Program Subject to Change

**Day 1 - Morning**

7:00 – 9:00 Registration

**8:30 Opening & Welcome from City  
 Manager**

7:30 – 9:00 Breakfast

**9:00 – 9:15 Welcome and Announcements**

**9:15 – 10:30** **Keynote Speaker**: Rob Jackson

10:30 – 10:45 Break (conference level)

**10:45 – 12:15 Sessions**

Marisa Gelfusa - Volunteers and  
 the Neuroscience of Learning

Lily Viggiano - Supporting Youth  
Success by Community Involvement

Joanne McKiernan - Media in Action

Jamie-Leigh Haughn - Technology is your Friend

**12:15 – 1:30 Lunch** (ballroom**)/ VMPC AGM**

**Day 1 - Afternoon**

**1:30 – 3:00 Sessions**

Tracey Gibson - When Volunteering  
goes bad: A case study

Karine Diedrich - Volunteering and the Sustainable Development Goals

Rob Jackson- Retaining volunteers in the 21st century

Jackie Hunt - Fast Pitch

3:00 – 3:15 Break (conference level)

**3:15 – 4:15 Discussion around Burning Issues (ballroom**)

4:15 – 5:15 Free Time

**5:15 – 8:30 Connect in Capital Social outings**

**Thurs. May 16th**

**Wed. May 15th**

**Day 2 - Morning**

7:00 – 9:00 Registration

7:30 – 9:00 Breakfast / PAVRO AGM (ballroom)

**9:00 – 9:15 Welcome and Announcements**

9:15 – 10:45 **Panel Discussion:** Pathways to Collaboration, Lessons Learned, Lessons Shared  
**Moderator:** Erin Spink  
**Panelists:** Erin McLean, Michelle Mungay Lumley, Saskia Rinkoff

10:45 – 11:00 Break (conference level)

**11:00 – 12:30 Sessions**

Paula Speevak - Streamlining the Screening Process Canada-wide

Kylene Mellor - Engaging Volunteers in a Unionized Environment

Dawn Bourbonnais - Taking the Tension out of Retention

Jessica Pang-Parks – Turning Volunteer  
FRIENDraisers into Difference-Makers

**12:30 – 1:45 Lunch / PAVRO Awards (ballroom)**

**Day 2 - Afternoon**

**1:45 – 3:15 Sessions**

Tony Goodrow – New technologyhorizons and what they mean to volunteer engagement

Nancy Angus - Storytelling Strategies on a Shoestring

Michelle Mungar Lumley - Advocacy: Start with our Purpose

Susan Cheeseman – On-boarding   
a Diverse Volunteer Pool

**3:15 – 3:30 Closing Announcements** (in workshop sessions)

**Program at a Glance**

**Welcome Reception, Meet & Greet 6:30-8:30**

**Tuesday, May 14  
Registration Table 10:00-6:30 / Volunteer Centre Leadership Forum** **8:30-5:00**