



# The Southern Edge



The Monthly Newsletter of the South Suburban Chapter of IAAP

February 2011

February Chapter Program  
Tuesday, February 22, 2011

## Investment Fundamentals *Five Myths and Truths of Investing*

Presented by Steve Lorenz, CFP®. CLU. ChFC

Wondering how to allocate funds in your company retirement plan? Or how much you should contribute to be able to retire when you want?

Today, more people are realizing that they need a sound investment strategy to help achieve their financial goals. Yet they may feel intimidated by the idea of investing because they don't know where to begin or how to succeed in the markets.

This presentation covers five myths and truths to investing to give you the tools to help you make informed decisions.

Steve Lorenz has been in the financial services industry since 1981. He has his own practice which he merged with Discovery Financial Centers, Inc. in January 2000. He is a Registered Representative and Investment Advisor with ING Financial Partners, Inc. and a seminar presenter in the south Metro.

Steve graduated from Gold Gate University with a Bachelor's Degree in Business Management. He is a CFP (Certified Financial Planner), also a ChFC (Chartered Financial Consultant) and a CLU (Chartered Life Underwriter) both designations granted by the American College, Bryn Mawr, PA. He holds his series 6, 7, and 63 securities registrations.



Meetings are held at:

Old Chicago – The Cedar Room  
14998 Glazier Avenue  
Apple Valley, MN  
5:30 p.m. Networking  
6:00 p.m. Dinner  
6:30 p.m. Business Meeting  
Cost is **\$20.00**

RSVP by **NOON, Friday, February 18, 2011**, to Candy Retka at  
cretka@frontiernet.net or (fax) 952.469.4634.

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## 2010-2011 Programs

*Programs subject to change.*

The following is the tentative schedule of South Suburban Chapter Meeting Programs for 2010-2011. Please mark your calendars with these meeting dates and watch each month for the meeting details and RSVP email.

September 28	<i>LinkedIn –Getting the Most Out of It</i> (Judy Zimmer)
October 26	<i>Succession Planning</i> (Sharon Kelsey & Linda Gilmore CPS)
November 23	<i>Fearless Leadership</i> (Marcia Beltz)
December (Date TBD)	SSC Holiday Gathering
January 25	<i>Goal Setting to Win</i> (Cathy Paper, M.A.)
February 22	<i>Investment Fundamentals – Five Myths and Truths of Investing</i> (Steve Lorenz)
March 22	<i>Multi-Cultural Awareness</i> (Teresa Jepma – Phoenix)
April 26	AMAZING! Administrative Professionals Week Celebration (Robyne Robinson)
May 24	Annual Meeting
June 28	<i>First Impressions Matter – Especially in Trying Times</i> (Lisa Hogan, CPS/CAP)

*Please note: The program order and topic is subject to change, based on speaker availability and scheduling. We do our best to maintain the plan as presented, but are prepared for changes that occur as part of life.*

*Congratulations!*



**Congratulations to Lisa Hogan, CPS/CAP, Hallie Warren, CPS, and Gayle Quedens, CAP!**

They were notified over the Christmas holiday that they passed the Certified Professional Secretary and/or Certified Administrative Professional exam they took in November. They were recognized for their achievement at the January meeting.

Congratulations on your success!

## A Letter from your President

*Submitted by Michelle Prosch, 2010-2011 South Suburban President*

It's another year full of hope, dreams and purpose. I really liked our last chapter meeting speaker talking about goal setting. What do we want to accomplish in our lives personally and professionally? Are you like me, stuck in a rut?



I feel like I need some change in my life. So I started this year with dumping my boyfriend, taking a financial course to manage money better, and starting in June I'm not going to teach piano lessons anymore. This will all take some planning and goal setting. I feel like maybe I'll have some purpose in my life of where I want my life to go and be free to do what I want to do, versus working all the time.

What do you want to accomplish in 2011? What can you do for our chapter? If you ever want a life changing experience, become an officer. I've held every officer position except for Secretary. When I first started with IAAP and the South Suburban Chapter, I was quiet as can be and just came to the meetings and left. When I became Treasurer-Elect, I was able to get to know people as I would have to get to know their names as they came to the table to pay for the meeting. I've learned a lot about myself, to become a better Administrative Assistant and also to become a leader, which I can use in other places in my life. Also becoming involved in committees is a great way to get to know other members within the chapter and use your passions.

