



February 2012  
Volume 2, Issue 6

# IAAP Ottawa West Words



2011-2012 Executive and Team Leaders

President - Shelley Wong  
President-Elect - vacant  
Vice-President - vacant  
Secretary - Ramona Bietlot  
Treasurer - Laurie-Jean Smith

By-laws - Melanie Lambert  
Certification - Barb Snyder  
Courtesy - Melanie Murphy  
Historian - Joan Smith  
Membership - Acting B.J. Morin  
Nominations - Laurie-Jean Smith  
Newsletter - B.J. Morin  
Program - Melanie Murphy  
Registration - Lianna McQuirter

Happy Valentines Day - 14<sup>th</sup>



Enjoy Family Day on the 20<sup>th</sup>!



## From the desk of the Editor - B.J. Morin

Family Day this year I hope will have special meaning for me. My first grandchild (a girl) is expected to come into the world in early February. My daughter is currently in Calgary, so I am planning on being there for the birth and to help her out. I will be gone for about a month but I can assure you that my "Making the Leap to Remarkable" in February is becoming a proud grandma. Hope to see you in March with some baby photos. Due to being away the March newsletter will be delayed. You can send newsletter submissions to [bjmorin@hydroottawa.com](mailto:bjmorin@hydroottawa.com) or speak to me at our monthly meetings.

## Message from the President - Shelley Wong

Well, I don't know about you guys, but I'd like to know where January went! I can't believe we're already a couple of days into February already. I'm still waiting for winter to get here, but so far we've been pretty lucky. I'm not a big "winter" person; I don't skate (very well), I don't ski, and I generally don't like the cold. I do however like a bit of snow on the ground just because it looks really pretty when you see a large field of snow all nice and white with no footprints or anything.... It makes me wish I could just drop down and make a snow angel and then just get lifted up again without leaving any footprints around at all. I remember the days when I was a kid and we would play outside for hours in the snow freezing our faces and hands off and still not want to come in because we were having so much fun. What happens to that part of us (as we get older) that doesn't enjoy playing outside anymore? As IAAP gets ready to celebrate its 70<sup>th</sup> Anniversary, I can only imagine the changes the Association and its members have been through in the past

70 years. I think of the changes that I've seen in the last 20 years alone, and it really makes me excited to see what the next 20 years will be like. I remember one of the first "real office" jobs I had and our office was the first one on the entire floor of the office building to have a fax machine. Everyone used to ask if they could borrow it because they didn't have one. That was 1990! I also remember my husband buying a jump drive (a 156 MB) and it costing him \$50.00! Now, you can get 4GB for less than \$20.00. As an administrative professional - the changes in the way we do "our job" has changed dramatically as well.

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We're on the Web!

Check us out:

[www.iaap-ottawawest.org](http://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](mailto:m_moore@rogers.com)

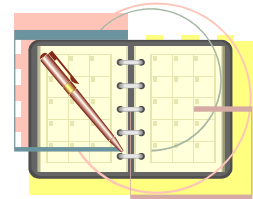
Condolence card Antonella Couse - passing of father-in-law in January



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



## Dates to remember



- February 9, 2012 - Ottawa Chapter Meeting
- \*\*February 22, 2012 - Ottawa West Chapter Meeting -Meridith Thatcher\*\* (Note date/speaker change)**
- March 8, 2012 - Ottawa Chapter Meeting
- March 21, 2012 - Ottawa West Chapter Meeting (Speaker -TBD)
- 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 8, 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





## Get Certified!

You've been an admin long enough to know the ropes. You can handle the daily juggling act of fielding phone calls, scheduling meetings, compiling reports, gathering data, troubleshooting technology, streamlining processes and all the other tasks your job demands. You've earned the respect of your colleagues and managers.

Now take the next step to reach your own potential by taking the [Certified Administrative Professional](#) exam this May. The CAP designation is the premier professional recognition for admins. Consider adding the Organizational Management specialty, another recognition of your top-flight office skills. Experience the confidence and pride that comes with certification.

Download, complete and send your application for the May CAP exams before the Feb. 15 deadline. Late applications will be accepted through Feb. 28 with an additional \$50 fee.

