

International Association of
Administrative Professionals®
Ottawa West Chapter



December 2011
Volume 2, Issue 4

IAAP Ottawa West Words



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Vice-President - vacant
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From the desk of the Editor - B.J. Morin

December has arrived. You have survived the first snowfall of the season. With it comes all the stress and the excitement of the season. If you are travelling for the holidays there is also the extra challenge of making sure you have everything that you need, and not forgetting that one important item or person. This is where I find lists invaluable. I even stick post-it-notes on my purse to trigger my memory. I hope you have the opportunity to just find some time to relax, maybe curl up in front of the fire with a good book and a glass of eggnog. ENJOY!

You can send submissions to bjmorin@hydroottawa.com or speak to me at our monthly meetings.

Message from the President - Shelley Wong

I can't believe it's that time of year again... where has the year gone? It seems like we were celebrating Christmas not that long ago. Oh well, I guess that adage about time flying by the other we get really is true! As we all prepare to celebrate the holiday season with Christmas parties, lunches, get-togethers with friends and families; I hope everyone will take the time to sit back, relax and enjoy the holidays. The time really does fly by, so it's a perfect time to slow down and spent quality time with family and friends enjoying old traditions and making new ones. Here is my wish for

all of you

Christmas New Year Wish
I made a Christmas wish for you,
For a holiday full of pleasure,
Friends and family all around,
And memories to treasure.
I wish for you a Christmas filled
With joyous holiday cheer;
I wish you a Merry Christmas,
And a very Happy New Year!



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This is one of my Christmas memories (check out others on pages 3-5)

I remember getting together with all my great-grandmother, aunts, uncles, and cousins for Christmas Dinner. My one aunt lived in a basement apartment and we always had dinner at her place.... the reason... there were about 45 of us and the only way we could all eat together was to eat in the Laundry Room across the hall from my aunt's apartment. We would move the washing machine and dryers and ask everyone to make sure that there were no clothes hanging on the inside lines.

It was a lot of fun and we all have very fond memories of eating in that laundry room.

We're on the Web!

Check us out:

www.iaap-ottawawest.org



Courtesy Corner



Ottawa West Chapter member Melanie Murphy is this years Courtesy Chair. If you have anyone in the chapter you would like to have the chapter acknowledge, please let Melanie know. For example, birth, death, thankyou to a member etc are just a few of the things as a chapter we would acknowledge. Contact Melanie at m_moore@rogers.com

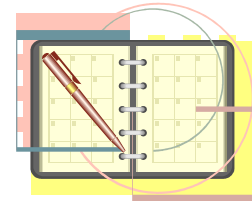
Condolence Card – Lina Veglia – family member
Thinking of you and speedy recovery Card – Melanie Murphy – family member



What wonderful things have happened in your world? Let us know so we can acknowledge it.



Dates to remember



- December 8, 2011 - Ottawa Chapter Meeting
- December 14, 2011 - Ottawa West Chapter Meeting (Speaker - Vickie Townson)
- January 12, 2012 - Ottawa Chapter Meeting
- January 18, 2012 - Ottawa West Chapter Meeting (Speaker - Marc Merulla)
- February 9, 2012 - Ottawa Chapter Meeting
- **February 22, 2012 - Ottawa West Chapter Meeting (Speaker/Event -TBD)**** (Note date/speaker change)
- March 8, 2012 - Ottawa Chapter Meeting
- March 21, 2012 - Ottawa West Chapter Meeting (Speaker - Meredith Thatcher)
- April 12, 2012 - Ottawa Chapter Meeting
- April 18, 2012 - Ottawa West Chapter Meeting (Speaker - Dr. Derek Puddester)
- Week of April 22, 2012 - Administrative Professionals Week
- May 3, 2012 - Forum on Administrative Excellence - Ottawa, Ontario
- May 5, 2012 - Ottawa Chapter Meeting
- May 16, 2012 - Ottawa West Chapter Meeting (Speaker-Jim Muckle)
- June 6-9, 2012 - CDC, Kitchener, Ontario
- June 14, 2012 - Ottawa Chapter Annual General Meeting
- June 20, 2012 - Ottawa West Chapter Annual General Meeting
- May 23-25, 2013 -CDC, Lethbridge, AB

**When we recall Christmas past,
we usually find that the simplest
things, not the greatest
occasions, give off the greatest
glow of happiness.**

Bob Hope





Holiday Memories and Traditions

When I put out the call for our Chapter members to supply me with holiday memories and traditions I was amazed how quick the response was. Thank you all for your submissions. [Newsletter editor](#).