Think about next year what you want to accomplish with your membership. Coming to meetings is a great way to start, but when you invest your time and talents within the chapter that is where you are going to grow. The nominations committee will be looking to fill officer positions soon. Please think about joining the team.

**PASSION & PURPOSE**  
SOUTH SUBURBAN CHAPTER

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## Spring Plant Fundraiser

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Submitted by Deb Sabo & Linda Wittmann, CAP

Every gardener knows that under the cloak of winter lies a miracle — a seed waiting to sprout, a bulb opening to the light, a bud straining to unfurl. And the anticipation nurtures our dream.

~ Barbara Winkler

We may not all be gardeners but the glimpse of a little green under a blanket of snow is exciting! We know Spring is waiting for us around the corner and anxiously await its arrival this year on March 20. That gives us plenty of time to ponder over the attached Gertens plant items offered for this year's Spring Plant Fundraiser sale. I don't know about you, but the thought of blooming colorful flowers really makes my day and puts a smile on my face!

Be sure to check the brochure for new plant offerings and some new color choices. No room for a garden? Tomatoes, peppers and strawberry plants flourish well in patio containers. Imagine picking your own ripe tomatoes and strawberries to add to your garden salad. How refreshing, delicious, and healthy does that sound? I can taste the salad already!

Plan to participate in this year's Spring Plant Fundraiser. Who would not benefit from a container of fresh flowers or a patio vegetable plant? Think of your family, neighbors, friends and co-workers. Help to make this year's sale the best ever – WE CANNOT DO IT WITHOUT YOUR HELP!

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## IAAP Meeting Notebooks for Sale

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### Purchase Benefits:

- Provides notepaper for use at IAAP chapter meetings
- Provides a pocket to hold a pen and notes
- Provides holder for business cards for use in networking
- Provides a portable size to keep with your nametag in the chapter box files—eliminating the need to carry to and from the meetings

**Price: \$1.50 each** Size: 5 x 7

*Note: Notebooks can be purchased from the W&M's Fundraising table.*

The Fundraising committee will also have some other special items for sale at the February meeting, so save your change to use at the meeting!



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## Box Tops for Education

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Submitted by Candy Retka, Program Coordinator

Thanks to all of our chapter members that have been bringing in box tops I will be giving Valley Middle School **619 box tops!** That is worth \$61.90. Jodi Malecha, box tops coordinator for the school, will be picking them up at our February chapter meeting. They will use the money as part of a work study program which allows needy students the chance to earn points and help pay for field trips, book fairs, yearbooks, etc. The box tops that the school collects are the only source of funds for this program.



As a note, some of you have been bringing in Campbell's "Labels for Education." Although these are not a part of the Avery box tops program we are participating in – the school does collect these and would be happy to take those also.

We will be collecting box tops through our April meeting. The deadline for submission for the Avery Challenge is May 15. Here is a link to a list of participating products that have Box Tops for Education:

<http://www.boxtops4education.com/earn/clip/Brands.aspx>

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## Chairing a Committee

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*Submitted by Sharon Kelsey and Linda Gilmore, CPS*

Now that we have considered each of the officer positions for our chapter, let's think about chairing a committee and what is involved in a couple of our chapter committees.

A committee chairperson is also a leader. Their leadership is different than that of an officer and equally as important. Committee chairs and their members are the team of mechanics that keep the chapter working and progressing toward the chapter goals. The committee chair could be compared to the shop foreman. Like a shop foreman, they keep the big picture in mind and the team on task. The committee members provide creative insight of how to reach their goal. The committee members and chair do the work. The committee chair reports to the chapter board.

A committee chairperson's leadership also is like that of an officer. They are never alone. Even if the committee is small and the chairperson is the only individual on the committee, they aren't alone. The officers, other committee chairs, and chapter members are there for guidance, support, and assistance to complete the work to reach the goals. A committee chair is a mentor to their committee members. They educate and empower their committee members. In a very real sense, the committee chair's goal is to become dispensable. The committee chair knows being indispensable is too much work and doesn't benefit their chapter for the future.

Our chapter has several committees. Each functions to assist in reaching the chapter's goals.

