



November 2011
Volume 9, Issue 4

The Key Page Sara-Keys Chapter Newsletter

President's Corner by Kim Stafford CAP

There are lots of articles, books, theories and opinions about leadership and what makes a good leader. Since I don't have the patience (which is probably an attribute of a good leader) to read past the first 5 pages of a book about leadership, I was happy to find a short article on the internet about a leadership style called Transformational Leadership. A leader using this style:

- Has integrity.
- Sets clear goals.
- Clearly communicates a vision.
- Sets a good example.
- Expects the best from the team.
- Encourages.
- Supports.
- Recognizes good work and people.
- Provides stimulating work.
- Helps people see beyond their self-interests and focus more on team interests and needs.
- Inspires.

In short, transformational leaders are exceptionally motivating, and they're trusted. When your team trusts you, and is really "fired up" by the way you lead, you can achieve great things!

I would love to say that I have all of the above traits but we all know that no one person possesses all of these wonderful traits. So I rely heavily on not only the Board and the committee chairs but also on the entire Chapter.

So let's lead our Chapter to greatness together. We have the integrity. We have set clear goals through our Business Plan. We communicate through our newsletter, eGroups and emails. We set a good example by following the IAAP rules. Let's continue to encourage and support each other and make a point of recognizing each other's good works. We have stimulating programs that inspire us to Cook Up Our Careers.

I always say, we are a small but mighty Chapter! I truly am blessed to be part of such an inspirational Chapter.

Happy Thanksgiving to All.

2011-2012 Chapter Officers

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November Chapter Meeting

Sara-Keys Chapter Meetings are held the third Tuesday of each month

RSVP by noon on Friday, 11/11 to Rick Musior CAP at rmusior@scgov.net (Even if you are only wishing to attend the program)

PLEASE BRING YOUR FOOD DONATIONS TO THIS MEETING!

- Date:** November 15, 2011
- Time:** Networking at 6:00 p.m.
Dinner at 6:30 PM
Program at 7 PM
- Location:** Holiday Inn – Lakewood Ranch
6321 Lake Osprey Drive
Sarasota, FL 34240
Phone: 941-782-4400 for directions
- Program:** **“Customer Service – As Rare as Gold”**
(Presented by Peggy Poole CPS)

Recertification point pending
- Cost:** \$15.00 per person
- Dinner Choice:** **Chicken Salad**
(Chicken Salad atop mixed garden greens with tomatoes, cucumbers, and fresh vegetables. Includes fresh brewed coffee, iced tea, and a fresh baked cookie)



Please remember that if you RSVP for the meeting and need to cancel, please do so by noon on 11/14; otherwise, you will be responsible for payment of your dinner.



Have you reviewed the Sara-Keys Chapter website lately? If not, go to <http://www.iaap-sarakeys.org/SaraKeys/Home/> and take a look at the information on the site. It includes various information on IAAP, upcoming events, chapter meetings, past summaries and newsletters, a photo section, information on the web community and so much more. I am always open to suggestions for the site and welcome you to contact me with your ideas. You may reach me at kmhall@scgov.net, kmh258@msn.com or by calling me at 941-861-2877 / 941-321-7105.

Happy surfing!

Kathleen Marie Hall, CPS/CAP



HEALTH BEAT

Holiday Stress: Bad for Holidays and Health

By KIM CAROLLO, ABC News Medical Unit

The winter holidays are full of festive decorations, gatherings with loved ones and plenty of home-cooked food and drinks. They are also filled with stress, and experts say that stress can be counterproductive and harmful to one's health, even if it is just for a few weeks.

"When we're stressed, our adrenal glands release hormones, especially adrenaline and cortisol, as part of the normal 'fight-or-flight' response," said Dr. Philip Ragno, president of Island Cardiac Specialists in Garden City, N.Y. and director of cardiovascular health and wellness at Winthrop University Hospital in Mineola, N.Y. "With an increase in adrenaline, our heart rate and blood pressure go up in order to deliver more blood to our muscles and the release of cortisol heightens our immune system and increases our blood glucose levels." These are all a healthy part of the body's response to stress, but over time, chronic stress can really take a toll on the heart.

