

# Sketches

AN AWARD-WINNING NEWSLETTER PUBLISHED BY THE HARRISBURG CHAPTER

www.iaap-harrisburg-pa.org



International Association of  
Administrative Professionals®

Deb Feinberg CAP, Editor

November 2009

## President's Message

November is the month we count and give thanks for the many blessings we have been given in life. Let's put things in perspective. Just a quick look at a newspaper or a few minutes spent watching the news and you will realize how many things you have to be thankful for. For myself, I am thankful for my family and the many friends in my life. I am thankful that I live in the United States, where we are free to live our life and pursue our dreams; and I am especially thankful for the men and woman who have chosen to serve our country so we can continue to enjoy these freedoms.

As you gather with family and friends this Thanksgiving, please take a moment to reflect on and give thanks for all the blessings you have in your life.

Happy Thanksgiving!

Annette Newcomb CPS  
President



## 2009-2010 Officers

**President**

**Annette Newcomb CPS**

**President-Elect**

**Deb Feinberg CAP**

**Vice President**

**Jena Creter CAP**

**Secretary**

**Diane Kunkle CPS/CAP**

**Treasurer**

**Gloria Gordon CAP**

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**POWER**  
*of*  
**Commitment**  
**Harrisburg Chapter**  
*Making a Difference!*



## Member Spotlight – Maggie Ruff CPS

**A new addition to Sketches** - From time to time we will be spotlighting a Chapter member in Sketches. The first spotlight turns on **Maggie Ruff CPS**. Maggie was presented with the Division's first GEM Award for 2009-2010 at the Harrisburg Chapter's Executive Night celebration on October 19, 2009. The presentation was even more meaningful because Maggie's executive, Edmund Myers, Esq., was in attendance and Maggie received a *standing ovation* from her peers and the other executives in attendance. The GEM Award is presented to a member in each Division on behalf of the Northeast District for going

above and beyond. Maggie was nominated for this award by Pennsylvania Division President Diana Comber who said "I continue to be amazed by Maggie's spirit and dedication to the Harrisburg Chapter and the PA Division. Her "can do" attitude, patience and perseverance are true assets to all of us!" Maggie joined the Harrisburg Chapter in 1997 and has served on most committees, as well as serving as Corresponding Secretary, Vice President, President-Elect and President. Maggie currently serves as Chapter Parliamentarian, Chair of the By-laws & Standing Rules Committee, and 2010 PA Division Meeting Chapter Coordinator. Maggie is a Legal Assistant with Johnson Duffie. Congratulations, Maggie. You truly are a GEM in this organization.

## Important Dates

### November 2009

- 9 Board Meeting
- 16 Harrisburg Chapter Membership Meeting

### December 2009

- 5 Community Service Gift Wrapping for UCP
- 14 Harrisburg Chapter Membership Meeting

### January 2010

- 11 Board Meeting
- 18 Harrisburg Chapter Membership Meeting

### February 2010

- 8 Board Meeting
- 15 Harrisburg Chapter Membership Meeting
- 15 CPS/CAP Exam Registration Deadline

### March 2010

- 8 Board Meeting
- 8-10 Professional Education Conference
- 15 Harrisburg Chapter Membership Meeting

### April 2010

- 12 Board Meeting
- 21 Administrative Professionals Day
- 21 Harrisburg Chapter Membership Meeting

### May 2010

- 7-8 CPS/CAP Exams
- 10 Board Meeting
- 14-16 2010 PA Division Annual Meeting
- 17 Harrisburg Chapter Membership Meeting

### June 2010

- 14 Board Meeting
- 21 Harrisburg Chapter Membership Meeting

### July 2010

- 12 Organizational Board Meeting
- 18-21 International Education Forum & Annual Meeting



## Anniversaries & Birthdays

### Anniversaries

|                        |          |
|------------------------|----------|
| Jeanne Spittler.....   | 58 years |
| Joanne Dickey.....     | 36 years |
| Margaret Prosser ..... | 31 years |
| Jodi Mattern CPS.....  | 18 years |
| Sandy Moritz CAP.....  | 14 years |
| Pam Neubaum CAP.....   | 6 years  |

