



# CANAVUA

**CANADIAN VOLUNTEERS UNITED IN ACTION  
VOLONTAIRES UNIS DANS L'ACTION AU CANADA**

2015-2016

**ACTIVITY REPORT**

services  
 generosity  
 culture  
 support  
 Action  
 Alberta  
 time  
 francophonie  
 volunteers  
 United  
 needs  
 community  
 Edmonton

Edmonton  
 community

We would not be able to deliver volunteer-based programming without the financial support of our community partners, to whom we are greatly appreciative:



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# ANNUAL GENERAL MEETING 2015-2016

**WHEN:** Saturday, July 9 2016

**WHERE:** La Cité Francophone  
8627 91 Street  
Edmonton AB T6C 3N1

## **SCHEDULE:**

1. Word of welcome from the President
2. Adoption of the schedule
3. President's report
4. Word from the Director
5. Presentation of finances
6. Nomination of treasurer
7. Election of new board members
8. Presentation of new members
9. Adjournement
10. Refreshments

# PREFACE



ANAVUA (Canadian Volunteers United in Action society-Associations des Volontaires unis dans l'action au Canada) is a nonprofit organization offering services to the community in Alberta with particular emphasis on the Greater Edmonton Area.

CANAVUA was founded on September 17, 2009 and registered with the Government of Alberta on April 24, 2010. Our mandate is to promote volunteering in Alberta, particularly within the Francophone community. Our mission is to recruit, train and deploy volunteers to serve others.

Since its creation in September 2009, CANAVUA has conceived a series of concrete programmes and services, administered by “crews,” whose purpose is to fulfill the organization’s mission through specific volunteer service. As an established society, CANAVUA has additionally become the spokesman of volunteerism in the Albertan Francophone community to government at all levels.

Canadian Volunteers United in Action (CANAVUA) is a philanthropic organization run by volunteers. The underlying principle which motivates our activities is that of solidarity. CANAVUA serves to connect candidate volunteers in search of volunteer placements with organizations in need of volunteers.

CANAVUA facilitates the pairing of volunteers with various associations. We recruit and train volunteers with the end of solidarity in mind. CANAVUA then dispatches volunteers into volunteer placements created by our community partners (including community associations, hospitals, organizations and businesses).

Involved in every aspect of its operation, volunteers are indeed the very essence of CANAVUA and are involved at the heart of all our activities. It is thanks to our volunteers that CANAVUA’s work flourishes throughout Alberta’s capital.

We hope to leave a very positive mark on Alberta’s Francophone population as we continue to serve from – and for – the community.

At CANAVUA, it’s always time to volunteer!



# MESSAGE FROM OUR PRESIDENT



Ladies and Gentlemen,

It gives me great pleasure as President of CANAVUA's Board of Directors to address a few words to you in our annual Activity Report.

The 2015-2016 year has been rich in opportunities. We celebrated our sixth year of voluntary service, marked by a wide range of programming designed to benefit others.

None of this would have been possible without the dedicated help of our volunteers, whose selflessness and devotion have enabled us to reach more and more people with help, accompaniment, advice or simply a comforting presence. Accordingly, we recognized publically the service of our volunteers during National Volunteer Week with a well-deserved ceremony of appreciation. Receiving thanks motivates us to continue our valued efforts and to push onwards in solidarity.

I invite you to take note of the many ways in which the value and relevance of CANAVUA's work is made manifest in Alberta today. Thanks to CANAVUA and its exceptional team of volunteers, thousands of people have received much-needed and precious assistance. The work that our volunteers do has enabled disadvantaged people to get back on their feet much more easily than would have been possible were it not for the help they received. The satisfaction of knowing we've made a difference will always give meaning to what we do and to whom we are.

Lastly, I cannot forget to mention the outstanding work of our administrative staff who, day after day, maintain quality services from behind the scenes in order to help others in need, cultivate good relationships with our community partners and effectively manage the organization. It is reassuring to be able to count on such a great team of people. I thank them very sincerely. We also give thanks to our generous donors, the federal, provincial and municipal governments.

A handwritten signature in black ink, appearing to read 'René Vincent TSHIBULA'. The signature is written in a cursive style.

X

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René Vincent TSHIBULA  
Président



# A WORD FROM OUR DIRECTOR



Sir, Madame,

As you can see, along with the Board of Directors and staff of CANAVUA, we have not spared our efforts...

We have worked hard and tirelessly because the future of our organization, volunteers and clients is at the heart of our concern.

In order to evaluate the impact that we've had and measure what lies before us, I present you with three considerations:

1. The current state of volunteerism in Alberta's Francophone community and how it has evolved over the last year.
2. An approach as to how we can consolidate what we've accomplished so far.
3. The importance of participation among the members and volunteers of CANAVUA.

## **The current state of volunteerism in Alberta's Francophone community and how it has evolved over the last year:**

Edmonton and Calgary's Francophone communities have seen a unique culture of volunteerism develop, with particular values and practices, possessing distinct traits and being part of a larger movement altogether.

