently pleased and surprised to discover that some of my contacts - Chiefs, Councillors, Band Managers - are former pupils of mine," says Kevin.

"Once I was trying to explain some financial calculations to a group of residents at a meeting. A woman sitting in the front row was distracting me by laughing constantly. When the session ended, I asked her what was so funny. She



Kevin Nolan (right) while on assignment at an Aboriginal-owned and operated tanning outfit in Winnipeg.

replied: 'You tried to teach me math 30 years ago. I didn't understand it then, and I don't understand it now.' "

With two sons and a daughter from his first marriage, Kevin's family tripled in size when he married Lucila, a nurse from the Philippines, and they brought Lucila's six children to Canada.

"We are a large, extended family - nine children, their spouses and 14 grandchildren," says Kevin. "Lucila's view is that CESO has been a lifesaver for both of us. She sees that I am being intellectually and emotionally stimulated on a regular basis. The time away on projects does not present a problem for her. With our extended family, she is never lonely. "

Kevin is quick to add that working with CESO can hardly be viewed in the usual definition of "work." He says it's always a pleasure and a privilege.

"The pleasant atmosphere in the Winnipeg office is a credit to Ron Scanlan and his staff," says Kevin. "CESO is like a second home to me. So much so that in November of 2002 our children staged a wonderful surprise party for my wife and me to celebrate both birthdays and our 18th wedding anniversary. The guests included the staff of CESO and some volunteers with whom I am close."

So what does the future hold? "How about another 200 assignments?" laughs Kevin.

Crafting her retirement

Quilting and spending time with her granddaughters are Barbara Elias' favorite things to do, so it may be hard to believe this 70-year-old Toronto grandmother has been on over 40 CESO assignments.

"My children are resigned to the fact that I travel all over the place. I could stay away forever if it

Barbara has travelled on CESO assignments to over a dozen countries in Europe, Asia, South America, and the Caribbean. She has also worked in Canada on CESO Aboriginal projects. Her most memorable experience was when she was able to combine her knowledge of hotel marketing and her love of crafts to help the Girl Guides of the Gambia.

The goal of the project was to make the girls more self-sufficient. This involved teaching them new crafts to sell to tourists and locals, as well as improving and marketing their guest house and conference centre. "It's all about being creative with what's available," Barbara believes.

On her last day there, the Guides unveiled 'The Barbara Boutique', where they would sell the things she had taught them to make.

For Barbara, being a CESO VA is a learning experience. During her first trip to Jamaica, while waiting for the Director of Tourism, she learned that 'soon come' could mean anywhere from an hour to a couple of days. In Ireland, Barbara ran into some trouble crossing a checkpoint. Faking an American accent got her out of danger, but she realized avoiding it is an even better idea.

Barbara has more travels ahead of her, including assignments in the Bahamas and the Philippines.

"It's been wonderful. How can it not be? You spend all your life accumulating this knowledge and then when you are at your peak you retire," Barbara says. "CESO gives you the opportunity to use that knowledge."



Barbara Elias

weren't for my three granddaughters! They're the ones I miss the most," laughs Barbara.

Her biggest worry about travelling so much? "I need time to do my art. I'm going to have to work day and night in order to have enough quilts to show at my gallery exhibition in November!"

Throughout her professional career, Barbara managed a wide variety of restaurants and hotels, everything from a small English pub to working for a large U.S. hotel chain.

"I am an only child. My father wanted a son so he treated me like one. He expected me to achieve and do well. I had an unusual education for women my age, so I guess it's not unusual that I ended up in marketing."

Governance workshop a first in Quebec

The services provided by CESO Aboriginal Services fall into four main sectors and one of those is Governance/Leadership Workshops.

Our first client in Quebec to benefit from one of these workshops will be the Listuguj Mi'gmaq Government (LMG), located 118 km southwest of Bonaventure, on the north shore of the Restigouche River, on the border of QC and NB.

VA Oliver O'Rourke from Dartmouth, NS, will facilitate the workshop, which was created by Ottawa VA Bill Van Iterson to deal with the areas of Financial Management; Roles and Responsibilities; Leadership; and Policies and Procedures.

