



International Association of
Administrative Professionals®

Professionally Speaking...

*The newsletter of Central Canada Division
(formerly Ontario Division)
International Association of Administrative Professionals (IAAP)*

February 2012

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IAAP 2011-2012

Remarkable...

Ontario Division has a new name and boundary...

In advance of an official announcement coming from IAAP Headquarters, I am very pleased to report a recent name change for the Ontario Division. Effective immediately, the Division will be referred to as the "**Central Canada Division**" and will have an adjusted boundary change which will now include the Montreal area. The boundary between Central Canada Division and Eastern Canada Division is now moved to the eastern shoreline of the St. Lawrence River.

This name change removes the provincial boundaries in the name and brings it in line with the other two divisions: Western Canada Division and Eastern Canada Division.

I am very excited about this new change and would ask that Chapter leaders ensure that this information is passed on to their members. Please feel free to contact me should you have any questions at all.

Lina M. Veglia, International Director, Canada District



[Editor's note: see highlights from Ontario Division's History on Page 11 of this issue.]

Commitment to Analysis and Feedback...

Measure #4 – Dialogue and Engagement-

BACKGROUND INFORMATION...

The 7 Measures of Success book indicates that remarkable associations know that simply gathering information is not enough. They “nurture a culture in which the information is analyzed and shared throughout the organization. Everyone, not just senior managers and elected leaders, is expected to use that data to figure out what actions the data are demanding of the organization.”

Constant communication is essential. This includes having a strong desire to conduct open discussions with one another in a non-competitive manner, with everyone doing what’s best for the association. The desire is “to always put the organization first, before individual or departmental gain...”

“Remarkable associations generally do not exhibit what’s typically referred to as the silo mentality—organizational fragmentation by department or responsibility.” In remarkable associations, employees share “a common view of who the association” is and “how well it” serves its members.

Examples of the actions of some associations who live this concept include:

- Having new employees meet with the CEO within five weeks of their starting date. The CEO explains the organization’s vision and goals. Periodically the entire staff meets to review annual goals and progress.
- Regularly holding sessions with national staff and vendor members to ensure everyone is clear about what its members do. Weekly meetings are held where staff members “are expected to talk to one another about how their various areas intersect and interact. Cross-functional team retreats ensure activities not only align with the strategic plan but also complement one another.” All efforts are coordinated rather than functioning autonomously.
- Monthly employee meetings welcome new hires and celebrate employee anniversaries and provide an update on the state of the association and what the association is doing to attain its goals.

WHAT WE DO IN CENTRAL CANADA DIVISION...

(SEE NEXT PAGE)

WHAT WE DO IN CENTRAL CANADA DIVISION...

As with most chapters, members are encouraged to participate in Board Meetings as well as regular chapter meetings in order to be aware of and involved in the operation of the group. At Division Education Forums and Events, in addition to formal presentations, informal discussions during breaks and over lunch allow for sharing of best practices among our various chapters. Our members and leaders aren't shy about emailing or phoning those from other chapters for input on any topic about a challenge they're facing within their own chapter.

With the many high tech tools available for use, members and leaders are reminded to recognize that no single method of communication can be expected to reach all members. Communication can't be a "one size fits all." While most members do have email, there are some who do not, and there are many who do not subscribe to such media as Facebook and Twitter. If we want to ensure we reach everyone, then we need to use all methods rather than only one or two.

We encourage members to keep actively involved--the more we put into IAAP, the more we get out of it.



*Great
Teams
Produce
Outstanding
Results*



... by 2012 CDC Keynote Speaker, Merelle Rodrigo

Greetings Central Canada! I am proud to hail from the fine province of Ontario, rich in culture, resplendent in its geography, landscape and climate and one of the most diverse provinces in Canada with respect to its people and its physical features. Home of great natural-wonders like Niagara Falls and man-made creations like the CN Tower, Ontario is home to over 13 million people. It is a province which hails newcomers warmly and is enriched by its attitude of acceptance and inclusion.

