

THE CROSSROADS OF IAAP
2013 CANADA DIVISIONS' CONFERENCE



May 23-25, 2013

Lethbridge Lodge Hotel and
Convention Centre



Welcome from Lina M. Veglia, Canada District Director

I am thrilled to issue this invitation for you to join us for the 2013 Canada Divisions' Conference in beautiful Lethbridge Alberta with its small city charm, friendly people, warm Chinook winds and its spectacular High Level Bridge.

The Lethbridge Lodge Hotel and Conference Centre is looking forward to hosting us. They are within walking distance of two shopping centres, historic Galt Museum, picturesque Galt Gardens and eclectic downtown shopping. Conference Co-Coordinator Mary-Lyn Beattie and Tanya Purdy-Fischer have been working hard with their dedicated team and promise to provide impressive opportunities for all our attendees.

Our Professional Development Day will include **Todd Hunt, Business Humorist** who is making his Canadian debut. Todd will present "**Communication Bleeps and Blunders in Business**", sharing real-life examples from business, revealing how we can improve our communication with customers and colleagues to become more successful. And **back by popular demand - Rosita Hall**, who will present "**21st Century Leadership: Unite & Ignite**". During this lively and interactive session, Rosita will share her ideas and principals on how to put the WOW factor in Leadership for the 21st Century.

In this *Be the One* year, your enthusiasm, dedication and commitment is essential for the ongoing success of IAAP. Join us for CDC 2013 and let us help you enhance your professional skills and education.

Best Regards,

A handwritten signature in black ink that reads "Lina M. Veglia".



Greetings from CDC Co-Coordinator
Mary-Lyn Beattie and Tanya Purdy-Fischer



On behalf of the CDC Planning Committee and the Lethbridge Chapter, we would like to welcome you to Southern Alberta for the 2013 IAAP Canada Divisions' Conference, and to our wonderful city. A great deal of planning and hard work has gone into this year's conference, and we hope to make this an exceptional experience for everyone!

CDC provides plenty of opportunities for memories to be made, whether you are here to network or add to your professional development, as a first timer or CDC Veteran, in an official capacity as a delegate or alternate, or as a general member from near or far. With an abundance of places to visit and explore, and friends new and old to meet and connect with, we are sure you will never forget your stay with us.

We look forward to seeing each and every one of you here in May for what promises to be another great conference. Please feel free to contact either of us at iaapcdc2013@hotmail.com if there is anything we can do to make your planning easier.

We look forward to seeing you all soon!

With much excitement,

Mary-Lyn and Tanya

DATE	EVENT * (Subject to Change)
Wednesday, May 22, 2013	Pre-Conference Activities
4:00 p.m. to 8:00 p.m. 5:00 p.m. to 7:00 p.m. 8:00 p.m. to 10:00 p.m.	Registration Open Canada District Director's Meeting (Division Officers and Committee Co-Chairs) Pre-conference Networking Event: Whoop it up at Essies!
Thursday, May 23, 2013	Day of Welcome * Keynote Eligible for Certification Points
8:00 a.m. to 4:00 p.m. 9:00 a.m. to 4:30 p.m. 5:30 p.m. to 6:00 p.m. 6:00 p.m. to 6:30 p.m. 6:30 p.m. to 8:30 p.m. 9:00 p.m. to 11:00 p.m.	Trips and Tours Registration Open First Time Attendees Orientation Registration/Credentials Check-in OPENING CEREMONIES – Keynote Speaker Gillian Nish – You're Still the One! Evening of Welcome Event – IAAP Pyjama Party
Friday, May 24, 2013	Day of Learning – Professional Development Seminars * Both are eligible for Recertification Points
6:45 a.m. to 7:45 a.m. 7:00 a.m. to 4:30 p.m. 8:00 a.m. to 9:30 a.m. 9:30 a.m. to 10:00 a.m. 10:00 a.m. to 11:00 a.m. 11:00 a.m. to 1:00 p.m. 1:00 p.m. to 2:30 p.m. 2:30 p.m. to 3:00 p.m. 3:00 p.m. to 4:00 p.m. 4:30 p.m. 6:00 p.m. to 10:00 p.m.	Registration Open Continental Breakfast Marketplace – Showcase of Vendors Morning Speaker Rosita Hall – 21st Century Leadership Coffee Break Rosita Hall Continues Lunch Afternoon Speaker Todd Hunt – Communication Bleeps and Blunders In Business Coffee Break Todd Hunt Continues Bus Leaves for Great Canadian Barn Dance Great Canadian Barn Dance
Saturday, May 25, 2013	Day of Business
7:00 a.m. to 8:00 a.m. 8:00 a.m. to 11:30 a.m. 11:30 a.m. to 1:00 p.m. 1:00 p.m. to 5:00 p.m. 6:30 p.m. to 7:00 p.m. 7:00 p.m. to 11:00 p.m.	Continental Breakfast Division Annual Meetings (Western, Central, Eastern) Lunch (On your own) CANADA DIVISIONS' CONFERENCE CONTINUES Registration/Credentials Check In CDC 2015 Bid Welcome from CDC 2014 Host Committee International Update Swearing In of 2013/14 Officers Cash Bar Reception Closing Ceremonies and Banquet
Sunday, May 26, 2013	Conference Wrap-Up
8:30 a.m. to 10:00 a.m.	Post-Conference Debriefing – By Invitation Only (Division Officers and Conference Coordinators)

