

SUMMER 2006

Left to right: John Sutton, President, J Sutton Communications; Alden Hadwen, Manager of Community Investment, Aeroplan; and Paul van der Wel, President & CEO, CESO.



Photo by Anna Heychuk

John Sutton is the first *Beyond Miles* donor to the Canadian Executive Service Organization (CESO). John generously pledged 50,000 Miles to CESO stating that, "I have had a long-time business relationship with CESO and I believe in the work they do. I was happy to donate my Aeroplan Miles and to be the first to do so." CESO thanks John and all the other donors, some of whom acted anonymously.

Aeroplan's on-line *Beyond Miles* donation program is launched

At a press conference at the Munk Centre for International Studies held on May 17, 2006, Aeroplan, Canada's premier loyalty marketing company, launched the *Beyond Miles* program. This unique program links Aeroplan's over 500,000 members to seven outstanding Canadian not-for-profit organizations. CESO is honoured to be part of this program, along with Air Canada Kids' Horizons, Engineers Without Borders, Médecins Sans Frontières, the Stephen Lewis Foundation, Schools Without Borders, and Veterinarians Without Borders.

CESO's good fortune began with a chance introduction. Alden Hadwen, Aeroplan's Manager of Community Investment recalls meeting Mississauga resident and long-time Volunteer Adviser (VA) Norm Tendall at the Aeroplan office in Toronto. Mr.

Tendall suggested that CESO would be an ideal candidate for the Aeroplan Miles donation program and Alden agreed.

Aeroplan Miles will help CESO deliver more assignments and help more clients. We are very excited about this wonderful opportunity.

Donors will not be eligible for a tax receipt. They will have the knowledge that they are providing much-needed travel expense support for development work in Canada and overseas.

A generous 1,700,000 Miles were donated by Aeroplan and their partners, American Express and CIBC. At the time of writing, over 74,000 Miles had also been donated to CESO through Aeroplan's on-line Miles donation page. To make your *Beyond Miles* donation to CESO, visit <http://www.aeroplan.com/language.do?lang=E>. ■

CESO AGM Highlights

By Josie Marchese

The Annual General Meeting (AGM) was held in Toronto on Saturday, June 10th with volunteers, board and staff in attendance. The keynote address was delivered by Georgina Steinsky Schwartz, the President & CEO of Imagine Canada. With 30 years of experience in the

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public and private sectors, Georgina used a PowerPoint Presentation to highlight the findings of a study entitled, *Canada Survey of Giving, Volunteering and Participating*.

Some major findings of the study include:

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Two Winnipeg CESO VAs receive awards

By Yvonne Dubois

Twenty Winnipeg volunteers were honoured at a ceremony presenting the Raymond Simard Member of Parliament Award for Volunteerism on June 4, 2006.

Two very deserving CESO Volunteer Advisers (VAs), Fred Tippen and Henri Daudet, were amongst the recipients.

VA Fred Tippen was recognized for his work with Aboriginal people in Manitoba and Northwestern Ontario. He has worked mainly one-on-one with clients, assisting them with accounting and bookkeeping; explaining the importance of regular financial statements to the success of their businesses.

Fred has been a volunteer with CESO since May 1990. In completing numerous assignments, Fred's sound advice helped his clients determine how to keep accurate records and to manage their businesses in an effective and efficient manner.

VA Henri Daudet's main field of expertise is in real estate appraisals. Our clients call upon his knowledge to

help them assess the fair market value of property they are interested in purchasing.

Clients request Henri's help to provide a professional evaluation of a property, and mentor them on the process used to determine its value. Henri's assistance enables his clients to make informed decisions on whether to proceed with the purchase.

Henri has been an active VA since 1988. He has completed an impressive number of assignments in Manitoba, Northwestern Ontario, Saskatchewan and Nunavut. Henri has also completed international assignments in Russia and Lesotho, Africa. ■



MP Raymond Simard (right) presented VA Henri Daudet (centre, top) and VA Fred Tippen (centre, bottom) with their awards. Also present (left) was Ron Scanlan, Regional Manager, Manitoba & N.W. Ontario Region.