### Birthdays

|         |                     |
|---------|---------------------|
| 9.....  | Karen Folk CAP      |
| 12..... | Gloria Gordon CAP   |
| 15..... | Annette Newcomb CPS |
| 21..... | Kathie Hook CPS/CAP |
| 21..... | Melissa Morris      |
| 24..... | Helen Wallace CAP   |
| 31..... | Debra Leshak        |



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# International News

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Susan Shamali CPS/CAP  
**Power of Commitment**  
2009-2010 International President  
International Association of Administrative Professionals®

*As of press time, International President Susan Shamali's November address was not available. Check her blog at <http://community.iaap-hq.org/IAAPHQ/IAAPHQ/Directory/Profile/Default.aspx?UserKey=cfecd5b5-f6a5-401a-98fa-3dc975092e0f> for her latest address.*

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## ***Coming in 2010 – New One-Day Workshops***

Be watching for the list of educational workshops coming in 2010! Topics include: Minute Taking, The Amazing Assistant and Business Writing. Complete details and schedules will be announced at a later date.

## ***Call for Nominations***

Applications to serve for one-year appointments to the 2010-2011 International Bylaws and Standing Rules Committee, Committee on Nominations or Retirement Trust Foundation Committee are now available. These positions become effective at the close of International Education Forum and Annual Meeting in Boston, July 2010.

There are two forms in the link below. One is the Application for Appointment to International Committees. This is for appointment to either the Bylaws and Standing Rules Committee or Committee on Nominations. The other form is the Application for Appointment to the Retirement Trust Foundation Committee. The forms each have the functions and responsibilities pertinent to the committees on page 2. Please note the e-mail deadline of February 1, 2010 for all committee nominations. IAAP does not require chapter recommendations and signatures for those members wishing to volunteer for IAAP International Committees. No recommendations or signatures are required for the Retirement Trust Foundation Committee either. Once appointed, all committee members are expected to sign and adhere to the following document: Confidentiality Agreement and Conflict of Interest Statement.

Applicants applying for committees must e-mail the entire application **no later than 5:00 pm EST February 1, 2010**. Applications for International Committees are to be e-mailed to [International President Elect Mary Ramsay-Drow CPS/CAP](#), with a copy to [Governance Coordinator Cindy Long](#). Retirement Trust Foundation Committee applications are to be e-mailed to [Retirement Trust Foundation Chairman Kathy Hampton CPS/CAP](#), also with a copy to [Governance Coordinator Cindy Long](#).

Both of the forms may be downloaded from the IAAP web community and submitted via e-mail. This link will take you to the documents after logging in - [Committee Applications](#)

## ***2010 Education Forum and Annual Meeting – Boston, Massachusetts***

Minneapolis was fabulous so plan now to attend next year in Boston – July 18-21, 2010. Look for information at [www.iaap-hq.org](http://www.iaap-hq.org).

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# PENNSYLVANIA DIVISION NEWS

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## 2010 Pennsylvania Division Annual Meeting May 14-16, 2010

I know you are all as excited as I am about the upcoming 2010 PA Division Annual Meeting being held at the Wyndham Gettysburg – right in our own backyard. It is not too late to lend your support – sign up to help on a committee – trust me when I say there is plenty of work to do so the more the merrier. Contact Harrisburg Chapter Coordinator [Maggie Ruff](#) [CPS](#) for more information. Don't be left out – it is going to be a great time to “*Make History with IAAP – Your Gateway to Success.*”

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Since June 2008, Membership and Scoreboard Reports from International have been unavailable. Therefore, no Northeast District Scoreboard information has been reported to you in previous editions of Sketches. Membership reports are once again available; however, the Scoreboard information is not yet up-to-date (still showing information from June 30, 2008). Below is a Northeast District Membership Report utilizing information from International's web site. Once the Scoreboard information is available, I will resume reporting the Northeast District Scoreboard.