PRE-CONFERENCE NETWORKING EVENT

WHOOOP IT UP AT ESSIES!

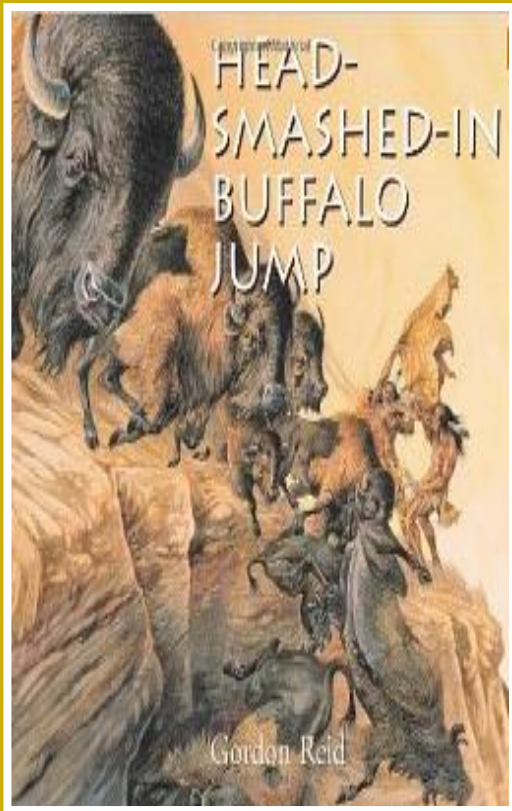


Located at the back of the Lethbridge Lodge Hotel (320 Scenic Drive South), Essies Nightclub is a high energy, full service bar to please every party goer! Join us [Wednesday, May 22, 2013](#) from 8:00 – 10:00 p.m. for some fun and friendship before the conference begins!



TRIPS AND TOURS #1 – WHERE THE PRAIRIES MEET THE SKY

Nowhere else will you be able to enjoy the tranquility and openness of the prairies and the majesty and wonder of the mountains at the same time!



Join us for a look back in time at the days when brave warriors risked life and limb on the hunt for buffalo, as we take you to the UNESCO World Heritage Site of Head Smashed In Buffalo Jump. Then drive through some beautiful country on your way to the Crowsnest Pass and Frank, Alberta, site of the country's deadliest rock slide in 1903. Tonnes of rock still line the road and surrounding area and attract millions of visitors each year. Lunch will be served at the Pure Country Saloon just minutes from the slide site.



TRIPS AND TOURS #2 – *ALMOST HEAVEN, WILD WATERTON*

This is a must-see destination for visitors to Southern Alberta!



Stop at the renowned Remington Carriage House Museum in Cardston and view the largest collection of carriages in North America, many of which have been used in Hollywood productions.

