

A-Way's 20th Annual Meeting and Party

By Jackie Murphy, Co-Chair
A-Way Board of Directors

What a party! On October 24, 2007, A-Way celebrated its 20th Anniversary at the Annual General Meeting. The event was kicked off by the three amigos, David Reville, Jacques Tremblay and Kathryn Church. They talked about A-Way's early days and the key role that A-Way has played in the development of survivor businesses in Ontario throughout its first 20 years. It was great to be reminded of just how far survivor businesses have come and we all felt proud to be part of an organization that has been central to that growth.

Next followed Myrna Schacherl, Co-Chair of the Board, and Laurie Hall, our beloved Executive Director. Myrna and Laurie highlighted all of the great things that happened this year, including hiring new full-time staff like Mary Sharp and Tim Maxwell. But especially we were thrilled to welcome back Laurie to the position of Executive Director. In addition, we were excited by the progress that has been made in marketing this year under Tim's guidance. As well, we were all impressed by the higher profile that A-Way has achieved this year through its role as lead agency for the Toronto Central LHIN consumer/survivor network.

There were a number of significant anniversaries this year and congratulations were offered to Ted Hynes (5 yrs), and Gord Martin and Laurie Hall (both 10 yrs). Special plaques were given to four individuals who have been with us throughout our 20 years. You all know who they are – Alan Davis, George Karrandjas, Richie Smith, and Graeme Cushing.

(A-WAY'S 20TH, continued on following page)

Beginning Our Third Decade

By Laurie Hall, Executive Director



Happy New Year to All Our Friends and Customers!

To all of our 1,500+ customers, thank you for your continued support and confidence in using us as your courier of choice. You are not only making a sound business decision in using our services, but you are investing in a company that makes dreams and hopes come to life for many people, some of whom have been taught that they couldn't have hopes or dreams. You are also supporting an environmentally friendly courier that has always delivered in a carbon-neutral way – by using only public transit – no "green-wash" here!

As we begin our third decade as a successful survivor-run business, we renew our promise to you that your package will be delivered when and where it needs to go and that you will get the very best service we can provide by people who all take pride and ownership in their company. You can't get that promise from the competition.

We welcome your comments and suggestions which you can give to us through the Customer Feedback page of our website:

www.awaycourier.ca

**We look forward to serving you
in the months and years ahead.**

Jackie Murphy, Community Rep and Co-Chair

By Myna Schacherl, Staff Rep and Co-Chair
A-Way Board of Directors

After our annual general meeting, Jackie Murphy, was elected co-chair of A-WAY Courier's new board. I recently interviewed Jackie over lunch. Jackie Murphy was born in England, but moved to Scarborough at age 11, and then to Toronto when she was a teenager. She had a brief stint in Ottawa, where she obtained her B.A. in English from University of Ottawa in 1979. She then moved back to Toronto to get her law degree and has been in Toronto ever since. She has been at Legal Aid Ontario since 1985 and is currently the Deputy Director of "LAO Law" which is a department of Legal Aid Ontario that provides legal research support to lawyers who have clients with legal aid certificates.

Jackie has had a lot of previous experience as a board member. She has been on various boards of organizations serving low-income people and psychiatric survivors since 1985 – Houselink, Regeneration House, Sound Times, Woodgreen Community Centre, and the Fred Victor Centre. At Houselink, Sound Times, and Fred Victor she served as chair of the board. She has been on A-WAY's Board of Directors and Personnel Committee for the last 2 years.

I asked Jackie what interested her about this type of volunteer work. Her getting involved in this area was a "coincidence" she says. A good friend was on the Houselink board, and got her to run for election as a community member. She says she prefers to be on boards that she describes as "grassroots" – where individuals being served by the particular organization are eligible for membership on the board. "I think it's more interesting to be involved in an organization where you have direct input from the people using the service versus the corporate model."

Jackie sees her role as chair of the board as one of "coordination", that is to play a role in balancing the role of the Executive Director and the Board. The chairperson's role is also to make sure the board stays on track for the next couple of years in terms of their strategic planning, that meetings run smoothly, and to give feedback to the Executive Director. Jackie feels that the priorities of A-WAY in the next 2 years should be increasing business as well as increasing A-WAY's profile in the mental health and business community. Jackie really enjoys her involvement at A-WAY because she enjoys what she says is a "very cooperative group of people" working towards a common goal. She feels we have a very talented board and that the participation by courier and staff at all levels of the organization makes A-WAY special.

A-WAY'S 20TH continued...



David Reville, Diana Capponi and Michael Prue, MPP Beaches – East York, at A-Way's 20th AGM and Party.

We were sad that two members of the board of directors were leaving us this year. Faisal Muhammad made a moving farewell speech and he will be missed by the board. And, of course, we will miss the incomparable David Reville. David served on the board of directors for seven years; for six of those years he was co-chair of the board. David's knowledge of the survivor world, his leadership and his unfailing good humour were invaluable at every board meeting. Thanks for the memories, David!