To measure the impact of our volunteers and support them, we must account for the setting in which they work. We need to appreciate how volunteering is perceived in these settings and what motivates volunteers to serve. For over a year now, CANAVUA has been faithfully using new software to evaluate the impact and scope of volunteering in the Francophone community. This has enabled us to now quantify the effect of volunteering.

Quantifying volunteering does not merely consist of recording services, time and skills provided; in addition to all this, it also entails identifying the roles and benefits produced in the community. For example, we note the building of bridges between people, volunteers and beneficiaries of their service as one such outcome. CANAVUA's programming empowers recent immigrants to integrate into society in their period of initial transition and gives them the opportunity as volunteers to engage themselves in civic action.

## **How we can consolidate all that we've accomplished together so far**

Today, it is necessary to report our activities in order to make informed choices of what we wish to undertake in the future. Among our wide array of programs that we administer throughout the year, I wish to emphasize above all:

- The opening of our new office in Calgary
- Improvement in our medical accompaniment and interpretation service
- Training of all our volunteers by a representative of Alberta Health Services about the rights, limitations and responsibilities of medical interpretation
- Implementation of selection and training protocols to ensure the quality of our services; three of our volunteers were certified by Bow Valley College upon the successful completion of the Medical Terminology level I course
- Volunteer training workshops delivered by Dr. Séraphin, based on “The Language of Medicine;” several modules were offered to participants to develop their language skills
- Coaching in the INTACC support guidelines developed by the SSF and Francophone Welcome and Support

### The importance of participation among CANAVUA’s members and volunteers:

In order for CANAVUA to flourish and thrive, its members must contribute to its further development.

I wish for all our volunteers to be proud of their work, but what is most important is that they be the defenders of Francophone solidarity.

Our sector contributes to the health of our fellow citizens. Our members, through their skills and work, are able to benefit our community and health system as effectively as the public and private sectors.

Lastly, I would like to thank our sponsors, community partners, volunteers, and all of our clients who have benefited from our services.

The Activity Report detailing what we accomplished last year is impressive. I believe that we have many reasons to be proud. However, we must now strive to obtain sustainable, consistent funding from our donors.