Continue on until you reach the International Peace Park at Waterton-Glacier. Plan to take a lot of photos of this scenic location and the abundance of wildlife that live and move around the townsite. Enjoy lunch at the Bayshore Inn on the lake.



TRIPS AND TOURS #3 –HOT TIME IN THE CITY!



This ½ day tour will start with a visit to historic Fort Whoop-up, the first and largest whiskey-trading post in the region that became known for its illicit activities. Continue on to the tranquil setting at Nikka Yuko Japanese Gardens and enjoy the international friendship experience offered there. Finally, lunch in the unique atmosphere at Ric's Grill, high above the streets in the city's old water tower. Take the rest of the afternoon to explore and shop in the eclectic shops in downtown Lethbridge.



OPENING CEREMONIES KEYNOTE SPEAKER – GILLIAN NISH

YOU'RE STILL THE ONE!

Administrative Professionals will always be the “go to” one in any workplace environment. Being an administrative professional is a challenging career. Your colleagues “go to” you for direction and inspiration, your boss “goes to” you for results. Each day you are the “go to” one to overcome challenges, meet increasing expectations and solve problems. Join Gillian as she shares with conference delegates the eight management skills that she believes all administrative professionals must have to succeed and influence others in today’s world of work.



Gillian Nish Founder/President, Execuserve Plus

Gillian Nish has a wealth of knowledge and experience, and a recognized reputation for providing a comprehensive range of professional management, training and speaking services for corporate, small business, not-for-profit organizations and government departments.

Gillian is a successful businesswoman who displays professionalism at all times, and gives unselfishly of her time to the community. It seems like everyone in Lethbridge either knows her or has heard of her.

When you mention her name, most people have either enjoyed the experience of hearing her straightforward but enthusiastic and upbeat style as a motivational speaker, have been thankful for her expertise as a business consultant, have appreciated the direction they received from her company's various training programs, or have seen her share her expertise and time through volunteering.



EVENING OF WELCOME
JOIN US THURSDAY NIGHT FOR AN IAAP



After your long day, slip into your favorite PJs and join us for a little frivolity and fun! Get creative and prepare to enjoy some great finger foods, plenty of photo ops, and a chance to hang out and let loose!





During this lively and interactive session, Rosita will share her ideas and principles on how to put the WOW factor in leadership for the 21st century. Participants will explore the power of collective leadership and how each of us on an individual basis can use our unique abilities as fuel in the creation of a culture of excellence.

Described as the Motivation Sensation with a BIG heart - Rosita Hall holds a Bachelor of Social Work degree from the University of Windsor. She spent 10 years on the frontline as a Social Worker and served as an Executive Director of a social service agency in Hamilton, Ontario. She was a nominee for the Woman of the Year for the City of Hamilton, and was named First Lady of the Year by the Beta Sigma Phi Sorority and given the Remarkable Woman of the year Award by the Ruebena Willis Counseling Center in Ajax, Ontario. For the past 11 years, Rosita has been on the international speaking circuit. She has earned her Professional Designation with the Canadian Association of Professional Speakers (CAPS) and is a member of the National Speakers Association. A few years ago she authored her first book, "I Found the Answer" – The book has reached Canadian Best Selling status. She is currently working on her second book. Rosita has been published in several local and national newspapers and has made countless television appearances. She always finds time to volunteer her services in her community and abroad.

Rosita Hall, B.S.W., presents 21st Century Leadership: Unite and Ignite – Friday, May 24

Does Anal Retentive Have a Hyphen?



Todd Hunt, RARP
Recovering Anal Retentive Professional

Communication bleeps
and blunders in business...
and how to fix them

Do you eat M&Ms in color order? Alphabetize your cereal boxes? Rearrange the dishwasher because you don't like the way your significant other loaded it? If so, you'll appreciate Todd Hunt's take on business and life. (If not, you'll still laugh, and be glad you're not like him!)

He's a Recovering Anal Retentive Professional (RARP), who finally learned to lighten up, after working for two decades in the corporate world. Now he speaks to organizations that want to add fun to their events and send members back to work smiling, with tips to improve communication and success. Todd has received rave reviews from 25 IAAP APW events and division annual meetings.