It's time to reach your potential. You've earned it.

Just a reminder that **February 15, 2012** is the deadline to apply for the **May 5, 2012** CAP and OM exams. Thanks to Sylvie Paul-Hus, CAP-OM, Ottawa Chapter, there is an exam site in Ottawa.

## Did you know . . .

Office Pro Magazine can now be viewed on the IAAP website. So if you have misplaced your copy or just need to re-read an article, you can now find the magazines by going to the IAAP home page under the heading of publications.

[www.iaap-hq.org/publications/officepro](http://www.iaap-hq.org/publications/officepro)

Presidents Message cont'd from page 1

Gone are the days of typing on a typewriter (thank god), using carbon copy paper for multiple copies, and filing everything manually. The office I work in now, almost everything is kept on file electronically which makes for a lot less filing.

I'd be interested in hearing other people's thought of how technology has changed since they started working. Please send me an email with your thoughts/comments and we can share them with our members in the March issue.

Have a great February and I hope to see everyone on February 22.





## Questions to ask before stepping into a Leadership Role

- Susan Fenner PhD, Manager of Education and Events, IAAP



Most of us have opportunities on the job and within IAAP to step into leadership roles. Sometimes the invitations are subtle; sometimes it feels more like gentle coercion. How do you know when you should say yes and when you should decline? Here's some questions to ask yourself before you commit.

1. Who's doing the asking? There may be times when you have no choice but to pitch in and pick up the slack and "no" isn't really an alternative when a higher-up makes the request. Graciously say "yes" and make it work.
2. What will you lose if you don't accept? Will you lose status as a team player? An opportunity that won't come around again? A sense of peace (you'll be stewing over your refusal for months to come)? Then ask yourself - is it personally or professionally worth declining?
3. What will you gain from the experience? If there's a chance you'll add to your reputation or skill base or get to try out a new role, then go for it!
4. Do you have time to do it right? If you know there's "no way no how" to get the job done - on time and worthy of having your name associated with it - then it's better to refuse the offer up front before things get out of hand and both you and the project fail.
5. Could it expand your networks? Who will you be working with? Can you meet new colleagues or teammates from other departments that you've long admired who could give your career a boost (and make it fun too)? If the answer is affirmative, then you have your answer.
6. Would it be a busman's holiday for you? If the job calls on experiences you've mastered long ago and there's an up-and-comer who could truly benefit from the learning, then offer to be a source of support for the newbie and help him/her through the process. With you serving as a mentor, everyone wins.
7. Will it look good on your resume or in your annual review? Many times, to move up (or out), or get a salary increase, you'll need to gain new skill sets that you'd never get in your current position. Volunteering to write the chapter newsletter or spearhead the United Way campaign will make you visible and provide talking points when you seek a promotion or make career changes. It's a way to get that beyond-your-job experience when your step requires it.
8. Can you streamline the process and make it more manageable? Are there parts of the job you could delegate, use a co-coordinator, eliminate or combine, and/or get results faster by using new technologies? In other words, can you pare the job down and make it doable on your terms?
9. Are there models or resources you can use? No sense re-doing what's already been done well, with all the kinks worked out. If you can build on what others have done successfully, go for it. With Google searches, web communities, and easy access to people and things, half of your tasks may be done before you even start.
10. Can you set parameters or redefine the specifics? Can you redesign the project to have it work better for you? Examples - conference calls instead of face-to-face meetings; confirming a 6-month-only commitment then passing it along to someone else; undisturbed free time to complete tasks during the work day...you get the idea.

Taking on more shouldn't be a knee-jerk decision. Give the situation some thought before you commit and you'll be guaranteed to make the added responsibility work for you and everyone involved.