I am the opening Keynote Speaker at the CDC Conference in June, 2012. For those of you who have not already registered for this Conference, I strongly

encourage you to do so. Not only will you be educated to such an extent that your Professionalism is further enhanced, you will be entertained and leave feeling refreshed and energized. Kitchener, with its many interesting sights and sounds, welcomes you. Given that the CDC is the annual meeting of all three Canadian divisions, your networking opportunities are tripled when you attend this Conference. I look forward to meeting you in person in June, but until then, let me briefly introduce my topic.

Great teams do, indeed, produce outstanding results. Today, Administrative Professionals are increasingly finding themselves managing projects, managing people

and working in a structured group setting in order to accomplish tasks. No longer is your job reporting to one person and no longer are your reporting relationships vertical – top down. In fact, most of your relationships are lateral – built on function rather than authority.

Page 9 of your most recent newsletter states:

“Remarkable associations have transitioned away from an autocratic, controlling CEO” and are moving towards group decision- making based on achieving consensus and collaboration amongst its members. As such, it is important to understand some basic principles around Group Dynamics and the creation of productive teams.

All of us are always smarter than any of us. The group, collectively, knows more and can accomplish more than any one of us. Today, in a corporate environment which stresses doing more with less group work has, to a large extent, replaced individual contributions.

Understanding and respecting the basic principle that the whole is greater than the sum of its individual parts is very important when working within a group. This can be extremely difficult if you are accustomed to working on your own and being entirely responsible for your own achievements. Adopting an attitude of collective success is an important adjustment for you to make. The sooner you make it, the faster your transition and success within the group.

The insights of the collective knowledge can come from any one of us at the table. Do not be afraid to speak up at meetings just because there are people more senior to you. You have important insights as a result of your experience and they are valuable to the advancement of the group. At the same time, be prepared to listen to

Merelle Rodrigo, President, JMR Training and Development.

As President of JMR Training and Development, Merelle Rodrigo is a leading North American speaker on cross-cultural communications, non-verbal communication, and gender differences in communication and stress management. A popular keynote speaker, consultant, and workshop and retreat leader, Merelle uses her talents to energize, motivate and inspire people. After earning degrees in criminology, psychology, and sociology at the University of Toronto, Merelle began her career in probation and parole, specializing in the treatment and rehabilitation of narcotics offenders. She then moved on to financial services, attaining the status of Million Dollar Round Table. Merelle’s strong belief that education is more about lighting a fire than filling a pail led her to teaching at George Brown and Conestoga colleges. In 1990 Merelle opened her own public speaking business and launched her career in professional speaking. Her love of teaching earned her several awards for Instructor of the Year and her dynamic and engaging presentation style has been the key to her success as a public speaker. Merelle takes her knowledge of life, people, and interesting occurrences and brings them to life in her presentations through humor and poignancy. To contact Merelle, phone 519-883-1663.

opinions and insights advanced by other members as well. In group dynamics, while all contributions may not be ultimately adopted, they are all respected.

Leadership within a group is fluid. At any given part of the project, at any given time, the role of the leader can be played and, arguably, should be played by different people. Do not hesitate to take on the leadership role when it is appropriate. Your skills at managing people, situations, and challenges will only be enhanced when put to the test.

In any successful, cohesive group, there is always a leader. The leader’s role is to enable the group to function effectively and to ensure all voices are heard. Secondly, a strong leader allows people to be accountable and take ownership of specific assignments and tasks. This does not mean micro-managing. Specifically, this means that once a goal is agreed upon, the way this goal is reached by individual team members is left up to them. If you want to create a capable and creative team, remember that hand-holding and micro-managing only slows people down.

To enhance group dynamics:

1. Keep people informed;
2. Create timelines and deliverables;
3. Be **generous** with public and private praise;
4. Discourage gossip and back-stabbing behaviour;
5. Commit to working collaboratively such that the team has no excuses, no complaints and no regrets.





Greetings fellow IAAP members! The Retirement Trust Foundation is helping our own – Admin to Admin. Vista Grande is a great retirement facility for those

admins who wish to retire to Rio Rancho, New Mexico. There is also the Housing Subsidy for Admins in Need (HSAN) program for those who live in retirement facilities elsewhere and are within the guidelines of the HSAN program.

Once again the deadline to submit an application to receive assistance from the HSAN program is fast approaching. Applications must be received at Headquarters by May 15, 2012.

