

## Report to AGM 2012

Good morning.

Je suis bien heureuse de me retrouver parmi vous aujourd'hui à Victoria et de vous compter si nombreuses. J'aimerais féliciter le comité local qui a travaillé très fort pour organiser cette assemblée générale annuelle et cette conférence.

As you know, the primary objectives of the CFUW National office are to provide support and services to our members; respond on national and international advocacy issues relevant to CFUW and create advocacy tools to assist our clubs in doing advocacy; manage and operate the CFUW Fellowships program and offer assistance to the National Board in its leadership, strategic planning and policy-making roles.

Our complete report on the past year is found on the CFUW web site so I will simply give you some highlights of the work we undertook at the national office over the last year.

2011- 2012 will be remembered by the staff as the year of the New Website, the Asbestos Scare and the Move.

In February of this year, the new cfuw.org website came online. It was a long and arduous process for the staff to get the website developed and populated.

In December of last year, we discovered that the building at 251 Bank Street contained asbestos. It was a trying time for the staff. Given that the possibility of another asbestos spill would happen in May of this year which would be more serious than the one we had experienced in December, and even though our lease was to expire only in July 2012, the Board decided that we should move as soon as we could find suitable space. After looking at many options, we settled on 331 Cooper Street, which is slightly less expensive than 251 Bank Street and we were able to negotiate two months of free rent and moved in March.

Among the advocacy highlights of the 2011-2012 year, was the hiring of our new Advocacy Coordinator, Tara Fischer, whom we

selected from the 100 applications that we received. Tara spent a large part of her time over the past year fighting valiantly on CFUW's behalf against the demise of the long gun registry (Bill C-19). She represented CFUW on the work being done to reform Canada's flawed Access to Medicines Regime (CAMR) – Bill C-398. After nearly eight years of waiting for Canada to deliver on its pledge to help get more affordable medicines to African and other developing countries, Parliament once again has an important opportunity to enact meaningful change on the global stage by saving lives and ending needless suffering worldwide. A full report on our advocacy efforts for this year can be found on the CFUW website.

Betty Dunlop, Fellowships Program Manager, with assistance from several volunteers, processed 437 applications for 14 awards which gave out a total of \$84,000 this year.

On the Member Services front, Désirée Burns sent out approximately 7,000 supplies to clubs. These supplies included:

recruitment brochures and posters, Charitable Trust Fellowships brochures and posters, membership cards, external annual reports, the Communicator, The Personal brochures, CFUW Directory, IFUW Hegg Hoffer and Bina Roy brochures, Guide to Public Relations, Politicians 101, Guide to Communications and Social Media, Finance Book, Certificates and Recognition Awards. We continued our service with Week in Review and CFUW News and Updates.

In our work to assist the National Board, Committees and Regional Directors, I prepared drafts of a translation strategic plan, participated on the financial review committee; prepared the IT strategic plan; oversaw the weeding and organization of about 200 square feet of CFUW archives to go to the Public Archives of Canada .

Cost reductions were achieved this year by finding office space which costs less than 251 Bank Street; finding a paying roommate – UN Women Canada; cancelling Moneris, the electronic payment

processing system and switching to Beanstream (Moneris was costing us \$70 per month; Beanstream costs \$15/month with a \$99 set up fee; per transaction rate of 25 cents and credit card rate of 2.75%); cancelling the postage machine and the yearly rental payment of \$781; and having one of our staff, Ryszard Kowalski, develop the cfuw.org site instead of contracting out the work at a higher rate. Ryszard put in 572 hours of paid work on the new cfuw.org website and adding on to the cfuwmembership.org site. The total cost of this to the organization was \$12,836. Had we gone to an outside company to do this work, we would have had to pay at least \$43,000. He donated an additional 400 hours to working on the website. Two-thirds of his time was devoted to software development and one-third to software maintenance and content.

I extend my thanks to the Board of Directors for their support over the past year. I wish to express my gratitude to Brenda Wallace who was available on an almost 24/7 basis to me to provide

guidance and advice. She has been a font of knowledge and has had endless patience.

Je tiens aussi à témoigner toute ma gratitude à Tara Fischer, Betty Dunlop, Désirée Burns et Ryszard Kowalski. Elles sont des employées dévouées à la FCFDU, qui forment une équipe très efficace, font preuve de professionnalisme et vont au-delà des responsabilités qui leur sont confiées.

I also owe an enormous debt of gratitude to Tara Fischer, Betty Dunlop, Désirée Burns and Ryszard Kowalski. They are a dedicated staff who are committed to CFUW, are professional and go beyond the call of duty as a highly effective team.

Tara et moi-même allons organiser une rencontre dans la salle Harbour, aujourd'hui de 16 h 30 à 18 h 00. Nous voulons connaître vos idées et vos suggestions pour que nous puissions mieux vous servir. Passez nous voir! Vous pourrez déposer un billet pour le tirage d'un panier-cadeau!

Tara and I will hold a meet and greet in the Harbour Room today at 4:30 to 6:00 p.m. We want to hear your ideas and suggestions on what we can do better to serve you. Please drop by to see us and to enter a raffle ticket for a gift basket!