International Services Update

On June 16, 2006, Enrique Williams retired from CESO after 22 years of service, eight as a Country Representative and fourteen as a Project and Contract Director. We thank Enrique for his dedication and contributions to CESO over those years.

Enrique will be sorely missed by his friends and colleagues, but will continue to be available to CESO in his native Panama, where he is planning to live in retirement.

CESO has re-organized the International Department to maintain effective service to our partners.

Pam Koch, Contract Director CIDA Partnership Branch (CPB) & Philippines Bilateral, will take over the Americas region portfolio, making her responsible for all partnership programs. She will be the principal contact for CPB.

Kasia Zakowska has been promoted to Senior Program Manager for the Partnership Program in Asia and the Americas.

Liliya Volovik will become Project Manager for the Philippines Business Advisory Project (BAP) and will continue her responsibilities in the Evaluation Department.

Mouhamadou Leye is CESO's new Country Representative in Senegal.

Mouhamadou's professionnelle life has been marked by three positions. He worked in the social security fund area, in management control services. He worked for DEFI TOURS, the Motherland Experience (a travel agency specializing in American tourism) as a custodian in accounting and financial services. Recently, he worked for COFACE in their Senegal branch.

Married and the father of two girls, Mouhamadou enjoys playing sports, reading and watching TV. ■

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, 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, travel tips, reports from CESO Clubs, etc.

Please send your submissions to Josie Marchese at jmarchese@ceso-saco.com. ■

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. ■

Spread the word - pass your FOCUS on to a friend

Many opportunities for CESO volunteers in Haiti

By Carole Martin

Since the February elections in Haiti, which resulted in the election of René Prével as President, the situation has improved in Port-au-Prince, while other regions have been calm for many months. Recently, Canada has responded and increased its help in Haiti and Haiti is, in fact, Canada's main aid program focus in the Americas.

CESO had been present in Haiti for 20 years (from 1982 to 2002). Back then, Volunteer Advisers (VAs) supported the people of the poorest country in America with a lot of motivation and generosity. In 2002 when CESO had to temporarily halt work in Haiti, many VAs expressed their disappointment and desire for the organization to return in the most timely fashion possible.

In September 2004, two NGOs, CECI and WUSC, approached CESO's management with a plan. They wanted to present CIDA with a common proposal for a Voluntary Co-operation Programme (VCP). After discussions with CIDA and potential partners in Haiti, a contribution agreement was signed in June 2005. In the end, the three NGOs involved in the project were joined by a new and fourth Canadian partner, the Fondation PGL.

While other partnership projects have been developed between CESO and other NGOs, this Haiti project is unique as CESO's management considers it to be important for the future of our organization. The negotiations for this project were interesting and the process required many discussions to fine tune details whereby planning of the program and assignment conditions for the VAs were negotiated between the four NGOs.

Many intervention and agreement plans were signed with our Haitian partners. Around forty assignments are in the recruiting phase for the 2006-2007 fiscal year to assist in public administration (two to four departments have been targeted) and to assist groups who serve SMEs. These assignments are presently posted on the public section of the CESO site and those of our partners.

Here are some examples of posted assignments:

- The Minister of Commerce and Industry needs support to create a unique service gateway which simplifies the process for investors and the Minister of Planning and External Co-operation when managing the project at central and regional levels.
- The Chamber of Commerce has emphasized the need for help to improve dissemination of information to their members and production and marketing methods.
- A strategic reflection centre needs help with its mission.
- A sewing group is waiting for help to modernize their production and improve the revenue of low-income individuals.

At the time of writing, a VA was on site in Haiti and two were soon to depart for Haiti. These VAs are to stay in guest houses in Port-au-Prince, Jacmel and St-Marc, which have been rented by the program.

Transportation is arranged according to the policy of the VCP agreement which states that we use available cars and chauffeurs that contribute to the VA's safety. The program's on-site coordinator is included in the Canadian Embassy's chain of custody. ■

Good news!

By Shelley D'Angelo

As our "Our Future, Our Success" fundraising campaign moves into high gear, it is with great enthusiasm that I announce the donation of \$90,000 to CESO from the Canadian Consortium of Management Schools. Dedicated to innovative management education networks, and working primarily with international projects in management education and development, the consortium identified CESO as an organization to support for its achievements both in Canada and abroad.