Part of our 2010-2011 Chapter Strategic Plan Action Plan includes:

1. *Professional Development*

A. *Opportunities for continuing education through the monthly programs at chapter meetings.*

In light of that goal, let's consider our program committee and our fundraising committee. Our chapter bylaws and standing rules include the following committee duties –

### **Program**

- Shall plan programs for the chapter's regular monthly meetings.
- Meet with the chapter president on ideas for programs each month, which will highlight the theme for the chapter year.

### **Fundraising**

- Shall be responsible to help raise funds to cover chapter expenses.

The fundraising committee plans and executes various fundraising activities throughout the year and works to inspire each member to participate and support the chapter. All ideas are considered and every member is welcome to bring any fundraising ideas to the committee. The committee chair and each member may not have all the interests and skills involved for every aspect of fundraising; however, working together they plan and carry out each project to keep the chapter funded and growing.

The program committee includes idea and action people. They determine topics for programs, invite program suggestions from members, provide programs that qualify for recertification points, obtain people to present each program, submit the program information to IAAP headquarters for recertification point approval, and distribute the recertification point to members who attend the chapter meeting. The program committee also negotiates to keep the program presenter cost low while maintaining high quality educational programs.

The nominations committee again challenges you to consider your goals and interests. Consider the open officer positions of president-elect, vice president, secretary, and treasurer-elect. Consider chairing a committee. Help yourself and your chapter to be the best it can possibly be. Please contact Linda Gilmore, CPS or Sharon Kelsey if you have questions about a position, committee, or how to complete the officer candidate application. The officer candidate application is available on our chapter website, from the nominations committee, and the weekly communication to our chapter members.



Sharon Kelsey – [shari@rarehome.com](mailto:shari@rarehome.com)

Linda Gilmore – [no1gramma@comcast.net](mailto:no1gramma@comcast.net)

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## The Trust – Retirement Trust Foundation (RTF)

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The Retirement Trust Foundation is here for you, Admin to Admin, helping our own.

Looking to March and Retirement Trust Foundation month – it's not too early to begin thinking of fundraisers to help your chapter and division support the RTF. It is through your generous donations that we can continue to offer housing assistance to admins age 55 or older who are in need.



And, remember the “Family of Givers” program...the ability for members to support the RTF through donations that are cumulative with a complementary recognition program. You benefit from your donation, your chapter benefits, and your division benefits. You can actively help fellow admins in need through this 501(c)3 organization.

For more information about the Retirement Trust Foundation and how you can make a difference, please visit the RTF website at [www.iaap-rtf.org](http://www.iaap-rtf.org).

The RTF appreciates your support.

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### Valentine to an Administrative Professional

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by Todd Hunt

She's first one in and last to leave,  
her mark is everywhere.  
But like a watchful angel,  
we seldom know she's there.

She guards the gate, protects the boss,  
efficient through and through.  
Those binders for this afternoon?  
All set in Boardroom 2.



Mind-reading is among her skills,  
and putting fires out.  
She juggles tasks and jumps through hoops,  
yet never one to pout.

Three hands, you see, she does possess  
and intellect well-bred.  
Plus humor, tact, diplomacy  
and eyes behind her head.

Computer tech and referee,  
yes, party planner too.  
Committee head, Excel sheet queen -  
there's nothing she can't do.

We've used the female pronoun, true,  
throughout this love decree,  
but sometimes (though it's rather rare),  
that admin pro's a he!



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*Business humorist Todd Hunt speaks for IAAP and other groups that want to add fun to their events and send members back to work smiling — with tips to improve communication and success. His world's shortest email newsletter (30 seconds twice a month) is available free at [www.ToddHuntSpeaker.com](http://www.ToddHuntSpeaker.com)*

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## Getting the Most Out of Your Performance Review

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*Submitted by OfficeTeam*

Although the downturn has been tough for all workers, some professionals have found that they have benefitted from the experience. Seventy-seven percent of individuals surveyed by our company cited at least one positive effect the recession has had on their jobs, including the ability to tackle new projects, assume additional responsibility and take on more challenging work.

But have you been rewarded for your hard work? If not, your performance review could be a good opportunity to earn the recognition you deserve. These meetings allow you to discuss your accomplishments with your manager, as well as work with your boss to map out further professional development opportunities.