"Constant stress can cause cortisol to become chronically elevated, with levels up to 10 times higher than our normal baseline. Persistent elevation of cortisol levels can lead to increased levels of bad cholesterol, decreased levels of good cholesterol and elevated blood sugar levels. These changes result in the development of excess abdominal fat and diabetes, as well as reducing our immune response," said Ragno. No matter how much people know it's coming and try to avoid it, holiday stress happens every year. "People are surprised by their own reactions to the holidays, yet they're very familiar," said Simon Rego, director of psychology training at Montefiore Medical Center in New York.

The triggers are the same every year: too much shopping and preparation to do, end-of-year job responsibilities, crowds and family gatherings are among them. One reason why stress is so recurrent during the holidays is that people fall into the same patterns year after year, such as waiting too long to shop. "People don't change their behavioral patterns," said Rego. "A lot can be reduced if people would recognize ahead of time what their vulnerabilities are and plan accordingly and act differently." "Be more organized and don't do everything at the last minute," said Ragno. "Also, get support from other people. They can help take pressure and demands off."

People also tend to place very high expectations on themselves in terms of what gifts to buy, how big a party to throw or how many family members to see. "People need to try to minimize the damage and just expect what's reasonable," said Dr. Charles Raison, associate professor of psychiatry at Emory University School of Medicine in Atlanta. That means, he said, learning how to decline invitations and be firm about placing limits on gifts.

A lot of holiday stress can also be brought on by depression, which can either be strictly seasonal or can be a year-long depression that the holidays can exacerbate because one is lonely or forced to endure unpleasant family gatherings. "People need to try to identify what's bothering them and how to make the holidays less of a burden," said Raison. "If people are lonely, they should keep busy and take advantage of social resources. If they don't want to be around family members, they should either try and tolerate it or cut themselves a break and don't go."



While experts don't think acute holiday stress will necessarily cause any serious health consequences, over the long term, stress can start to have a negative effect on the heart. And it can really make what should be a joyful time of year pretty miserable. "If you don't learn to control your stress, you can alienate relatives and create unpleasantness in relationships with people you love," said Dr. Redford Williams, director of the Behavioral Medicine Research Center at Duke University Medical Center in Durham, N.C.

In order to ease their holiday stress, experts advise people to really make time to relax, take a few deep breaths and put things into perspective. "Just stopping and reflecting for a few minutes will help to lower adrenaline and cortisol levels," said Ragno. "Take a few minutes when you can to relax and appreciate what the holidays are about," said Rego. "Watch the joy in children's faces, watch an old movie or listen to a holiday song." "The world's not going to end if something doesn't get done," said Williams.

People should also eat well and make time to exercise, since overindulging and putting off workouts until it's time for New Year's resolutions are common.

To prevent an unwanted meltdown, experts say there are some signs to watch out for that you may be about to have one. "If you're not able to sleep, if you find yourself waking up at 4 a.m. because you can't sleep, if you find yourself drinking too much and behaving in ways that really aren't like you, you should really take a step back and say that things are getting out of hand," said Williams.

The holidays are supposed to be about kindness and generosity, and people most often neglect to extend these courtesies to those who need them most -- themselves.

"You should treat yourself kindly and unburden yourself for the holidays," said Williams.



Community Service Project by Rhonda Miller CAP, Community Service Chair

Our community service for November will be of course our final collection for Thanksgiving Food Items for All Faiths Food Bank. We will also be collecting money for the YMCA "Christmas Angel" program, which will actually be our December event. We participated a couple of years ago and were able to sponsor two children. This program is for children in foster care who have been removed from their homes for safety reasons. The children create a "wish" list and we purchase items from it, spending approximately \$100 per child. We then deliver the gifts to the "Y" for the Foster parents to wrap and put out from Santa on Christmas morning.

Once we determine how many angels we can sponsor, I will request the wish list(s) to go shopping! If anyone would like join me, we can schedule an elf event and cook up an exciting Christmas for a special child in need of an extra helping of love and happiness this Holiday Season.

Our November meeting will be the last opportunity to participate in both Community Service events, as both event deadlines will have passed by our December meeting. I realize that times have been very difficult and have affected all of us in some way... For me, especially during the holidays, my heart goes out to those who are less fortunate and in need of a little kindness. So, whether we help to provide a small package under the tree, a warm meal to share with family and friends, or just a safe place to rest, I invite you to get your creative juices flowing and dish up a little something special that will make a difference this Holiday Season.

