

Annual General Meeting (AGM) guest speaker Gerry Barr, CCIC President & CEO (middle, top) poses with (from left to right) CESO Board Chair Keith MacDonald, CIDA Director General of Agency Services and Canadian Relations Lilian Chatterjee, and CESO President Paul van der Wel.



AGM 2007: CESO celebrates Ruby anniversary

By Josie Marchese

Celebrating its 40th anniversary in 2007, CESO held its Annual General Meeting (AGM) in Ottawa on June 8-9.

New Board Chair appointed

Honorary Life Member named

Aeroplan Volunteer of the Year Awards presented

Key AGM guests recognized

Board Chair Keith MacDonald presided over the two-day activities which got underway on the Friday evening with local Volunteer Advisers (VAs) welcoming attendees to a dinner which featured informative speeches and Inuit cultural entertainment.

VA Ajith Stratton gave an uplifting blessing before dinner and sisters Karin and Kathy Kettler of the Inuit cultural performance group called Nukariik amazed the

audience with their throat singing and drum dancing.



Kathy Hughes, Nunavut Project Manager, served as emcee for the evening and VA Stan Britton said a few words of welcome on behalf of the National Capital Region VAs.

VAs Stephen Woollcombe and Judy Barber spoke about their assignments in Cameroon. The evening rounded out with a presentation by VA Bill Van Iterson who talked about the Nunavut program and his personal experiences as lead VA

on assignment in Canada's youngest territory. VA Gerry Jones volunteered as photographer for the two days and VA Helen Eriks helped at the registration table.

On Saturday, the AGM was well attended. Mr. MacDonald gave a presentation on board matters and Paul van der Wel presented an overview of CESO's operations. France Poulin was re-appointed to the board and Micheline L'Espérance-Labelle was accepted as a new board member. (See page 4 for information on the new CESO Board Chair and Members.) Also, a number of motions were passed, including the reduction of the board from 14 to ten members.

After the morning meeting, Jean-Louis Castonguay was named an Honorary Life Member and Andrew Tapajna and Eugenia Humchack were each presented with the Aeroplan Volunteer of the Year Award.

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At the lunch, Mr. MacDonald recognized a number of honoured guests, including:

- Kenneth Arthur and his wife Eillen from Finch, ON. Mr. Arthur joined CESO's roster of VAs in 1967. He was working as a teacher in Cornwall at the time and decided to spend his summers volunteering for CESO.



Kenneth and Eillen Arthur

- Lorette Bourbonnière. She joined CESO in 1981 and then became a Board member in 1990 serving three terms. In recognition of her tireless and dedicated services to CESO, Mrs. Bourbonnière was awarded Honorary Life Member status. She attended the AGM with her husband Guy, also a former VA.
- Louise Fleischmann. Louise travelled from St. Bruno, Quebec, to help celebrate CESO's 40th Anniversary. She was on the CESO Board and served as chair from 1999-2001. A media professional, Louise was always willing, able and capable of representing CESO.
- Former Board member Bertram Cowan. He joined CESO in 1992

and completed an international assignment in Estonia. He later joined the Board in 1996.

- Lilian Chatterjee, Director General of Agency Services and Canadian Relations in CIDA's Canadian Partnership Branch. Lilian has been working with CESO for many years and was the guest speaker at our AGM in 2005. She is a warm supporter of CESO and the organization was honoured by her presence at this AGM.

The AGM luncheon guest speaker was Gerry Barr, President & CEO of the Canadian Council for International Co-operation (CCIC), a coalition representing about 100 Canadian non-governmental organizations engaged in international development.

He gave an informative talk on his activities at CCIC and trends in international development. He also spoke about the Make Poverty History campaign which works for more and better aid, trade justice, the cancellation of the debt of the world's poorest countries and, in Canada, the eradication of child poverty.

CESO President & CEO Paul van der Wel presented the Aeroplan Volunteer of the Year Awards on behalf of Alden Hadwen, Manager of Community Investment at Aeroplan.



Aeroplan Volunteer of the Year Award recipients Andrew Tapajna (left) and Eugenia Humchack (third from left) pose with Paul van der Wel and Keith MacDonald.