X

Dicky DIKAMBA  
Directeur Général

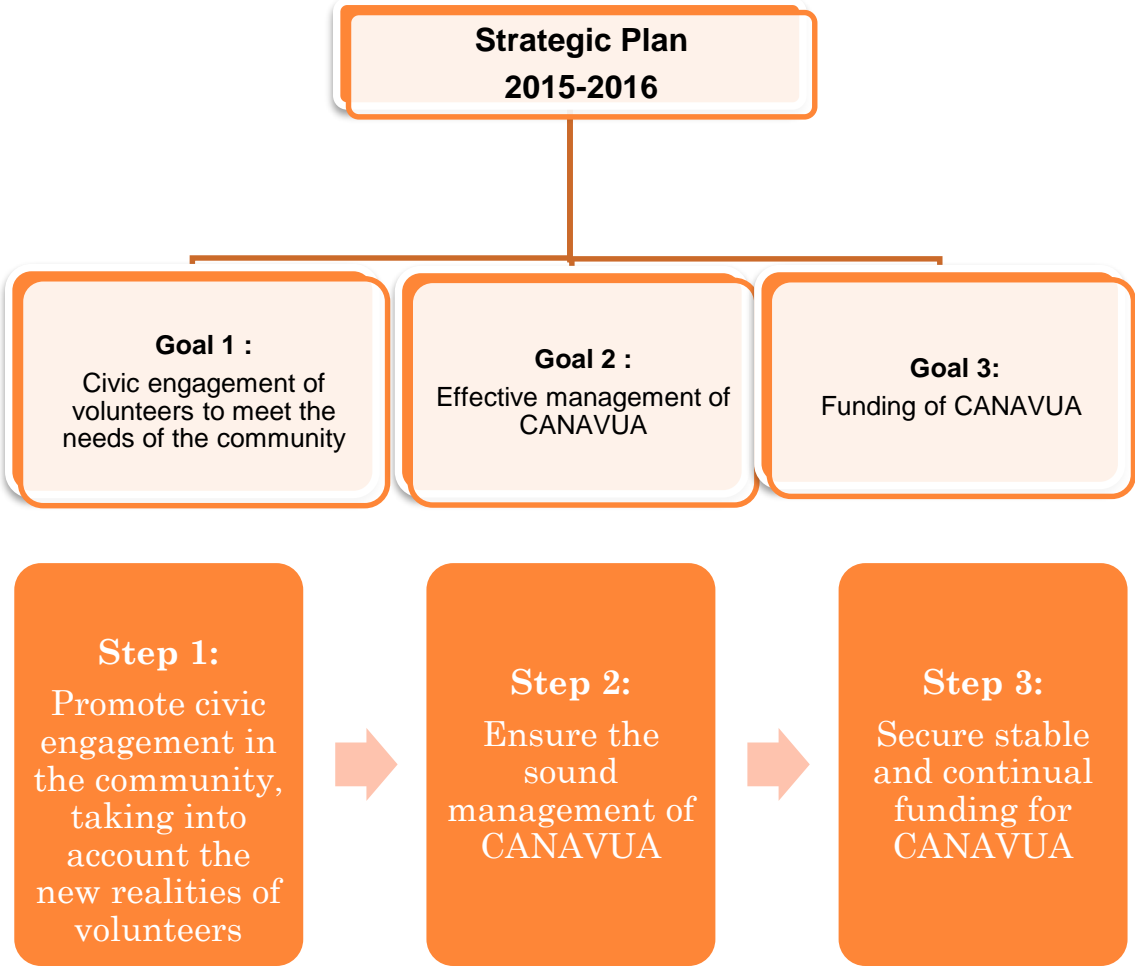




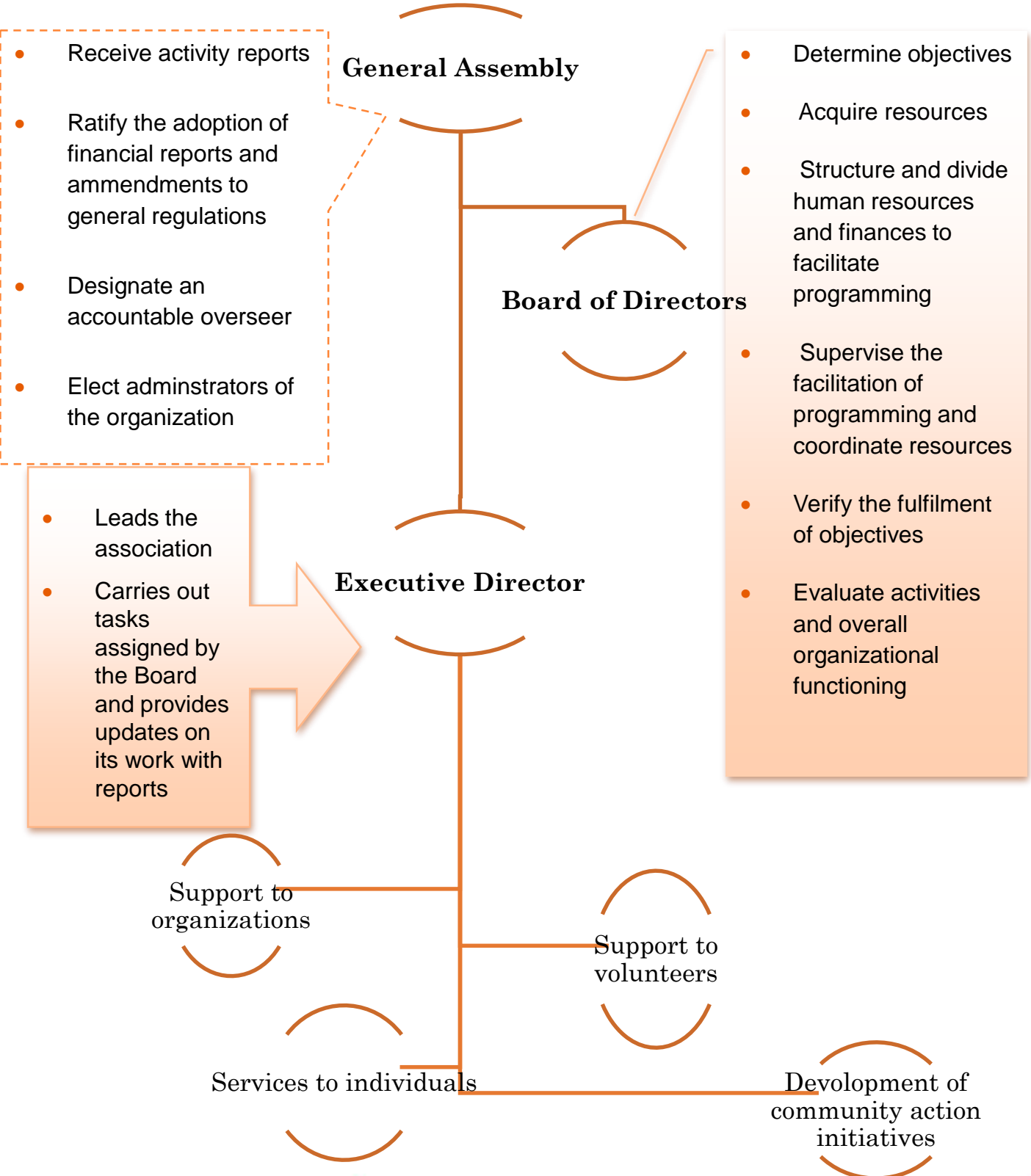
# CANAVUA (Canadian Volunteers United in Action)

