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Spring 2011

Message from our Canada District Director

IAAP - Theme for 2011 Administrative Professionals' Week - Celebrating All Office Professionals

Administrative Professionals' Week is a controversial celebration in some places and is heartily embraced in others. It can be a difficult tightrope to navigate as chapters try to develop a celebration of our profession.

Just as the role of the office staff has evolved over the years, so too has the mission of IAAP evolved and so has the purpose behind the annual recognition. In 1952, National Secretaries' Week (as it was then known) was established as an effort to recognize secretaries for their contributions in the workplace, and to attract people to secretarial/administrative careers. Today we celebrate the many and varied roles that admin professionals fill, contributing to their employer's "bottom line."

In the beginning, as the National Secretaries' Association (NSA) and then Professional Secretaries International (PSI), our members came from the workforce known as "secretaries." It is no exaggeration to say that we sat outside our boss' office, answered his phone (because the majority of bosses were male), made his coffee, greeted his visitors and typed his letters – either after taking dictation, receiving a handwritten document or listening to a Dictaphone tape. We didn't need to do a

Board of Directors

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Division Officers

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Treasurer
Secretary
Immediate Past President

Division Committee Chairs

APW/Education
Awards Committee
Bylaws & Standing Rules
Certification
Membership
New Chapter Builder
Nominations
Pathways to Excellence
Retirement Trust Foundation

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whole lot of “outside the box” thinking because our opinions were seldom sought. Bosses in those days thought that flowers or chocolates were the proper recognition on National Secretaries’ Day and – again being quite honest – we were usually thrilled to receive even this token recognition since we were virtually invisible the other 364 days each year.

In the days of “the secretary”, there were many of them in any company. The finance department had Managers – but the secretary typed their letters and reports. The Personnel Department had a hiring manager – but secretaries typed the letters and filed the documents. The Payroll Department had a Manager to oversee the payroll – but the secretary typed the cheques and mailed them out.

Then the bottom fell out – or, more correctly, the middle fell out – and many of those “managers” lost their jobs in the interest of saving the company money. But wait! The company still had to pay its bills, bill its customers, take care of its employees, pay its employees...what to do!?!? Those secretaries – who probably knew more than their boss anyway – were ideal candidates to take on the responsibilities! We won’t go down the road that says it was cheaper for the company to have the secretary do the job – but we will recognize that the role of the secretary was broadening around the world as they began to take on the responsibilities of the vanishing “middle management”.

Eventually the title “secretary” became almost an “insult” to admins whose responsibilities had increased and who were no longer simply typing letters. I vividly recall being told “I am NOT a secretary” by an admin who was proud of her new role and responsibility in the company. The preferred nomenclature for office admin staff became “administrative professional.”

Today, many people contribute to the workplace in a variety of settings. IAAP defines administrative professionals as “individuals who are responsible for administrative tasks and coordination of information in support of an office-related environment and who are dedicated to furthering their personal and professional growth in their chosen profession.” Research shows that many workers around the world still hold the “secretary” job title; however, many alternative titles have become more popular, such as administrative assistant, office coordinator, administrative specialist, executive assistant, and office manager. In addition, you have the receptionist, the mail room clerk, the project coordinator, the HR administrator, the security liaison, etc. The names may differ, but all of these people perform administrative tasks on a daily basis and every one of them is vital to the success of their company.

What makes an admin person an “admin professional”? Their dedication to continuing their personal and professional growth in their chosen career. Whether their growth is self-directed, comes through in-house training, involves taking courses at college or university or involves the education opportunities provided by IAAP, the admin professional is constantly striving to be the best, to keep on top of technology, to provide value in the workplace and to continue to gain satisfaction for a job well done. Public displays of appreciation are not required.

But once a year, IAAP offers us an opportunity to toot our own horn and celebrate our contributions to our employer’s success and, indeed, the economic success of Canada. While we may not be the “defining” factor in the success, we are certainly a “contributing” factor. When I told folks in my workplace about IAAP ringing the bell at the Toronto Stock Exchange to kick off APW, the responses were the same: “Well, that certainly makes sense.”