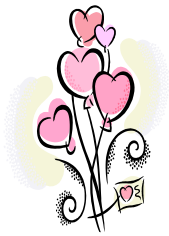


## You know you are living in 2012 when.....

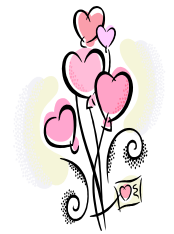
1. You accidentally enter your PIN on the microwave.
  2. You haven't played solitaire with real cards in years.
  3. You have a list of 15 phone numbers to reach your family of three.
  4. You e-mail the person who works at the desk next to you.
  5. Your reason for not staying in touch with friends and family is that they don't have e-mail addresses.
  6. You pull up in your own driveway and use your cell phone to see if anyone is home to help you carry in the groceries.
  7. Every commercial on television has a web site at the bottom of the screen.
  8. Leaving the house without your cell phone, which you didn't even have the first 20 or 30 (or 60) years of your life, is now a cause for panic and you turn around to go and get it.
  10. You get up in the morning and go online before getting your coffee.
  11. You start tilting your head sideways to smile. :-)
  12. You're reading this and nodding and laughing.
  13. Even worse, you know exactly to whom you are going to forward this message.
  14. You are too busy to notice there was no #9 on this list.
  15. You actually scrolled back up to check that there wasn't a #9 on this list.
- NOW URLAY {You are laughing at yourself}....texting is next!!! OMG!!!



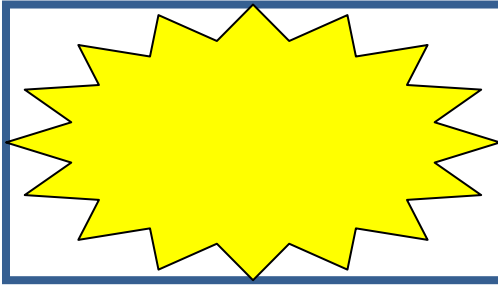
## Valentine to an Administrative Professional- Todd White



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 Board Room 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 still quite rare),  
that admin pro's a he!



*Todd Hunt is business humorist who has presented at 20 IAAP Division Annual Meetings and APW celebrations. He will speak at next year's Canada Divisions' Conference in Lethbridge, AB on May 24, 2013. Visit him at [www.ToddHuntSpeaker.com](http://www.ToddHuntSpeaker.com)*



Ottawa West Chapter Members  
 Anniversaries  
 February 2012  
 Glenda Murray - 19 years  
 Congratulations!

# Members Marketplace

**Marcia Scott**  
 Professional Dog Trainer

tel: 613-253-5535  
 fax: 613-825-2249  
 www.happyhound.ca  
 marciascott@sympatico.ca

31 Caradian Drive, Ashton  
 Ontario K0A 1B0

*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](mailto:bjmorin@hydroottawa.com)

**SILPADA**  
 Live Life in Style

**Melanie Murphy**  
 Independent Representative

[mysilpada.ca/melanie.murphy](http://mysilpada.ca/melanie.murphy)  
[melanie.murphy@rogers.com](http://melanie.murphy@rogers.com)

Home 613-435-8929

**Dr. Alicia Coose, DDS**

**Spratt**  
 DENTAL CENTRE

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



# Ben & Jerry's & Administrative Professional Week - By Chuck Hansen



The other day I was in a meeting when something shifted above my gum up in the left side of my mouth. I surreptitiously searched around with my tongue until I found the issue: a peanut, which I thought I had eaten a couple hours earlier, was still hiding up in my cheek.

This happens, seriously, all the time.

About seven years ago I noticed an odd little numbness on the left side of my nose. Within a few months, the numbness had spread to most of the left side of my face, from my eye to my jaw, and including the left halves of my lips and tongue. My muscles all work fine - I just constantly feel like I'm coming off of Novocain.

The neurologists can't really nail down a cause. They just know that whatever is going on, it isn't killing me at the moment. So I try to ignore it.

This mostly works, except after I eat, because if some food sneaks up into the space between my upper left gum and my cheek, I won't know it's there until it makes a surprise appearance, perhaps during one of my motivational speeches.

Nothing says "don't trust what this guy is telling you" like a fully intact peanut falling out of his mouth while he is talking.

The other problem with this numbness thing is my taste buds don't work well on the left side, so the joy I used to get from a pint of Ben & Jerry's ice cream has been reduced significantly. And that brings me to Valentine's Day and, in a similar way, to Administrative Professionals Week.