## Strategic Plan :

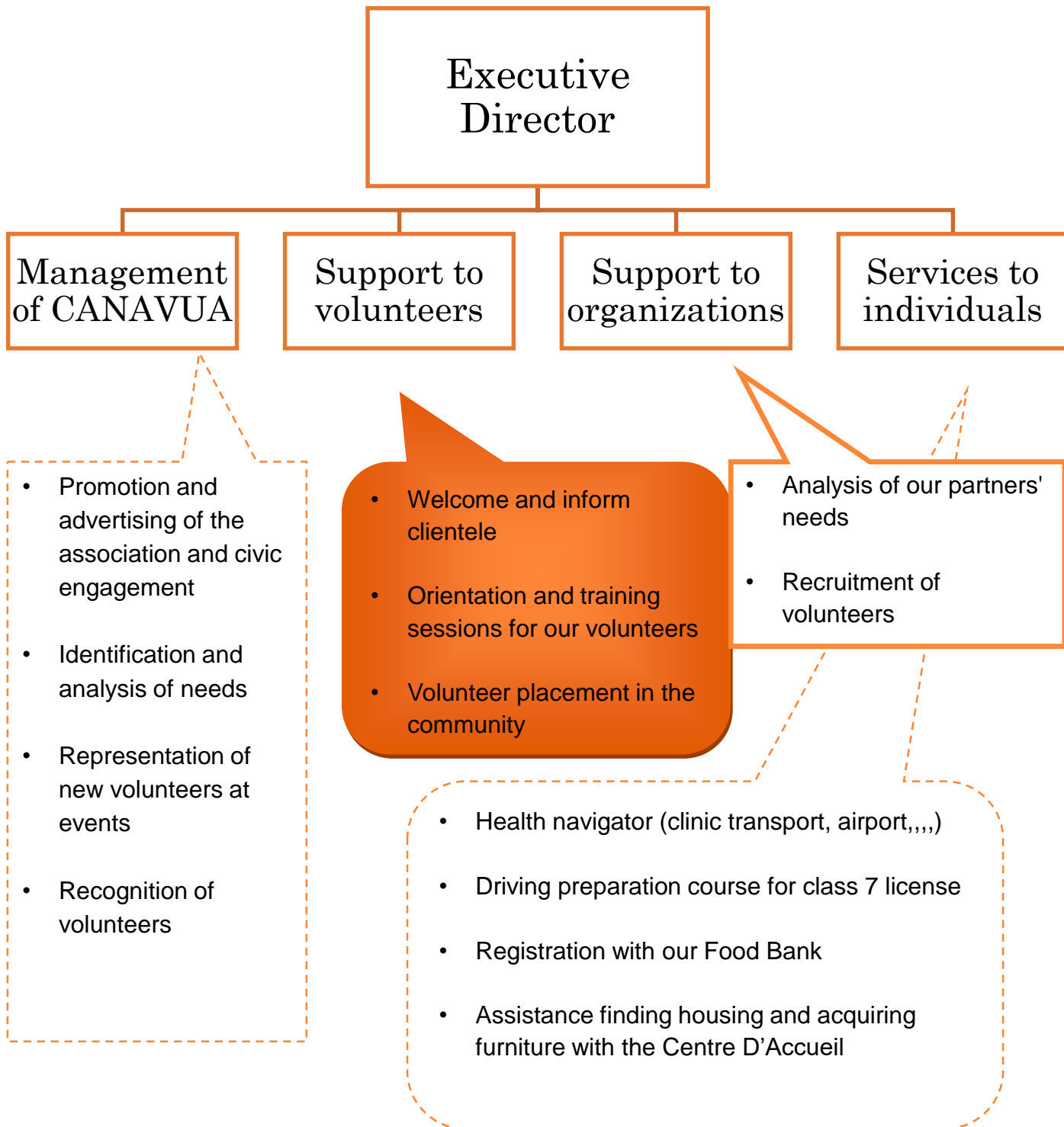
This year, our team of staff have devoted themselves, with the collaboration of our volunteers, to analyze and restructure our overlying strategic plan. This plan has been targeted to reflect the key commitments of CANAVUA in future years. These are encapsulated in three specific goals with three corresponding steps, which together will guide us toward the achievement of our objectives. We expect several quantitative and qualitative results from our strategies to guarantee the success of our plan.



# STRUCTURE – GENERAL ADMINISTRATION



# STRUCTURE – PERMANENT STAFF



# WHERE WE ENGAGE

The Albertan Francophone community has roots in rest of Canada and throughout the whole world, which contributes to its diversity and vitality. Indeed, this diversity has helped the Franco-Albertan community to create and maintain permanent links with Francophones both at home and abroad.

