

WCD Connections

Western Canada Division



APRIL 2012

Message from the Western Canada Division President

Isn't this a promising time of year? For some of you, your garden bulbs are poking their heads through the ground. For many others, you are watching the last vestiges of snow melt into the ground as you welcome spring.

Don't you think IAAP shows the same promise that spring does? Chapters have new faces lining up for next year's executive and committee chairs. The Division has a full slate of officers to present as well. In a few short months the Canada Division Conference 2012 will bloom in Kitchener/Waterloo. We have lots to look forward to.

Just a few reminders for you:

Don't forget to complete your Member of Excellence for Pathways to Excellence. Congratulations to those that have already achieved yours. You are "Making the Leap to Remarkable".

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Division Officers

| | |
|-----------------|---------------------------|
| PRESIDENT | Jayne Clark |
| PRESIDENT ELECT | DecolynneJo Barteski, CAP |
| VICE PRESIDENT | Terri Peters, CAP |
| TREASURER | Michelle Zahayko |
| SECRETARY | Karin Hares, CAP-OM |

Chapter Liaisons

| |
|---|
| Division Members at Large - Prince George - Lethbridge (July 1, 2011 - February 5, 2012) |
| Fraser Valley - Vancouver |
| Calgary - Regina - Nanaimo |
| Edmonton, Winnipeg |



Division Committee Chairs

| | |
|----------------------------|------------------------|
| BYLAWS AND STANDING RULES | Beulah Sinclair, CAP |
| CERTIFICATION | Joan Beaudoin, CAP |
| MEMBERSHIP | Petrina Hobbs |
| NEW CHAPTER BUILDER | Dawn Becker, CAP-OM |
| NEWSLETTER | Terri Peters, CAP |
| NOMINATIONS | Dawn Becker, CAP-OM |
| PATHWAYS TO EXCELLENCE | Sheila Finlay |
| RESEARCH & EDUCATION / RTF | Eileen Gormley, CAP-OM |
| STUDENT CHAPTER | Jayne Clark |
| WEBMASTER | Terri Peters, CAP |



Message from the WCD President - Continued

If you are planning to attend CDC in Kitchener/Waterloo and haven't registered yet-please do as soon as possible. International Director, Canada District Lina M. Veglia would like to see over 200 IAAP members attend. Let's do our part with that.

For those of you who submitted to the Western Canada Division's WIIFM contest-thank-you. Your articles are inspiring.

Have a Happy Easter.

Jayne Clark, 2011-2012 Western Canada Division President

Report on Nominations ...

Thank you to Western Canada Division. I am pleased to report that a full slate of candidates will be presented to the membership of this Division.

I would like to congratulate those members who stepped forward to stand for nomination for office. The caliber of candidates is high and they bring a depth of experience and knowledge with their nomination. WCD members will see the full slate of candidates prior to the Annual Meeting which will be held June 9, 2012 in Kitchener.

I hope you are making plans to attend our very own IAAP event, the Canada Division's Conference – June 7-9, Delta Hotel, Kitchener, ON. This conference offers a full day of professional development, networking with fellow Canadians, our very own mini-Oktoberfest and the wrap-up formal banquet. See the link to the conference registration elsewhere in this newsletter.

*Dawn Becker, CAP-OM
Chair, Nominations Committee, Western Canada Division
Past Division President, 2010-2011*

Update on Saskatoon ...

A very successful IAAP information event was held February 27 in Saskatoon. Over 20 members and non-members attended. Information presented included IAAP structure, membership classifications and benefits of membership for members and employers. The presentation was well received with a lengthy Q & A session held. Positive feedback as well as interest in chartering a chapter was expressed by a number of attendees. Information on the steps involved in chartering and the responsibilities of the charter group will be shared with the attendees and other interested individuals.

Another information session will be held in the very near future. If you know anyone, or your company has contact with any Administrative Professionals in the Saskatoon area, please contact me or have those individuals contact me so they may be invited to and included in the next meeting.

*Dawn Becker, CAP-OM
Chair, Nominations Committee, Western Canada Division
Past Division President, 2010-2011*



W.I.I.F.M Contest Entries ...

Below are the top 4 entries that were received for the W.I.I.F.M Contest. Please review the entries and then visit the Western Canada Division Website (<http://www.iaap.ca/WesternCanada/Home/>) to vote for your favorite. The winning entry will be announced at CDC in Kitchener/Waterloo in June 2012. *Please note: names and chapter references have been removed from each entry to allow for an un-biased vote for the winner.*

CONTEST ENTRY 1:

WIIFM aka What's In It For Me?...Well, where do I start!

I joined my Chapter of IAAP in 2008 and these four years have provided me numerous opportunities to grow both personally and professionally.

I was the Publicity Chair for our chapter for two years and in that time, I arranged to have a two page article published in our community magazine which featured an article about our Chapter, benefits of membership and how to become involved. I was also interviewed for a television segment on our local news where I shared information regarding our Annual Administrative Professionals' Week Seminar. On a monthly basis I provided information to our local newspaper inviting administrative professionals within our community to our Professional Development Meetings and have also contacted local radio stations for sponsorship opportunities.