This is one of the single largest donations to CESO and we are not only appreciative but excited knowing that our work will be furthered through this generous contribution.

Meanwhile, the *Beyond Miles* program, Aeroplan's unique donor program as discussed on Page 1, will be featured as a case study outlining the benefits of strategic partnerships by expert marketing strategist and CESO Volunteer Adviser Ron Kunitzky of Geyser Marketing Group at this year's Canadian Marketing Association's annual Direct Marketing Conference in Toronto in November 2006.

This is a great opportunity for CESO and we thank both Ron and Aeroplan. ■

National Services Update

Planning meeting held at YMCA Geneva Park

By Gord Breedyk

Regional and Operations Centre management and staff of CESO National Services held a very successful planning retreat from March 14th to the 17th this year, at YMCA Geneva Park in Orillia, Ontario. Its objectives were to build upon some of the planning and performance measurement activities currently being undertaken as well as to assess progress related to commitments made at the previous retreat held in October last year.

A wide range of topics were discussed and decisions reached with regard to standardized forms and work processes, a common fee structure, evaluation approach, and tasks/activities undertaken by National Services in delivery of its services in Canada.

In addition, in its efforts to become more focused and accountable, CESO National Services has recently been engaged in an extensive results-based planning exercise. The models used to guide this process were used to facilitate an in-depth discussion, during the two days of the workshop, of our mission,

vision, goals, objectives, activities, outputs, outcomes, impacts, performance indicators, risks, and more.

It was a fascinating and rewarding exercise which made us examine, from a program and a team perspective, who we are, what we are trying to accomplish and why we are doing it. The open, wide-ranging, and at times passionate discussion which ensued led to the development of some guiding principles and ultimately to a sharper focus on the outcomes and impact of our work. We agreed to a number of next steps, two of which were to develop regional plans and to design and implement a performance measurement and evaluation system. A general timeframe for achieving these items was also established. Finally, this in-depth analysis gave us clarity in regard to how we measure success in what we do.

Though significant progress was made, all agreed that a lot of work remains to be done. We see the need, and have the resources and will to turn our focus to improving and increasing the delivery of services to our clients across Canada. ■

Our Future, Our Success

In the last issue of FOCUS, we introduced you to our new Individual Giving Campaign which was called, "Giving to CESO Begins at Home." We have changed the name to "Our Future, Our Success" to more accurately describe the goals we wish to achieve. We hope you will make a donation to help CESO continue to help alleviate poverty through the work of our staff and volunteers.

To make your donation on-line, visit www.ceso-saco.com & click Donate to use our secure donation form; by phone, call Leslie Venturino, Development Co-ordinator, at 416-961-2376 Ext. 240; or by mail, send to Leslie Venturino, CESO|SACO, 700 Bay Street, Suite 700, Box 328, Toronto, ON, M5G 1Z6. ■

“The frog” received significant help from CESO

By Nadine Gaudreau

April 27th was the official opening of the tea room “Une grenouille dans la théière” (A frog in a teapot). This event was not only meant to acknowledge the efforts of Isabelle Gagnon-Zeberg (owner), and Monique Bistoros and Stéphane Cormier (associates), in the pursuit of their dream, but also the significant input of CESO Volunteer Advisers (VAs) in the implementation of this project.

Last fall, the Support to SME-Youth team received a service request from two teachers. They had been dreaming for some time, about opening a tea room. However, they were aware of the fact that the business start-up process is complex and that it is quite important to be surrounded by reliable and experienced people. In this regard, CESO certainly helped them.

They first met with VA Robert de Chancenotte with whom they developed a strong relationship. He became their mentor. He gave them good advice and spared no effort in seeing that their business started on a



solid foundation.

At the same time, the group of people that we affectionately call “the frog,” had been matched to VA Adrien Berthiaume. He worked really hard to design the development plans that allowed them to obtain the needed operating permit.

Also, the entrepreneurs had the chance to benefit from the expertise of one of the best legal advisers in Montreal, Mr. Raymond Barakett. VA Barakett checked the lease agreement to ensure the business was on solid footing.