This year, IAAP’s focus for APW is all the people in the workplace who perform administrative tasks in an office environment. It is about time that we showcase to the world that IAAP is not simply an organization for “those admins formerly known as secretaries”. IAAP has something to offer every admin person in a company from the front door to the executive suite. Our education programs and hands-on leadership training is not something reserved for a special few but are cornerstones of IAAP that can make even the newest employee a valued contributor to the company’s success. I encourage all chapters to broaden your scope as you encourage new members to IAAP. The more diverse the experience we have among our members, the deeper the network of knowledge and the greater the scope of influence we can achieve.

Good luck to everyone as you plan your APW event. Use this year’s event to show how IAAP’s mission is to enhance the success of ALL career-minded administrative professionals by providing opportunities for growth through education, community building and leadership development. Let your **Passion and Purpose** shine brightly.

Sharron Buttler CPS/CAP

International Director, Canada District

Ringling the Opening Bell

Again this year, Deborah Beckers, CAP of the BurlOak Bay Chapter has arranged for IAAP Canada District to ring the Opening Bell at the Toronto Stock Exchange on Monday, April 25 to kick off Administrative Professionals Week!

On behalf of the members of Canada District a big thank you to Deborah for making this happen!

Deborah tells me that there have been renovations made at the TSX, providing more floor space at “the bell”. So this year we can open up the invitation to Division and Chapter boards and committee chairs. If there is room, closer to the event we may be able to open up participation to members who just want to be there, but for now, officers and chairs only, please.

I appreciate that Western Canada Division and Eastern Canada Division representation may be impossible but please know that we are representing all members of IAAP across Canada when we push that button! That being said, if you will be in Toronto the Toronto area that weekend (Easter Weekend) you are most welcome to join us! Of all the events that I, personally, participated in last year, this one is the one that was most impressive to my bosses.

It will be an early start – last year we gathered at the TSX at 9:00 a.m. and rang the bell at 9:30.

Please let me know if you want to participate in this event. I will be communicating more information closer to APW and as plans firm up.

Sharron Buttler CPS/CAP

International Director, Canada District

Board’s Message — Dawn Becker CAP

We are approaching the busiest part of the IAAP year. Chapters are preparing for the next year by electing leaders, ensuring their by-laws & standing rules align with IAAP policies and standards and selecting delegates for Division meetings and EFAM.

Administrative Professionals Week/Day event details are being finalized as IAAP prepares to recognize administrative professionals the week of April 25-29 with April 27 being the busiest day for events. Please read the message from Canada District Director elsewhere in this issue.

Administrative Professionals from across Canada will gather in Moncton May 12-14 for Division Annual meetings, professional development and networking opportunities and to hear the latest news from the International Board and Headquarters. We hope to welcome representatives from all chapters in Western Canada Division and from across Canada.

If your chapter is not sending a delegate, please ensure your chapter sends a proxy. Contact WCD Secretary Beaudoin, CPS for the form if required.

A reminder that IAAP’s premier event, the Education Forum and Annual Meeting (EFAM) is being held in Canada this year. Montreal will host this jam-packed event July 24-27. Make plans to attend – you will be joined by over 1,000 administrative professionals.

If you have any questions about what to expect at EFAM, or how to plan for it, please contact your Board liaison or any member of the WCD board.

Updates / Deadlines / Reminders

Annual Reports

Please be reminded that in preparation for our Annual Meeting, your Annual Report is due on **April 7, 2011**. This will allow the WCD Board time to ensure all reports have been received prior to forwarding to the CDC Moncton organizers in time to meet their cut-off date for material.

If you have any questions, please contact your Board liaison.

Division of Excellence

To date, we have met 11 criteria. There are 3 criteria that we will meet (# 7, 11 and 19).

We have had a great year so far – and we are on the home stretch .

WCD Strategic Plan

Our Western Canada Division Strategic Plan is available for review and reference on the division website at www.iaap.ca

If you have any questions, please do not hesitate to contact any board member.