Volunteering is the practice of people working on behalf of others or a particular cause without payment for their time and services.

Volunteering is generally considered an altruistic activity, intended to promote good or improve human quality of life, but people also volunteer for their own skill development, to meet others, to make contacts for possible employment, to have fun, and a variety of other reasons that could be considered self-serving.



Six Ways to Prevent Office Injury

By Larry Buhl, for Yahoo! HotJobs

It's not just the most physically demanding jobs that can lead to serious injuries. Working with a seemingly harmless mouse and keyboard can cause chronic injuries just as easily as hauling a load of cement. In fact, repetitive strain injuries such as carpal tunnel affect hundreds of thousands of American workers a year, and lead to tens of billions of dollars annually in [workers' comp](#) claims, according to the Occupational Safety and Health Administration.

Nelson Liu, a certified acupuncturist in Los Angeles, sees many of these disorders in his patients. "People who sit at desks and work on computers come to me with chronic pain in the shoulders, wrist, neck and eyes, and they often result from the small, repetitive motions they do on the job every day," he says.

Common Injury Causes

The top culprits of what experts call repetitive strain disorders include:

- Sitting in an unnatural posture for a long time.
- Not allowing recovery time.
- Shallow breathing.
- Repetitive motions, such as using the phone, typing with bent wrists and using a mouse.
- Using force or pressure, such as pinching pens, gripping the mouse too hard or pounding the keyboard.

Even emotional stress can lead to strain and pain. "People are particularly [stressed out](#) right now, and often emotional stress turns to physical stress, which turns to worse posture, which turns to pain, which turns to more stress," says Wendy Young, a certified ergonomist in Houston and author of the e-book, *Get Inside Your Comfort Zone*.

There are ways to break the vicious circle, and they don't necessarily require the most expensive office chair or expert intervention, according to Tony Biafore, an ergonomics expert president of Ergonetics. "A lot of companies think they can solve ergonomics problems with a one-size-fits-all approach, or by buying the most expensive keyboards or office chairs," Biafore says. "Fancy ergonomic equipment is worthless if you don't identify how you're using them."

Decrease the Risk Factors

To avoid pain and possibly chronic problems, ergonomics experts recommend several ways of developing a low-risk working posture:

- **Sit Naturally:** "Many people perch on their chair, lean forward and tuck their feet under, especially when they're concentrating," Biafore said. Notice how you sit, and make adjustments to the chair or to your posture if any part of your body is experiencing tightness, strain or pain.

Repetitive strain injuries, such as carpal tunnel, affect hundreds of thousands of American workers a year, and lead to tens of billions of dollars annually in worker's comp claims.

"The workstation should fit your body like a comfortable pair of shoes."



- **Type Right:** You shouldn't have to change your seated posture or angle your hands to type. The keyboard should come to you. If it doesn't, adjust your seating position or ask for a keyboard tray.
- **Check Your Viewpoint:** Your eyes should naturally gaze at the middle of the computer screen. If you have to look up or down, move the display. This goes for placement of paper documents as well – you shouldn't have to crane your neck to see them.
- **Catch the Mouse Problem:** If you have to reach for it, then your seated posture may be out of whack.
- **Take Breaks:** You should get up about five minutes every hour to get out of your chair, get a drink or just walk to the next cubicle. Young also recommended taking microbreaks, of about 10 seconds every 15 minutes to rest your eyes and hands.
- **Speak Up:** Report any problem to facilities, HR or, if your company has one, an ergonomics specialist. If you've identified the problem as merely the need for a wrist pad, an adjustable chair or a movable display, it's in the company's interest to comply.

Laptops present a special challenge because they require users to lean too far forward and reach for the keyboard, according to Biafore. If you can, use an external keyboard and a mouse, and prop up the screen to replicate an LED monitor, Biafore suggested.

Many changes can be small -- like adjusting the seat position or raising your arms off the desk -- and can be done without consulting an ergonomics expert. But remember that one change you make could throw off something else. "The workstation should fit your body like a comfortable pair of shoes," Young said.

