



## *Toronto Chapter*

# International Association of Administrative Professionals



*Enhancing the success of career-minded administrative professionals by providing opportunities for growth through education, community building, and leadership development.*

*IAAP Mission Statement*



**The International Association of Administrative Professionals (IAAP)** is a not-for-profit association for office professionals with approximately 30,000 members and affiliates and nearly 600 chapters worldwide. The association was founded in 1942 as the National Secretaries Association (NSA) to provide a professional network and educational resources for secretarial staff. The association's name was changed in 1998 to encompass the large number of varied administrative job titles and recognize the advancing role of administrative support staff in business and government.

## Our core values

**Integrity:** We demonstrate this cornerstone of our profession through honesty, accountability, and high ethical standards.

**Respect:** We create respect within our profession and association through listening, understanding, and acknowledging member feedback.

**Adaptability:** We ensure the success of our association by embracing positive change and by nurturing diversity, creativity, and visionary thinking.

**Communication:** We cultivate and maintain excellence by remaining approachable at all levels, communicating openly and building strong relationships.

**Commitment:** We are steadfast in our goals to develop learning opportunities for career-minded administrative professionals and to strengthen efficiency and effectiveness.

## Administrative Professionals Week and Day

Since 1952, the International Association of Administrative Professionals has honored office workers by sponsoring Administrative Professionals Week (APW).

In the year 2000, IAAP announced a name change for Professional Secretaries Week (PSW) and Professional Secretaries Day (PSA). The names were changed to Administrative Professionals Week and Administrative Professionals Day (APD) to keep pace with changing job titles and expanding responsibilities of today's administrative workforce.

APW is always the last full week in April with Administrative Professionals Day on the Wednesday.

## Retirement Trust Fund (RTF)

Retirement Centre  
Housing Subsidy for Admins in Need (HSAN)

Since its inception, The RTF's mission has been simple: to assist administrative professionals age 55 and older.

As a result, IAAP, through the RTF, has been able to do something very few associations have ever done: build and maintain its own retirement center. What's more, Vista Grande (the world's only retirement center for administrative professionals) was built entirely through donations to the RTF, with no corporate or association sponsorship. Vista Grande is located in Albuquerque, New Mexico.

However, the RTF realizes that not every administrative professional age 55 and older can (or wants to) live at Vista Grande. As a result, in 2003, the Foundation's Board of Trustees began a new program: the Housing Subsidy for Admins in Need.

Through this new service, a retired administrative professional living in a retirement community can receive financial assistance to be used toward housing costs.

When Della Herring said at a meeting of NSA in 1947 that she thought it deplorable how secretaries had no retirement home to call their own. She contributed the first dollar toward such a cause, and today, the RTF has built and maintains just such a center. Through the HSN Program, we can ensure Della Herring's dream lives on.

## **Research & Educational F o u n d a t i o n**

The Research and Educational Foundation (R&E) was established as a non-profit organization in 1966 to focus on promoting the careers of admins through scholarships and its own professional development programs.

In 1969, high school senior Jackie Watts became the foundation's first \$2,000 scholarship winner (the equivalent of about \$12,000 today) to help her study business education at Middle Tennessee State University. In the years since, the R&E has raised nearly half a million dollars for scholarships and to support research and benchmarking studies related to administrative professionals.

In recent years, IAAP has reaffirmed its commitment to the foundation and refocused on validating the association's certification exams and providing financial support for deserving admins to attend educational events.

### **R&E Offering New Scholarship**

The new 2012 Educational Forum and Annual Meeting (EFAM) Scholarship Program helps cover the cost of attendance for temporarily unemployed admins or for those who have never been to

the EFAM conference before. It's part of the foundation's commitment to helping admins reach and maintain their professional edge. Scholarship applications will be accepted starting October 1, 2011 through January 31, 2012.

Visit <http://www.iaap-hq.org/about/refoundation> to learn more about the EFAM scholarships, the foundation, and ways to help the R&E reach its goals. The page is the go-to source for the R&E.

## Advance your administrative career

For over 60 years, the International Association of Administrative Professionals has been helping office professionals reach their career goals through education, community building, and leadership development. Its certification programs are recognized as the industry standard of proficiency. The educational programs, including OPTIONS Training, help administrative professionals advance their careers without putting their life on hold. We produce three different publications for members, imparting cutting-edge information about today's office.

If you are searching for a community to help you thrive in today's office culture, you have come to the right place. Join us as we create a better workplace, one professional at a time. When you join, you receive:

- Discounts on Training, Education and Conferences
- Professional Certification Opportunities and Online Resources
- Subscription to: *OfficePro* magazine, *OfficePro Express*, an e-newsletter full of information on research, trends, and technology; and *IAAP Connections*, the association's monthly e-newsletter
- Access to IAAP's Web Community, an online social network for IAAP members
- Assignment to a local chapter offering additional training and networking events and opportunities for leadership.