In March 2003, Mr. Van Iterson visited the LMG, which has 180 employees in a First Nation community of 2,870. They speak Micmac and English.

The LMG had requested CESO assistance with the implementation of a cash flow forecasting tool and the design of an employee work plan.

"I was very impressed with each and every senior staff member," said Mr. Van Iterson. "The good results being achieved by the LMG are obvious in the community and I am sure that the future will bring important further achievements."

Governance/Leadership Workshops is one of CESO Aboriginal Services' four main sectors, the other three are Business Support Services; General Administration/Organizational Development; and Community Services, Planning and Resource Management.

New Roles for Norma, Irina

Norma Zubickova has been promoted to the position of Program Manager - Americas. She was formerly Program Coordinator for Central and Eastern Europe and the countries of the former Soviet Union.

Norma has been replaced by Irina Edilova, former Administrative Assistant to the Vice-President of International Services.

CESO Welcomes National Services

CESO Aboriginal Services and CESO At Home are now officially programs under CESO National Services.

Lee Morrison, head of CESO Aboriginal Services since August of 2002, is now the Vice-President and Chief Operating Officer of CESO National Services.

"While Aboriginal Services remains the lead function, we need to focus on the whole picture within Canada," says Lee. "Our objective is to strengthen the overall planning and direction of CESO At Home and to integrate all our national programming in a more consistent and effective way."

Arn Snyder, Manager of our Ottawa Office, will also serve as the National Coordinator, CESO At Home. In this latter capacity, he will report directly to Lee.

Arn will continue to coordinate the CESO/Government of Nunavut Partnership. He will also administer all other programming with Nunavut from the Ottawa office. Previously, Nunavut programming had been handled through the Ontario Regional Office.

The CESO and Canadian Youth Business Foundation (CYBF) Mentor Project for Youth Entrepreneurship will now report through Arn. In addition, the Ottawa Office will take on certain other specific activities regarding the Aboriginal Program as assigned by the VP and COO.

The recently-renewed Support to SME-Youth Project will continue to be administered through our Quebec Regional Office with Joanna Dupras as Manager, Aboriginal Services for the Quebec Region, Feyzah Abdelmoumen as Program Co-ordinator and Adrien Berthiaume as Recruiter and Assistant.

A new face on the Toronto-based



Lee Morrison and Audrey Bisson

National Services team is Audrey Bisson, who joined CESO on May 12th as Lee's Administrative Assistant. An Ojibway from the West Bay reserve on Manitoulin Island, Audrey comes to CESO from the Ontario Teachers Federation where she worked as the President's secretary.

As a result of the reorganization, the position of Director, National Aboriginal Programs and Services, is still to be filled. Reporting to Lee, the incumbent directs National Aboriginal programs and services, communications and marketing strategies, liaison and activities of regional managers, and develops new or existing programs that involve or potentially involve more than one region, in accordance with approved CESO policies and guidelines.

Allison Deer was the National Aboriginal Services Coordinator from October, 2002 until July 1, 2003, when she returned to the Montreal office in her previous capacity as

Assistant Regional Manager. She made the move due to personal quality of life issues and family obligations.



Arn Snyder

VA makes generous bequest

It was a red letter day for Suzanne Justin when she learned that a former CESO Volunteer Adviser (VA) had left the organization \$50,000 in his will.

"I was so excited when I read the letter from the lawyer telling us about the bequest," says Suzanne, administrative assistant in the Development Department at CESO's Operations Centre in Toronto. "I couldn't wait to share the good news."

The bequest came from the late Tony Mason of Toronto who was a CESO VA from 1988 to 1996.

Throughout those years, Mr. Mason was a strong financial supporter of CESO, both personally and through his company, Hamilton Potteries Ltd.

He clearly understood that funding a global organization like CESO requires a constant flow of funds. Through personal gift planning, you can either make a contribution that will be used immediately by CESO or arrangements can be made to give a gift/bequest to fund future projects.

Including a bequest to CESO in your will is yet another way to fund the sharing of skills and experience with those in underdeveloped countries. Bequests can be a percentage of your estate or a one-time amount.

