

# WHO'S WHO @ HQ?

Use this guide to help determine who to contact  
at Kin Canada's National Headquarters

## GRANT FERRON EXECUTIVE DIRECTOR

**gferron@kincanada.ca**  
**Extension: 216**

The Executive Director (ED) is the link between the National Board of Directors (NBOD) and the administrative operations of the Association. The ED mobilizes HQ staff and District Governors to fulfill strategic plan objectives while aligning with the National Policies and Procedures of the Association that are determined by the elected NBOD.

## CARMEN PRESTON OPERATIONS MANAGER

**cpreston@kincanada.ca**  
**Extension: 205**

The Operations Manager (OM) is the wearer of many hats. The OM coordinates National Headquarters building maintenance and human resources administration. The OM manages the finances of the Association, the Hal Rogers Endowment Fund, and the Kin Canada Foundation. The OM coordinates accredited delegate forms for National Convention and handles national dues billing.

## MELINA HAYWARD MEMBERSHIP SERVICES

**mhayward@kincanada.ca**  
**Extension: 201**

The Membership Services Coordinator (MSC) manages club and individual member files in Kin Canada's database. As the HQ receptionist, the MSC is the first person you will see when you visit the iconic Kin Canada building. The MSC handles general inquiries, new member registrations, club roster requests, life memberships, and iKin login support. The MSC is also the Association's historian.

## MELANIE NIESON RISK MANAGEMENT

**mnieson@kincanada.ca**  
**Extension: 208**

The Risk Management Coordinator (RMC) manages insurance coverage for the Association and for member clubs. The RMC is a key contact for questions about insurance for events, club incorporation filing, and the Volunteer Screening Policy. The RMC works with the District Risk Management Directors to ensure that clubs receive timely information about risk management throughout the year. The RMC is also the Francophone Liaison and can provide service in both French and English.

## JENNIFER HAUG VOLUNTEER SCREENING ADMIN SUPPORT

**jhaug@kincanada.ca**  
**Extension: 207**

The Administrative Support role is an integral part of the Volunteer Screening Policy administration. Administrative Support works with Criminal Record Check and Vulnerable Sector Check submissions that are received through BackCheck and Sync. Inquiries about whether or not record check results and/or consent forms have been received can be sent to Administrative Support. Volunteer Screening Policy questions or concerns are handled by the Risk Management Coordinator or the Executive Director.

Not sure who to contact? Call 800-742-5546 and press 0  
or email [kinhq@kincanada.ca](mailto:kinhq@kincanada.ca)



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## LINDSAY IRVINE SERVICE & PARTNERSHIPS

**[lirvine@kincanada.ca](mailto:lirvine@kincanada.ca)**  
**Extension: 215**

The Projects Coordinator (PC) works closely with the National Service Director and District Service Directors to provide support that helps clubs run successful service initiatives and share their impact. The PC handles Kin Canada Bursaries, National Day of KINdness, Perkopolis, Service Reporting, and the Successful Projects Database. The PC is also the primary contact for our national partnerships; this includes maintaining relationships with our partners and providing clubs with the resources they need to get involved in partnership initiatives throughout the year.

## LINDSAY KING CLUB SUPPORT

**[lking@kincanada.ca](mailto:lking@kincanada.ca)**  
**Extension: 212**

The Club Support Coordinator (CSC) works closely with the National Club Support Committee and the District Club Support Directors to identify the needs of the membership. The CSC develops resources to help club, zone, district, and national leaders implement best practices in their operations and evaluate their current strengths and weaknesses. The CSC also provides support to new charters, manages Travelling Kin, and coordinates the Kin Canada Mentoring Program.

## KRISTA NICOL MARKETING & COMMUNICATIONS

**[knicol@kincanada.ca](mailto:knicol@kincanada.ca)**  
**Extension: 204**

The Communications Coordinator (CC) manages Kin Canada's online presence including social media, iKin, and kincanada.ca. The role provides marketing and communications support to clubs and HQ staff including developing communication plans for national initiatives and helping clubs build their online presence through print and online media. The CC also handles Graphic Standards Manual questions as well as requests for marketing materials and logos. The CC also works with District Communications Directors to ensure that important information is distributed to clubs throughout the year.

## TAYLOR SCOTT-REIMER EDUCATION & TRAINING

**[treimer@kincanada.ca](mailto:treimer@kincanada.ca)**  
**Extension: 209**

The Education and Training Coordinator (ETC) manages Kin U (Kin Canada's online learning platform). The ETC works closely with the National Education and Training Committee to develop courses and negotiate the rights to use third-party resources that help members be successful in their personal, professional, and Kin lives. The ETC also works with the District Education Directors to increase knowledge sharing across the association and promote awareness of training resources.

## CURRENTLY VACANT ADMINISTRATION

**-----@kincanada.ca**  
**Extension: 203**

The Administrative Assistant (AA) manages Kin Sales and handles logistics for face-to-face meetings of the NBOD and National Committees. The AA also manages the association's awards and recognition program, working closely with the National Awards and Recognition Committee and District Awards Directors to promote club and individual participation in national awards.