It is not hard to imagine how the contributions of CESO VAs are significant for young entrepreneurs. Their ideas and passion combined with the experience and dedication of the VAs produce amazing results. “Une grenouille dans la théière” is a fine example of this. ■

We invite you to visit their Website at

www.unegrenouilledanslatheiere.com.

Encouraging results for the Support to SME-Youth program

By Nadine Gaudreau

Last September, Canada Economic Development showed its confidence in CESO again when it renewed its Support to SME-Youth program for a further three years. A few months have passed and the results are already extremely encouraging.

Last April, we conducted an in-house survey to find out if the help given by CESO’s Volunteer Advisers (VAs) had a real impact on our clients. The survey answers showed that yes, it had. In fact, during the last shortened fiscal year (7 months), we completed 61 assignments with young entrepreneurs on the Island of Montreal. Originally, a total of 45 people were working in the client companies. At the time of writing, 21 jobs had been created and 60 had been maintained. It is a big achievement given the difficulties faced by young entrepreneurs in the business start-up phase.

The end of the fiscal year also gave us the opportunity to conduct a survey on client service satisfaction. We hired the Internet marketing research firm, Aramis. We hoped to do better than last year, at which time we scored a general satisfaction rate of greater than 84%. Our efforts were rewarded: we scored a new general satisfaction rating of 96%, proving not only that our services are useful, but also that our young clients appreciate their meetings with our experienced VAs.

At the same time, the survey helped us realize that most of our clients also use the services of other Montreal-based organizations. Interestingly, the satisfaction rating of those organizations was slightly less at 65%. Moreover, the results showed that the SME-Youth program stands out from its competitors because of the good advice of its volunteers (96%), its dedicated staff (97%), its warm welcome (96%) and its administrative process (93%). In short, the Support to SME-Youth program is highly successful and is beginning to play a major role in Montreal’s entrepreneurial community. ■

Staffing update

Agnès van 't Bosch

Agnès van 't Bosch, CESO's Vice-President of International Services, tendered her resignation, effective June 2.

Agnès' decision was based on personal reasons and has been reluctantly accepted. She played an important role in CESO, giving the International division a new strategic direction, which resulted in more effective aid programs. Agnès was very helpful during the vacancy in the President & CEO position. She took on certain roles associated with the Presidency and accomplished them competently. Furthermore, Agnès was of great help to the incoming president, allowing him to more quickly familiarize himself with the operations of the international division.

Regional Manager - Saskatchewan

Gabe Lafond joined CESO on May 1, as Regional Manager for Saskatchewan, replacing **Audrey Ahenakew** who retired at the end of April.

Gabe was most recently, with the Department of Canadian Heritage, a Program Manager responsible for the Urban Multipurpose Aboriginal Youth Centre Initiative in the Prince Albert District. He was responsible for negotiating and implementing contractual agreements, budgets, and providing advice to officials in his department and to Aboriginal leadership.

He was also the Director of Programs for the Métis Employment & Training of Saskatchewan Inc. responsible for the delivery of programs throughout the province.

His extensive volunteer experience includes work with the Urban Aboriginal Strategy for Saskatoon and Prince Albert, the Saskatoon Friendship Centre, the White Buffalo Youth Lodge, Aboriginal Human Resource Development Council of Canada and many other organizations.

Roster Assistant

On May 17, Monica Lazarescu became CESO's new Roster Assistant. Monica recently immigrated from Romania where she worked for the International Foundation for Child and Family as an Administrative Assistant.

Monica has a Bachelor Diploma in Special Psycho pedagogy from the University of Bucharest and is fluently bilingual in English and French.

Evaluation/Policy Officer

As of May 28, Carolyn Switzer was the new Evaluation/Policy Officer for the National Services Team.

Carolyn worked as the Planning and Evaluation Coordinator for the Ontario Ministry of Agriculture, Food and Rural Affairs, where she contributed to strategic planning and performance measurement for the ministry. Prior to this, she worked as an evaluation consultant for the International Development Research Centre (IDRC) in Ottawa and in their

field office in New Delhi. With IDRC, she conducted three program evaluations and several monitoring visits to rural community development projects in India and Nepal. Carolyn authored a review of policy and literature for a forthcoming IDRC publication in the area of biodiversity conservation and sustainable livelihoods.