Aeroplan Beyond Miles program marks first anniversary



At the Beyond Miles anniversary luncheon are Michèle Meier, Director, Corporate Reputation, Aeroplan; Paul van der Wel, CESO President & CEO; and Alden Hadwen, Manager of Community Investment, Aeroplan.

Generosity abounded on Mileage Multiplying Day, May 17, 2007, when Aeroplan and its partners recognized the first anniversary of the *Beyond Miles* online donation program.

To celebrate, Aeroplan matched donations 2 to 1 and contributed an additional 7 million miles as per its annual commitment. The program's founding sponsors, American Express and CIBC, each contributed 2.1 million miles.

Also, Aeroplan commercial partners Aeromove, Air Canada, Avis Car Rental, Fairmont Hotels & Resorts and National Car Rental, matched all donations made.

Via the on-line portal, Aeroplan members donated more than five million miles. In total, an amazing 28 million Miles were raised on May 17, 2007.

CESO extends a warm thank you to all who donated and will continue to use these donated miles to help offset assignment travel costs.

It is an honour be part of this innovative program. ■

In addition to the first anniversary activity explained on this page, Aeroplan continued its generosity by offering two CESO VAs an award which includes 25,000 Miles for each recipient to use for their personal travel.

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A labour of love

VA helps Armenian clients improve farming techniques

By John L. Gibson

In Armenia, more than a third of its 3 million people live in rural areas and survive on semi-subsistence agriculture, operating small plots of land.

Their tools and technology tend to be primitive and the crops or livestock raised are used to maintain the family, leaving little surplus for sale or trade.

Two years ago, ten of these smallholders in the village of Jrashen, in the poorest region of Armenia, established a private company to consolidate their activities in cultivating potatoes, cabbage, beets and carrots, and in raising rabbits, cows and pigs.

With an initial roster of ten men, nine women plus one female contract worker, the company had an operating budget of US \$6,000 and sales amounting to US \$8,000 in 2005.

Striving to increase their vegetable harvest, the smallholders contacted CESO's office in the Armenian capital of Yerevan and asked for help.

CESO's response was to send Nick Kicey, owner of Eagle Rock Berry Farm in Armstrong, B.C., and a Volunteer Adviser (VA) with 45 years of farming experience. This would be his sixth CESO assignment and his third to Armenia, a country in transition to which he was eager to return, where he found the people wanting to farm and open and receptive to new ideas.

"They lacked the personal finances to improve their farms and so increase their yield and hence their income," he

explained. "I was able to give them some equipment, some seeds, some ideas, and some hope that their goals can be achieved."

Mr. Kicey took a precision seeder and a cyclone seeder on each of his assignments to Armenia. "It wasn't really a problem," he said, "I packed them both inside a large sports bag and filled it in with seeds."

In addition to the knowledge, equipment and seeds that he left behind, Mr. Kicey also donated US \$200 to each of his ten client families and his interpreter.

The primitive conditions made this his toughest assignment yet. Surrounded by barren hills, Jrashen is a village of outdoor privies, rutted dirt roads, cold stone and brick houses, stacks of drying manure, thin cattle led about to scrounge for feed, and no garbage pick up.

His clients turned out to be the women because the men were in Russia where they worked for five to six months of the year. "If they could survive off their farms, they would stay home to work," said Mr. Kicey.

When he arrived in Jrashen last November, he met with the clients and over the next two weeks assessed their operations and facilities, then he:

- ❑ Trained 11 women in new seeding and vegetable cultivation techniques;
- ❑ Showed them how to use the tools he had brought;
- ❑ Provided recommendations on additional equipment;
- ❑ Advised on marketing;
- ❑ Advised on berry production



Pictured are four of Nick Kicey's female clients in Jrashen village posing with their farm implements.

and improving the animal husbandry operations.

The clients later told CESO that they "have gained the knowledge they will implement next season."

For Mr. Kicey, his work in Armenia is a labour of love and it's far from over.

"The people are wonderful and made me a part of their family," said Mr. Kicey, who plans speaking engagements and fundraising activities in Canada to promote their needs. "My mission in Armenia is not finished. Their real need is equipment. It would make their lives enjoyable and less of a hardship."

Earthway Products Inc. recently responded to an appeal from Mr. Kicey by sending him two new seeders.