As a kindergartner, Todd hated finger-painting. "Those rubber gloves were so hot!" But it was good training for his future career as a business humourist. His message is simple: we all mess up communicating...and we can fix it, while laughing at ourselves.

At the 2013 CDC, we'll howl as he acts out voice mail greetings, showing how we waste 240 hours each year waiting for the beep. His demonstration of the "correct" way to order fast food will challenge you to consider where your listener is coming from. And his recollection of junior high English teacher Miss Reiser will bring back memories of your own (fond or otherwise).

Prior to his speaking business, Todd owned a marketing company and worked for Ogilvy & Mather, one of the world's largest advertising agencies. His books include "Does Anal Retentive Have a Hyphen?" (an extension of his keynote speech, with good-natured ribs at himself and A-Rs everywhere), and "Pardon Me, But That's a Really Stupid Sign!" (136 actual signs and product labels that are beyond belief, but they're all true). His newspaper column, "Communication Bleeps and Blunders in Business," appears in the United States and Canada, and he is featured on several CD and DVD programs.

Listen to attendee comments from his program at the Florida Division Annual Meeting at <http://toddhuntspeaker.com/media/HuntFDAMAudience.mp3>

Todd Hunt presents
Communication Bleeps and Blunders in Business
Friday, May 24

FRIDAY NIGHT EVENT – GREAT CANADIAN BARN DANCE

Experience true Southern Alberta hospitality at the Great Canadian Barn Dance! Join us for a fabulous meal featuring Alberta beef and an evening of fun learning to dance country and western style!



As this event takes place in a dry community, we will be having happy hour on the bus on the way out, and cocktail hour on the trip home. See the registration form for more information.

Be sure to be well rested and take your place at your Division Annual Meeting on Saturday, May 25. After lunch, get ready for CDC 2014 updates and the bid presentation for CDC 2015, as well as more CDC business including the International Update!



Let's Celebrate!

*You are cordially invited to the
CDC Black and White Night
Saturday, May 25, 2013*



Transportation and Accommodation Information

Fly WestJet or Air Canada to Calgary International Airport.
Don't forget to check the seat sales!



Fly into Lethbridge Airport via Air Canada (prices vary), or
take the shuttle provided by National Bus Lines for \$100 round trip.
See Registration Form for more information.





Stay at the centrally located [Lethbridge Lodge Hotel and Convention Centre](#) with its' tropical décor and courtyard pool and hot-tub at the conference special price of \$104.00 per night, plus taxes. Just minutes from downtown and Park Place Mall.



[Click here for more information on Southern Alberta](#)

[Click here for on-line Registration Form](#)



DELEGATE INFORMATION (ALL FIELDS ARE REQUIRED FOR PROCESSING)

TITLE:	FIRST NAME:	LAST NAME:	CERTIFICATION DESIGNATION:	MM/DD/YY
			RECERTIFIED:	MM/DD/YY
SUITE/APT. NUMBER:	STREET ADDRESS:	HOME PHONE:	BUS PHONE:	FAX NUMBER:
CITY:	PROVINCE:	POSTAL CODE:	EMAIL:	
EMPLOYER:			JOB TITLE:	
DIVISION NAME/NUMBER:		CHAPTER NAME/NUMBER:	MEMBERSHIP NUMBER:	

MUST COMPLETE (CHECK ONE ONLY)	STATUS AT CONFERENCE (CHECK AND COMPLETE ALL THAT APPLY)			
<input type="checkbox"/> Division Delegate	<input type="checkbox"/> Member	<input type="checkbox"/> Current International Board Member (Position)	_____	
<input type="checkbox"/> Division Alternate	<input type="checkbox"/> Member-at-Large	<input type="checkbox"/> Past International Board Member (Position, Yr)	_____	
<input type="checkbox"/> Chapter Delegate	<input type="checkbox"/> Non-Member/Guest	<input type="checkbox"/> Current International Representative (Position)	_____	
<input type="checkbox"/> Chapter Alternate	<input type="checkbox"/> Professional Merited Member	<input type="checkbox"/> Current Division Board (Position)	_____	
		<input type="checkbox"/> Past Division Officer (Position, Division, Yr)	_____	