Making adjustments to your workstation requires paying close attention to your body. "Any kind of pain is a signal, and if you cover it up with medication, or even getting acupuncture, without addressing the underlying cause, it will only get worse," Liu says. "Ultimately the best doctor is yourself -- only you can figure out exactly what's not working and how to fix it."



Calendar of Events



- **November 12, 2011 –**
Florida Local Area Networking (FLAN) Meeting
Hosted by the St. Petersburg Chapter
Carillon Office Center
780 Carillon Parkway #780
St. Petersburg, FL

- **January 28, 2012 –**
Florida Local Area Networking (FLAN) Meeting
Hosted by the Port Orange Chapter
Port Orange, FL

- **February 18, 2012**
Gulf Coast Pre-Spring Conference
Suncoast Hospice
5771 Roosevelt Blvd (The Gathering Place)
Clearwater, Florida
Registration: Early Bird \$49.00; At the door, or after January 6, 2012, \$59.00
Recertification Points will be awarded

- **March 4-7, 2012-**
International Spring Conference
Harrah's Las Vegas
Las Vegas, Nevada
<http://www.iaap-hq.org/events/conferences/spring>

- **March 12-17, 2012 –**
IAAP Fundraiser Cruise to Haiti & Jamaica
Hosted by the First Coast Chapter
<http://www.iaapfirstcoast.com/CruiseInfo.html>

- **March 23-24, 2012 –**
Spring Education Conference
Lake Buena Vista, FL

- **May 12, 2012 –**
Florida Local Area Networking (FLAN) Meeting
Hosted by the Melbourne Chapter

- **June 22-24, 2012 –**
Florida Division Annual Meeting (FDAM) –
Omni Hotel
Jacksonville, FL

- **July 22-25, 2012 –**
International Education Forum and Annual Meeting (EFAM) –
Grapevine, Texas



Show Your School Spirit

Join Avery in the support of education



Did you know many of your favorite Avery products help support your local schools?



Just a friendly reminder.....

For members to continue collecting the **“Box Tops for Education”** for our chapter! The next collection will be **November 15** at our monthly meeting.

Collection Totals:

September	235
October	64
Total:	299

The **incentive** for Sara-Keys to be part of the Avery Box Top for Education collection program:

An education grant in the amount of **\$2,000** will be provided by Avery to the **chapter (less than 40 members)** and to the chapter (40 members and over) that collects the largest number of Box Tops coupons in support of the program. An education grant in the amount of **\$500** will be provided by Avery to the **chapter (less than 40 members)** and to the chapter (40 members and over) collecting the second largest number of Box Top coupons in support of the program. All Box Tops coupons, not just those from Avery products, will be eligible. **These four chapters will be recognized following the Avery Great Results awards program at EFAM.**

Please note that we are able to participate **with multiple schools** in our drive. In other words, if you have another school that you would prefer to sponsor instead of Phillippi Shores Elementary School, the “redemption” form is attached for you to have the “School Box Top Coordinator” fill out, sign-off on, and return to you each and every time you make a delivery of the tops. If you choose to sponsor another school, please let me know as soon as possible. In April 2012, I will collect the redemption forms from everyone to calculate the total number of box tops that Sara-Keys has collected and then turn the forms over to IAAP headquarters.

Kathleen’s Box Top Tip: I have two boxes set up at my office due to different locations of staff. I did this solely because one of our staff has been collecting box tops for years for her son’s school and already has a system setup. So I recently decided to give her a box to collect for her son’s school. This will be a win-win outcome! How you ask? The staff person still gets to give the collected box tops to her son’s school and we get to count her box tops for our chapter’s collection. So if you have someone in your office that is adamant in giving to their child’s school....work with them. It does not matter which school we collect from...what matters is that our number keep going up for our chapter.

Please remember to do two things before turning in your tops to me or the school coordinator:



- Check the tops to make sure they are not expired.
- Count the tops and place them in a baggy/envelope with the number of tops on a piece of paper.

For a list of available products that carry the box top label go to:

- http://www.boxtops4education.com/earn/clip/Brands.aspx?WT.ac=UHP_PartProducts
- http://www.avery.com/avery/en_us/Products/Avery-Box-Tops-for-Education.htm

If you have box tops that you would like to turn in sooner, please contact me at 861-2877 or 321-7105.