"Somehow I must get these to Armenia, perhaps on a future assignment. My dream is for the people in that village to have what I have. I'd like to take everything I have on my farm, give it to them, and let them go to it. They would do a lot." ■

Introducing CESO's new Board for 2007

New Chair of the Board

France Poulin, who served as CESO Vice-Chair of the Board of Directors was named Chair at a board meeting that followed the 2007 Annual General Meeting.



France Poulin

France is Director of Communications for the Montreal Port Authority (MPA), an autonomous federal agency that operates one of the busiest inland ports in the world. Operating four container terminals, a grain terminal, a passenger terminal and its own railway network, the MPA generates business revenues of almost \$2 billion annually.

Before joining the MPA, France was Director of Government Relations for Bell Canada, responsible for the development and maintenance of Bell's ongoing and sound business relationships with all levels of government and key stakeholders in Québec.

France received her Bachelor of Arts Degree in Modern Languages and her Masters in Translation at the University of Montreal. She took an Accelerated MBA-Style Program, Management of Enterprise, at HEC-Montreal, Canada's first business school; received a Diploma in Public Relations, HEC-Publicité-Club, University of Montreal; and holds her APR Accreditation, Public Relations Society of Canada.

Her career has included service with Edelman Public Relations in Montreal, Canadian Airlines and Pratt & Whitney Canada.

France is the President of the Board of the International Association of Business Communicators, Montreal Chapter.

New Board Member

Micheline L'Espérance-Labelle is CESO's newest board member.

Micheline, a member of the Montagnais (Innu) First Nation, Quebec, has been described as the embodiment of the word "entrepreneur." A pioneer in multimedia, she is the President and Chief Executive Officer of International Boutiques Web (IBWeb), a leading Aboriginal business recognized as a leader in e-commerce.

The site www.webtamtam.com offers Indian, Métis and Inuit-related goods and services as well as promotes Aboriginal cultures to consumers around the world. The business aims at supplying Aboriginal peoples with goods and services at reduced cost.

Her experience with software goes back to 1984, when she was a school principal. She wanted to

introduce computers into the schools - at that time, a unique concept. Within a couple of years, Ms L'Espérance-Labelle had become a publisher of software and a distribution channel as well. She authored, edited and published educational CD-ROMs, which she distributed in more than 20 countries.

Ms L'Espérance-Labelle has served on the boards of directors of many technology firms and was a two-term member of the National Aboriginal Economic Development Board which advises the Government of Canada on other matters related to Aboriginal economic development.

Returning Board Members

- Keith MacDonald, Past Chair
- Peter Kendall
- David Newhouse
- Elaine Ward
- Sandra White
- Wanda Wuttunee

Exiting Board Members

CESO thanks these former board members who completed their tenure at the 2007 AGM.

- Luc Lainé
- Jean-Louis Castonguay
- Ginette Gagné-Koch ■



Pictured at the AGM are: France Poulin, CESO's new Board Chair; David Newhouse, Board Member; Wanda Wuttunee, Board Member; Ginette Gagné-Koch, former Past-Chair; Keith MacDonald, Past-Chair; Micheline L'Espérance-Labelle, Board Member; and Jean-Louis Castonguay, former Board Member and newly named Honorary Life Member.

Impressive results for the Support to SME-Youth program

By Nadine Gaudreau

Fiscal 2006-2007 was an exciting and highly-successful year for the Support to SME-Youth program.

The objective was to complete 125 assignments with young entrepreneurs and we exceeded this target by making a total of 150 matches, which represents around 120% of the expected result.

The 2006 summer months allowed us to reach our target. From June to August, more than 50 young entrepreneurs were matched with Volunteer Advisers.

Our funder, Canada Economic Development, expected that the businesses helped by the program would create or maintain 150 jobs annually, which is not easy when we know that most of our clients are in a business pre-start or start-up phase.

Nevertheless, this goal was surpassed for the first time in the existence of the Support to SME-Youth program. In fact, an in-house survey involving our clients found that 224 jobs were created or maintained in 2006-2007.

This represents exactly 149.3 per cent of our target, which means that the services offered by the program make a difference in the young entrepreneurs' road to success.

In addition, ten new partnership agreements were signed during the past fiscal year. We are thrilled to have the opportunity to collaborate with other organizations who also work with young entrepreneurs. We believe that by combining our strengths we help create and maintain small and medium businesses on the island of Montreal.