The family tradition that we started with our kids is a large puzzle for the holidays. It is so nice to have the kids home and each at different times tackle the puzzle or someone sorts pieces while another person assembles. We chat around the table and discuss all sorts of things while working on the family puzzle. I'm not sure when we started it yet it is truly one of the many things that I really look forward to during the holidays. I feel it brings families together, taking time with each other and chatting up good conversations

Marcia Scott



We have a lot of traditions but I think my favourite is that we still set aside a day to decorate our tree. Once my husband has finished putting the lights on the tree my daughters and I have the task of hanging the ornaments or more specifically I unwrap each of the ornaments, one of the other girls puts a hook in it while the other daughter hangs it on the tree. There is always a great deal of teasing as to who wants to be the "hooker". Hors d'oeuvres are served and Christmas songs played. My husband supervises for the first 15 minutes before he falls asleep from sheer exhaustion:) We usually wake him up to put the angle on the tree top and then we all stand back and admire once the lights are turned on. More teasing of the "hooker".

Ramona Bietlot



Since moving to the country last year, our new holiday tradition is to have our daughter and her boyfriend come home for the holidays instead of us going to Toronto, to help us build some memories in our new home.

Helen Pearce



We have been sending gifts to Samaritan's Purse Fund every year. This is rewarding for our children to see and understand the gift of giving which is what Christmas is all about. You choose a boy or girl and an age and fill a shoebox with little gifts. This is usually left at your church and is sent to needy children in the world that would normally not receive anything for Christmas. We also like to give as an extended family to World Vision. So instead of getting each other gifts, we will put the money towards chickens or a buy a cow for a family in Africa etc. I also traditionally make a Christmas Fruit Cake drenched in Rum. Although it is a lot of work for me and is quite involved, I continue to make it for Peter, my husband.

Feast of St. Nicholas, I have also left tangerines in the kids shoes that I have put outside their bedroom doors. These are some of the things we do as a family.

Antonella Couse



Every year since the kids were born, they get two new ornaments when we put the tree up. One has the year on it, the other is something to do with what they liked each year. When they leave home, they not will have a ornaments for their first Christmas tree, they will have a tree full of memories.

Also, every Christmas Eve they get to open 1 present - it's a new pair of PJ's to wear to bed that night for Christmas morning pictures.

Cate MacLean



My family Christmas tradition is that now, as adults, we get together on Boxing Day, with everyone bringing something to the pot luck table (we are 6 kids, spouses & children). We sometimes exchange gifts as adults, but always have gifts for the kids!

Mostly we spend the day eating, drinking, catching up on each other's busy lives but occasionally, we plan an event.

One such time, one of my sisters was hosting & planned a sleigh ride for us. It was a beautiful day and we were having a lot of fun singing and enjoying the scenery through the fields & woods. Towards the end of the ride, the horses were spooked by something and started running at full speed, the driver unable to pull them up. Then one of the reins snapped! He flipped backwards into the sleigh with us & we helped him back up front pronto! The sleigh was rocking back and forth over the trail and it was a bit chaotic as we tried to untangle ourselves from each other & the sleigh. A couple of us fell out of the sleigh and we tossed a kid or two as well whenever it was "safe" as we were heading for the woods and were sure they were better off in the snow than with us! The ones we couldn't toss because of the rocking of the sleigh, we held onto very tightly. We managed to survive that part then came into an open field. At the other end of the field was a gulch & we were heading right for it! The driver then made the desperate move of making his way between the horses (along the shaft) and grabbed their halters - but it barely slowed them down.

