



PAVRO

Professional Association of Volunteer Leaders- Ontario

LEADING VOLUNTEER ENGAGEMENT

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September 2017 | ePowerline

Member Newsletter

LEARN
something
NEW
every day



Julie Begbie

Stop Knowledge from Walking out the Door!

Julie Begbie, Chief Facilitator at Coherent Solutions, presented the “Stop Knowledge from Walking out the Door” workshop at LiVE 2017.

For those who were unable to attend, Julie’s blog “What is Knowledge Management and Why Should My Nonprofit Care About it?” provides an informative basis of what you need to know to effectively manage your organization’s information.

Here is one of Julie’s strategies that you can implement in your organization now:

Knowledge Based Exit Interview

*Ideally conducted by possible successor(s) and others knowledgeable in the work.

Questions:

1. What are the three most difficult problems you face on a regular basis?
2. What are three things you have learned that you wish you had known when you started in this position?
3. What is the biggest challenge your replacement will face?
4. What are the two initiatives you are most proud of? What makes them so effective?

Key probes: Why? Can you give me an example?

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- New Feature: Learn Something New Every Day
- HAAO 2017
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- SVOS



Check out Julie's blog for more great information:

<http://coherent-solutions.ca/what-is-knowledge-management-and-why-should-my-nonprofit-care-about-it/>



Immoration

Education

Advocacy

Convention 2017

Supporting Healthcare Volunteers in Ontario

“Celebrate Change!”

Convention Headquarters - Metro Toronto Convention Centre (MTCC) South Building

Many people dislike change - they prefer what they're used to but without change there cannot be progress. Let's celebrate all the changes this convention will bring. The location will be a change - we're moving to the South Building of the Metro Toronto Convention Center (MTCC) with the entrance off Bremner Avenue. Our sessions are on the 6th level although the Silent Auction will be on the 8th level. That means that there are no sessions in the hotel and the HAAO Lounge is right beside the session rooms. We're also changing to the Delta Hotel on Lower Simcoe Street which is a very short walk to the MTCC. If the weather is inclement, there is a covered walkway from the 3rd floor of the hotel right to the Convention Center. Change can be good! Come to Convention 2017 and check it out!

-Dorothy J. Friske, Chair, HAAO Convention

Take advantage of the Early Bird Rates at the Delta Toronto Hotel. You must book by October 3rd and stay at the Delta to be eligible for a weekend for 2 in a Corner Suite at the Delta Hotel. The winner will be drawn at the AGM Monday afternoon.

2017 Convention Preview:

<http://www.haao.com/pdfs/Registration%20and%20Con%20Prev.pdf>

Registration Information:

<http://www.haao.com/pdfs/Registration%20Form%202017v7.pdf>



PAVRO Membership - give it a try!



Did you know that pro-rated pricing is still available for PAVRO memberships? Now is the perfect time to experience all the benefits of membership for only \$80!

Email pavro@pavro.on.ca for information today!

Annual Report 2017 - Have you seen it yet?

Explore our current annual report to see the faces and the numbers behind what PAVRO is achieving in the Volunteer Management sector.



<https://www.dropbox.com/home/powerline%20content/September%202017?preview=PAVRO+Annual+Report+2017+FINAL++.pdf>

Member Spotlight

Our new feature will introduce you to a PAVRO member every month!



Meet

Erin Spink

National Manager, Volunteer Engagement at Crohn's and Colitis Canada. Current: PAVRO mentor (multiple years), President, Past President, Director Strategic Partnerships

Number of years working in the field: 17 years

Erin was the recipient of the 2017 Linda Buchanan award.

This award is given to an individual who has made an outstanding contribution to the field of volunteer administration. It is named after Linda Buchanan, a visionary of human capacity and a pursuer of community improvement.

What keeps you in the profession? What gets up in the morning?

There is so much potential and work to do! I often tell people that I love working with volunteers because I get to see the best in people, but you can also see some of the most challenging behaviours, too! What gets me up in the morning is pushing to do more interesting and complex things. Right now I'm working on developing A/B testing for recruitment posters to see which message is more effective and developing automated communication journeys for specific volunteer types to retain and steward those people.

What is one thing you could change about your profession? What are the "pain points"?

My pain points are the lack of research and evolved tools we have. As a profession, we're very much like cave people living in a digital world! We haven't been refining and testing/researching and tracking our work to see what works, when and why. As a result, no one knows which message or format works best to recruit specific groups of people. We still do a lot of generic work (ie "Volunteers needed!") and that's just not effective anymore. I created CARVE (Centre for Advanced Research in Volunteer Engagement) to hopefully help address these gaps and invite people to help build a body of work for the profession so we can be as effective as possible in a more complex and demanding volunteer landscape. Contact me if you'd like to learn more or be involved.

What brought you in to the field of Volunteer /Engagement Management?

My first job was leading programs that were very volunteer-driven. I decided to get my certificate from Conestoga College to get more know-how in working with volunteers. The rest is history!

What does winning the Linda Buchanan Award mean for you?

It's a big honour- especially because of the incredible caliber of the three people who nominated me: Michael Fliess, Faiza Kanji and Susan J. Ellis. All three have been beloved colleagues and peers that I have learned a lot from. Having people you think are incredible feel the same about you is pretty awesome.