Carolyn maintains her interest in community development and intercultural learning by volunteering for Canadian Crossroads International as a volunteer facilitator and moderator. Carolyn resides with her husband Richard and two small children, Nora and Gabriel, in Toronto.

Accredited with a Masters degree in Rural Planning and International Development, and with several written papers on diverse topics, Carolyn will definitely be suited to promoting CESO's vision.

Senior Accountant

Effective June 12, Danilo (Danny) Go became CESO's Senior Accountant in the Finance Department, reporting to Vimla Mehra, Controller.

Prior to joining CESO, Danny worked as an Accounting Specialist/Analyst in the logistics division of American Eagle Outfitters, the number one and fastest growing American retail and logistics company. He has had extensive exposure to various fields of accounting such as budgeting, treasury, general accounting, auditing and costing. As a University Instructor Danny developed his mentoring skills and acquired a solid foundation in accounting principles. Danny has a reputation for committing long-term to a company because he believes that "a rolling stone gathers no moss!"

Danny is preparing for his entrance exam for certification with the Certified Management Accountants (CMA). He holds two foreign University degrees, a Bachelor of Science in Commerce and a Bachelor of Law, and is a Certified Public Accountant in the Philippines.

Bilingual Financial Analyst

Gregoire Balandras joined CESO on June 19. Reporting to Terry Brackenridge, CESO's Secretary/ Treasurer & CFO, Gregoire will perform the duties and responsibilities of the recently re-aligned position of Bilingual Financial Analyst.

Gregoire hails from France, with a law background and a Masters degree in Business. Gregorie completed the MBA exchange program at the University of Oregon in the United States, and then worked as a Credit Analyst for the Canadian branch of the European banking and financial group, BNP Paribas.

His career with the bank took him back to Paris, France, to gain more experience as a Credit Analyst. Gregoire then met and married a Canadian. Motivated to live in Toronto, he immigrated to Canada and now lives here with his wife Alyssa Rushton, a practicing artist and

boutique owner.

Gregoire replaces **Jeffrey Rouse** who left CESO at the end of May to work for VSO Canada. "We will all greatly miss his diligence, his pragmatism and his perseverance in finding solutions to complex challenges," said Agnès van 't Bosch, Vice President, International Services. "His commitment to the values of international cooperation and social justice were reflected in the integrity he brought to his work and his ongoing interest in public engagement."

Oracle Developer

On June 26, Brian Guo became CESO's new Oracle Developer, reporting to Azhar Nawaid, Manager IT.

Brian began his career at a mobile communications company in China as a Developer before moving to the Industrial and Commercial Bank as a Systems Analyst Developer.

Between 2000 and 2006, Brian served as a Senior Developer/Administrator in a telecommunications company. He has professional experience in software designing and developing. As an Oracle developer/DBA, he brings skills and proven experience in Oracle database development including the design, coding, testing, documentation and application support as well as database administration, performance tuning, and backup and recovery.

Equipped with a Bachelor's Degree in Computer Science, Oracle Relational Database Management System training, and Oracle8i Professional Database Administrator Certification, he is ready to tackle the challenges in CESO's MIS department.

Brian lives in Richmond Hill with his family and likes reading books and playing chess as well as participating in and watching a variety of sports.

Nunavut Program Manager, Ottawa

On July 4, Kathy Hughes became CESO's Nunavut Program Manager, Ottawa.

Kathy comes to CESO with 15 years of experience managing international education and training programs for the World University Service of Canada in Ghana, Botswana, Canada, China, Indonesia, Peru and Sri Lanka.

As Interim Executive Director for Leadership Ottawa, Kathy had the opportunity to work with volunteer committees and refresh her knowledge of local and provincial concerns and priorities. She is well versed in Canadian government requirements, procedures and the results-based management approach.

Kathy is a graduate of Carleton University and completed her MA in Leadership and Training from Royal Roads University.

Kathy replaces **Gord Breedyk** who is retiring, again, and will continue working with CESO as a Volunteer Adviser. ■

New Board Member

David Roy Newhouse of Peterborough, Ontario is CESO's newest Board Member.

David, who has been a CESO Volunteer Adviser since June 2004, is the first Principal of the new Peter Gzowski College at Trent University and Chair of the Department of Native Studies. He is an Associate Professor in the Department of Native Studies and the Business Administration Program.