## EDMONTON



In 2011, there were **450 785** private households in the Edmonton census metropolitan area, constituting an **11.2%** increase from 2006. Among these households, **28.0%** consisted of couples with children under the age of 24 and less than this living at home, a decrease of **8.0%** compared to five years earlier.

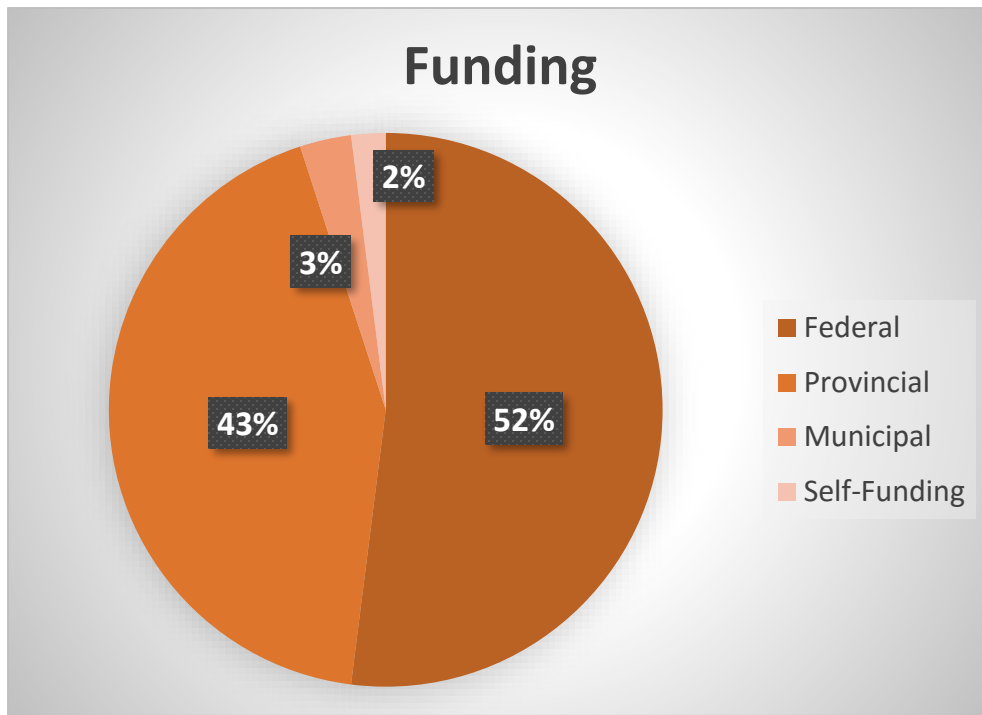
Source : Statistique Canada, Recensement du Canada de 2011

# HUMAN RESSOURCES

## Volunteers

2015	2016 End of April
<b>New Registrations</b> 193	<b>New Registrations</b> 57
<b>Driving Course</b> 250 personnes have taken the course	<b>Driving Course</b> 80 personnes have taken the course
<b>Food Bank</b> 2581 clients 26685 kg of food distributed	<b>Food Bank</b> 1118 clients 12587 kg of food distributed
<b>Health Navigator</b> 159 inquiries	<b>Health Navigator</b> 49 inquiries
<b>Protocol Crew</b> 35 Organizations	<b>Protocol Crew</b> 10 Organizations

# FINANCAL RESSOURCES



# MANAGEMENT OF CANAVUA

Voluntary and community action is one of CANAVUA's principal foundations. To this end, CANAVUA organizes and structures volunteer action in order to further the volunteer movement.

This has resulted in numerous volunteering initiatives on our part: Nation Volunteer Week from April 10 – 16, 2016, the production and distribution of

written and audiovisual communications, representation of CANAVUA at municipal and provincial-level events... This year, we have created a unique and novel way to further voluntary and community action, namely through civic engagement. The foremost objective of our organization is to promote volunteerism and to organize activities in order to further the voluntary movement.

Accordingly, several activities and means of achieving our goal have been implemented: the organization of our Volunteer Recognition Ceremony during National Volunteer Week, featuring the Minister of Advanced Education, Marlin Schmidt, the Tour de l'Albera, Multicultural Christmas, Volunteer Day.



# Promotional and communication activities

## Main results



Distribution booklet detailing our programs and services

- Weekly notifications sent to our volunteers via email of new volunteering opportunities
- Regular updates posted to our Facebook page

Creation of promotional PowerPoint presentations for the organization

- Clear definitions of voluntary action and civic engagement
- Training in English and French offered to our clientele

Training tailored to newcomers in the province

- Welcoming and training provided to newcomers
- Moral support and references given to volunteers according to their individual needs

## Other outcomes Communication and other publications

- Email sent to volunteers
- 6 publications in the local newspaper *Le Franco*
- 11 presentations on ICI- Radio Canada
- 70 notices sent to organizations
- Daily updates on our Facebook page and the YouTube channel AltaTV
- Representation at large events