Do you know an admin who has worked their entire life and now ready to retire is finding it hard to make ends meet? In these economic times many of us are struggling to raise our families, keep our jobs and save for retirement.

It's refreshing to know that an organization like the RTF has successfully raised funds so admins who find themselves in need of housing assistance have somewhere to turn. Let's continue our quest in spreading the word about the HSAN program! The RTF has the funds to help.

Any takers? Check the RTF website at www.IAAP-RTF.org for the application and qualifying criteria.

RTF COMMITTEE SERVICE APPLICATIONS FOR 2012-2013

Applications to serve for one-year appointments to the 2012-2013 Retirement Trust Foundation Committee had a deadline of February 1, 2012.

However, in the event that there was no applicant from your district received by the deadline date, if you are interested your application *might* be considered. Therefore, you should apply even though the original deadline has passed.

These positions become effective at the close of International Education Forum and Annual Meeting in Grapevine, TX July 2012.

The application form and details for submitting the form are available from Canada District RTF Rep Lina DiMarco at iaap.lina@gmail.com.

The form contains the functions and responsibilities pertinent to the committee. While IAAP does not require chapter recommendations and signatures for the Retirement Trust Foundation Committee, once appointed, all committee members are expected to sign and adhere to the Confidentiality Agreement and Conflict of Interest Statement that will be provided.



For your Chapter's advance planning, here's our issue outline for *Professionally Speaking...* for the balance of the year.

March 2012 issue (input due by March 15)...

Commitment to Analysis and Feedback –
5. CEO as a Broker of Ideas.

April 2012 issue (input due by April 15)...

Commitment to Action –
6. Organizational Adaptability.



May 2012 issue (input due by May 15)...

Commitment to Action –
7. Alliance Building.

June 2012 issue (input due by June 15)...

Summary and "Remarkable" Celebration.

Calling all Central Canada Division Chapter Leaders and Members



Send us your input by March 15 regarding what actions you and/or your chapter are taking on the "Making the Leap to Remarkable" front in the area of **Commitment to Analysis and Feedback – 5. CEO As a Broker of Ideas**. We'd be delighted to hear about your personal efforts, as well as those within your chapter, in working towards attaining these goals.

If you'd like to review the concepts of this measure in the quest for becoming remarkable, including the background and possible questions, check out Central Canada Division's September 2011 edition of *Professionally Speaking...*

I look forward to receiving your submissions at pattayloriaap@hotmail.com



Central Canada Division Treasurer, Bonnie McKay, CAP-OM, visited BurlOak Bay Chapter for their February 16 Chapter Meeting. Pictured here (left to right) are BurlOak Bay Chapter President, Patty Pawlak, CAP-OM; Presenter, Charlene Charles; and Bonnie McKay. Charlene is a member of Quintus Chapter and Instructor with the Christopher Leadership Course. Her topic for the evening was “Public Speaking – How to Jettison the Jitters.”



CENTRAL CANADA DIVISION STATISTICS

JUNE 30/11 TO JANUARY 31/12

Central Canada Division now has 619 members (down 31 over the past seven months).

Congratulations to the following chapters which have either maintained their membership or grown over the past seven months:

- Barrie District
- Ottawa
- Sudbury Nickel
- Horseshoe Falls
- Ottawa West
- York Region

Congratulations also to our other chapters who continue to diligently work on actively involving all of their members and providing opportunities for growing their membership numbers.

What Did You Learn at Work Today?



February 2012 | Volume 7 | No. 2
By Daniel R. Tobin, Ph.D.,

Studies have shown that between 70 and 80% of all workplace learning is informal—what people learn as part of their everyday work and their daily interaction with others. We'll focus here on two of the many methods of informal learning—asking questions and using critical and creative thinking—to explore how they can people learn in the workplace.

Asking Questions

If you want to know something, ask a question. Too many times, we fail to ask a question for fear

of exposing our ignorance, or admitting that we don't know something that we think we should know, or because we don't want to appear naïve. But if you don't understand something, you will never develop the understanding you need if you don't ask. Many times, if you are in a meeting (or a class), others will likely have the same question as you, and if no one asks, no one will learn the answer.