## Northeast District Membership Report Reporting Period June 30, 2009 – October 31, 2009

| Division                           | Number of Members<br>(includes Members At-Large) |          | Net Gain (loss) |
|------------------------------------|--|----------|-----------------|
|                                    | 6/30/09  | 10/31/09 |                 |
| New Jersey                         | 889  | 885      | (4)             |
| Greater New England Division       | 817  | 786      | (31)            |
| Pennsylvania                       | 601  | 574      | (27)            |
| New York State                     | 547  | 512      | (35)            |
| NE Member At-Large/Member At-Large | 488  | 456      | (32)            |
| Northeast District totals          | 3,342  | 3,213    | (129)           |

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# Harrisburg Chapter News

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## Committee Happenings

### **Community Service Committee**

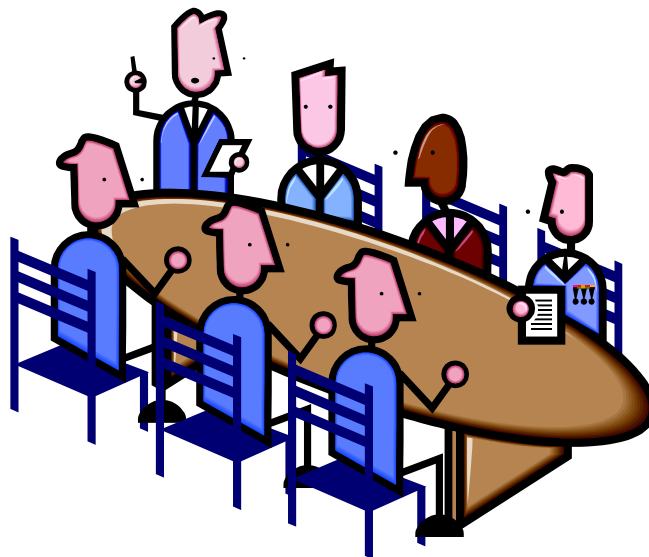
The Community Service Committee has a busy few months ahead - we are still looking for volunteer wrappers for December 5<sup>th</sup>. Shifts are 10-1, 1-4, and 4-7 and proceeds benefit United Cerebral Palsy. Sign up form is attached at Page 9. We will be adopting a family with a wish and need list from the Y. Spreadsheet is attached at Page 10. We can deviate from this also as they are just suggestions. These items must be collected by December 14 and can be brought to board or membership meetings. We are collecting old cell phones and chargers for the Y also. We are also collecting food for the food bank. All non-perishable food items should be brought to the board or membership meetings. If you have any questions, please contact [Lynn Farina CPS/CAP](#), Committee Chair

### **Professional Development Committee**

We all know times are tight and many employers are cutting back and sometimes that means fewer funds for educational opportunities. IAAP may be able to help. Check out our [web page](#) to see if you qualify for Professional Development funds or contact [Deb Feinberg CAP](#) for more information. Deb Feinberg CAP, Committee Chair

### **Ways & Means Committee**

The Ways and Means Committee is seeking donations for December's holiday baking basket. Please contact [Traci Fulton CPS](#) or [Abbey Coburn CPS](#), committee co-chairs, if you have donations.



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# Member Information

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## THE PURPOSE OF CHAPTER COMMITTEES

SUBMITTED BY DAWN HALL CAP – MEMBERSHIP CHAIR

Committees are a way for the chapter to do the things that make it a chapter. The officers oversee the chapter but the committees are the life of the chapter. Each committee has a chair or co-chairs and several members.

Each member of the chapter is to serve on a committee. Why? So that you benefit from your membership fully. Being an active committee member provides you with networking skills, leadership opportunities, which will develop those skills; and the ability to learn a new skill. But to take advantage of these opportunities you need to be an active member. Ask anyone who is or has been on a committee what it is like and I'm sure you'll hear all positive comments.

