



April, 2010

Fort Myers Chatter



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A Message from our President . . .

I think Spring has finally arrived, and we can put those jackets away for awhile. There are so many exciting things coming up in the next couple of months.

First, we are going to start off April with our Impact (membership drive) meeting. I would like to encourage each of you to attend and bring a friend, co-worker or someone who may benefit from belonging to our terrific organization. We have a great evening planned, with our own Peggy Poole, CPS, as our speaker. I know that will bring enough excitement, but just in case you can use a little more, there will be a prize for the person who brings the most guests.

Then it's on to our APOTY breakfast on April 21. We will have the pleasure of revealing our 2010-2011 APOTY winner. We will also be awarding scholarships to some very deserving recipients.

Do not forget to get out your Retirement Trust Foundation fundraising calendar and follow along for the month of April, then bring your donation to the May meeting,

On into May, do not forget to mark your calendars for our Spring Workshop on May 22. We will have more about May events in the next issue.

I have a little information about dragonflies I found interesting. Dragonflies start out as an egg and then hatch into a nymph stage under water, where they grow. They stay under water until "Spring" where they crawl out of the water, shed their skin and spread their wings and begin to fly. Well members, it is "Spring" and for those who have been waiting to spread their wings and join us in flight, the time is now. There are so many opportunities now and coming up to continue to "Build our Chapter". Don't be left in the nymph stage.

Enjoy the warmth of the sunshine and come and enjoy the warmth of our Chapter Members. We hope to see you and your guests at the Impact Meeting.

Dianne Reed
IAAP Fort Myers Chapter President, 2009-2010



Special points of interest:

- Bring a guest to the April Impact Meeting—win prizes!
- Annual meeting to be held on May 11
- Tickets for upcoming events available, see pg. 3
- Complete your survey by May 11!

April Showers



BIRTHDAYS

Alejandra Paipilla	April 10
Nan Grover	April 25
Stacy Schmitt	April 28

ANNIVERSARIES

Dianne Reed	Six years
Leah Zych	Four years

Mentor Minute By Peggy Poole, CPS

As we come close to the end of the fiscal year for our chapter, you might be wondering when and how changes take place.

The slate of nominations was presented by the Nominations Committee at the March meeting. The actual election of officers will take place at our chapter annual meeting in May. At that time nominations may be made from the floor as long as they meet the criteria as

set out in our chapter bylaws.

The newly elected officers will be installed at the June meeting and will assume their duties at the close of the meeting, with the exception of the position of Treasurer. Those duties transfer as of June 30 to insure the current Treasurer is able to complete the records for the year and also the new authorized check signers complete the required documents with the bank.

Also at the annual meeting in May, the chapter budget for the coming year will be adopted. In accordance with our chapter bylaws, the proposed budget will be distributed at the April meeting to enable all members an opportunity to review the budget prior to the vote in May.

The actual election of officers will take place at our chapter annual meeting in May.

A portion of the June meeting will be set aside for the newly installed Chapter President to review the Strategic Plan and work on the formation of committees. This is an integral part of the success of our chapter and I urge all of you to serve on a committee.

Now you know what happens at the “changing of the guard” for our chapter. See you next month.

Brainteaser

I am a bird that cannot fly
Neither swim nor walk do I.
Oranges, blues, reds, and greens
All these colors you'll find on me.
My namesake I resemble by
The hues I wear, varied and bright.
What am I?

See page 7 for answer.



Upcoming Events

- April 13 Fort Myers Chapter Monthly Meeting (see below for details)
- April 21 APOTY Breakfast/Scholarship Winner Announcement
- May 8 CPS Test
- May 11 Fort Myers Chapter Annual Meeting (Nomination of Officers)
- May 22 Spring Workshop—6.5 recert points! Details coming soon!
- June 8 Fort Myers Chapter Monthly Meeting (Installation of Officers)
- June 25 Florida Division Annual Meeting, Lakeland, FL



Reminders!