There is more skill to asking questions than just having the courage to do so. Marilee Adams, of The Inquiry Institute (www.inquiryinstitute.com), has studied questioning and has written several books on the subject. People with an inquiring mindset, says Adams, “are curious, open-minded, and ask questions intended to discover, learn, resolve, and create.”

An executive once told me that whenever he put together a problem-solving team, he always included a “smart dummy.” As he explained, this is a person who is very bright but has no knowledge of the situation—someone who can ask the naïve questions that others may be afraid to ask. He said that he put together a team to find ways of reducing the company’s freight costs, which ran to tens of millions of dollars a year. While most of the team members came from the logistics and finance departments, he appointed one person from an unrelated department—the smart dummy—to the team. This person asked, “How do we know we are getting the best shipping rates from our vendors?” The head of logistics replied, “Because we are being charged less than the vendors’ published rates.” The smart dummy then asked, “Have we asked for additional discounts?”

When one of the team members called the vendors and asked if there might be additional discounts available, they immediately offered to cut their shipping rates, saving the company several million dollars a year. If the smart dummy had not asked his naïve question, the discounts would never have been requested or received.

Using Critical and Creative Thinking

Critical thinking focuses on making explicit and understanding the biases, assumptions, and constraints under which each person or group works. Some of these come from life experience and others come from one’s professional training. Because each person has his own set of beliefs, there can often be misunderstandings among people when viewing the same problem from their own vantage points.

Take, for example, what it means for a new product to be “ready for market.”

- From an engineering perspective, the product is ready when it has undergone beta testing and the design of the product is finalized.
- From a manufacturing perspective, the product isn’t ready for market until the manufacturing processes for the product have been defined, the necessary tooling completed, and the raw materials obtained.
- From a marketing perspective, the product is ready for market as soon as it has been designed and the marketing materials and campaigns have been produced.
- From a sales perspective, the product is ready for market when it is in stock and ready to deliver.

None of these perspectives is wrong, but they can sometimes be at odds with each other. For example, if the product is sold before it is ready to be shipped, the sales force can be criticized by customers for not delivering on its promises. If it is a replacement or upgrade for an existing product, the sales force will not want it announced prematurely for fear that customers will stop ordering the current product to wait for the new model.

This is why one of the first tasks of a product development team is to agree upon a common vocabulary and definition of terms. To do this, the team members must discover and discuss the definitions, assumptions, and constraints under which each member is working. This is the basis of critical thinking.

Creative thinking takes people outside the constraints under which they typically work and opens up new possibilities for the future. It enables them to move beyond current rules and to examine new combinations, new possibilities, and new ideas. Think of the creative products that have come from Apple in the past decade—the i-pod, i-pad, and i-phone. None of those products would have been possible without moving beyond the limits of the assumptions that bounded past technologies and products.

Creative thinking takes courage—the courage to try something new and the courage to fail and learn from failure. When Thomas Edison invented the incandescent light bulb, he tested 10,000 materials for the bulb filament before finding that tungsten would work. Did Edison fail 10,000 times before finding a solution? Not according to him: he just found 10,000 materials that would not work and one that would.

Your Job is to Learn

Employees at all levels have a host of learning opportunities every single day at work, but most never seize those opportunities. By being in a continuous learning mode, you can improve your performance in your current job and accelerate your career progression.

What did you learn at work today?

About the Author(s)

Daniel R. Tobin, Ph.D., is a consultant, author, and speaker on learning strategies. His latest book is *Learn Your Way to Success* (McGraw-Hill, 2011). For more information, visit: www.whatdidyoulearnatworktoday.com or contact: DanielTobin@att.net



Message from Canada District Director



Lina M. Veglia, International Director, Canada District

"It's hard to believe it's only February 1st as this winter continues to disappoint the snow lovers out there. Looks like Mother Nature is playing her games again, as temperatures soar to a balmy 5°C today. ..."

Above is just the start...and the end is below. To see the middle of Lina's message, and other items of interest to Canada District Members, subscribe to the Canada District egroup on the IAAP International website at www.iaap-hq.org.