Preparation is key to getting the most out of your review. Here are a few tips:

- **Do your homework.** Before your review, make a list of your accomplishments and how your efforts have benefited your department or company. Your manager may not be able to recall all of your contributions, especially if he or she oversees a large group of people.
- **Think outside the bucks.** Concentrating on compensation during a review can be a mistake, especially if your employer can't offer you a pay hike. Changes in job duties or your schedule, though, could have an impact on your overall job satisfaction and may be easier for your manager to implement.
- **Create a dialogue.** Think of the meeting as an opportunity to work with your supervisor to develop a plan to move your career forward. Ask for constructive criticism and advice on how you can continue to advance professionally.
- **Give feedback.** You should use the review as an opportunity to provide your manager with feedback. This also is your chance to tell your manager where you could use more support or resources. Just don't forget to temper the negative with the positive. Everyone, including the boss, needs a kind word now and then.
- **Have goals in mind.** Your supervisor will likely ask you what you hope to achieve in the coming year. Carefully consider what professional objectives — to lead a project team or earn a certification, for instance — you'd like to set for yourself and the support you might need to meet them.

*OfficeTeam is the world's leading staffing service specializing in the placement of highly skilled administrative and office support professionals. The company has more than 325 locations worldwide, and offers online job search services at [www.officeteam.com](http://www.officeteam.com).*



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## Use Your Active Voice

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*By Susan Fenner, Ph.D.  
IAAP Manager of Education and Events*

You may recall learning somewhere back in grammar school the use of “voice” in English class. Passive voice indicates that the subject (of the sentence) is being acted upon. Active voice shows that the subject is performing the action. For example, a use of passive voice would be “The ball was thrown.” In active voice it would be, “I threw the ball.”

Since few of us are asked to diagram sentences any more or identify parts of speech, why then is it so important to distinguish between the active and passive voice? Because employers value employees who use the active voice in their responses to workplace issues. Would you rather have a worker who brings you problems or brings you solutions? Obviously the latter, especially with the time, money, and staff crunch we’re all operating under. So, how can you change the habit of using passive voice and replace it with assertive, confident, results-oriented action verbs? Here are some suggestions.

1. Your exec doesn’t pay you to sit and wait for an assignment. You are now expected to find problems and opportunities and move in on them without being told. That’s every admin’s new role. Look for what needs to be done, then do it!
2. Your boss is too busy to deal with day-to-day hassles that trouble you. It’s a do-it-yourself world. You are in charge of your own work activities and relationships. Don’t run to your boss with issues you can deal with on your own.
3. If co-workers see you as a can do person, you’ll get more respect and support for your projects. Wimps quickly get trampled. Don’t become a whiney wimp.
4. With business strategies and work goals constantly changing, the most valuable player is the one who can anticipate and remedy problems before they get out of hand. That’s what it takes to get recognized and promoted. Look for processes and situations that could develop into trouble spots and fix the wheel before it’s broken, to keep projects on track.
5. If you see challenges and step up to meet them, you’ll grow in confidence and expand your skills as a powerful and effective admin. Offer to take on new responsibilities. Your IAAP network can be a great source for solutions and support. Believe that you have abilities to get the job done – because you do!

Confucius once said, “I hear and I forget. I do and I understand.” By forming the habit of always using the active voice in the workplace and being the one to take positive and preemptive action, you’ll not only understand the bigger picture, but will secure your place in it.

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## Member of Excellence

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The IAAP Pathways to Excellence Recognition Program is designed to raise your value as a career-minded administrative professional by becoming a Member of Excellence, a Chapter of Excellence or a Division of Excellence.

Congratulations to the South Suburban members who earned their **2009-2010 Member of Excellence** designation:

Sharon A. Kelsey  
Michelle M. Prosch  
Gayle Quedens, CAP  
Candace L. Retka  
Melissa J. Thomas, CPS/CAP



A **Member of Excellence** will receive a certificate (first four years), Pathways to Excellence certificate cover, and Member of Excellence pin (the fifth year).