Luckily, another guide was nearby leading a group of riders and heard our yells and came charging over, placing his horse across the path of our runaway sleigh. This got our horses' attention and not wanting to crash into that horse, they came to a quick stop, metres away from the gulch! Incredibly, no one was seriously hurt (a few bumps & bruises) and after the rest of the family straggled in from the trail, we thanked God for keeping us all safe, had a shaky laugh, and piled back into the sleigh for a very slow walk back to the barn. Very scary at the time, but now an event that we still talk about today, with laughter, trying to imagine what it must have looked like if anyone had been watching. I'm sure it was quite comical with people bouncing out of the sleigh and becoming snow balls along the trail!

That has been, so far, the wildest Boxing Day we've had, but it wasn't the noisiest!

Laurie-Jean Smith



Our family (my 2 sisters, 4 brothers, Mom & Dad and I) celebrated as a family on Christmas Eve as we always went to our Grandma and Grandpa's houses on Christmas Day. My parents always made sure that on Christmas Eve we went to either the early Mass or us older ones were allowed to go to the midnight Mass, if we wanted. Before we left, we would set up the cookies and milk for Santa. My Mom would always stay home from the earlier Mass, during which time she would play "Santa" and deliver all the Christmas presents and goodies. We always asked if she saw Santa, but she always said she had taken a nap, or was doing laundry and never noticed anything while she was there or when she left the house, so he must have come while we were driving around. They had "most" of us fooled! When church was over, we would drive home, pick Mom up and go looking at Christmas Lights around town. Our town wasn't very big, so it didn't take long, but would enjoy the pretty lights and living in Alberta, was nearly always snowy in December, so the lights created a beautiful aura.

When we arrived home, we would be excited and anxious with anticipation as when we walked through the door, we knew that Santa had been there! While we could see what had arrived, we could never touch anything until we gathered around the piano. While my sister played, we all sang what seemed like a Book of Christmas Carols (from the compilation that Mom had kept over the years). We had a full blown choir with all of us. There was always a baby and a toddler in the house and would sit there in awe listening, while we belted out the tunes as fast as we could possibly manage because we weren't allowed to sing only one verse, it had to be all of them. Once that was done, Mom would show us Santa's footprints (made from the ashes in the fireplace) and my oldest sister would hand out our stockings, (which were Dad's old wool socks). We always got a mandarin orange, which we only got at Christmas, a pair or two of socks and maybe a chocolate or two.

Once everyone was done and Mom & Dad were unable to control us any longer, we would head to the family room to hand out the presents from under the tree. Christmas was simple with only a few gifts each. Looking back what seemed like torture to have to wait for so long to open our presents, I now appreciate why they made us do what they did. I truly miss those times as those were the moments when the family was all together and now that I am all grown up and living in Ontario, I only see everyone once a year in the summer. I cannot remember the last time I was home for the Christmas Holidays, but I am now thinking I may try next year!

Danita Galenza



In April 1968 my parents bought back the farmhouse my mother was born in and spent many months renovating it. During that time we lived with my grandfather whose home was across the road from the "homestead". Even though the renovations were not fully completed, we spent the night on Christmas Eve in the farmhouse. We hadn't put up a tree there, but Santa came anyway and left some lovely gifts. Christmas morning, my parents and I walked down the laneway to my grandfather's house for breakfast and I SWORE I saw Santa's sleigh tracks on the laneway. The tracks were so vivid (to me anyway!) and it was a very magical moment to know that Santa used MY laneway as a runway!

In 2005 my parents sold the homestead farm and moved to a smaller, more modern home in Stittsville. Up until that year, Christmas dinner always took place at home at the farm so it was a little different for me to be hosting Christmas at our place. Believe it or not, I had never cooked a turkey before and was a little nervous about it. I did everything I could to make Christmas dinner familiar, including Ambrosia Salad that mother made for EVERY holiday meal. I didn't know if I could make it the same as her but I tried and it turned out and tasted as familiar as if my mother had made it. I have carried on the tradition of making that darn salad at Christmas - it just wouldn't be the same without it!

Lianna McQuirter



Who could this be?