A fun fact about yourself:

I'm a voracious reader and especially love kids lit and trashy paranormal romance novels! :)

Erin receiving her award at LIVE Conference 2017





***Disponible en français!**

The Standardized Volunteer Opinion Survey (SVOS) provides those who work in the Hospital/Healthcare sector the information they need to achieve the highest of standards in their volunteer programs. For more detail on what this comprehensive survey tool offers, please visit:

<http://bit.ly/2uPebPK>



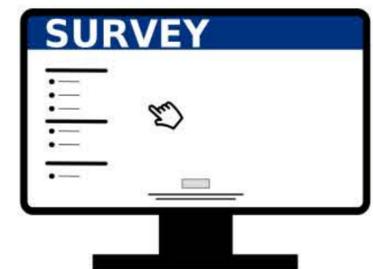
Professional Association of Volunteer Leaders - Ontario

LEADING VOLUNTEER ENGAGEMENT

Standardized Volunteer Opinion Survey for the Hospital/Healthcare Sector (Available in French or English)

Information you need to achieve a successful Volunteer Program:

- Comprehensive feedback from your volunteers
- Quality data to guide your strategic planning, outcomes based measurements, program initiatives & align with Bill 46
- A forum for benchmarking and identifying best practice



PAVRO is pleased to offer a **STANDARDIZED VOLUNTEER OPINION SURVEY** tool that will give you this information and more...

The survey offers a well researched and designed tool that addresses key dimensions for a successful volunteer program. The **Survey Package** includes:

- A Software Tool that consists of 42 questions with the following seven themes: volunteer experience, orientation, recognition, volunteer impact, teamwork, patient safety and general safety.
- The survey is managed by PAVRO. Analysis is completed by an independent consulting firm that specializes in quality improvement and survey analysis.
- A Report will be provided identifying each organization's program strengths and areas of growth, and highlighting high performers within each theme. This will in turn, allow organizations to identify best practices and develop improvement initiatives.

The cost for the Service Package is \$2.00 per participating volunteer, at a minimum of \$275.00 to a maximum of \$1,500. There is a nominal fee for hard copy entries completed by PAVRO on behalf of organizations. For non-members, an additional fee will apply. Please contact pavro@pavro.on.ca for details.

Survey Registration: September 2017, Survey Launch: November 6, 2017

For more information, please visit: <http://www.pavro.on.ca/svos-overview> or contact:

pavro@pavro.on.ca

Acknowledgement: This survey and initiative was developed by C. Burvch, A. Caird, J. Fine-Schwebel, M. Fliess and H. Hardie

Happy Thanksgiving Volunteer Engagement Professionals!

PAVRO gives thanks to our team of dedicated volunteers, Judy our Office Manager a.k.a “Wonder Woman”, Andrew our talented Web and Graphic Designer and to ALL of our valued members who strive to achieve excellence in the Volunteer Management Profession.

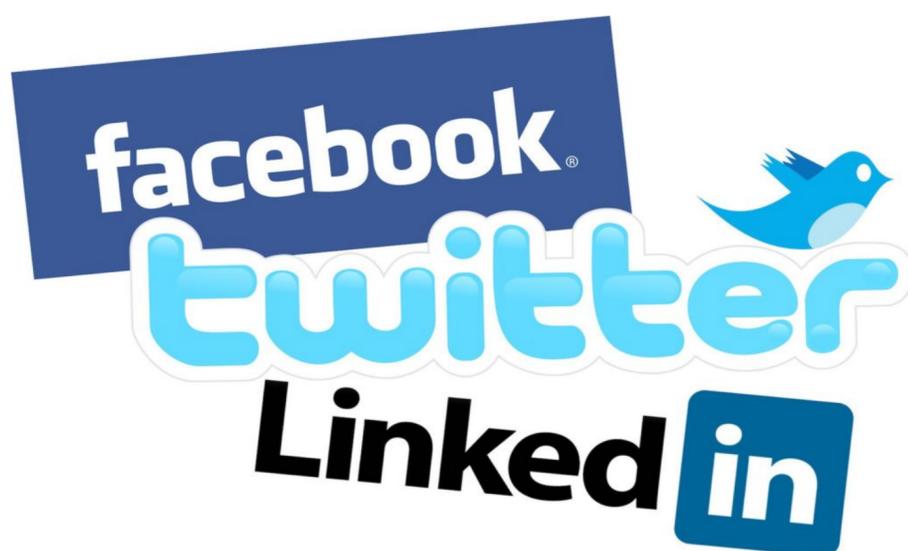
Thank you for all that you do!

Great Leaders...

Awaken minds.
Bring people together.
Communicate effectively.
Dare to take calculated risks.
Enlighten and empower.
Foster collaboration.
Give you tools to succeed.
Help you do for yourself.
Invite and encourage questions.
Joyfully embrace diversity.
Keep an open mind.
Lead by example.
Motivate with respect.
Never give up on you.
Open doors to new worlds.
Put first things first.
Quest to make learning fun.
Recognize problems early.
Share roles and responsibilities.
Take time to explain things.
Unwrap talents and abilities.
Value everyone's input.



By Meiji Stewart



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