A donation receipt for the full value of the bequest or gift is given and the tax credit can be applied to up to 100% of net income in the year of death. Any excess can be applied against taxable income in the previous year.

If you would like to make a bequest or a gift to CESO, please contact Suzanne Justin at sjustin@ceso-saco.com or at 1-800-268-9052, Ext. 240, and ask for a copy of our Personal Gift Planning brochure.

Bolivians honour Canada

CESO Bolivia has received an official notification from the Alcalde (Mayor) of Rurrenabaque that a square in the city will be named "Republica del Canada".

The city council decided it would be a proper way to recognize its friendship with Canada and the help that CESO VAs have given the city with urban and tourist development issues.

An official dedication will take place once the Canadian Consul in Bolivia is able to attend.

Pre-Departure Requirements CESO Volunteer Adviser (VA) Survey Results

BY MAUREEN O'HARA

CESO thanks all the VAs who participated in the on-line survey during March. We wanted to hear what you think CESO could do to better prepare you for assignments. Your enthusiasm and thoughtfulness in your responses has provided us with great information with which to feed our development efforts.

Three CESO offices ran focus groups as a run-up to the survey. Thanks to Joanna Dupras and the Quebec City VA's, John Webster, his team and the VAs in Vancouver, and the VAs in Ottawa whose input provided the basis for developing the survey.

Survey results indicate that you are a pretty satisfied group. This is a testimony to your ability to be resourceful, flexible, and adaptable -- key attributes of a successful VA! Another attribute that stands out is your eagerness to contribute. Most people indicated that they want to learn more and are willing to contribute in a bigger way.

SURVEY HIGHLIGHTS:

- ❑ 104 VAs responded from all across the country -- a very high response rate for a web based survey
- ❑ 60% of the respondents attended an orientation with CESO and were made aware of the need to be resourceful, culturally sensitive, and flexible. Even if VAs did not attend an orientation, they learned of this need elsewhere
- ❑ Half of VAs who went on an international assignment attended a CIDA briefing and of those 85% found it very useful. There were some who did not get a lot out of it, usually because they had a strong international background before their CESO days. VAs made a strong point about the need to ensure that information is current and timely.
- ❑ Only 11 out of 40 VAs who had been on an Aboriginal assignment received

any pre-departure briefing and VAs expressed a strong interest in having it. The new Vice-President of Aboriginal Services agrees and is working on this issue.

- ❑ When asked if the assignment turned out as expected, more than 50% of VAs said yes. There was a lot of variation here and assignments in some countries scored higher than others. It was also clear that VAs have learned to conduct a lot of pre-departure research and discussions with clients to get greater clarity.
- ❑ Of great interest to CESO was the response that 80% of VAs believe they are doing capacity building. This is a key tenet of CESO's work; that is, to ensure that people 'can do' the work on their own after the VA leaves. Comments also indicated that sometimes VAs have to go where the client is and this may involve some 'doing of the work'.
- ❑ More than 90% of VAs are aware of all the CESO administrative requirements. Indeed, increased requirements by funders to be accountable make this an important issue for CESO; therefore, this level of awareness is a good beginning
- ❑ Over 90% of VAs would like to hear about a range of topics, pre-departure, including CESO program goals, communication issues, cultural issues, and nature of work. More than 70%

said that they would attend a session offering such information. While face-to-face is the choice of the majority for any pre-departure briefings, there is a growing use of e-mail among VAs and fully one-third of them said they would prefer to receive briefing information electronically.

- ❑ VAs are very supportive of evaluations and are willing to learn more and participate in them. VAs did indicate that they would want to be aware of the process and requirements and that cultural differences have to be considered in any evaluation development plan.
- ❑ One final message that came out clearly is that the CESO at Home program is not yet on the radar screen.

Where will we go from here? The CESO team looking at these issues will present a plan to the organization for ways in which we can fill the gaps that you have identified. Our goals are to ensure that all of our VAs feel that they have the information and training they require to deliver CESO assignments effectively and efficiently and to ensure that the evaluation system gives the volunteers the feedback that they require to continue to grow and learn. Once again we would like to thank those that participated in the survey and assure you that we are committed to continually improving both what we do and how we do it.