"... Let me take this opportunity to extend my very best wishes to the members of Moncton Chapter on the celebration of your 40th Anniversary and to the members of Prince George Chapter on the celebration of your 20th Anniversary. If distance was not a huge factor, I would be celebrating these special milestones with you.

"And last, but certainly not least, congratulations to IAAP for reaching 70 years as an association! Let's work together to ensure continued success for another 70 years by increasing membership at the chapter and division level with IAAP's new Membership Campaign: **70/70**. Please take every opportunity possible to speak to admins about the benefits of joining IAAP."

Fundraising - Central Canada Division

... by Melanie Lambert, President-Elect

Over the last few months the Central Canada Division (CCD) Board has reviewed information and discussed fundraising within the Division. With the new rules from Headquarters (HQ) that chapters are required to follow, the detail below is what is now supported by the CCD Board.



All CCD chapters should take into consideration that it is not just their chapter that they are representing but the association as a whole. Should a chapter be "caught" practicing the incorrect procedures, then, the entire association of IAAP is affected. Please take these guidelines into consideration when your chapter is considering fundraising.

Members must receive a product for their money. Selling chocolate bars, cookies, flowers etc. are examples, as is holding a silent auction. **The chapter receives funds and the members get a product in return.**

All "games of chance" are not permitted. This means 50/50, raffle draws and the like.

The Division would appreciate your Chapter following these guidelines, and, as always, if you have any questions or concerns, please let me or your board liaison know.

If you are looking for great fundraising ideas, join the fundraising e-group on the HQ website. Post a question, answer a query or offer a suggestion – and as a bonus feature, using the web community counts towards your Member of Excellence criteria!

Future Canada Division's Conference Dates and Locations

2012:

Kitchener/Waterloo, ON

– June 7-9

– Delta Kitchener-Waterloo Hotel

2013:

Lethbridge, AB

– May 23-25

– Lethbridge Lodge Hotel & Convention Centre

What's "The 7 Measures of Success" Chapter Topic for our April Newsletter?

April Newsletter Chapter Topic:

Commitment to Action – 6. Organizational Adaptability

BACKGROUND INFORMATION...

The book indicates that remarkable associations “don’t just emphasize thinking strategically. They find it equally important to act strategically; they consistently implement their priorities.” “Among remarkable associations, it matters what you do, not just what you say.” There is a need to be an “action organization” rather than simply a “sitting-still organization.”

Organizational adaptability refers to “the will to act.” In times of crisis, remarkable associations are those who are not only quick to understand what is happening, but who quickly determine the best course of action and respond immediately—whether that response is a decision that the best action is even to continue what they have already been doing, only working harder or more intensely in the hope that the extra effort will resolve the crisis. They are not afraid to take action as required.

Organizational adaptability is demonstrated “by not only weathering crises but also learning from them.” “In the face of markedly declining membership or program revenue, for example, (in the review of data for the book) study organizations quickly assessed the situation and then took action—with no excuses.” In times of financial crises, such actions as reducing staff, moving to smaller quarters, selling buildings if renting is a better approach, hiring freezes, travel and other expense cutbacks need to be implemented quickly in order to recover from financial challenges. It is also important that all employees are kept informed and feel a part of the process since they have a vested interest in the success of their firm.

If programs are not providing results required based on the mission, actions need to be taken to amend or terminate programs, products or services appropriately. Continuous improvement is the prime focus needed.

While change is important in areas where it is necessary, it is also critical to recognize what not to change. It is essential not to panic, and to maintain the mission and vision of core purpose and to be willing to adapt in order to remain consistent to that purpose. Remarkable associations “remain steadfast in their commitment to their members and their mission, often avoiding changes that have the potential to shift them away from that core, even if by doing so they sacrifice immediate payoffs.

POSSIBLE QUESTIONS TO CONSIDER...

- How does the association monitor and respond to future trends, threats, and opportunities likely to impact the association environment?
- How open have the association’s leaders been in discussing changes affecting the organization’s environment?
- In addressing the changes, did the association leaders seek input from staff/employees, members, volunteers, and/or the board? If so, from whom?
- Has the association faced a financial dilemma, a sudden and dramatic loss in membership, or a public relations issue? If so, what, if any, were the lessons learned and how has it affected the organization’s strategic decisions?