- APOTY breakfast tickets on sale now — contact Karen Distelrath, CPS/CAP
- For Spring Workshop tickets contact Vickie Lane, CPS/CAP or Elsie Sambrato, CPS/CAP
- Surveys due May 11- send to Christina Dorn

Proper IAAP Grammar and Usage Submitted by IAAP HQ

Capitalization of Association Names

It's best for continuity if we work toward consistency in our style of writing association names in our communications. Inconsistency causes confusion for members and nonmembers. Traditionally we have capitalized the following (this is not an exhaustive list): member, association, board, chapter, division, manager, administrative professional, certification, international president, trustee, chapter president, newsletter editor, recertification... None of these should be capitalized since they are all common nouns. Only capitalize if the word is used as part of a proper noun.

Another change that will be effective immediately is we will

now be using a comma to set off designations: Susan Shamali, CPS/CAP.

Examples:

Correct

The **IAAP International Board of Directors** met in Reno to discuss matters important to the **association**.

When we use IAAP with international board it becomes a proper noun. Association is only capped when it is in our proper title.

Incorrect

The **Board** asked several **Members** to come to the **Board Meeting** to discuss their respective **Divisions** about matters important to the **Association**.

Don't forget!

Next Meeting!

April 13—Impact Meeting

Hear Peggy Poole, CPS, discuss the benefits of membership in IAAP.

A special prize will be given to the member who brings the most guests!

Dinner choices are: Pork Loin, Penne Ala Vodka w/Chicken, or Cobb Salad

Please RSVP your choices to Karen Distelrath CPS/CAP.

(Continued on page 8)

M . . . *Crystal McMillan*

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Many of us living in Florida are from somewhere else. Where are you from?

1961 brought me (at 8 years old) and my family to Fort Myers. I was born in Dearborn, MI, just outside of Detroit.

What brought you to Florida, specifically Cape Coral/Fort Myers?

My father passed away in 1961 when I was 8 and my sister was 3. My mother had never driven a car in the city, but had just learned before my father passed. Her brother lived in Fort Myers and her Dad lived in Tampa. She decided it would be easier to raise two girls on her own if she had the support of the family. So two months after he passed, she put us in the car and drove to Florida! Met the love of my life in the 9th grade and have been married almost 39 years.

Briefly describe your work history and how it brought you to this point in your career.

My first "real" job was as a lifeguard in the recreation program at Sunland Training Center (now known as Gulf Coast Development Center). I worked with many children and adults with Downs Syndrome, as well as other developmental issues. (Who would have known that I was being prepared to be a "special Grandma" to my grandson with Downs Syndrome?)

Then in early 1972, I went to work for Peoples Bank (now known as SunTrust Bank). I progressed up the management ladder very quickly, and became Operations Manager in 1977. I continued in management, until 1983 when the bank hired a new President. In the role supporting the President and CEO, I was exposed to the inner workings of the bank, lending, management, operations, corporate liaisons, etc. I loved my new job. My "fire" had been lit and it was my awakening to my new career, Administrative Professional. Thirty years later, I was working for the same bank, with 20 years in the same position, with the same President and CEO. Then in 2002, the holding company restructured and many, many of us lost our jobs. I found myself in the process of doing something I hadn't done since I was 19 years old, looking for a job.

A former co-worker summarized my job change as God opening windows for me to look out and see other opportunities. And in the beautiful world outside of that job, I found a renewed interest in working, and a boss who saw great potential in this "old" secretary.



In the fall of 2002, I took a position at Lee Memorial Health System working as an Executive Secretary for Sharon MacDonald, who is VP of Oncology, Palliative Care and Chief Foundation Officer. I have been in this position ever since, and will complete eight years at the Cancer Center this year. Sharon was instrumental in encouraging me to seek my CPS certification, and then we both agreed to try right away for the CAP credentials.

As an administrative professional, what do you perceive to be the biggest misconception about the profession?

Working in the healthcare industry, you are surrounded by people who have chosen to be RNs, MSNs,

ARNPs, etc. Unfortunately, many in this field, and I am sure others, don't recognize the Administrative Professionals with CPS and CAP certifications as *professionals*. I think I stated it very well recently, when I told one of the managers that I am not a nurse, but it is because I chose NOT to be a nurse. My chosen profession is that of Administrative Professional and I am proud of my profession and my accomplishments.