Co-Chair of the Trent Aboriginal Education Council, David 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, David 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.

His research interests are focused on the way in which Aboriginal traditional thought and western thought are coming together and creating modern Aboriginal societies. His current exploration is on the development of Aboriginal democracies. ■

Director of Human Resources & Volunteer Services

Ruth-Claire Alinas joined CESO as Director of Human Resources & Volunteer Services on June 1.

With more than a decade of experience in the human resources field, Ruth-Claire brings proven project and management skills to CESO.

She was the Manager of Human Resources with both Lyreco and Newstar Solutions and a HR Generalist at Schneider Electric.

Ruth-Claire earned her B.A. in Sociology and Psychology from the University of Toronto, after which she received her C.H.R.M. designation (the precursor to the Certified Human Resources Professional designation) from Centennial College.

At Lyreco, Ruth-Claire's efforts to reduce costs and increase employee morale earned her the company's highest recognition, The President's Club Award. At Schneider Electric, Ruth was also awarded the PWMD (People who make a Difference Award) and received an unprecedented three consecutive honours of the Alliance Award for Community Service.

Ruth-Claire is fluent in English and the Filipino language, Tagalog. She also comprehends and is conversational in five other languages - Spanish, French, Japanese, Farsi, and Egyptian.

She enjoys playing and coaching competitive sports such as volleyball and tennis for all ages. Near and dear to her heart is coaching youth



soccer, baseball and basketball at the provincial club level.

Her passion for volunteering for seniors is reflected in her work with Meals on Wheels, for the Filipino community through her writing in their newspapers and organizing events, and for visible minorities by holding workshops and seminars for the unemployed.

We asked Ruth why she came to CESO and what she hopes to achieve. Her answer:

"When I read the CESO posting for my position, I quickly learned about the organization. This led me to reflect on what has been truly missing in my worklife that would give me the satisfaction I was searching for. It became apparent that I could use the skills, knowledge and experience that I have towards a more worthy and altruistic cause, and with an organization that is making a difference!

Over and above ensuring fairness, equality and optimization in the HR aspect of my job, I am committed and enthusiastically willing to motivate potential and current volunteers to actively engage in CESO's work, both nationally and internationally. I am excited, and ready to go!" ■

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
(Vice-Chairperson - Chuck Belotte)
The Club meets the third Tuesday of the month at the White Rock Library. Regular meetings will be held from February to June and September to November. The Club holds a holiday season luncheon the third Sunday of January and a summer barbecue the third Sunday of August 2006.

Vancouver/North Shore

Priidu Juurand, Co-Chair
604-872-6001
priiduj@shaw.ca
Our members are invited to meet once a month on the second Tuesday of the month at the West Vancouver Library. All CESO VAs are welcome.

Southern Alberta

Eldon Loucks
403-256-6838
eldon.lorraine@shaw.ca
Meetings are held the first Monday of each second month from October to June from 11:30AM-2:00PM at Fort Calgary, 750-9th Ave. S.E., Calgary.

Northern Alberta

Rick Boyd, President
780-487-0762
rboyd@compusmart.ab.ca
Our June annual meeting was very successful, with 30 VAs attending to hear CIDA's Ruth Shapiro speak. Six directors were elected, including two new ones. Assignment volume is strong and growing, particularly with Aboriginal clients. Our next meetings will be held on September 12 and January 9 in Edmonton.

Saskatoon

Jim Orosz
saskatchewan@ceso-saco.com

Winnipeg

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

Ottawa

Len Nylund, Co-convenor
613-829-8602
lnylund@istar.ca
Ottawa Office:
323 Chapel Street, 2nd floor
Ottawa, Ontario, K1N 7Z2
613-236-7763
The Ottawa CESO Club, at its luncheon on June 6, had its first opportunity to meet the newly appointed President & CEO, Paul van der Wel. He was accompanied by Bob Dickson, Vice-President National Services, and Ruth-Claire Alinas, Director Human Resources & Volunteer Services. The President spoke about the direction and challenges of CESO. A lively question and answer period followed. The Ottawa CESO Club is currently on summer recess and will resume luncheons on Tuesday, October 3, 2006.