Valentine's Day is built on the idea that someone else is going to come in and make you feel loved. But that won't work if your capacity to feel loved is diminished, in the same way that a pint of Ben & Jerry's can't make you happy if your taste buds don't work right.

So, while gifts from your significant other during Valentine's Month are nice, it's also nice to give yourself a gift: the permission and the capacity to feel worthy of being loved. And if that capacity isn't fully developed, then focus

on that.

Similarly, during Administrative Professionals Week there is an expectation that admins' clients will offer them appreciation and even gifts in recognition of the admins' professionalism and abilities. And these offerings are good, and definitely deserved.

But your fully appreciating that recognition depends a great deal on your own ability to appreciate yourself, and to feel like you are fully developing your abilities and your potential.

So during Administrative Professionals Week this year (April 22-28), I hope you will take advantage of some of the many opportunities being offered by your IAAP local chapter and IAAP nationals to focus on yourself and develop your professional and personal abilities.

It also is a good idea to avoid letting food fall out of your mouth during meetings. It really undermines that whole professionalism thing.

*Chuck Hansen is an associate member of the IAAP-Old Dominion Chapter, a motivational speaker, writer and humorist, and author of "Build Your Castles in the Air: Thoreau's Inspiring Advice for Success in Business (& Life) in the 21st Century." He can be reached at [chuck@chuckhansen.com](mailto:chuck@chuckhansen.com) or [www.chuckhansen.com](http://www.chuckhansen.com).*





# How to Handle Career Dilemmas - A Quick Guide - Office Team

Decisions about how to approach everyday tasks in the workplace are usually pretty straightforward. Occasionally, though, situations arise where the best course of action is not so clear. Following are three examples of career dilemmas you may encounter, along with suggestions on how to handle them.

## **You find out a coworker, who has the same job as you, makes more money.**

Before immediately going to your boss with your concerns, take this opportunity to do some research first. Consult resources such as the U.S. Department of Labor's website, and the [Salary Guides](#) published annually by *OfficeTeam*. This will give you an idea of what others with skills similar to yours are paid. You can then approach your manager with information that will lend credibility to your request.

## **You've heard from a friend about a potential new job that sounds intriguing, but you're happy with the job you have.**

A change may sound exciting, but be sure to compare salary and benefits packages, opportunities for advancement, and corporate culture before you make a leap. It's also a good idea to meet with your boss to discuss your career path and compensation potential at your

current firm without mentioning the possible new job.

## **You have the opportunity to head up a challenging project.**

Before immediately volunteering, weigh the pros and cons. Is this the best project to help you improve your skills and broaden your scope within the organization? Another key consideration: Do you really have enough time given your current responsibilities? If you are still hesitant, you may want to consider a lesser role instead of spearheading the project. This could still give you the chance to be involved, hone your skills and increase your visibility.

What most workplace dilemmas have in common is that there is no single, obvious way to solve them. Carefully weighing your options can help you feel more confident you've made the decision that's right for you.

*OfficeTeam is the world's leading staffing service specializing in the placement of highly skilled administrative and office support professionals. The company has 315 locations worldwide, and offers online job search services at [www.officeteam.com](http://www.officeteam.com).*

## **OFFICETEAM®**

Specialized Administrative Staffing

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You cannot climb the ladder of success dressed in the costume of failure



## Chapter of Excellence Deadlines 2011-2012

How the Ottawa West Chapter is doing so far

Criteria	Submission Deadline	Chapter Submission to Division Date	Completed
#1 Send Annual Meeting Calendar	October 1, 2011	Sent September 12, 2011	✓
#2 Send budget and Financial review/audit report	December 31, 2011	Sent October 6, 2011	✓
#3 Hold Membership Drive/Submit form	June 1, 2012	Held October 19, 2011	✓
#4 Hold New Member Orientation/Submit form	June 25, 2012		
#5 Send Business Plan	April 30, 2012	Sent October 6, 2011	✓
#6 Send Delegate or Proxy to Division Annual Meeting (DAM)	Division sets deadline		
#7 Send Delegate or Proxy to Education Forum and Annual Meeting (EFAM)	July 4, 2011	Sent Delegate to EFAM – Shelley Wong - President	✓
#8 7% of members earn Member of Excellence	June 30, 2012		



## Tips and Tricks

When was the last time you took a look at your keyboard? Look just to the left of the space bar. See the key with the Windows symbol on it? You know.... this one:



Have you actually ever used it? Here is the power of the key and some great shortcuts you can use.