Upcoming Survey

Watch for our upcoming survey which will be conducted in early April.

We appreciate your participation.

Welcome!





Dell laptop—WOW! Microsoft Office 2010—AWESOME!

You can win a fully loaded laptop - for only \$3.00 a ticket or 2 for \$5.00. It's a steal!

Each of these lucky recipients have won a \$50.00 VISA gift card:

Eileen Gormley, CPS/CAP, Victoria, BC - Division Member-at-Large
Edward Martin-Smith, North Vancouver, BC - friend of IAAP
Sigrid Otto, CAP, West Vancouver, BC - Vancouver chapter member
Shelly Sarnecki, Leduc, AB - Edmonton chapter member

Congratulations and thank you for supporting the Western Canada Division.

You still have until early May to get more tickets for more chances to win the Dell Laptop with Microsoft Office 2010! Just contact your Chapter President or any WCD Board member.

RTF

The RTF has assisted many admins over the years with comfortable and affordable housing through building and the ongoing operation of the Vista Grande apartment complex in Rio Rancho, New Mexico. With RTF subsidies, the apartments at the complex are priced below the rent market for the geographic area.

More recently, we launched our Housing Subsidy for Admins in Need program (HSAN) in an effort to assist more admins. This program has the capability of assisting more admins per year than we currently help.

We need you to get the word out about HSAN, so that the RTF can help more admins participate in the program. Visit the Retirement Trust Foundation web site at: www.iaap-rtf.org.

**The Retirement Trust Foundation - Helping Admins in Need.
It's Never Too Late to Donate!**

Whether it's through a donation, participation in the RTF's Family of Givers or through a fundraiser at the IAAP Chapter or Division level; the RTF relies on your donations to help every admin we can.

With your support, we can do it!

Lina Veglia
RTFC, Canada District
veglial@cambridge.ca

IAAP – CANADA DISTRICT

2-Night Stay for 2 Guests at Any Delta Hotel or Resort across Canada

(Compliments of Delta Hotels and Resorts)

To be drawn April 27 on APW Day Proceeds to the Retirement Trust Fund

(This raffle is open only to IAAP members within the Canada District)

\$5 each or 3 for \$10



International Association of
Administrative Professionals®
Western Canada Division

To publicize administrative events in your area, submit articles for publication or advertise in our bi-monthly newsletter or website, contact our Editor:

DecolynneJo Barteski at
decolynnejo_barteski@hotmail.com

As an IAAP member your presence makes a difference. Respected as the world's largest association for administrative support, the International Association of Administrative Professionals (IAAP) has over 600 chapters and 28,000 members and affiliates worldwide. For over 60 years, IAAP has provided up-to-date research on office trends, cutting-edge publications, outstanding seminars and conferences, and top-notch resources to help administrative professionals maximize their effectiveness.

<http://www.iaap.ca/IAAPHQ/WesternCanada>

Announcements

Upcoming Administrative Professional Day!

- April 19, 2011—Lethbridge
- April 20, 2011—Edmonton
- April 21, 2011—Calgary
- April 27, 2011—Vancouver
- April 27, 2011—Prince George (rescheduled)

Canada Division Conference

Make plans to visit Moncton in May for the Canada Divisions Conference (CDC) - from May 12—14, 2011. Members of the Moncton Chapter have been working hard to ensure you are Empowered Through Knowledge by providing quality speakers and education sessions, in addition to your Annual Division Meeting and a taste of “Down East” hospitality.

See you there.

The next event following CDC is the exciting and premiere event for IAAP members and non-members is the [Education Forum and Annual Meeting](#) to be held in Montreal QC July 24 to July 27, 2011. Registration will open in April.

This year's Education Forum and Annual Meeting (EFAM) is being hosted by members from across Canada, who will all meet in Montreal in July to provide a stellar event!



Chapter Anniversaries

CHAPTER	CHARTER DATE	ANNIVERSARY YEARS
Edmonton	March 20, 1986	25
Lethbridge	March 28, 1983	28
Nanaimo	March 22, 1991	20