Mid-Ontario

Soren Sondergaard
519-821-9296
odin@golden.net
CESO VAs, especially in the Guelph, Kitchener, Waterloo, Halton Hills, Oakville and Mississauga areas, are welcome to join this new CESO Club. Contact VA Soren Sondergaard for further information.

Niagara

William (Bill) Miles
905-468-9256
wmiles@niagara.com
The CESO Niagara Club meets four times a year, usually in the St. Catharines area. Current members are advised of times and places by email. Any CESO volunteers who live in the Niagara Peninsula area, who do not receive club notices, are urged to contact either Bill Miles (Chair) (wmiles@niagara.com, 905-468-9256) or Helen Johnson (Membership & Secretary) (helenj@vaxxine.com).

Sherbrooke

Jacques Latulippe
819-569-9761 ext. 246
tamtamlatulippe@hotmail.com
Office: SACO-Estrie, 891 Bowen Sud, Sherbrooke, QC, J1G 2G3, Telephone: 819-569-9761, ext. 246, Fax: 819-566-0005
The office is open on Thursdays from 1:00-5:00 PM.

Montreal

Normand Chevrier
normchevrier@yahoo.ca

Quebec Est

Benoît Bisailon
418-660-9640 ext. 286
benoit@canadaide.org
Please note that the Quebec Est office will be closed from June 20 to August 17, 2006 and will re-open on Monday, August 20th. From time to time, a member of the office will check phone message and e-mails and forward them to the appropriate person. Our next activity is planned for September 20. Have a beautiful summer.

President visits CESO Clubs

CESO President & CEO, Paul van der Wel, has been very busy in his first few months of service, meeting with staff and with CESO Club members across the country. In the photograph taken by Ruth-Claire Alinas, Director Human Resources & Volunteer Services, Paul shakes hands with CESO volunteer Alex Vega (right) of the Ottawa CESO Club, who reported on his recent assignments in Sri Lanka and the Philippines.



Photo contest reminder

We have already received a number of wonderful submissions from our volunteers for CESO's Photo contest 2006, both by e-mail and mail. If you would like to make a submission, the deadline is still a month away.

Volunteers, please send in your photos to CESO. As before, the photos should be of you while on assignment at work with the client. Active illustrative images are what we need, so search through your piles of pictures and send in the best ones by Friday, September 1, 2006.

A panel of judges, comprised of CESO staff members, will review the entries and announce a winner in the Autumn 2006 issue of FOCUS.

As an added bonus, the contest winner will receive a new digital camera.

Submit your photos (print by mail, digital by e-mail) to: Josie Marchese, 700 Bay Street, Suite 700, Box 328, Toronto, ON, M5G 1Z6, jmarchese@ceso-saco.com.

Please feel free to contact Josie with any questions at 1-800-268-9052 x253 or 416-961-2376 x253. ■

Volunteer Appreciation Week

National Volunteer Week April 23 to 29, 2006

Thank you to all the Volunteer Advisers (VAs) across the country who participated in our first-ever National Volunteer Week On-line Contest. This contest, and other events across Canada, were organized during Volunteer Appreciation Week 2006 to thank our VAs for contributions made throughout the year.

Congratulation to our winners!

First place goes to **Dr. Lanhai Li** from Nepean, Ontario. Second place goes to the team of **Mr. John and Mrs. Bertha Davis** from Calgary, Alberta. Third place goes to **Ms Gale Simpson** from Winnipeg, Manitoba.

Regional office in-house volunteers across Canada were invited to events in their honour. The BC region arranged a draw and acknowledged and thanked local VAs in their newsletter.

With Paul van der Wel, CESO President & CEO and Bob Dickson, VP National Services in

attendance, the Quebec region organized a breakfast for 40 VAs and prepared a video of testimonials from a number of SME-Youth Program entrepreneurs.

In Saskatchewan, a "Christmas In April" dinner was combined with a retirement party for former Regional Manager, Audrey Ahenakew.

Alberta regional staff presented certificates of appreciation to approximately 300 VAs.