This year's committees are as follows:

**Administrative Professionals Day/Week (APD/W):** this committee promotes APD/W and prepares the program for our April meeting. This meeting is in celebration of administrative professionals so the program can be fun or educational or both.

**Audit:** this committee audits the financial records of the chapter. This committee only reports to membership.

**Bylaws & Standing Rules:** this committee reviews our bylaws, makes sure we are in compliance with Division and International bylaws and purposes any updates or changes. Every four years our bylaws need to be updated and forwarded to Division and International for approval.

**Certification:** this committee promotes the CPS and CAP certifications, recertification, puts together our certification course and prepares the recognition of those recently certified during our May meeting.

**Communications:** this committee is responsible to disseminate information to the membership. With the use of technology, the committee usually is a committee of one.

**Community Services:** this committee selects different items throughout the year for our participation. It can be walk-a-thons, food drives, clothing drives, holiday gift wrapping, etc. It is our way to give back to the community.

**Executive Night:** this committee is responsible for our October meeting to celebrate our executives and thank them for their support throughout the year. This program can be fun or educational or both.

**Membership:** this committee is responsible for recruiting new members, welcoming new members, promoting membership and its benefits. At the June meeting, new members are welcomed during an official ceremony prepared by the membership committee.

**Nominations:** this committee is chaired by the second past president and is responsible for putting together the slate of officers for the following chapter year. Members on this committee must be elected and accept the nomination. This committee only reports to membership.

**Professional Development:** this committee promotes and administers our professional development fund available to members for educational opportunities such as conferences, seminars and college classes.

**Professional Outreach:** this committee promotes the chapter in the local community and schools by involvement in the local chambers of commerce and school open houses. The committee also visits with businesses who are interested in IAAP.

**Program:** this committee is responsible for all of the chapter's monthly programs with the exception of October (Executive Night) and April (APD). The committee is chaired by the chapter vice president.

**Publications:** this committee is responsible for putting together our monthly newsletter and updating the website.

**Publicity:** this committee is responsible to contact local news agencies promoting the chapter's events via press releases and photos.

**Retirement Trust Foundation (RTF):** this committee promotes the "Trust" and its benefits. One of the benefits is Vista Grande, our own retirement community. The committee also does fundraising to benefit the trust and keep expenses down at Vista Grande.

**Seminar:** the committee is responsible for an education seminar (full day or half day) to benefit chapter members. The programs range in topic and can offer recertification points. We do offer this seminar to other IAAP chapters as well as non-members of IAAP.

**Ways & Means:** this committee is responsible for raising funds for the chapter to operate. Various fundraising opportunities are done throughout the year.

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# Member Information II

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## ETIQUETTE TIPS

SUBMITTED BY DAWN HALL CAP – MEMBERSHIP CHAIR

In this time of technology, we forget the simple, every day courtesies we should show each other. The following is a list of business and personal etiquette tips you might find useful.

Each month a new tip will be added.

### NAME TAGS:



Wear name tags on the right so that when someone is shaking your hand, they can see your name tag. It helps them remember your name.

### GREETINGS:

Women should stand, if sitting, when greeting someone. Always extend a hand and say an appropriate greeting. Repeating the person's name will help you remember it as well.



Give a solid handshake—no limp handshakes.

### EMAIL:

**Always put something in the subject line. People are more likely to delete e-mails without a subject, especially if they do not recognize your name or e-mail address. If it is IAAP related, start it with IAAP.**



**Do not use all caps as it is considered yelling at someone. Treat e-mail like any other business correspondence and use punctuation, grammar, spell check and keep it brief and concise.**



# Tips & Tricks

## Word

Reset your toolbars when too much customization leaves you in a lurch (Word 2000/2002/2003/2004)

If you're like most Word power users, you've made changes to your toolbars -- adding buttons you need or removing those you don't. But when too much customization makes you long for your default toolbar configuration, you can return to its former glory. To return to the default toolbar:

1. Choose View | Toolbars | Customize (select Tools | Customize | Customize Toolbars/Menus on the Mac), and click on the Toolbars tab.