## Collaborative efforts

- Health Network
- French Health Society



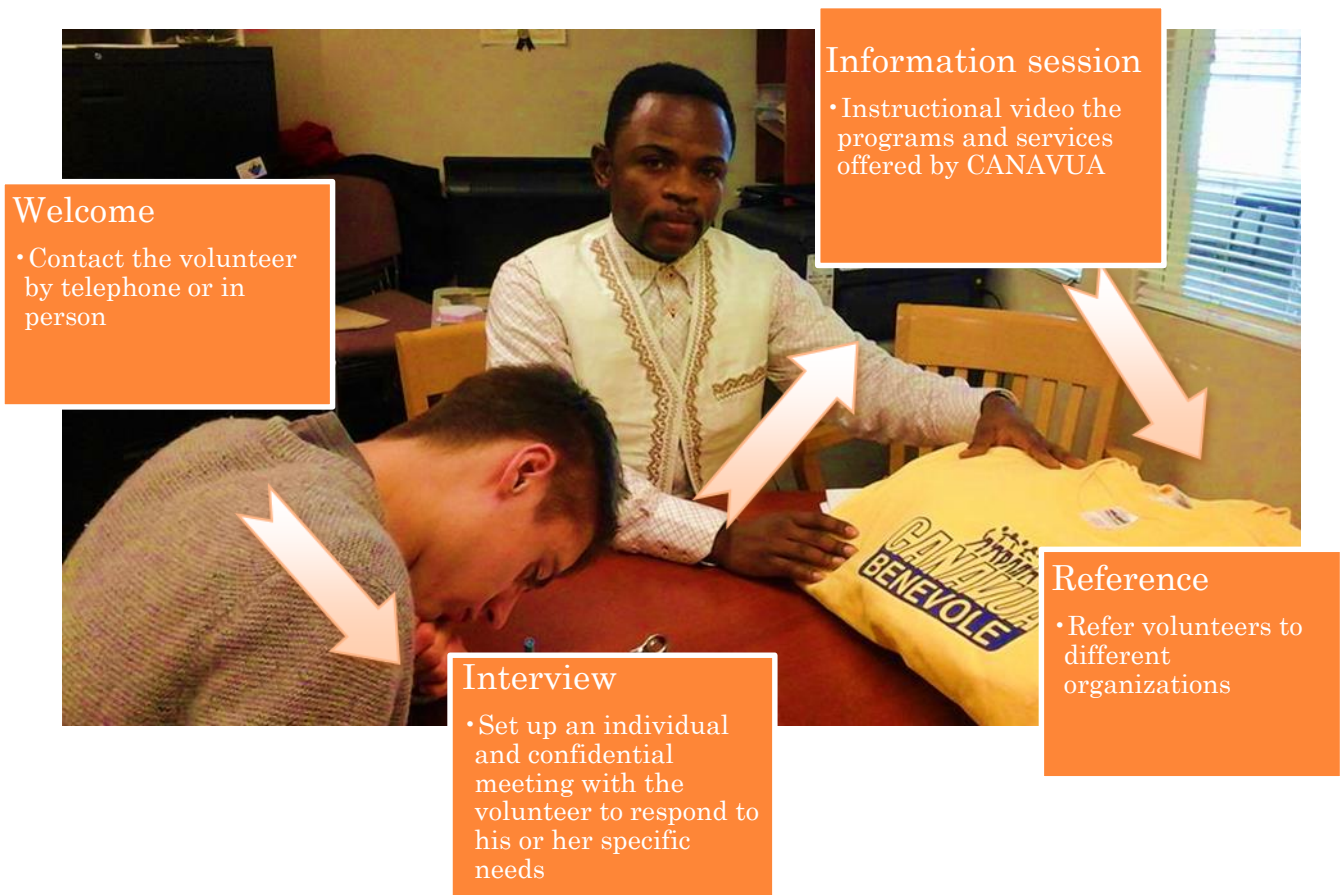


# SUPPORT FOR VOLUNTEERS

## Welcome and orientation service

Our volunteers deserve all the support they can get to ensure a positive experience within the organization, because they are indeed the very foundation on which CANAVUA stands. Accordingly, we provide both personal and technological support. Moreover, CANAVUA works to facilitate the integration of volunteers within the organization as well as to maintain their motivation throughout the course of their service.

Below are highlighted the key components of the registration of a new volunteer at CANAVUA:



## Our volunteers are supported in action

We seek to ensure that our volunteers acquire enriching experiences and volunteer placements through us. To this end, we always guarantee our availability, telephone correspondence, periodic orientation meetings and training throughout service.

Trimesterly balance sheets for CANAVUA are published and sent by email to our volunteers throughout the year in order to maintain a regular line of communication.

We use email frequently in order to keep in touch with our volunteers, notify them of new volunteering opportunities and present them with upcoming events in Edmonton. In total, more than 114 volunteering opportunities and 21 such notifications have been sent to 205 new volunteers. Feedback has been positive and we have observed a high reply rate to our emails.