If you have any input or comments to provide in this area, please submit detail to pattayloriap@hotmail.com no later than April 15. Your involvement is sincerely appreciated!

Ten Quick Tips to Improve Your Writing

By Richard Nordquist, *About.com Guide*

Whether we're composing a blog or a business letter, an email or an essay, our goal should be to respond clearly and directly to the needs and interests of our readers. These ten tips should help us sharpen our writing whenever we set out to inform or persuade.

1. **Lead with your main idea.**
2. **Vary the length of your sentences.**
3. **Put key words and ideas at the beginning or end of a sentence.**
4. **Vary sentence types and structures.**
5. **Use active verbs.**
6. **Use specific nouns and verbs.**
7. **Cut the clutter**
8. **Read aloud when you revise.**
9. **Actively edit and proofread.**
10. **Use a dictionary.**

We'll close with a cautionary note borrowed from George Orwell's *Rules for Writers*: "Break any of these rules sooner than say anything outright barbarous."

Read the full description of each item at:
<http://grammar.about.com/od/developingessays/a/quicktips.htm?nl=1>



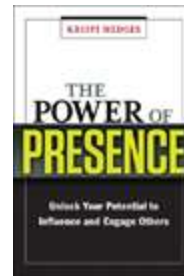
Communicating in Tough Times

Top Ten Tips

... from CMC's Webinar February 14/12

1. Take on the issue
2. Provide context
3. Anticipate
4. Make it about them
5. Keep it short—and simple
6. Respect your audience
7. Stay cool under pressure
8. Discuss the road ahead
9. Leave it on a positive—or as positive as you can
10. Points to remember – “better days ahead” – portray hope

THE POWER OF PRESENCE UNLOCK YOUR POTENTIAL TO INFLUENCE AND ENGAGE OTHERS



Author: Kristi Hedges;

ISBN: 9780814417737

Overview

Presence: You know it when you see it, but what exactly is it? And how can a person get more of it?

Everyone recognizes leaders with “presence.” They stand out for their seemingly innate ability to command attention and inspire commitment. But what is this secret quality they exude, exactly?

Executive and CEO coach Kristi Hedges demystifies this elusive trait, revealing that presence is the intersection of outward influencing skills and internal mental conditioning. Using her I-Presence model, the author shows how anyone—regardless of position or personality—can strengthen their impact. Readers will learn how to build trust as the foundation for leadership, eschew perfectionism for authenticity, banish limiting thoughts and behaviors, and galvanize their team through visionary, inspiring communications.

Stellar technical knowledge, a strong work ethic, excellent presentation skills—none of these tangible traits puts people on the career fast track as readily as a compelling presence. Filled with profiles of leaders with powerful presence and the latest neuroleadership research translated into actionable habits, this authoritative guide puts a little-understood, but potentially game-changing, tool within everyone's reach.

About the Author

KRISTI HEDGES is a communications expert, entrepreneur, and certified leadership coach whose clients include Fannie Mae, VeriSign, the National Institutes of Health, privately held businesses, and global professional services firms. She's a leadership columnist for *Entrepreneur.com* and a speaker for *Vistage International* and *The Founder Institute*.

Future EFAM Dates and Locations

2012: Grapevine, Texas, July 21-25,
Gaylord Texan Resort

2013: Anaheim, Calif., July 28-31

2014: Milwaukee, Wis., July 27-30,
Milwaukee Convention Center

2015: Louisville, KY, July 26-29,
Kentucky Intl Convention Center



Special Feature on Division Name and Boundary Changes and Division History



It's official...

***Ontario Division has become
Central Canada Division and
we've expanded a little...***

As announced on Page 2 of this issue, the IAAP boundary between the newly named **Central Canada Division** and Eastern Canada Division has been moved to the eastern shoreline of the St. Lawrence River. This brings the Montreal area, formerly a part of Eastern Canada Division, within our Division.



It's been said that "change" is the only thing we can rely on being constant. It's also the only way we continue to grow. As we move forward in changing the name and boundary of our Division, we also reflect on the history of how we got to where we are today.