We would like to thank all the CESO VAs who agreed to help the Support to SME-Youth program's young entrepreneurs. Because of their valued advice and constant support, new businesses were not only founded, but contributed to Quebec's economic development. ■

Thankful Nunavut program client shares her thoughts

By Rita Anilniliak

My familiarity

*Sheltered in a glass box
Locked from the inside
Neither comfortable nor happy
Instead I have chosen to live my life
for the sake of familiarity*

*I have ventured out, once or twice
I felt exposed, I was completely naked
My voice, my hands, my smile
I could not restrain
Mortified, I slipped into my box
Feeling a sigh of relief
Yet, I was so ashamed of myself
Disappointed I could not hold up*

*What did they think of me?
What will they say?
The two questions that haunt me
Torture me
The memories, the incidents
They cannot fully heal
They frustrate me
Remind me it's not in me*

*I need to break through this glass
I've lost my key
Can anyone hear me?
I think I need help,
I think I need help*

This poem portrays the feelings that I had just a year ago. Growing up, I was a very shy person and speaking up in public was completely foreign to me. It was not part of my life, either at home or at school. My fear of speaking up held me back in so many things in my life and it really kept me from experiencing some great moments and this is what I regret.

Two years ago, I learned about the CESO mentoring program while looking for training for some colleagues in the government. It wasn't until last year that I wanted to learn more about the mentoring program when I moved into another job. I wanted to be able to do my job well and to be able to contribute to my

team and I knew that it would not be possible to do either of those things unless I got some help.

Just a little while after that, CESO paired me up with a Volunteer Adviser, someone with a great deal of knowledge in this area. She showed me that anyone can learn to communicate effectively but it meant a lot of practice on my part. It was quite difficult in the beginning but I was very determined to accomplish my goal. What I have learned from this process is that I was the one holding myself back and I had to tell myself that I was responsible for making the change.

Reading through my poem, it's hard to believe that that was the way I felt. I still have those feelings from time to time and I have been told that it never really goes away but at least now I know how to snap out of it and remind myself that life will go on.

I feel so much happier now, I feel more confident at work knowing that I put in my best effort.

I would like to thank my colleagues for providing so much support throughout this whole process and also the people at CESO but most of all, I would like to thank my CESO VA. Thank you so much for your encouragement and your friendship. ■

The CESO/Government of Nunavut Partnership program provides CESO Volunteer Advisers and Nunavut government staff the opportunity to work together to build both individual and organizational capacity.

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. ■

In Memoriam

Our condolences go to the family of the following CESO volunteer who recently passed away:

Gerald Thomas Webber of Crossfield, AB

His friends and associates will miss him. ■

We appreciate our volunteers

National Volunteer Week ran from April 15-21 this year and CESO regional staff across the country carried out a variety of activities to honour our in-house Volunteer Advisers (VAs).

In the Atlantic Region, staff celebrated on May 4 with about 15-20 VAs. Light refreshments were served. They had a draw, presentations and an informal discussion about regional developments.

On the west coast, BC and Yukon Region staff sent an email to the 500-plus local VAs asking them to enter a draw for a gift certificate of \$50 to a restaurant of their choice. An impressive 125 VAs responded and VAs Barry Hitchens and Charles Dary won a prize apiece.

At Operations Centre in Toronto, staff honoured the contribution of our in-house volunteers with a Volunteer



Appreciation luncheon, presentations and speeches.

Pictured above is VA Pat Evershed who addressed the Toronto audience. In an eloquent presentation, Pat stated that she volunteers for other organizations, but CESO staff stand out as the most helpful and supportive. ■

CESO champion completes 98th presentation

Les Groves joined CESO in 1986 and has been a strong supporter ever since, even after retiring from the roster of Volunteer Advisers in 2004.

Passionate about his volunteer commitment, the Peterborough, Ontario, resident has made it his mission to inform people about CESO's good work. He has been representing CESO to Rotary Club audiences across southern Ontario and in May completed his 98th speaking engagement at the Scarborough Rotary Club.



CESO staff were on hand to present him with a certificate of recognition for his tireless public engagement work.

Pictured above, from left to right are: Brian Philcox, Scarborough Rotary Club President; Nicole Gold, CESO Roster Manager; Mr. Groves; and Patrick Lohier, CESO Public Engagement Officer. ■

Street corner restaurateurs in Burkina Faso... Yes... and Well done!