EMERGENCY INFORMATION

EMERGENCY CONTACT FULL NAME:	RELATIONSHIP:	FULL EARLY BIRD CONFERENCE REGISTRATION TO MARCH 8/13	\$ _____
CONTACT INFORMATION IF NOT STAYING AT THE LETHBRIDGE LODGE:		<input type="checkbox"/> Member \$250 <input type="checkbox"/> Professional Merited \$200	
ANY ALLERGIES, HEALTH CONCERNS OR DIETARY NEEDS?		<input type="checkbox"/> Students \$200 <input type="checkbox"/> Non-Member \$325	

CONFERENCE CANCELLATION POLICY

<p>If cancellation is required, conference participants will receive a full refund (less a \$35 administration fee) before April 1, a 50% refund between April 1-25, and no refund after April 25, 2013.</p> <p>I, THE PARTICIPANT, AS STATED ABOVE, HAVE READ AND UNDERSTAND THE CANCELLATION POLICY: _____</p>	<p>FULL CONFERENCE REGISTRATION (MAR 9 – APR 19/13)</p> <p><input type="checkbox"/>Member \$300 <input type="checkbox"/>Professional Merited \$250</p> <p><input type="checkbox"/>Students \$225 <input type="checkbox"/>Non-Member \$375</p> <p>Full conference registration includes Whoop It Up At Essies; Thursday's Opening Ceremonies & Evening of Welcome; Friday's Professional Development Day, breakfast; break, lunch & Office Expo; Saturday's Business Sessions; breakfast, breaks & banquet.</p> <p><u>Note:</u> Trips & Tours and Friday night event are not included (register on next page)</p>
--	--

ADDITIONAL TICKETS:		<p>Are you a first-time conference attendee? Yes/No</p> <p>Do you require wheelchair access to the hotel? Yes/No</p>
GUEST THURSDAY EVENING OF WELCOME: \$30 x ____	\$ _____	
GUEST SATURDAY BANQUET: \$70 x ____	\$ _____	
SATURDAY BANQUET MEAL CHOICE (CHOOSE ONE):		
<input type="checkbox"/> Tequila Lime Salmon		
<input type="checkbox"/> Pork Tenderloin with Mushroom Sauce		
<input type="checkbox"/> Vegetable Stir Fry		
GUEST FULL NAME:		
GUEST DIETARY CONCERNS: _____		
GUEST TOTAL (ADD TO RIGHT COLUMN):	\$ _____	
		FRIDAY PROFESSIONAL DEVELOPMENT DAY ONLY
		(Register by April 19, 2013):
		<input type="checkbox"/> Member \$150 <input type="checkbox"/> Professional Merited \$125
		<input type="checkbox"/> Students \$125 <input type="checkbox"/> Non-Member \$175
		SATURDAY BANQUET MEAL CHOICE (CHOOSE ONE):
		<input type="checkbox"/> Tequila Lime Salmon
		<input type="checkbox"/> Pork Tenderloin with Mushroom Sauce
		<input type="checkbox"/> Vegetable Stir Fry
		GUEST TOTAL (FROM LEFT)
		\$ _____
		TOTAL DUE (ADD ENTIRE COLUMN)
		\$ _____

Mail to:	CDC 2013 Registration Committee, 83 Rivergreen Road W, Lethbridge, AB T1K 7Y1		
Expiry Date: _____	Email to:	iaapcdc2013@hotmail.com	Fax to: (403) 381-5709
Cardholder's Name: _____	CHEQUES FOR REGISTRATION PAYABLE TO IAAP CDC 2013. A \$35 FEE WILL BE CHARGED FOR ALL NSF CHEQUES.		
Signature: _____			