In order to cherish our volunteers, express our appreciation for them, and foster a stronger sense of belonging:

- We organize an annual Ceremony of Recognition during National Volunteer Week to reunite our volunteers and thank them for having given their precious time to the community



Certificate handed out during the **Volunteer Recognition Ceremony** by the Minister of Advanced Education, Marlin Schmidt

# SUPPORT TO ORGANIZATIONS

CANAVUA additionally offers support to organizations in order to maintain a perspective of mutual aid in the community. We respect the autonomy of our partner organizations and try our best to meet their needs.

## Recrutement and referencing of volunteers

<b>School Establishment Other organizations</b>	<b>Community Organizations</b>	<b>Health and Social Services</b>
<i>FRAP Garderie</i>  <i>Tina Catering Services</i> <i>Deep Freeze</i> <i>Luxure Events</i> <i>Casino NNA</i> <i>Tour Cycliste Morinville</i> <i>TVA Manitoba</i> <i>FARIFINA</i> <i>FJA Casino</i> <i>Centre d'Arts Visuels</i>	<i>JFA</i> <i>Accès Emploi</i> <i>ACFA</i> <i>ARASCO</i> <i>ECVO</i> <i>Centre D'Accueil</i> <i>Établissement Du Nord De L'Alberta</i> <i>AJFAS</i> <i>FSFA</i> <i>FAFA</i> <i>CAE</i> <i>AFWE</i> <i>La Coalition des Femmes</i> <i>CAVA</i>	<i>Le Réseaux Santé</i> <i>La Société de Santé en Français</i>  <i>Various clinics</i>



## Technical Support

Several organizations have benefited from CANAVUA's bus and our distribution of pizza meals. Moreover, CANAVUA has offered the use of its van for various purposes.

### List of organizations which have received our support

FRAP Garderie  
Deep Freeze  
Luxure Events  
Casino NNA  
Tour Cycliste Morinville  
TVA Manitoba  
FARIFINA  
FJA Casino  
Centre d'Arts Visuels  
Tina Catering and Services  
JFA  
Accès Emploi  
ACFA  
ARASCO  
ECVO  
Centre D'Accueil  
Établissement Du Nord De L'Alberta  
AJFAS  
FSFA  
FAFA  
CAE  
AFWE  
CANAVUA  
CAVA

# SERVICES AND PROGRAMS

Canadian Volunteers United in Action (CANAVUA) is a non-profit organization run by volunteers. The principle which underlies all of our endeavours is solidarity. CANAVUA acts as a bridge between volunteers seeking placements in the community and organizations in need of volunteers, pairing candidate volunteers interested in action and service with community organizations with vacant positions. We recruit and train volunteers while bearing the aim of solidarity closely in mind. CANAVUA assigns volunteers to placements already associated with and administered by our partners (such as community organizations, hospitals, administrations, associations, businesses...).

Here are some of our programs and services:

## Francophone Road Safety Program :

In collaboration with Alberta Traffic Safety Fund, CANAVUA offers a new educational program for Francophone drivers in Alberta to help prevent collisions causing injury and death on roads in the province.

**This program consists of:**

- Six hours of instruction in a classroom setting to prepare participants to pass the theoretical exam on the rules of the road
  - The goal of this component is the eventual obtention of the Class 7 Learner's License
- Development of an understanding of safe driving practices for holders of foreign driving permits
- Workshops discussing new measures implemented to combat poor driving behaviors encountered most frequently on the road

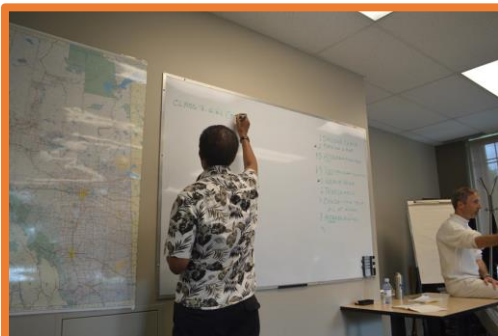


### Targeted individuals:

- The people primarily concerned with this initiative are immigrants of driving age in Alberta (aged 14+)
- To date, more than 300 people have benefited from this program
- This is a program which helps Francophone drivers to be conscious of driving safety while on the road in Alberta

### Result:

- ✓ 907 participants have been informed of the dangers encountered on roads in Alberta and have learned measures to be taken to guard



## Meals By Bus and Food Bank :

Our Food Bank is a service to provide meals to Edmonton's homeless population, isolated people, new arrivals and certain other families in need. Meals are provided either once or twice per month. Boxes of food are delivered every Wednesday beginning at 1:00 PM at La Cité Francophone (8627-91 Street).