THINGS TO BE THANKFUL FOR

Taken from Ann Landers' column-11/22/01

- Be thankful for the clothes that fit a little too snug, because it means you have enough to eat.
- Be thankful for the mess you clean up after a party, because it means you have been surrounded by friends.
- Be thankful for the taxes you pay, because it means you're employed.
- Be thankful that your lawn needs mowing and your windows need fixing, because it means you have a home.
- Be thankful for your heating bill, because it means you are warm.
- Be thankful for the laundry, because it means you have clothes to wear.
- Be thankful for the space you find at the far end of the parking lot, because it means you can walk.
- Be thankful for the lady who sings off-key behind you in church, because it means you can hear.
- Be thankful when people complain about the government, because it means we have freedom of speech.
- Be thankful for the alarm that goes off in the early morning hours, because it means you're alive.



What did Santa bring?

Welcome to new members

Stephanie Myles
Chandra Radics

Ottawa West Chapter Members

Anniversaries

December 2011

Danielle Graham - 12 years (November)

Myrtle Shields - 17 Years

Congratulations!

Members Marketplace



Marcia Scott
Professional Dog Trainer

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fax: 613-825-2249
www.happyhound.ca
marciascott@sympatico.ca

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Happy Hound

Do you have a side business that you would like to advertise? A great way to reach our members is to use the newsletter.

For a nominal set up fee of \$5.00 for the chapter year, place a business card size add.

If interested contact your newsletter editor:
bjmorin@hydroottawa.com



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melanie.murphy@rogers.com

Home 613-435-8929



Dr. Alicia Coose, DDS

Spratt
DENTAL CENTRE

613-822-4142
(Corner of Spratt Rd & Canynn Walk)
4788 Spratt Rd, Building A, Unit 1, Ottawa, ON K1V 0S6



Are you an office MVP?

With many companies still operating with lean teams and tight budgets, your contributions to the business are more valuable — and more noticeable. Are you doing what you can to distinguish yourself as one of your firm's top performers? Ask yourself the following questions to determine if you truly are an office MVP:

- 1. Do you have a winning attitude?** The best employees are positive and take challenges in stride. How have you handled a difficult boss or coworker, budget cut, or error in the past? Admitting to a mistake, for example, can be difficult and humbling, but firms value those who can make a tough call and take the corrective action necessary to quickly rectify the situation.
- 2. Can you change tactics?** It's important that you're determined to get the job done, but you also must remain flexible. Top performers don't give up on problems; instead, they tackle them from multiple angles. The next time you hit a roadblock, try adjusting your strategy or soliciting input from a colleague for a different point of view.
- 3. What are your professional goals?** Top performers strive for success in everything they do and have a good sense of what it takes to get them to the next level. Setting long-term goals for your career can give you focus and prevent you from just drifting along.
- 4. How do you handle difficult choices?** The most valuable employees can be counted on to exercise good judgment and make tough decisions. So consider how you typically approach complex problems. The best decision makers remain calm and carefully weigh the facts before acting.
- 5. Are you a good sport?** MVPs always act ethically and don't climb over others on their way to the top. Basing your choices on a set of strong values can help you act appropriately no matter the situation.

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.



VS



Take a chance to win Two 100 level tickets plus a parking pass for January 2, 2012 game. Tickets are now available to Ottawa West Chapter members. (value of \$120.00 each)

At

A cost of \$10.00 per chance - Draw to take place at December 14th Chapter meeting

Contact Shelley Wong at shelley.wong@blood.ca or purchase at the December meeting.

Thank you to the Ottawa Senators organization.



Tips and Tricks - use of apostrophes

I found this on a recent egroup discussion and thought it worth a reprint - Editor

The rules for apostrophes vary with the type of word. Learn where to put apostrophes so that your writing is clear and correct. In short, apostrophes are frequently used to indicate possession and in contractions, but never to pluralize.

Steps

Never use an apostrophe to indicate a plural.

The wrong use of an apostrophe to form the plural is called the *greengrocer's apostrophe*, since grocers are often the worst (or at least the most visible) offenders. If you have more than one apple, then write *apples*, not *apple's*. If you cannot replace the word with "his," "her," "their", or "its" and if it isn't a contraction, then an apostrophe should not be used.

Instant Grammar Checker

Correct All Grammar Errors And Enhance Your Writing. Try Now!
www.Grammarly.com/Grammar_Checker

People often forget the rules when a word ends in a vowel, such as the word "mango." Many people write "mango's" instead of "mangos" or "mangoes".