By VA Jacques Latulippe

The objective of this mission:

To train members of COOPEC-GALOR, a microcredit cooperative offering its services to 5,000 low-income entrepreneurs in the West African country of Burkina Faso. Members receive training at both at the financial and organizational levels, in order to develop new "QUALITY" and "MANAGEMENT" skills which in turn will increase profitability.

COOPEC-GALOR provides educational services pertaining to savings, credit and supply of essentials. Beneficiaries of such services are individuals with little income who do not have access to the banks' credit services. COOPEC-GALOR wants to improve the opportunity of its members to generate profit and eventually repay their loans.



Restaurateurs Mrs. Élise and Mrs. Bata flank VA Jacques Latulippe at their outdoor work facility.

During the assignment, we met with several of the members who were involved in the food service industry in Ouagadougou and Banfora.

Let's describe what constitutes a street restaurateur! She is a restaurateur who prepares, in her home, large quantities of dishes such as: *riz gras* (rice with tomato sauce), peanut sauce, macaroni with tomato sauce, pigs feet, *sauce feuilles* (cassava, spinach or potato leaves), *alloco*, *RO* (herbs and leaves served with rice), *attiéké*, etc. Then she travels to street corners around the city to sell food to passersby, at prices ranging between \$0.25 to \$1.00. Yes... catering on the street ... and I was particularly surprised by the gustatory quality of what is being produced! It's astonishing!

The food is prepared using the day's purchases, since, as a general rule, the restaurateurs do not have access to refrigerators nor hot plates! In terms of freshness, purchases are made at 6 a.m., preparation is achieved during the course of the morning and the food is sold over lunchtime.

To reach our objective, we followed different paths such as: staff training focusing on quality, management, control of production costs and hygiene.

We undertook the evaluation of the following: staff's behaviour, cooking techniques, preparation and cost control, what's more, we delved into customer service and sales techniques, always in a context of continuous improvement of QUALITY and PROFITABILITY. You can appreciate that for a plate of *riz gras* sold at \$0.25, the profit margin can be quite low. Nevertheless, a margin is needed, which wasn't the case for 70% of the restaurateurs!

To maintain an interesting profit margin and to attract a larger clientele, we initiated the following:

1. Staff training (kitchen, service) based on the QUALITY approach: cooking, presentation, standardization of dishes, time management and customer service.
2. Training in management and in control of production costs and selling prices.
3. Improvement of production or service layout and of knowledge concerning hygiene and sanitary conditions.

The dynamism and enthusiasm of these restaurateurs, as well as their receptiveness to our recommendations, were true gifts. The certainty of having really helped these restaurateurs; who could ask for more, if only to have the privilege of finding out how they have made out within nine months to one year...and I'm already convinced of the results! These restaurateurs have a strength that can only serve as an example to us Canadians! ■

Staffing update

Vicki Hill became Manager of Operations for CESO National Services in late May 2007.

A volunteer placement with Canadian Crossroads International, at the Rural Industries Innovation Centre in Botswana exposed Vicki to international development. This caused her to return to university to complete a Specialist Program in International Development Studies at University of Toronto where she earned a Bachelor of Arts degree with a major in economics.

Prior to joining CESO, Vicki worked as Manager, Volunteer Services at Right To Play International where she led the Volunteer Services team to develop effective outreach and intake strategies to recruit, train and support international volunteers for one-year contracts with projects in Africa, Asia and the Middle East.

Chiara Marcazzan is the new Program Manager of the Support to SME-Youth program in Montreal, effective June 4, 2007.

Before joining CESO, Chiara was Program Coordinator for the Canadian Society for Training and Development. She has a solid background in communications and project management and studied political science at the Università de Bologna in Italy, received a college diploma in languages in Lonigo, Italy, and received additional training in universities in Scotland and France.

Lucia Calugareanu joined CESO as the Roster Assistant for the Roster Department in June 2007.

Previously, Lucia worked as the Finance Assistant/Accounts Payable for the Nuclear Safety Solutions. She is accredited with a Bachelor of Arts in Business Economics and Certificate of Bilingualism at York University and with a Bachelor of Economic Studies in Marketing at Academy of Economic Studies in Bucharest, Romania.