CANAVUA's Meals By Bus program is a meal-distribution service for the homeless, families and persons of reduced mobility in Edmonton. Meals on Wheel was created to respond to a pressing need in the city of Edmonton, and particularly within its Francophone community. The project commenced on April 26, 2010 and was officially launched on July 30, 2012.



### Targeted individuals:

- New arrivals, low-income families and homeless people

### Result:

- Every year, 1200 families benefit from this program and 500 hot meals are distributed to the homeless every month

## Volunteer Recognition Program (VRP):

This is a program currently in progress which assists our volunteers to gain valuable experience in the non-profit sector and to construct their CV for their future employment search. Volunteers can use their professional qualifications to enrich the different sectors of the organization. Additionally, volunteers can also acquire experience in the Canadian workplace, which can be advantageous for their futures.





Milo Ghossein et Honorable Marlin Schmith, 15 avril 2016

Every year in April, we host a ceremony featuring provincial and municipal dignitaries to recognize our exceptional volunteers of the past year.



## New Horizons Program :

This program promotes volunteering among elderly and young people. Thanks to this program, seniors gain the opportunity to express themselves through the transmission of their knowledge of the Francophone community to the next generation. This activity seeks to link the younger and older generations and help to combat isolation in the elderly population.

### Targeted individuals:

- The elderly and youth are the primary targets of this program
- 50 participants
- This program is in currently progress

### Result:

- ✓ Televised interviews on AltaTV between youth and the elderly
- ✓ Trips to various historical sites undertaken together by both generations
- ✓ Workshops focusing



## Health Navigator :

Health Navigator is a volunteer-based accompaniment service for pregnant woman, the elderly and low-income families. It offers transportation to medical appointments at doctors' offices and laboratories, as well as translation services for Francophone patients.

This service has been implemented following the request of the Alberta Health Network after a Francophone family doctor in the province noted that low-income Francophones, the aged and people unable to speak fluent English often failed to appear at scheduled medical appointments! As such, they were not receiving proper healthcare. CANAVUA has assumed the responsibility of training volunteers who must learn certain medical vocabulary to properly fulfill their role as interpreters at appointments. Since its inception in July 2011, the Health Navigator service has been in great demand, having accompanied 163 people on 355 occasions in the 8 month period between July 2011 and March 2012. The challenge now is to maintain the service with extended funding and additional partners at the municipal, provincial and federal levels of government. The Alberta Health Network is funded by the Société Santé en français (Health Society in French).

Much more than a mere transportation service, this program procures Francophone interpreters who perform simultaneous translation between patients and medical professionals.



### Targeted individuals:

- Pregnant woman, elderly persons and low-income families

### Results:

- ✓ 200 clients per year

## Protocol Crew :



Protocol Crew is a volunteer service intended for events involving protocol measures, cleaning during protests, seminars and meetings. The service is provided to organizations that seek volunteers for their activities.

This crew was conceived to bring mutual benefit to all of the volunteers involved, the organizations in search of volunteer assistance and the community at large.



This work ensures, through suitable planning tools, that volunteers understand the tasks which they are to accomplish, the skills required and other important details concerning the work involved and the outcomes expected.

**Targeted individuals :**

- All organizations

**Result:**

- ✓ More than 35 organizations per year



## ADMINISTRATIVE MANAGEMENT

To assure a satisfactory and functional internal management, CANAVUA has always counted on the generosity of its volunteers. This year, our salaried staff have worked in close collaboration with volunteers in the discharge of central administrative duties, organization of corporate events and on various committees. Of course, CANAVUA partners with its volunteers to respond as aptly as possible to need in the Edmonton Francophone community and to our donors.

### Management of human resources

- Individual meetings with employees
- Training activities: recognition program for volunteer engagement, mobilize and attract young volunteers, respond to challenging behaviours exhibited by volunteers

### Management of financial resources

- Drafting and monitoring of funding applications: Summer Jobs Canada, support program to community organizations
- Accounting and bookkeeping
- Data entry
- Preliminary and final estimates
- Monthly and annual financial statements
- Financial reports to donors
- Payment of invoices
- Salaries
- Transaction banking
- Orders and relationships with suppliers
- Monitoring of financial reports
- Preparation and monitoring of annual audit



## Democracy and community life

- Preparation and monitoring of the annual action plan
- Drafting of activity reports
- Drafting of annual report
- Planning, organization and monitoring of Annual General Meeting

## Services to individuals, volunteers, community organizations and new arrivals

- Receiving calls
- Making appointments and telephone reminders
- Registration forms with SUMAC software
- Opening and updating of files
- Collecting statistics and inputing data into digital databases
- Data compilation
- Drafting activity report



## Office administration

- Telephone reception
- Counting and ranking mail
- Purchasing office furniture
- Sending mail; photocopying
- Writing letters, word processing



# Time To Volunteer!

Watch us on



CANAVUA



@CANAVUAEDMONTON



EDMONTONCANAVUA

## [www.canavua.org](http://www.canavua.org)

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