The CESO Board of Directors is considering redrafting our Mission Statement to encompass all facets of our Mission, which now includes CESO At Home.

Here is the current Mission Statement: "To promote and extend the economic and social growth and well-being of the Aboriginal peoples of Canada and the peoples of the developing nations and emerging market economies."

Here is an example of a redraft to include the words non-Aboriginal: "To promote and extend the economic and social growth and well-being of the Aboriginal and non-Aboriginal peoples of Canada and the peoples of the developing nations and emerging market economies."

If you have any thoughts/suggestions on this matter please e-mail them to jgibson@ceso-saco.com by October 1, 2003

From Truro with love

When Truro, Nova Scotia, residents Lydia and Allan Sorflaten heard from a friend that CESO had given his life a purpose, they decided to find out more.

After reading the CESO story, the decision to become Volunteer Advisers (VAs) was easy.

Allan, 60, knew that he could use his experience to assist with farm development. A farmer, he had also worked with government agricultural agencies for over twenty years.

Lydia, 58, a former high school teacher of

is there. One project can lead to another, there is a lot of work to be done," believes Allan.

"We always seem to become jointly involved in an assignment. To us it is just a name that is attached to a project for administration purposes," he says. "We do what is necessary to get the project done and usually that involves working together. I think that it is important to have a third party to talk to about an assignment; in my case there is no one better than Lydia."

One of Lydia's most recent assignments involved a seamstress in Tobago who needed help marketing her clothes and overcoming problems associated with a lack of equipment. Lydia helped her to get a new sewing machine, designed flyers, and created business cards.

Lydia has kept in touch with the seamstress. When her Serger machine broke down, Lydia arranged for the parts, unavailable in Tobago, to be sent to her.

Two of Allan's CESO assignments were with a farmer in Tobago. The biggest challenge has been the lack of resources the farmer has to work with.

But Allan's guidance has helped to improve the prospects for success of the farm.

Allan advised on farm marketing, including helping build a cart to take produce to market and a vending stall to sell the farm produce. He also advised on and helped to develop signage for sales promotion of the farm.

"The farmer says that we have given him a focus, a real reason to be optimistic," says Allan.

"But," he cautions, "One has to be careful. There is a fine line between an unhealthy dependence and self-reliance. Through a sequence of projects which all focus on different aspects of his farming business, hopefully we helped him to develop self-reliance."

That self-reliance is what Lydia and Allan Sorflaten hope to help all of their clients achieve.



Donald awarded Order of Canada

Donald A. Stuart, one of CESO's most enthusiastic Volunteer Advisers (VAs) and one of Canada's leading gold/silversmiths, has been named a Member of the Order of Canada, our country's highest honour for lifetime achievement.

A resident of Midhurst, ON, Donald has been a VA since 1985 and has completed assignments with Aboriginal groups in Canada and with CESO partners overseas.

Donald's appointment reads as follows:

"His effect on Canada's arts and crafts industry has been profound and lasting. In the late 1960s he travelled to Baffin Island where he founded Pangnirtung Weaving Studio, the largest of its kind in the country and one of the region's main sources of employment. An eloquent spokesman for the crafts community, he is a master goldsmith and artist in his own right.

"His unique designs, handcrafted from precious stones and metals combined with other materials like wood and stainless steel are sought after in Canada and abroad. Founder of the weaving, jewellery and metals programs at Georgian College of Applied Arts and Technology, he encouraged his many students to make excellence their hallmark."

CESO would like to recognize our volunteers who have received the Order of Canada. Please send your name and details to jgibson@ceso-saco.com.



Allan and Lydia Sorflaten

family studies, science, and nutrition, realized that her wide range of experience would be a benefit to others.

"We really like to learn, open worlds, and be a part of them. How often do you have the opportunity to make such a difference?" asks Lydia.

For Allan, "It's the opportunity to meet people. Even though the people we work with want for most of the things that we take for granted, they seem to see things in a different way. You know that they really appreciate your help."

VAs since 1999, the Sorflatens have concentrated their assignments on the southernmost islands of the Caribbean archipelago: Trinidad and Tobago. Both have completed five CESO assignments, and they have done each of them together.