Win Key + E	Open Microsoft Explorer
Win Key + Tab	Cycle through open programs
Win Key + F1	Display Microsoft Windows help
Win Key + Ctrl + F	Displays the search for computers window
Win Key + F	Displays the Windows Search / Find feature
Win Key + L	Lock the computer (Windows XP)
Win Key + D	Brings the desktop to the top of all other open windows
Win Key + M	Minimizes all open windows
Win Key + Shift + M	Under the minimize done by Win Key + M and Win Key + D
Win Key + R	Open the run window
Win Key + pause/Break key	Open the system properties window
Win Key + U	Open Utility Manager



# Grapevine 2012 - Be There!



You talked, we listened. You told us that more education is what you wanted and now you have it. Last year we offered 24-hours of education, this year we've upped that to 28. The 2012 Education Forum and Annual Meeting not only features more education but also three keynote speakers. If you aren't involved in the business of the association, we're offering two tech sessions to attend instead—all included in the price of your full registration. We have a bit of fun planned, too, with the ever-popular Evening of Welcome. We're also lining up better-than-ever Trips and Tours for those off hours.

We are excited about EFAM this year. There are some schedule changes that are summarized below so you can book your flight and secure your room. **If you've already made hotel reservations, you can call and change them if you need an extra night.**

Grab your cowboy hat and meet us in Grapevine July 21-25.

**Saturday:** *We've moved all the pre-annual meeting business to the day before the annual meeting* 8:30 a.m. - Pre-EFAM Educational Session 1:30 p.m. - Pre-EFAM Educational Session 2:30 p.m. - Delegate Briefing 3:30 p.m. - First Timers 4:30 p.m. - District Caucuses 6 p.m. - MAL meeting

- **Sunday:** *We now have annual meeting all in one day* 8 a.m. - Opening Session 9:30 a.m. - Business Session (Parade of Nations, speeches, candidate speeches, bylaws voting) 9:30 a.m. - Technology Session for those not involved in IAAP business 1 p.m. - Candidate Meet and Greet 3 p.m. - Voting 3 p.m. - Technology Session for those not involved in IAAP business 6 p.m. - Evening of Welcome Making the Leap to REMARKABLE
- **Monday:** *Education and the Leadership Luncheon* 8 a.m. - General Session - Keynote 10:30 a.m. - Education 1 p.m. - Leadership Luncheon 3 p.m.- 6 p.m. - Education

- **Tuesday:** *The Expo is all in one day* 8 a.m. - General Session - Keynote 10 a.m. - 6 p.m. - Office Expo and Speaker Showcase
- **Wednesday:** *More Education* 8 a.m. - General Session - Keynote 10:30 a.m. - Education 1:30 p.m. - Education 5:30 p.m. - Pre-banquet, Banquet, Post-banquet Reception **Thursday:** *Even more education* 8:30 a.m. to noon - Leadership Workshop 8:30 a.m. to noon - Post EFAM education session



Gaylord Texan Hotel & Convention Centre





# IAAP February President's Message - Tamra Goodall, CAP-OM



To Division and Chapter Presidents, Presidents-elect and Vice Presidents:

I'm sure you all know that 2012 is a leap year. Everyone gets one extra day this year. How are you going to use it? We're always asking for more hours in a day. Getting an extra day is the next best thing. Here's a small fact for you: Did you know that any year that's not a leap year is called a common year? I find it fitting that the 2011-2012 board theme this year is Making the Leap to Remarkable. Let's all decide today to move beyond the "common year" and make this a year to remember—a year to be remarkable.