An exception to this use is in the case of making a single letter plural. Therefore, *Why are there so many i's in the word "indivisibility"?* is correct. This is simply for clarity reasons, so the reader does not mistake it for the word "is." However, in modern usage, the preference is to avoid inserting an apostrophe and instead surround the single letter in quotation marks before pluralizing it: *Why are there so many "i"s in the word "indivisibility"?*

Apostrophes are never used in plurals, no matter what the personal preference is. "Do's and don't's" is wrong; the correct form is "dos and don'ts".

Making an exception for numbers and abbreviations is not current practice. MLA guidelines suggest that no apostrophe is needed following numbers (as when naming a

decade). "I bought many CD's in the 1990's." is wrong; the correct form is "I bought many CDs in the 1990s."

Use apostrophes to indicate possession.

There are two basic methods that make use of an apostrophe in constructing the possessive. Most words use an apostrophe followed by an "s" at the end of the word, although many situations require simply an apostrophe.

Place an apostrophe before the "s" when you are indicating a singular possessive.

"Jacob's shoes are very cool." The shoes belong to Jacob (singular: *one* person).

"I found the dog's old bone buried in the backyard." The bone belongs to the dog (singular: a *single* dog).

Place an apostrophe after the "s" when you are dealing with a possessive plural case that has an "s" at the end (e.g., *book* to *books*, *tree* to *trees*). But if the word is plural without an "s" at the end, this rule does not apply; add an apostrophe and an "s" as if the word were singular.

"Look at all of the sailors' boats!" The boats belong to the sailors (plural: there is more than one sailor).

"The children's dresses were pink and frilly." The dresses belong to the children, but since the word children is *already* plural without having to add an "s" at the end, this is an exception.

Use apostrophes in contractions. Sometimes, especially in **informal writing**, apostrophes are used to indicate one or more missing letters. For example, the word "don't" is short for "do not"; other examples include "isn't," "wouldn't," and "can't." Contractions can also be made with the verbs "is," "has," and "have." For example, we can write "She's going to school" instead of "She is going to school"; or "He's lost the game" instead of "He has lost the game." A similar usage can be found in the notation of calendar years, as in '07. In this case, the apostrophe appears in the spot where the

missing numbers would have been (before the number, not after as in 07').

Be aware of the its/it's trap. Use an apostrophe with the word "it" only when you want to indicate a contraction for "it is" or "it has." *It* is a pronoun, and pronouns have their

own possessive form that does not use an apostrophe. For example, "That noise? *It's* just the dog eating *its* bone." This may seem confusing, but it follows the same pattern as other possessive pronouns: *his, hers, its, yours, ours, theirs.*

Social Media Poetry

By @fondalo



I look out my **Windows** and see a lady picking a **BlackBerry** and wonder if it isn't **Apple** season. An **Android** will never be human, but then again you can have a **Google** of friends or even write a best selling **facebook** and you won't make her heart **twitter** beyond a mere **flickr**

By @fondalo

So no matter whether you **StumbleUpon** the meaning of life, are **Linked in** to others or simply a **flash** in the pan, you still need to **go BIGG**. Get physical and bench press or at least **WordPress** useful **intel** that will produce results. Look to the **verizon** before you yell **YAHOO!** to be sure you don't piss someone off.

By @fondalo

Forget the **skype** and keep it real, whether you are short or an **amazon** be in **Constant Contact** with your market. Remember some are kissable, some **Mashable** but there is always a **PayPal** you can trust. Don't play **foursquare** like children on the playground and end up like a **tumblr** in the wind. Instead, engage and enjoy the **hootsuite** results of Social Media.



Poetry in Motion - Recipe of Miracles

Fold two hands together, And express a dash of sorrow; Marinate it overnight, And work on it tomorrow.

Chop one grudge in tiny pieces Add several cups of love, Dredge with a large-sized smile, Mix in ingredients from above.

Dissolve the hate within you, By doing a good deed; Cut in and help your friend, If he or she should be in need.

Stir in laughter, love and thankfulness, From the heart it has to come; Toss with genuine kindness, then share with folks who may need some.

The amount of people served, Will all depend on you ... This recipe can feed an entire world, If you really want it to!

~Author Unknown



Answer - Who could this be? - Sharron Buttler