2. If your desired toolbar isn't visible, select its check box to display it.

3. With the toolbar selected in the Toolbars list box, click the Reset button.

Your selected toolbar should look just like it did the day you installed Office.

## PowerPoint

Draw straight lines during a presentation with the Pen tool (PowerPoint 2000/2002/2003/2004)

During a presentation you can access a pen with which you can draw on a blank screen or on a slide by choosing [Ctrl]P ([command]P on the Mac) to change your pointer into a pen. This is a great tool for drawing attention to specific areas of your slide, or illustrating connections between objects on your slide. But, if you've used the Pen tool in the past, you know how difficult it is to draw using your mouse. Fortunately, PowerPoint makes it easy to draw straight lines. Simply hold down [Shift] as you move your mouse and you can draw perfectly straight horizontal and vertical lines.

## Name Badges



### NEED A NAME BADGE?

New or updated?

You can now order one by visiting the Recognition Specialties website at:

[http://nicebadge.com/cart/qi-iaap-harrisburg-chapter-c-2\\_234\\_1955.html](http://nicebadge.com/cart/qi-iaap-harrisburg-chapter-c-2_234_1955.html)

You can order and pay on-line, and the badge will be shipped directly to you.

## Roster Update

If any of the following information has changed for you within the past year, then you need to complete a [Roster Update Form](#) (page 11).

- |                        |   |
|------------------------|---|
| ■ Name                 | ■ Employer                                    |
| ■ Home or Work Address | ■ Position Title                              |
| ■ Home or Work Phone   | ■ Executive                                   |
| ■ Home or Work Email   | ■ Home or Work Preference for Phone, Email    |
| ■ Fax                  | ■ Committee Participation (Chapter/Div./Int.) |

If you are a new or newer member and have not completed a [Roster Update Form](#), please complete one so that we can ensure that we have accurate information.

## Harrisburg Chapter Contacts

**Annette Newcomb CPS,  
President**

309 Short Street  
Harrisburg, PA 17112

**h:** 717.566.0385

**w:** 717.534.8941

**w:** [anewcomb@hersheypa.com](mailto:anewcomb@hersheypa.com)

**Deb S. Feinberg CAP,  
President-Elect**

19 Cherish Drive  
Camp Hill, PA 17011

**h:** 717.737.3504

**c:** 717.265.4573

**h:** [deb.s.feinberg@gmail.com](mailto:deb.s.feinberg@gmail.com)

# **POWER** **of** **Commitment**

## **Harrisburg Chapter**

### **Gift Wrapping for United Cerebral Palsy Community Service Project**

On Saturday, December 5<sup>th</sup>, the Harrisburg Chapter of IAAP will be volunteering at the United Cerebral Palsy Gift Wrapping Booth at the Capital City Mall. We need to have at least 3 people for each shift. Volunteering your time and talent at the UCP Gift Wrap booth is fun, it's easy and it benefits people with disabilities throughout Central Pennsylvania. This organization currently provides programs and services for more than 3500 individuals with disabilities and their families throughout Central Pennsylvania. Please consider volunteering just one shift of your time to this worthy cause. Just fill in your preferred shift and return to me.

December 5, 2009

10:00 a.m. – 1:00 p.m.

1:00 p.m. – 4:00 p.m.

4:00 p.m. – 7:00 p.m.

Return to Lynn Farina, 300 Luther Road, Harrisburg, PA 17111 or email  
[hockeynutz@comcast.net](mailto:hockeynutz@comcast.net)

Thank you.