Finally, after the election we were delighted to welcome two new board members. Tom Allen and Linda Gomes will be joining the board for 2007-2008. The board will no doubt be enriched by their contributions to A-Way. But enough of all the business. Everyone will agree that the music at the AGM was terrific. Our own Tim Maxwell introduced us to a fantastic band, Trish Kerr and The Divas, and delighted us with his own musical talents. It was a great finale to a wonderful celebration. See you next year!

Jackie Murphy is a Community Representative on A-Way's Board of Directors, who was elected Co-Chair of the Board. Please see her bio in the panel to the left.

A-Way is financially supported by:



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Karen, A-Way Dispatcher

By Rosemarie Gelineau

Karen was born in St. Catharines, Ontario and moved to Toronto in 1983. She was working at another courier company when, in 1989, a co-worker left to accept the position of Executive Director at a competitor: A-Way Express. Being unhappy with her job, she too left and was hired at A-Way in 1989. Unlike most, Karen did not work as a courier first, but was hired immediately as a dispatcher.

Although dispatch work can be hectic and stressful at times, Karen thrives on the fast pace. She loves the rudimentary aspects of the job: the routing, coordinating, and the ability to have everything streamlined, like a well-oiled machine. She enjoys socializing with the couriers and office staff and the opportunity to interact with so many different, interesting and fun personalities. She is so impressed with the diverse talent and knowledge of A-Way employees; any question she has can usually be answered by someone. Above and beyond the skills and competence at A-Way, Karen truly appreciates the understanding and compassionate environment. She is grateful to work for a company where there is so much support; something most conventional companies are sorely lacking.

In an effort to learn more about Karen outside of work, I asked a few personal questions:

What do you like to do in your spare time?

I love reading, T.V. and music.

What is a fact about you that people would be surprised to know?

That I majored in music at university and play piano (classically trained), guitar, flute, cello and banjo. I also played in a blue-grass group with friends.

If money was no object, where in the world would you like to live besides Canada and why?

Pre- Hurricane Katrina, I would have loved to have lived in New Orleans, but now I would have to say Arizona. The desert is beautiful and the climate is healthy.

Of any fictional character, who are you the most like?

Well, I would want to be (laughs) Buffy the Vampire Slayer! But, I'm not like her; I guess I would say I'm the most like Dr. Kay Scarpetta, a medical examiner in a series of books by Patricia Cornwall.

Thanks Karen, we appreciate all your hard work!



Joanne Horsnell, Assistant Executive Director

By Peter Bozoki

Joanne Horsnell has been the Assistant Executive Director of A-Way since April 2002. In this position Joanne has worked with Laurie, our Executive Director, to co-ordinate, budget, communicate with the Local Health Integration Network (LHIN), take care of employee benefits, and all the various day to day projects and tasks necessary for the smooth operation of the business. For over five years Joanne has shown her good work ethic and skill in doing the job. When Laurie or other managers are out of the office for meetings and other appointments, Joanne often takes on the duties of two or three jobs at once and does it with grace and finesse.

Joanne is a born and bred Torontonian who first heard about A-Way from the self-help group "On Our Own" in 1992 where she was a Board member. The good things she heard about the company and its staff, such as the camaraderie, respect for others, and the communal feeling, stayed vividly in Joanne's memory. When she saw an ad in Now Magazine for the position of Assistant E.D., Joanne jumped at the opportunity to join A-Way.

Joanne finds working at A-Way to be more than just a place to earn a pay cheque. It has been a place that has helped her face personal challenges in a safe and supportive environment and has helped her grow both professionally and personally. Joanne likes the variety and challenges inherent in the day to day work. As a genuine "people person" she loves working with all levels of staff to contribute to A-Way's success as a consumer/survivor enterprise.

Joanne describes herself as a spiritual person who strives to stay true to herself and to where she has been in life. Few people know that she is part Mohawk and has a keen interest in all the traditions and customs of her heritage. In fact, if there is one person from history she would most like to meet it would be Chief Dan George, the iconic First Nations advocate, as well as an Academy-Award nominated actor. In Joanne's free time she loves working with her hands to build and fix things and dabbles in arts and crafts, like building doll-houses complete with hand made furniture.

A-Way has grown and benefited by Joanne's contribution in the same way as she has been enriched by working here. We are delighted to have her as part of the team.

Recognizing Our Customers

There are more than 1,500 A-Way customers, and while we can't list them all here and now, we do want to recognize them for their support and use of A-Way. In each issue of our newsletter, we will introduce you to a few of our customers. Some new, some old, some very big and some very small – all of them are important to us and we recommend them to you. In this issue we recognize the following A-Way Customers:



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