"Our experience may or may not be typical of other CESO projects. But the commitment

Aboriginal Services

Dwayne Pamajewon is our new Regional Manager for Ontario. He is a former Chief of the Shawanaga First Nation. We asked him to tell us a bit about himself.

BACKGROUND

Born in Toronto, I lived most of my life in Shawanaga. My mother is from Beausoleil First Nation (Christian Island) and my father is from Shawanaga (Long Bay).

I began my career in the building construction field (custom-built "Cottage Mansions" located along Georgian Bay). Moved along to Project Management (Residential Capital Study Planning, Implementation of a Water Supply System & Carpentry Training Program). Progressed to Economic Development (utilizing a wholistic approach) which, eventually led to the political field (Councilor for three years and Chief for four).



FAMILY

In the Ojibway language "Pamajewon" means "moving or flowing waters", so when my daughter was born, we decided that her name would be Brook and, prior to my son being born, we decided on River. I have often been asked that, if we considered having more children, what would we name the next child - creek, stream or ocean? I am sure we would have thought of something appropriate, and along the same lines as Brook and River.

INTERESTS

My interests are fastball, hockey, bowling, golf, scrabble, and playing guitar and singing.

PROUDEST MOMENT

The proudest moments were the birth of my two children.

TEAM CESO

When I was Chief, I had the privilege and honor of working for the overall benefit of the people in my community. Now, although I am still doing so, it is on a regional instead of a community approach, which I find to be more challenging and beneficial for myself and for the First Nations peoples I am helping in my region.

I took being a Chief very seriously and would often quote President Kennedy's motivational line of "ask not what your country can do for you, ask, what it is that you can do for your country". CESO's Volunteer Advisers demonstrate this message of giving, when they undertake an assignment and they share their skills with individuals, communities and organizations.

In closing, I am happy to be working for and associated with Team CESO.

Operations Centre hosts Reps/Managers



Attending training sessions in Toronto, Resident Representatives (RRs) from the Americas and the Philippines visit Operations Centre. From left to right: David Cabral, Trinidad & Tobago RR, Maria Teresa Casas, Costa Rican RR, Maria Karminda Santos-Kho, Philippines Office staff, Graciela Galeano, Honduran RR, Lilia Cifuentes Velasquez, Guatemalan RR, Liliana Tapiero, Panamanian RR, Paula Fletcher, Jamaican RR, Nicolas Aumond, Honduran Office staff, Ruth Lee, Guyanan RR.



Regional Managers and staff from across Canada, who attended meetings in Toronto, pose with Operations Centre staff in front of the new Aboriginal Services display unit. From left to right: Arn Snyder, Audrey Bisson, Ron Scanlan, Allison Deer, Dwayne Pamajewon, Helen Agger, Audrey Ahenakew, Joanna Dupras, Stephan Pertschy and Lee Morrison.

Reminder

Please send any changes to your personal information (phone number, address, etc.) to Roster Assistant, Crengutza Viscun at cviscun@ceso-saco.com.

CESO Clubs Update

A NEW CESO CLUB IN ONTARIO

There are 41 VAs living between Trenton and Kingston - enough to form a CESO Club.

VA Ann Wardrop is attempting to contact all VAs in the area to assess the interest in getting together for an initial luncheon to consider forming a club. She would be happy to hear from all VAs who are interested. Please contact: Ann Wardrop at (613) 393-1195 or annieb@netrover.com.

VANCOUVER ISLAND

Nick Gwyn, Chairman
250-995-8755,
100406.743@compuserve.com
New Club Committee:

Treasurer: Norman Mogensen
Secretary: Paula Skippon
Directors: Al Marks, Yetta Lees,
John Edwards
Director (Intake/Orientation
Program) Monique Scott
For highlights of the April 24th
meeting: go to www.cesobc.ca. As
over half of Vancouver Island VAs
live outside Victoria, meetings will
be held outside Victoria at least
once a year; accordingly, the next
meeting will be held in Nanaimo
on 26 June.