A **Member of Excellence** will attain a minimum of 8 of the following 11 criteria:

1. Be a current CPS and/or CAP holder
2. Download the Member of Excellence Commitment form; sign and date the form
3. Actively participate in the IAAP web community forum discussions or write an article and have it published in an IAAP publication (chapter, division, or international level)
4. Attend non-IAAP professional educational workshops, seminars and conferences
5. Hold a degree, certificate or equivalent (a minimum one year in length) from an accredited college or university or hold a Microsoft certification
6. Pay membership dues on or before anniversary date. **This criterion is a mandatory requirement.**
7. Serve as a chapter, division, or international officer, committee chair, or committee member; or serve as an RTF Trustee; or serve on a Student Chapter advisory board or the school's advisory board for the office administration program
8. Conduct a public presentation, program or training at least 60 minutes in length. (Note that the presentation does not need to qualify for recertification points.)
9. Attend a minimum of eight (8) chapter, division or international sponsored meetings, programs or events (any combination)
10. Recruit at least one new member
11. Integrate IAAP membership and involvement into annual performance plan or review

*Note that beginning in July 2010, members have one (1) mandatory requirement — #6 which requires members to pay their membership dues on or before their due date. Failure to achieve Criteria #6 — regardless of how many other criteria are met — will prevent the member from achieving the Member of Excellence designation.*

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## Chapter of Excellence

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Michelle Prosch and Sharon Kelsey displayed the South Suburban Chapter of Excellence podium banner for 2009-2010 at the September Chapter meeting.

### Go South Suburban!

A **Chapter of Excellence** will receive a podium banner (first year) and in subsequent years will receive a banner year patch. Each year, the CoE award will also include either a \$100 IAAP gift certificate or a \$150 credit toward subscription to the IAAP Web Community.



A **Chapter of Excellence** will attain a minimum of 14 of the following 19 criteria. **Criteria #7 and #15 shall be mandatory requirements.**

1. Sixty percent of the chapter meetings offer recertification points
2. At least one member of the chapter obtain their CPS and/or CAP certification during the current IAAP fiscal year
3. Download the Chapter of Excellence Commitment form; sign and date the form
4. Publish at least six newsletters/e-newsletters
5. Participate in the IAAP Web Community by hosting chapter's web site on the IAAP Web Community
6. Publish annual meeting calendar with education and/or training topics by October 1 and establish marketing plan to encourage members to attend chapter, division, and international meetings and events
7. Create and maintain an annual budget; provide a monthly financial statement to the membership and submit annual audit report to the division treasurer. **This criterion is a mandatory requirement.**
8. Maintain a full slate of officers (minimum four offices); maintain committee chairmen for the Bylaws, Certification, Education and Membership Committees; and submit new officers and committee chairmen listing to HQ by July 1 deadline
9. A minimum of four (4) officers and chairmen of the Bylaws, Certification, Education and Membership Committees; participate in at least one IAAP Leadership/Succession Planning training event
10. Send a delegate to the division annual meeting and a delegate or submit a proxy to the International Education Forum and Annual Meeting (EFAM)
11. At least one (1) member serve in a division office or committee; or serve on an international committee; or as an international officer or as an RTF Trustee
12. Sponsor or co-sponsor a professional development seminar or sponsor/co-sponsor an APW/APD and/or annual executives' event
13. Submit a completed application for the Avery Chapter/Division Achievement Awards Program and/or submit a nomination in the Award for Excellence program
14. Maintain a minimum of 15 members and achieve an annual retention rate of at least 80 percent
15. Conduct at least one IMPACT meeting
16. Conduct new member orientation program
17. Achieve a net membership increase of at least 12 percent (minimum required is a net 3 member increase)
18. Sponsor a new IAAP Professional Chapter or Student Chapter
19. Create an annual Business (Strategic) Plan; review/update annually; submit a copy to the Division President by December 31 and conduct an annual member interest/satisfaction survey

*Note that beginning in July 2010, chapters have two (2) mandatory requirements — #7 relates to chapter budgets and ensuring members receive the information regularly; #15 states that chapters will hold at least one (1) members recruitment session during the year. Failure to achieve Criteria #7 and Criteria #15 — regardless of how many other criteria are met — will prevent the chapter from achieving the Chapter of Excellence designation.*

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## 2010-2011 SSC Chapter Officers

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L-R: Michelle Prosch, President  
Gayle Quedens, CAP, President-Elect  
Kathleen Erdman, Secretary  
Melissa Thomas, CPS/CAP; Treasurer  
Robbie Groth, Treasurer-Elect  
Alison Fuller, CPS; Vice President

Those leaders who have stepped up to commit themselves to furthering the association truly do have passion and purpose. Thank you for stepping up to lead our Chapter!

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## 2010-2011 Committees

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If you are interested in joining a committee, please know you can join at anytime! Please contact the Committee Chair or Chapter President, Michelle Prosch.