What role does IAAP play in supporting the administrative professional's role in the workplace?

If IAAP were not actively supporting this role, I don't think the employers would have ever come to acknowledging the CPS/CAP profession.

Do you have a hobby? If so, what it is?

Sporting Clays with my husband and friends, when I can get away. And although many ladies shoot the smaller gauge shotguns, I shoot a 12 gauge Beretta over and under. I enjoy the challenge and we have met some really great people in this sport. We have competed in Montana, Texas, and all over Florida. At home, my hobby is quilting. I just finished a queen size quilt started in 2000 as a wedding gift for my daughter, who has been divorced now for about five years!



Do you have a favorite book(s)?

My favorite book is the Bible, New American Standard Version. I never tire of reading, although I don't consider myself a good student of the Bible.

If I am reading fiction, my favorite author is Jude Deveraux, who wrote mainly historical romance for years, but now has some books written in present times.

Do you have a favorite self-help or career oriented book?

The Ultimate Gift by Jim Stovall. It was made into a movie recently.

What is your favorite way to spend leisure time?

With my husband, outdoors when I can. And with any one, two or all three of my grandsons. We live out in the country and we love to watch the kids play outside, to sit around a fire at night, and to have BBQs with friends.

Plans or goals for the future?

My short term goal is to seek recertification next year (and in 2011). Unfortunately, I rarely get to attend a meeting. Every other month we have a Cancer Committee meeting on the second Tuesday of the month and every other "week", I have Taylor while his mother works a rotating schedule of nights.

Many of the members got to meet Taylor when I brought him as a guest for a meeting. He is delightful, although with a mind of his own. So my long term future is to continue being a caregiver to my grandson, and a Grandma to all three.

I truly appreciate all of the information sent in the emails, as this is my lifeline to communication with our Chapter. Thank you, everyone, for all you do in the Fort Myers and the Cape Coral chapters. I miss seeing everyone and being part of the events, but consider myself blessed to be in a profession I love, a position that makes me "want" to come to work, and surrounded by family and friends that remind me what "life is all about".



IAA Phitness

Part 9

As all of my Thin Mint Girl Scout cookies *still* sit in my freezer I can now report that Brad and Angelina are still together, Kortney K is still with Scott, and Lady GaGa is still a kook - yes, I attained the reward of my goal - the rag mags!

My goal for March was to follow the **WOW factor** of the March Mini Challenge - eat one less thing that was bad for me every day of the month.

This turned out to be a very eye-opening experience for me. I found that I became more able to recognize what type of 'bad' things I was eating. Not that everything I passed on was bad for me, but what I chose instead, I felt was better to me. Fresh apples instead of applesauce, real grapes instead of grape juice, baked chicken instead of fried, water instead of Gatorade.

On the many days where I had to decide between two different bad things (and there were several of these days), I found myself actually evaluating both foods to figure out which one was better for me or which one was the-lesser-of-two-evils. One of my hard times was when I wanted fast food for lunch - an even harder time was actually ordering the salad I had told myself we were going to get. Subway ended up being my back up spot. They'll make anything into a salad and I found that I could tailor it to my mood—if I wanted more tomatoes, I could have them, more pickles, more raw green peppers, cucumbers, absolutely - even more lettuce, though I *rarely* made that choice, it's such a waste of space in the bowl.



Overall, this goal turned out to be beneficial to me. I honestly was surprised at the number of times I would justify a 'quick lunch' and hit a fast food joint. I also found it somewhat empowering to know that **I** was making good choices for me.

My April Goal is: Explore one new food each week of the month (4 new foods).

My reward will be: A new baking pan and a silpat pad.