Thank you for participating in this effort for the Sara-Keys chapter!

Kathleen

Kathleen Marie Hall, CPS/CAP

Administrative Specialist

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Pathways to Excellence Program

Member of Excellence

Revised to take effect for 2011-2012 IAAP Year

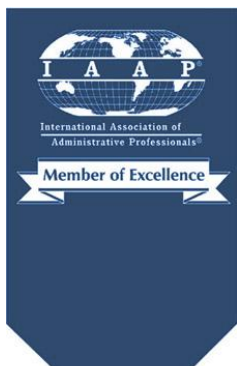
Beginning July 2011, the wording of criterion 6 has changed, waiving the mandatory requirement for new members who joined in the current fiscal year. The criterion is still mandatory for renewing members.

Revisions and clarifications to the 2010-2011 criteria are identified by bold/underlined text. IAAP Headquarters Membership Department reserves the right to request original documentation of criteria earned.

Revised Criteria as of July 1, 2011

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. **Hold a current IAAP Certification (i.e. CAP as prescribed by the new curriculum.)**
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 (**minimum 200 words**), and have it published in an IAAP publication (chapter, division, or international level.) **Recommending another author's article does not qualify.**
4. Attend **at least one** professional educational workshop, seminar or conference (**at least 60 minutes in length**) and provide a short paragraph on how the training relates to your job or your role in IAAP. It can be an IAAP or non-IAAP workshop, seminar, or conference; however, it cannot be included in your calculations to meet the requirement of criterion #9.
5. Hold a degree, certificate or equivalent (a minimum of 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. **This mandatory requirement will be waived in the case of new members joining IAAP in the current IAAP fiscal year who want to work towards becoming a Member of Excellence.**
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) **IAAP** chapter, division or international sponsored meetings, programs or events (any combination.) **These meetings, programs, or events cannot include an event used to meet the requirement of criterion #4.**
10. Recruit at least one new member.
11. Integrate IAAP membership and involvement into annual performance plan or review.



Please sign up on the IAAP Florida Division website and join an eGroup. One of the criteria to be a Chapter of Excellence is to have 75% of our Chapter join an eGroup. There are plenty to choose from. Please contact our webmaster, Kathleen Hall CPS/CAP, and she will tell you how to join an eGroup. But it really is very easy to figure out. If Kim Stafford can do it, anyone can.

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Bylaws and Standing Rules
Doris DeMaria CAP
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Retirement Trust Foundation
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Ways and Means/Scholarship
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We're on the Web!

See us at:

<http://www.iaap-sarakeys.org/IAAPHQ/SaraKeys/Home/>

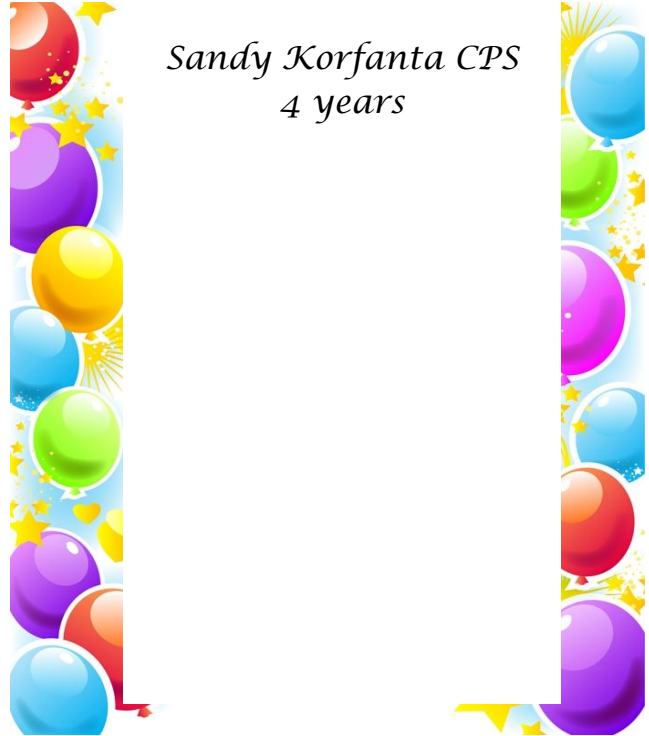


November Birthdays

No November birthdays

Anniversaries

*Sandy Korfanta CPS
4 years*



Inspirational Quotes

As we express our gratitude, we must never forget that the highest appreciation is not to utter words, but to live by them.