We can band together in Making the Leap to Remarkable by getting enthused and committed to the 70/70 Membership Campaign. During our 70th anniversary year, new professional members can sign up for IAAP membership at the international, chapter and division level all for only \$70. That's only if the chapter and division they want to join choose to participate.

By chapters and divisions banding together, signing up and committing to be a part of this, we can grow our membership! Members are what make IAAP a great association. And IAAP is what makes great admins. Share this message with each of your members. Encourage each of them to bring new members into the association. More members equal strong chapters and divisions. We've compiled a [70/70 FAQ](#) from questions the board is getting on the new program. We've also created a [70/70 flyer](#) you can give to members to get them excited about the program. These are located in the web community. You will have to log in to view them.

If you haven't already heard, we're extending the early bird registration rate for [Spring Conference](#) until registration is full. Those who want to sign up can only get the early bird extension through a special link. Share this with your members and your co-workers:

<http://community.iaap-hq.org/misc/springconf/> I'm excited about all I'm going to learn at Spring Conference. Did you know Gini Courter is giving a tech session on Sunday? I always learn something new I can apply to my job during one of her sessions. I hope to see you there.

It's time to sign up to [get certified](#). Please remind your members that the deadline for registering for the certification exam or the Organizational Management specialty is Feb. 15. Don't let that deadline pass by.

The 2012 EFAM is months away but I know that many of you are trying to make plans and adjust your schedules for the most exciting and educational week of the year. There are a few changes for 2012 and we wanted to make sure you had that information as soon as we nailed everything down. Here's an [EFAM 2012 early schedule](#) sheet with a very general breakdown of all the times you'll need for flights in, flights out and hotel rooms.

Thank you for how hard you work for the good of the association and to benefit your members. This month we're debuting something we hope will help you do your job better. The staff at headquarters has created a Marketing Toolbox. Each month, about mid-month, leaders will get a short "toolbox" of two or three marketing pieces you can share with your members. Better yet, included are helpful instructions on how you can use the pieces. Watch for it in your inbox next week. That's about it for this month. Thanks again for all your hard work and dedication. I appreciate all the extra time you put in to make this association great.

"Success does not consist in never making blunders, but in never making the same one a second time."

Josh Billings

Editors Note: I received this as an email recently and you may have already received it but thought it was worth putting in the newsletter - enjoy....

Two men, both seriously ill, occupied the same hospital room.

One man was allowed to sit up in his bed for an hour each afternoon to help drain the fluid from his lungs.

His bed was next to the room's only window. The other man had to spend all his time flat on his back.

The men talked for hours on end. They spoke of their wives and families, their homes, their jobs, their involvement in the military service, where they had been on vacation..

Every afternoon, when the man in the bed by the window could sit up, he would pass the time by describing to his roommate all the things he could see outside the window.

The man in the other bed began to live for those one hour periods where his world would be broadened and enlivened by all the activity and color of the world outside.

The window overlooked a park with a lovely lake.

Ducks and swans played on the water while children sailed their model boats. Young lovers walked arm in arm amidst flowers of every color and a fine view of the city skyline could be seen in the distance.

As the man by the window described all this in exquisite details, the man on the other side of the room would close his eyes and imagine this picturesque scene.

One warm afternoon, the man by the window described a parade passing by. Although the other man could not hear the band - he could see it in his mind's eye as the gentleman by the window portrayed it with descriptive words.

Days, weeks and months passed. One morning, the day nurse arrived to bring water for their baths only to find the lifeless

body of the man by the window, who had died peacefully in his sleep.

She was saddened and called the hospital attendants to take the body away. As soon as it seemed appropriate, the other man asked if he could be moved next to the window. The nurse was happy to make the switch, and after making sure he was comfortable, she left him alone.

Slowly, painfully, he propped himself up on one elbow to take his first look at the real world outside.

He strained to slowly turn to look out the window besides the bed. It faced a blank wall.

The man asked the nurse what could have compelled his deceased roommate who had described such wonderful things outside this window..

The nurse responded that the man was blind and could not even see the wall.

She said, 'Perhaps he just wanted to encourage you.'

Epilogue:  
There is tremendous happiness in making others happy, despite our own situations.