SURREY/WHITE ROCK

Dean Struble (New Chair)
604 536 6983, strubled@shaw.ca

NORTH SHORE

Michele Vaillancourt, Co-Chair
604-947-2390
mvaill@shaw.ca
Priidu Juurand, Co-Chair
604 872 6001
priiduj@shaw.ca

A summer gathering is planned for
August and the next meeting will
be held on September 9, 2003.
Information will be
communicated to members, but
please feel free to contact a co-
chair for further details.

SOUTHERN ALBERTA

Ann Kennedy
403-249-2755,
akennedy@calcna.ab.ca
Upcoming Meetings: Oct. 6,
Dec. 8
Club luncheon meetings take
place on MONDAY at Fort
Calgary, 750 - 9th Ave. S.E. at

11.30 a.m at \$15.00 per person.
Spouses and guests are always
welcome and parking is free.
Reservations: Bertha Davis at
(403) 290-3453.

NORTH ALBERTA

Don Cheeseman
780-481-5733
don_cheeseman@msn.com
There was standing room only at
the June luncheon; our speaker,
Lee Morrison, VP and COO, rose
to the occasion with intelligence
and humour.

Dr. Morrison said, "CESO is in
the mode of radical change. The
challenges of scarcer funding and
rising expenses call for
management, VA, and program
adjustments. New operational
structures will ensure better
communication. As facilitators
who transfer knowledge, VAs will
no longer be seen as "doers" for
our clients. Accountability and
evaluation will be watchwords."

WINNIPEG

Mr. Basil Rotoff
204-489-3271
rotoffbm@ms.umanitoba.ca

OTTAWA

Stanley J. Squires, Co-chair
613-726-0153,
sjsquires@rogers.com
Len Nylund, Co-chair
613-829-8602, lnylund@istar.ca
Ottawa Office:
323 Chapel St., 2nd floor
Ottawa, ON, K1N7Z2
613-236-7763
Fax: 613-236-3582
ottawa@ceso-saco.com
Luncheons are held monthly at
the RA Centre, 2451 Riverside
Drive. They will resume in the
Autumn on Tuesdays on Sept. 9,
Oct. 7, Nov. 4 and Dec. 2.



Roster Manager Nicole Gold, second from the right, recently visited the Quebec CESO Club. From left to right are club executive members Pierrette Bélanger, Marcel Massé, Agathe Gagné-Collard, Mathieu Vaillancourt and Claude Marin.

It is essential to 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 and Len have
agreed to continue for another
season, 2003-04. For continuity,
anyone interested in assuming the
role of Chair beyond June 2004
could assist immediately. The
Chair can be shared by 2 or 3
people. Interested? Please contact
Stanley or Len.

NIAGARA CESO CLUB

William Payne
St. Catharines
wpayne3@cogeco.ca

SHERBROOKE

Ghislain Girard
Ph/F: 819-843-6308
girardghislain@hotmail.com
A questionnaire distributed in
2002 showed that VAs still believe
that our CESO club and monthly
dinners are important. This year,
we held 9 dinners, the last of
which coincided with the AGM,
where we were pleased to have
Nicole Gold speak to us about
CESO orientations.

The main activity was without
doubt the meeting with the Hon.
Denis Paradis, MP for Brome-
Missisquoi and secretary of
Francophone states, Africa and
Latin America. He was introduced
to the experience of some 20 VAs
who, during the past 10 years,
participated in more than 100
assignments in 33 countries.

MONTREAL

Vivianne Coudé
514-875-7226
viviannecoude@videotron.ca

QUEBEC

Agathe Gagné-Collard
Ph/Fax: 418-658-2832
agathe.gagne-
collard@arul.ulaval.ca

A changing wind blows through
our club as we welcome almost 40
people every meeting.
On May 21, we were pleased to
have Roster Manager, Nicole Gold
speak to us about future CESO-
SACO orientations.

LETHBRIDGE

Russell Lunney
403-320-9791

OKANAGAN

Chris Bull
cbull@vip.net

BEDFORD

Mr. Jack Gale
902-835-8649
jack.gale@ns.sympatico.ca

SASKATOON

Mr. John Chernoff
306-343-8701
jlchernoff@sasktel.net

FOCUS

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