~John Fitzgerald Kennedy

Thanksgiving Day comes, by statute, once a year; to the honest man it comes as frequently as the heart of gratitude will allow.

~Edward Sandford Martin



Recipe Corner



**Apple Sweet
Potato Bake**

Ingredients 8 Servings

- 3 cups sliced peeled cooked sweet potatoes
- 3 cups sliced peeled tart apples (about 2 large)
- 3/4 cup packed brown sugar
- 3/4 teaspoon ground nutmeg
- 1/4 teaspoon ground allspice
- 1/4 teaspoon salt
- Dash pepper
- 1 tablespoon butter

Directions:

- In a greased 1-1/2-qt. baking dish, layer half of the sweet potatoes and apples.
- In a small bowl, combine the brown sugar, nutmeg, allspice, salt and pepper; sprinkle half over apples.
- Dot with half of the butter. Repeat layers.
- Cover and bake at 350° for 15 minutes. Baste with pan juices.
- Bake, uncovered, 15 minutes longer or until apples are tender.

- **Nutrition Facts:** 1 serving (1/2 cup) equals 167 calories, 2 g fat (1 g saturated fat), 4 mg cholesterol, 103 mg sodium, 38 g carbohydrate, 2 g fiber, 1 g protein.



**Caramel Apple
Crisp**

Ingredients 12-14 Servings

- 3 cups old-fashioned oats
- 2 cups all-purpose flour
- 1-1/2 cups packed brown sugar
- 1 teaspoon ground cinnamon
- 1 cup cold butter, cubed
- 8 cups thinly sliced peeled tart apples
- 1 package (14 ounces) caramels, halved
- 1 cup apple cider, *divided*

Directions:

- In a large bowl, combine the oats, flour, brown sugar and cinnamon; cut in butter until crumbly. Press half of the mixture into a greased 13-in. x 9-in. baking dish. Layer with half of the apples, caramels and 1 cup oat mixture.
- Repeat layers. Pour 1/2 cup cider over top.
- Bake, uncovered, at 350° for 30 minutes.
- Drizzle with remaining cider; bake 15-20 minutes longer or until apples are tender.

- **Nutrition Facts:** 1 serving (1 each) equals 485 calories, 17 g fat (10 g saturated fat), 37 mg cholesterol, 214 mg sodium, 81 g carbohydrate, 4 g fiber, 6 g protein.



The following jobs are
available in our area:

Sarasota Orchestra

Sarasota, FL

Contact: Apply online at

http://www.suncoastjobs.com/main/job_posting_detail/1860

Position: Development Relations Assistant

Salary Range: \$30,000/year

Southeastern Guide Dogs

Bradenton, FL

Contact: Apply online at

http://www.suncoastjobs.com/main/job_posting_detail/1599

Position: Administrative Assistant

Salary Range: Not provided

Pinnacle Medical Group

Bradenton, FL

Contact:

http://www.careerbuilder.com/JobSeeker/Jobs/JobDetails.aspx?IPath=ILKGV0A&ff=21&APath=2.21.21.0.0&job_id=J3I4G06QV3H92YVMZK1

Position: Admitting Registration Clerical & Scheduling

Salary Range: Not provided

Manatee County Government

Bradenton, FL

Contact:

<http://agency.governmentjobs.com/manateecounty>

Position: Office Specialist

Salary Range: \$11.50 - \$17.54 hour

Vision

To inspire and equip all office professionals to attain excellence.

Purpose

To provide education and training, and set standards of excellence recognized by the business community on a global perspective.

Chapter's Mission

To be the acknowledged, recognized leader of office professionals and to enhance their individual and collective value, image, competence and influence.

Articles Submission

To contribute articles, ideas, quotes and anything to share with members, please submit them to the Newsletter

Chairman,
Donna Chipman CPS/CAP at
Chipman430@yahoo.com