On April 23, 2007, **Natasha McKenna** transferred from CESO's Roster Services department to National Services as National Program Coordinator. ■

From April to June 2007, the following staff left CESO to pursue other endeavours:

- Magno Barros, Operations Manager, National Programs
- Amina Chahin, Manager of the Support SME-Youth Program
- Douha Hennaoui, Toronto Operations Centre Receptionist
- Cheryl Larsen, Regional Manager, Alberta and Western Arctic
- Monica Lazarescu, Roster Assistant
- Carolyn Switzer, National Evaluations/Policy Manager ■

Introducing our new Vice-President, CESO International Services

Dorothy Nyambi joined CESO as Vice-President of International Services in April 2007.

She comes to CESO with more than 15 years of senior management experience in both public and private organizations. Most recently, she served as the Regional Director for West and Francophone Africa at Right To Play International in Toronto, overseeing the programs, operations and an organizational decentralization process within the region.

In the Department of Program Monitoring and Evaluation, her job responsibilities covered country programs in Africa, the Middle East, Central and South East Asia where she led the team to ensure relevant and sustainable implementation of programs through partnerships and capacity building.

Her practical work experience is complemented by a Medical Degree from the University of Cameroon and Post Graduate Specialization in Public Health with an emphasis in policy and management from the University of the Witwatersrand, South Africa. Dorothy has taken courses in Results-Based Management, Program Design, Participatory Monitoring and Evaluation, NGO Finance Management, and Leadership and Developing indicators for monitoring the Millennium Development Goals in different programmatic sectors.

Dorothy explains: "It is a pleasure to have joined CESO and have the opportunity to put into practice the lessons learned during my earlier career. While working with bilateral programs and the U.S. Peace Corp, I witnessed the shift



from volunteers being agents of change to becoming more capacity builders based on the needs from recipient governments and institutions.

"It became apparent that development was not only about social change but survival, livelihoods and an enabling environment. Working with USAID and other donors, I learned the importance of ensuring relevance for interventions. The bottom up approach allows programs to be developed around felt and expressed needs for effectiveness in the use of the tax payers' money and adequate accountability for the beneficiaries as well as the donors. At Right to Play International, our focus was on holistic education for children through the incorporation of innovative methodologies using sport and play modules aimed at facilitating learning."

Dorothy says the concept that has guided her career over the years is best expressed in the following quotation by Jeffrey Sachs: "For many parts of the world, the chasm that has to be crossed to get from where they were, whether it's a dictatorship, economic collapse, financial crisis or all of the above, to the other side, that is a working market economy and a functioning democracy, is extraordinarily difficult and requires help."

Adds Dorothy: "It pleases me that my responsibilities at CESO put me in a position to provide that help and I look forward to working with all my new associates."

Born in Cameroon, Dorothy lives in Toronto with her husband and three children. ■

Gender Equality at CESO

By Patrick Lohier

A well known, but still striking, fact is that women form the overwhelming majority of the world's poor. For that reason, CESO is focusing increasingly on the role that gender plays in our work supporting Canadian and overseas clients and partners.

Both of CESO's major funders, INAC and CIDA, share similar definitions of gender equality: essentially that women and men enjoy the same status, that women and men have equal conditions for realizing their full human rights and potential to contribute to national, political, economic, social and cultural development, and to benefit from the results.

It is incumbent on CESO, as an evolutionary step to the work that we already do, to learn to identify factors—including gender inequalities—that can help us work to ensure sustainable governance and economic development. ■

CR Conference is highly successful

By Patrick Lohier

The 2007 International Services Country Representative (CR) Conference was a highly successful event that brought together most of CESO's CRs and International Services staff, as well as key stakeholders and experts from inside and outside the organization.

The June 11-15 conference provided an opportunity to share ideas and best practices for CESO's work in governance and economic development.

Starting off the Conference was an address on CESO's new Strategic Plan given by CESO President Paul van der Wel, a welcome address given by Dorothy Nyambi, Vice President, CESO International Services, and a keynote address on CIDA's expectations from CESO given by François Ducros, CIDA's Director General, Europe Division Europe, Middle East and Maghreb Branch.

Over five days, attendees participated in lecture-style sessions, group brainstorms and discussions on topics ranging from updates on all International Services programs, small- and medium-enterprise development, governance, environmental sustainability, gender equality,

monitoring and evaluations, roster development, program models (e.g., clustering), financial reporting, and the relationship between CESO's mission and the U.N. Millennium Development Goals.