Stuffed Zucchini

Prep time: 10 min.
Bake time: 25 minutes

2 medium zucchini 1/4 cup of your favorite red sauce
1 lb. ground turkey 1/4 cup of your favorite cheese, grated

Preheat oven to 275. Cut off ends of zucchini and slice in half longways. Place in steamer for 15 minutes to soften. Brown turkey, add sauce when done and simmer. When zucchini is softened, scrape out seeds and fill with turkey mixture. Place on baking tray sprayed with Pam and place in pre-heated oven for 12 minutes. Lightly sprinkle cheese over top and bake another 3 minutes. Serve with rice.

Mini Challenge... of the Month

Pantry Upgrade; Five Key Ingredients, By Angela Pifer, MSN, CN

"In my experience as a nutritionist, I know that gentle change, when practiced with consistency over time, leads to long-term success".

Your challenge is to pick one (1) gentle change that you can live with and start doing it today.

Did you know... of the Month

The longest word in English language is

Pneumonoultramicroscopicsilicovolcanoconiosis

...know what it means?

Gadget... of the Month

Now that winter is nearly over, it's time to start thinking about ice therapy. Yes, rolling frozen objects around on your face and body will relieve sore muscles, reduce tension, and cool you down (or so they claim). The perfect gadget to use is not an ice cube and some tongs, but the

[Ice Face Facial Massage Pain Tension Relief Roller](#)



Abby Admin



I have been at my company for about seven months now. My boss and I get along great, and I feel like I am going to be very successful at this company. I even have gone to a class at the gym with her - so we get along. But my boss isn't a huge fan of my other two coworkers she also manages. It is very apparent in the way she treats them. I try to ignore it, and when the coworkers complain, I try not to say anything unless it pertains to me. I don't have a problem with them or my boss. But whenever my boss comes around our area, she is always super sweet to me and basically ignores the others unless she has specific business with them. I don't care what kind of relationship they have with my boss - but it shouldn't affect their opinion of me, especially since I didn't do anything wrong. I don't know what to do! I know it is more important for my boss to like me than my coworkers, but this workplace environment is getting uncomfortable. What can I do?

Keep your relationship with your boss professional when you're in the office and around others. If you two want to chat, go in her office and close the door. You are walking a tightrope here. It's all well and good to get along with your boss, but when you are perceived to be friends with her on a personal level, it has the potential to cause tension within your workplace, especially in your situation, when your boss treats you preferentially. Keep it professional.

What is it?



See back page for answer!

Members attending the Florida Area Network (FLAN) in Tampa on February 27, 2010.



Next issue: May 2010

Deadline: April 20, 2010

**Submit articles to:
dornchris@yahoo.com**

Editor: Christina Dorn

WE'RE ON THE WEB!

Look us up on the Web!

www.iaap-fortmyers.com

www.iaap-floridadivision.org

www.iaap-hq.org

Brainteaser Answer

A bird of paradise—the flower.

Chapter Meetings

2nd Tuesday of each month
Hilton Garden Inn
Corner College Parkway &
Summerlin Rd.
5:30 pm Networking
6:00 pm Dinner*
7:00 pm Meeting

*Dinner optional (reservations required)
Cost: \$17 for hot meals
\$15 for salads

Board Meetings

3rd Thursday of each month
All members welcome
5:30 pm

Pitman Hartenstein &
Associates, Inc.
12701 World Plaza Lane,
Suite 80
Fort Myers, FL 33907



(Continued from page 3)

These are all common nouns and should not be capitalized.

Correct

International President Susan Shamali, CPS/CAP, asked the president of the **Ohio Division IAAP conference**. She also spoke with **Emily Allen, communications and publications manager at Spring Conference**.

We capitalize Susan's title because it appears before her name. If we said "Susan Shamali, international president," it would not be capped as in the example

of Emily Allen. Ohio Division is a proper title. IAAP conference is not capped since it's not the title of anything. Spring Conference is capped because it is now the official name of that conference.

Incorrect

Many **Administrative Professionals** have attained **Certification** through IAAP. Those who are **Certified** can earn up to 7 percent more, according to OfficeTeam, an IAAP **Corporate Partner**.

These are all common nouns. The words in bold should all be lower case.

Answer to What is it?