### Bylaws & Standing Rules

Chair: LeAnn Marshall  
Members: Lisa Hogan, CPS/CAP  
Gayle Quedens, CAP

### Certification

Chair: Ruth Ann Deeg  
Members: Open

### Employment

Chair: Dorene Perkins Monn  
Members: Open

### Historian

Chair: Roberta Zylla  
Members: Open

### Hospitality

Chair: Candy Retka  
Members: Cathy Allen  
Ruth Ann Deeg  
Lori Larson, CPS/CAP  
Babs Moses  
Deb Sabo  
Hallie Warren, CPS  
Linda Wittmann, CAP

### Incentive Award

Chair: Alison Fuller, CPS  
Members: Open

### Membership

Chair: Robbie Groth  
Members: Alison Fuller, CPS  
Gayle Quedens, CAP

### Newsletter

Chair: Linda Plaisance, CPS/CAP  
Members: Kathleen Erdman  
Lori Larson, CPS/CAP  
Babs Moses

### Nominations

Chair: Sharon Kelsey  
Members: Linda Gilmore, CPS  
Dee Moy

### Program

Co-Chair: Gayle Quedens, CAP  
Co-Chair: Marcia Beltz  
Members: Linda Gilmore, CPS  
Dee Moy

### Fundraising (Ways & Means)

Co-Chair: Deb Sabo  
Co-Chair: Linda Wittmann, CAP  
Members: Cathy Allen  
Ruth Ann Deeg  
Linda Gilmore, CPS  
Michelle Prosch  
Bev Staudinger  
Roberta Zylla

### Chapter Website

Chair: Ruth Ann Deeg  
Members: Stacy Boldon  
Lisa Hogan, CPS/CAP  
Dee Moy

### Mentors

No Chair needed as this is a part of the Membership Committee. One does not need to be a member of the membership committee to be a mentor. Every member can be available as a mentor to their fellow members.

Mentors: Linda Wittmann, CAP

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### Happy Birthday!

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The South Suburban Chapter would like to wish a very happy birthday to the following members:

Beth Ann House, CPS/CAP	February 18
Cyndi Stepka, CPA	February 18

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### Happy IAAP Anniversary!

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The South Suburban Chapter would like to congratulate the following chapter members on their anniversaries with IAAP! Happy Anniversary to all of you! We appreciate your continued support of IAAP and the administrative profession.



Gayle Quedens, CAP	2 years
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If we missed your birthday or anniversary, we apologize and ask that you notify Linda Plaisance at [linda.l.plaisance@hotmail.com](mailto:linda.l.plaisance@hotmail.com) for inclusion in future issues of *The Southern Edge*.




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### Upcoming Events 2010-2011

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<b>February 22</b>	<b>SSC Chapter Meeting</b>
March 7-9	IAAP Spring Conference, Tampa, FL
March 15	SSC Board Meeting
<b>March 22</b>	<b>SSC Chapter Meeting</b>
April 19	SSC Board Meeting
<b>April 26</b>	<b>SSC Chapter Meeting</b>
May 17	SSC Board Meeting
May 20-22	2011 MN-ND-SD Division Annual Meeting The Lodge at Brainerd Lakes, Baxter, MN
<b>May 24</b>	<b>SSC Chapter Meeting</b>
June 21	SSC Board Meeting
<b>June 28</b>	<b>SSC Chapter Meeting</b>
July 24-28	IAAP-EFAM, Montreal, Quebec

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### Don't Forget Your Online Resources!

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IAAP Headquarters [www.iaap-hq.org](http://www.iaap-hq.org)

MN-ND-SD Division website [www.iaap-mnndsd-division.org](http://www.iaap-mnndsd-division.org)

And don't forget us at South Suburban IAAP  
[www.southsuburbaniaap.org](http://www.southsuburbaniaap.org)

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### Newsletter Article Deadline

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Please contact Linda Plaisance at [linda.l.plaisance@hotmail.com](mailto:linda.l.plaisance@hotmail.com) with your newsletter ideas and articles.

The deadline for the March issue is:  
**Friday, March 4, 2010.**



Please note: If articles or sections of articles are copied from other sources (including material from other IAAP websites), you must get permission in writing and send the documentation to the newsletter editor before it can be printed in our newsletter.