Operations Centre in Toronto held a luncheon to honour those who volunteer year-round to make CESO an efficient and effective organization. Pictured is in-house VA John Blanchard of Toronto who gave a moving speech at the event. He thanked CESO staff for



Photo by Anna Heychuk

the daily help they provide to VAs, which, he said, was invaluable and much appreciated.

To all our VAs, we say thank you very much! ■

Correction: Task Force on Roster Development

In the Spring 2006 issue of FOCUS, we reported on the findings of the Task Force on Roster Development. At that time, we listed a group of individuals involved with the project. Regretfully, some of the committee members were omitted. For this, we are truly sorry and, by way of making amends, would like to provide a full list of the individuals that so generously donated their time and talents to produce an impressive and useful report. They were: VA Fred Keenan, Task Force Chair; Cameron Bourne, former Director of Human Resources & Volunteer Services; VA MaryEtta Cheney; VA David Evershed; Nicole Gold, Roster Manager; VA Paul Matthews; VA Gunter Otto; VA Steve Salbach; Jerry Smith, former Ontario Regional Manager; and then Roster Assistant Crengutza Viscun.

Thank you all for your contribution. ■

CESO AGM Highlights

Continued from page 1

- Over 22 million Canadians, 85% of the population aged 15 and over, made a financial donation to a charitable or other nonprofit organization in the 12-month period covered by the study.

- The amounts donated totalled \$8.9 billion with donors giving an average of \$400. The bulk of those donations were provided to religious organizations (which received 45% of all donated dollars), followed by health organizations at 14% and then social services organizations at 10%. International groups which promote development and welfare abroad received 4%.

- Almost 12 million Canadians, or 45% of the population aged 15 and older, volunteered during the one-year period preceding the survey. Their contributions totalled almost 2 billion hours, an amount equivalent to 1 million full-time jobs. Volunteers contributed an average of 168 hours over the course of the year.

A PDF version of the survey can be found on-line at www.givingandvolunteering.ca/pdf/CSGVP_Highlights_2004_en.pdf.

During the morning AGM session, Board Chair Keith MacDonald addressed the audience. He thanked CESO's management team for the help they provided during the five months in which he served as Interim President & CEO. He welcomed Paul van der Wel, CESO's new President & CEO and thanked former staff members Gordon Cummings and Agnès van 't Bosch for their contributions.

He also spoke to the interests of volunteers and assured them that the strategic plan to help alleviate poverty in Canada and in developing countries is in place. Keith said, "CESO's initiatives are contributing to Canada's image in a positive way, demonstrating our unique ability to contribute to building stronger communities abroad and in Canada." ■



At CESO's 2006 Annual General Meeting, clockwise from the left were: Terry Brackenridge, Secretary/Treasurer & CFO; Ruth-Claire Alinas, Director Human Resources & Volunteer Services; Shelley D'Angelo, Director Development & Communications; Bob Dickson, Vice-President National Services; Jean-Louis Castonguay, Board Member (BM); Ernie Daniels, BM; Elaine Ward, BM; Peter Kendall, BM; Keith MacDonald, Chair of the Board; Luc Lainé, BM; Paul van der Wel, President & CEO; Helen Klengenberg, BM; John G. Paul, BM; Ginette Gagné-Koch, Past Chair of the Board; Sandra White, BM; Wanda Wuttunee, BM; and France Poulin, BM.

In Memoriam

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

Mortimer Bistrisky of Toronto, ON
Arthur Fletcher of Elmira, ON
Ramsis Girgis of Chatham, ON
Donald Hillman of Manotick, ON
Marcel Janson of McMasterville, QC
Robert Kerr of Winnipeg, MB
David Paul Roth of Kitchener, ON
Louis Tavan of St. Lambert, QC
Gerard Wilbrink of Burlington, ON
Forrest Wilson of Huntsville, ON

Their friends and associates will miss them. ■

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Editors

Shelley D'Angelo, Director Development & Communications
 Josie Marchese, Communications Co-ordinator/Webmaster

CONTRIBUTORS

Ruth-Claire Alinas
 John Blanchard
 Gord Breedyk
 Shelley D'Angelo
 Yvonne Dubois
 Nadine Gaudreau
 John L. Gibson
 Anna Heychuk
 Josie Marchese
 Carole Martin
 Josée Vauclair

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



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