**CHAPTER EVENTS AND TRIPS & TOURS REGISTRATION FORM
Canada Divisions' Conference 2013**

MEMBER NAME:	IAAP MEMBERSHIP NUMBER:
MEMBER CHAPTER & DIVISION	MEMBER DIETARY CONCERN(S):
GUEST NAME:	GUEST DIETARY CONCERN(S):

TRIPS AND TOURS	COST
CONFERENCE T-SHIRT: NEED AN ADMIN PROFESSIONAL? THERE'S AN IAAP FOR THAT! IAAP T-SHIRT \$20.00 SIZE: CIRCLE ONE: XS S M L XL XXL	\$ _____
WEDNESDAY: <u>PRE-CONFERENCE</u> WHOOP IT UP AT ESSIES	
THURSDAY: <u>TRIPS & TOURS</u>	
OPTION #1: <u>CROWS NEST PASS; FRANK SLIDE; HEAD SMASHED IN BUFFALO JUMP</u>	
NO. OF TICKETS - _____ x \$85.00	\$ _____
OPTION #2: <u>WATERTON; REMINGTON CARRIAGE CENTRE</u>	
NO. OF TICKETS - _____ x \$85.00	\$ _____
OPTION #3: <u>CITY OF LETHBRIDGE</u>	
NO. OF TICKETS - _____ x \$50.00	\$ _____
FRIDAY: <u>GREAT CANADIAN BARN DANCE</u>	
NO. OF TICKETS - _____ x \$75.00	\$ _____
ALCOHOL: BEER; WINE COOLERS	\$ _____
NO. OF TICKETS: _____ BEER @ \$5.00; _____ WINE COOLERS @\$5.00	\$ _____
TRANSPORTATION TO/FROM CALGARY AIRPORT/LETHBRIDGE LODGE HOTEL	\$ _____
<input type="checkbox"/> WEDNESDAY: BUS FROM CALGARY AIPORT \$50.00 TIMES TO BE DETERMINED.	\$ _____
<input type="checkbox"/> SUNDAY: BUS FROM HOTEL TO CALGARY AIRPORT \$50.00 TIMES TO BE DETERMINED.	\$ _____
	\$ _____
TOTAL AMOUNT DUE: (ADD ENTIRE COLUMN):	\$ _____

CHAPTER EVENTS CANCELLATION POLICY

<p>THERE IS A PARTICIPATION REQUIREMENT FOR EACH TOUR. YOU ARE ENCOURAGED TO REGISTER EARLY TO BE ASSURED OF A SEAT.</p> <p><u>PAYMENTS MUST BE RECEIVED BY APRIL 19, 2013 TO ENSURE A SEAT ON THE BUS. IF THIS REQUIREMENT IS NOT FILLED, YOU WILL BE NOTIFIED BEFORE APRIL 30, 2013 FOR A FULL REFUND OR A CHANCE ON ANOTHER TOUR, IF SPACE PERMITS.</u></p> <p>OUR TRIPS & TOURS CANCELLATION POLICY IS A 50% REFUND IF CANCELLATION IS RECEIVED IN WRITING PRIOR TO APRIL 19, 2013. AFTER APRIL 19, 2013 NO REFUND WILL BE ISSUED.</p> <p>I, THE PARTICIPANT AS STATED ABOVE, HAVE READ AND UNDERSTAND THE CANCELLATION POLICY.</p> <p>PARTICIPANT SIGNATURE (REQUIRED): _____</p>	<p>MAIL TO: CDC 2013 REGISTRATION COMMITTEE 83 RIVERGREEN ROAD W, LETHBRIDGE, AB T1K 7Y1</p> <p>EMAIL TO: iaapcdc2013@hotmail.com FAX TO: (403) 381-5709</p> <p>A \$35 FEE WILL BE CHARGED FOR NSF CHEQUES.</p> <p><input type="checkbox"/> VISA CARD No.: _____ <input type="checkbox"/> MASTERCARD No.: _____</p> <p>CARDHOLDER'S NAME: _____ EXPIRY DATE: _____</p> <p>CARDHOLDER'S SIGNATURE: _____</p> <p>CHEQUES FOR ABOVE PAYABLE TO IAAP LETHBRIDGE TRIPS AND TOURS</p>
--	--