From the time it was established in 1942 until 1954, our association was known as the *National Secretaries Association (NSA)*.

In 1954, that name changed to *National Secretaries Association (International) (NSA)*, with the chartering of the first Canadian Chapter--Horseshoe Falls Chapter, in Niagara Falls, Ontario.

Subsequent name changes, to reflect the progression of the administrative profession over the years, included:

- ... *Professional Secretaries International (PSI)* in 1981,
- ... *PSI – The Association for Office Professionals (PSI)* in 1995, until we became the
- ... *International Association of Office Professionals (IAAP)* in 1998.

The "Canadian Division" was formed in June 1957 with a budget of \$169 and a total of 169 members. The five Canadian chapters in existence at the time were Horseshoe Falls (Niagara Falls) [May 1954], London [May 1955], Windsor [June 1955], Montreal [September 1956], and Quintus (Brantford) [November 1956].

The formal inauguration of IAAP's "Ontario Division" took place on May 22, 1977 in the Salon Frontenac of the Chateau Frontenac Hotel in Quebec City, Quebec. Eighteen chapters were represented at this event, including: Barrie District, Bay of Quinte, Brockville, Cambridge, Guelph, Hamilton District, Horseshoe Falls, Kingston, Kitchener-Waterloo, London, Mississauga, Ottawa, Peterborough, Quintus, Thunder Bay, Toronto, Welland Centennial, and Windsor.

Members and leaders of Ontario Division have embraced continuing changes throughout the 35 years that we've formally been structured as a Division. While eleven of the above eighteen chapters surrendered their charters throughout the 35 year period, additional chapters were formed, with many volunteer hours having been devoted to promoting the mission and vision of IAAP within our communities.

As we become the **Central Canada Division**, our fifteen chapters include: Barrie District, Bluewater Sarnia, Bur/Oak Bay, Quintus, Grand River, Horseshoe Falls, Merle Law London, North Bay, Ottawa, Ottawa West, Peel-Halton, Scarborough, Sudbury Nickel, Toronto, and York Region. As of the end of January 2012, our Division was comprised of 619 members.

We certainly welcome the additional potential with the expanded boundary of the Montreal area of the province of Quebec that lies east of the St. Lawrence River, which was formerly within the Eastern Canada Division.

In fact, our history includes significant contributions from former members of the Montreal area. As mentioned above, our archives indicate the Montreal Chapter was formed in 1956. That Montreal Chapter hosted the Canada Division Annual Meeting in 1959 and again in 1970, with 118 and 149 members, respectively, participating in these events. An additional Montreal area chapter called Section Ville Marie was chartered in 1969. And the Quebec Chapter hosted the Canada Division Annual Meeting in 1977 with 267 members attending. Various Montreal members served as representatives on our Division Board through 1977.

In 1975, the first time our association's International Convention was hosted by individual Canadian Chapters, it was held in Montreal (July 14-18, 1975) hosted by the Montreal and Section Ville Marie Chapters. 1,731 members attended, including representatives from fourteen Canadian chapters. And, of course, thirty-six years later, just last year, in July 2011, IAAP's Education Forum and Annual Meeting was held in Montreal. Because no chapter currently exists in Montreal, the host committee for last year's event was comprised of members from across Canada, working together via conference call meetings, only meeting face-to-face upon arriving in Montreal for the event, welcoming approximately 1,200 members from around the world.

Former Montreal members were also actively involved in the Association's Certified Professional Secretary (CPS) exam pilot test which took place at the University of Western Ontario from May 31 to June 1, 1957. Candidates for the pilot test included members from our Windsor, Montreal, Horseshoe Falls, and London Chapters. This resulted in the content of the Business Admin portion of the exam being geared specifically to Canadian detail, to reflect material that Canadian members handled in their daily employment, when the first complete Canadian CPS exam was offered in London and Montreal in 1959.

We look forward to continuing with ongoing plans of pursuing the vision of re-establishing IAAP chapters in the Montreal area. Ten years from now, we would be delighted to have media coverage similar to that shown below, "celebrating an IAAP chapter's active involvement for ten years in the Montreal area!"

*Montreal Gazette,
April 26 1967*



Go, Central Canada Division, Go!