## Adopt-a-Family Wish List

| Client # | Age | M/F | Need 1 | Need 2 | Wish | pants | top size |
|----------|-----|-----|--------|--------|------|-------|----------|
|----------|-----|-----|--------|--------|------|-------|----------|

Please place the client # on a sticker or label on each gift so we can match them up accordingly

|      |      |   |                                    |                     |           |                     |                     |
|------|------|---|------------------------------------|---------------------|-----------|---------------------|---------------------|
| 1224 | 3    | F | socks, outfit, jeans, shirt 4t     | old navy clothes 3t | Dora Bike | 3t                  | 4t green            |
| 1225 | 2yr. | F | clothes, sock, jean, sweaters      | toys for 2yr old    |           | 18 -24 mo. Old Navy | 18 -24 mo. Old Navy |
| 1226 | 5mo  | F | socks, clothes, outfits            | toys for 7 mo. old  |           | old Navy 6-9mo      | old Navy 6-9mo      |
| 1227 | 23   | M | Underwear, tee shirts, socks       | digital camera      | wallet    | 38 w - 34 lg        | 3x                  |
| 1228 | 22   | F | Underwear, bra's, sport bra's 38-D | Angels purse        | Wallet    |                     |                     |

## Harrisburg Chapter 2009-2010 Roster Update

|                  |  |             |           |
|------------------|--|-------------|-----------|
| Name:            |  | Join Date:  | Birthday: |
| Street Address:  |  | Home Phone: |           |
| City, State, Zip |  | Home Email: |           |
| Employer:        |  | Work Phone: |           |
| Title:           |  | Work Fax:   |           |
| Executive:       |  | Work Email: |           |
| Work Address:    |  |             |           |
|                  |  |             |           |

Preferred Phone Contact:     Home  Work

Preferred Email Contact:     Home  Work

Preferred Address Contact:     Home  Work

**Please send this information to:**

Dawn Hall CAP  
137 Atmore Street  
Harrisburg, PA 17112  
Fax: 717-796-3625

[dmariehall@verizon.net](mailto:dmariehall@verizon.net) or [dawn@maicltd.com](mailto:dawn@maicltd.com)



International Association of  
Administrative Professionals®  
*Harrisburg Chapter*



### Menu

Soup De Jour  
Roast Turkey with Parsley Sauce  
Mashed Redskin Potatoes  
Snipped Green Beans  
German Chocolate Cake  
Coffee and Iced Tea

**Monday, December 14, 2009**

Four Points by Sheraton Harrisburg  
800 East Park Drive  
Harrisburg, Pennsylvania  
Cost: **\$20.00**

{ 5: 30 PM.. Registration/Networking  
6: 00 PM.. Dinner  
7: 00 PM.. Program and Business Meeting }

**Program**

*To Be Determined*

**IMPORTANT RESERVATION INFORMATION:**

- ⊙ **Reservation Deadline:** All reservations must be mailed by Monday, December 7, 2009 — Please DO NOT mail checks after this date. Call-in reservations to Jena Creter CAP (717-534-3190) must be received no later than noon on Thursday, December 10, 2009 — payment is required no later than Monday, December 14, 2009.
- ⊙ **Cancellation Deadline:** Cancellations will be accepted until noon on Thursday, December 10, 2009. **Any cancellations or no-shows after the Cancellation Deadline will be charged.**
- ⊙ **Reservations & Payment:** Complete and mail reservation form along with a check made payable to Harrisburg Chapter IAAP to Jena Creter CAP, Hershey Entertainment & Resorts, 27 W. Chocolate Ave., Hershey, PA 17033.



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Cut or tear here and return the bottom portion along with your payment.

**~ Reservations & Payment ~ December 14, 2009**

Name \_\_\_\_\_  CPS  CAP  CPS/CAP

I WILL ATTEND:  DINNER & PROGRAM – \$20.00  DINNER ONLY – \$20.00  PROGRAM ONLY

Please list any dietary restrictions \_\_\_\_\_ Request Vegetarian Entrée

GUEST NAME(S) \_\_\_\_\_ GUEST PHONE NUMBER(S) \_\_\_\_\_

GUEST EMPLOYER(S) \_\_\_\_\_

~ Remember to enclose your \$20.00 check payable to **Harrisburg Chapter IAAP**  I need a receipt.