Twelve CRs attended the conference at the Hilton Garden Inn in Vaughan, ON.

"CRs are key to our success," Ms Nyambi said. "I think the Conference was a great opportunity to reinforce the important role that CRs play in our operations overseas."

Guest speakers included Georgina Wigley, CIDA's Senior Environment Advisor, Europe, Middle East and Maghreb Branch, who led a half-day session on the environmental impacts of CESO's work; Michael Hatton, Associate Vice President and Dean of the Business School, Humber College, who gave a riveting presentation on small- and medium-enterprise development; and John Graham, Senior Associate, Institute On Governance (IOG) who co-presented with CESO VAs Stephen Woollcombe and Judy Barber on the significant role and impacts of governance on CESO's future work in development, using recent CESO work in Cameroon for case-based group activities.

Entertainment highlights included a movie night, featuring *An Inconvenient Truth*, Al Gore's documentary on climate change, a barbecue night and a wine and cheese reception and dinner to celebrate CESO's 40th anniversary. ■



Country Representatives from Asia, Africa, the Americas and Eastern Europe gathered with CESO staff in front of the conference centre for this group picture.

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Andrew Tapajna and Eugenia Humchack are the first recipients of the Aeroplan Volunteer of the Year Award.

Chosen by CESO's senior management, they are VAs who demonstrated superior, year-long in-house or CESO Club work; worked for both National and International Services; and had superior working relationships with CESO staff.

Andrew, from Dundas, ON, joined CESO in 1995. He raised over 1 million dollars for CESO during his first ten years as an in-house volunteer and completed assignments overseas and in Canada, many with the Aboriginal Women for Tomorrow program.

Eugenia completed assignments in Ukraine and in Canada with both French- and English-speaking clients. From Verdun, Quebec, Eugenia joined CESO in 1997 and has worked tirelessly for the Quebec City CESO Club.

In a moving presentation, Jean-Louis Castonguay was named CESO's newest Honorary Life Member.

"Jean-Louis has been a fixture at CESO for a long time. He's had the unique privilege of serving as staff, Board member and VA," said Keith MacDonald. "As Regional Manager for Quebec from 1992-1999, he significantly broadened the scope of the regional office in Aboriginal, international and community services and contributed greatly to regional roster development. As a VA, Jean-Louis completed numerous assignments and during his tenure on the Board he never failed to represent Francophone interests. He is a true asset and dedicated advocate." ■

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.

Southern Alberta
Jack Heynen, President
403-243-1269
Fax: 403-243-3437
heynenj@telusplanet.net
Our luncheon-meetings will be held the first Monday of October, December, February, April and June. The first two will be at the Danish Canadian Club, 727 - 11th Ave. S.W., Calgary. For additional information e-mail Jack Heynen. The executive for 2007-08 is as follows: Jack Heynen, President; John Skelton, Vice-President; Tony Strickland, Secretary; and Bertha Davis, Treasurer. Directors are Francine Beland and Henry Murzyn. Past President is Eldon Loucks.

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780-487-0762
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barbaza@mts.net

Ottawa
Art Cauty
613-731-8648
tcauty@rogers.com
Ottawa Office:
323 Chapel St. 2nd floor
Ottawa, Ontario, K1N7Z2
The Ottawa Club normally 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. At the first luncheon of the year, we will discuss other venues for lunch.

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.

Montreal
Normand Chevrier
normchevrier@yahoo.ca
The Club holds seven luncheons per season. Our winter/spring season ended on a great note. On May 2 with CESO President & CEO, Mr. Paul van der Wel as guest speaker, we had our largest attendance of the season. In collaboration with Montreal office staff, we are working on two major projects:

1) to meet all the approximately 500 VAs in our region in groups of 5-7 to review

resumes, present Montreal office staff, show the Orientation PowerPoint Presentation, establish availability and preference information, etc.

2) to start preparing an updated weekly report published on the Quebec Region page on the Login section of the website, listing: all open assignments for 1) Africa; (2) overseas locations; (3) First Nations; (4) SME; and the needs of (5) the Quebec office; and (6) the Club Saco.

Saco Est du Québec
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