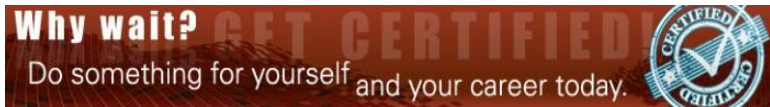


## Membership and Fees

Invest in membership in IAAP to advance your career. Choose from:

- **Professional:** Currently employed (or within the last two years) as an administrative professional **or** a holder of the CPS and/or CAP rating **or** an employed teacher of business education. \$83.00 U.S.
- **Student:** Enrolled in business education (four years maximum as a student member). \$50.00 U.S.
- **Associate:** Individual, firm, or educational institution sustaining the objectives of IAAP. \$180.00 U.S.

New members pay a one-time processing fee of \$15 U.S. Professional and student members pay additional fees for chapter and division membership.



## Certification

If you're looking for ways to help you get ahead in the workplace, stop here. The starting rating is the Certified Administrative Professional (CAP), an industry recognized standard of proficiency. Improve your professional qualifications, increase your skills and knowledge, and raise your self-esteem by taking and passing the exams.

As a specialty in Organizational Management, the OM rating is now being offered. In the future, there could be a specialty in technology and software, or in medical administration, and more.

A top-level administrative professional should have basic knowledge of office systems, technology, office administration, and management, and should be able to apply the principles of good human relations and communications. Some of the examinations are based on knowledge acquired by the office professional through formal education and informal reading.

Employers expect their administrative professionals to be thoroughly familiar with current techniques in office practice and procedures and aware of developments in office systems and technology.

## Recertification: The Key to Continued Professionalism

Professional certification attests to the competence of those in a given profession. To ensure maintenance of these high standards, periodic reassessment is used to verify that competencies are maintained. For IAAP certification, that reassessment is accomplished through a program of recertification.

Recertification is required every five years to keep the professional certification status. Points are earned in the categories of continuing Education, Other Certifications, and Leadership. A total of 60 points must be collected every five years.

The IAAP certification program makes a powerful statement of meeting initial high standards and then maintaining those standards through recertification.

## Pathways to Excellence (P2E)

The Pathways to Excellence program was developed by the International Association of Administrative Professionals (IAAP) to give members, and chapters the opportunity to earn recognition for their efforts throughout the year as they set goals for their professional development.

The program is based on the following ten (10) principles, each a fundamental part of what it means to achieve excellence in your administrative career.

Certification  
Commitment  
Communication  
Education and Training  
Fiscal Responsibility  
Leadership Development and Roles  
Marketing, Research, and Community Outreach  
Programs and Participation  
Recruitment and Retention  
Strategic Planning



To obtain Member of Excellence, a member is required to meet 8 out of 11 criteria.

To obtain Chapter of Excellence, a chapter is required to meet 8 out of 8 mandatory criteria.



# Program for 2011

(Detailed Information is sent to members in advance)

Jul 6	Brainstorming Session: Shaping 12 Programs
Aug 3	Gloria Pierre, Clearly Speaking: "If I Talk, Will You Listen?" 1 recertification point awarded
Sep 7	Ulla de Stricker, de Stricker Associates: "Sex and the City-ation: Communicating with the listener's motivations in mind" 1 recertification point awarded
Sep 24 10am-3pm	Ulla de Stricker, de Stricker Associates: Tools for "Landing the Job" 4 recertification points awarded
Oct 5	Sharron Buttler, CPS/CAP, Past International Director, Canada District: "Pathways to Excellence Program"
Nov 2	Carol-Ann Hamilton, Spirit Unlimited: "Br-easing Through Transitions" 1 recertification point awarded
Nov 19 10am-1pm	Lisa Trudell: "Building a Portfolio" and Sherrie Machan, CPS/CAP: "Preparing Recertification Package" 1.5 recertification points awarded
Dec 7	Colleen Clarke, Colleen Clarke & Associates, Networking & Netiquette: "If You're Not Appearing, You're Disappearing" 1 recertification point pending

# Program for 2012

(Detailed Information is sent to members in advance)

Jan 4	Lynn Woodman, Voice Power: “Fearless Speaking” 1 recertification point pending
Feb 1	Connie Crosby, Crosby Group Consulting: “Social Media” 1 recertification point pending
Mar 7	Rosita Hall: “Leadership 101” 1.5 recertification points pending
Apr 4	Shireen Sondhi, Stitt Feld Handy Group: “Running Effective Meetings” 1.5 recertification points pending
Apr 25 (APD)	Merelle Rodrigo, JMR Training and Development: “Let Me Hear Your Body Talk” 1.5 recertification points pending
May 2	<b>Annual General Meeting</b> Kirsten McKinnon, Kirsten McKinnon Coaching, Training & Consulting: "Managing Conflict and Building Better Relationships: Administrative Professionals on the Front Lines" 1 recertification point pending
May All day workshop	Rhonda Scharf, CSP, On the Right Track Training: “Minute Taking Made Easy” 6 recertification points pending
Jun 6	Installation of 2011-2012 Officers Certificates of Appreciation and Awards Gini Henderson, CPS/CAP: Computer Training 1 recertification point pending

## Board of Directors 2011-12

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