A fellow member and I co-chaired the Administrative Professionals' Week Seminar for the past two years and along with arranging a speaker, we also incorporated a vendor expo which featured approximately 30 local businesses. This idea not only provided additional funds for our chapter but was warmly received by seminar attendees. This vendor expo is now in its third year!

During this current chapter year, I started in the position of president-elect but this past February our chapter president resigned and my fellow IAAP members have been very supportive as I have taken the reigns as president of our Chapter. This has provided me the opportunity to use the IAAP Core Value "Adaptability" with jumping in where our past-president left off. In this role, I am focusing on using leadership skills I have learned in past workshops, honing my public speaking skills and enjoying interacting with members at a different level, a level where I feel I can really make a difference.

Our monthly Professional Development Meetings provide an opportunity to network with administrative professionals and learn valuable tools from our guest speakers. Our members are encouraged to introduce or thank our guest speakers and gain a variety of skills in the positions on our board or as a sub-committee chair.

I am grateful for the friendships that I have made within our Chapter and have had the opportunity to network with many administrative professionals at past Canada Divisions' Conferences. What is extra special is that our Chapter will be hosting the 2013 Canada Divisions' Conference, May 23-25!

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W.I.I.F.M Contest Entries ... CONTINUED

CONTEST ENTRY 2:

I became a member of my Chapter in 2003 and served as President for a term. Why did I become a member? Because, over the course of my career, I have discovered that membership in professional organizations such as IAAP provides an excellent opportunity for networking and learning, two skills I deem to be very important for career advancement, regardless of one's career choice.

Networking states is an "activity by which groups of like-minded business people recognize, create, or act upon business opportunities" and many business people believe it to be a more "cost-effective method of conducting business than advertising or public relations efforts". It is a low-cost activity that "involves more personal commitment".

Through networking at IAAP business meetings, APD and IAAP conferences, I have gained valuable information and made numerous friends. The information has helped me with product/service selection for both work and personal needs; with finding the right candidates when hiring; with moving my career forward; and in many other situations. Come to our business meetings and try it out! You will be amazed at what networking can do for you.

IAAP offers great **learning** opportunities through involvement in committees or Board positions. All of us, as professionals in the administrative field, have record-keeping skills. Why not expand on those and serve as Secretary on the Board? Do you want to grow your leadership skills? Why not serve on one of the various committees or on the Board where you will have tremendous opportunity to acquire and practice new skills in a small, safe environment. Afraid of public speaking? IAAP dinner meetings and committee meetings offer a safe environment to practice.

I learned and honed my networking, leadership and public speaking skills through membership in my Chapter. As past-president, I am improving my mentoring skills and helping others develop and grow as future leaders in their community. I have had opportunity to improve my writing skills by contributing to the chapter newsletter and have improved my public speaking skills by presenting a workshop at a annual Strategic meeting.

CONTEST ENTRY 3:

I am an Administrative Assistant with Health Services. I have been a member of IAAP since May of 2010. I have served as Secretary to the Board of Directors and I am currently a Co-Chair of my Chapters APW Committee. I am having so much fun working on this committee!

I have gained so much in acting as Secretary and as co-chair, for example:

- ◆ Having a shared sense of purpose in assisting with the direction, planning and running of the APW event;
- ◆ Taking collective responsibility co-chairing the APW Committee to ensure all matters are dealt with that will result in the event being a huge success;
- ◆ Acting as a spokesperson for my Chapter;
- ◆ Achieved a greater sense of self-confidence and overcoming my fear of speaking in front of a group;
- ◆ Acting as secretary has taught me "Robert's Rules" and helped me to understand and identify what is proper and important information to record in minutes;
- ◆ Making valuable and cherished contacts and friends; and
- ◆ Grown personally and professionally and know there is much more for me to learn from this organization.

Thank you IAAP – I'm proud to be a Member!!!

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W.I.I.F.M Contest Entries ... CONTINUED

CONTEST ENTRY 4:

Probably the most tangible WIIFM IAAP experience for me started in 1990. I applied for the position of Secretary to the Dean of the Faculty of Human and Social Development at the University. I had included "Professional Affiliation" on my resume. The first question asked of me in the interview was "What is PSI?" – the predecessor to IAAP. I had been a member for just under a year but was happy to tell the search committee all about the Association. It also helped that I related that I was recruited by the secretary of the Dean's boss. I was hired for the position, and that Dean and subsequent Deans were highly supportive (including financially) of my professional and educational development through IAAP. In fact, that original Dean insisted on replacing my desk-top nameplate whenever I achieved progressive professional designations – CPS and then CPS/CAP. (I guess now I'd better get it changed to CAP-OM!)

I moved residence in 2004, and in 2007 decided to seek employment closer to home. When I went to my next job interview, I brought along my professional portfolio – something I learned at an IAAP International Convention. It wasn't the only deciding factor in getting me the position, but I know it put me at the top of the potential candidates.

Through my 23 years of PSI/IAAP membership, I have served in almost every capacity of chapter committees and office, and several Divisional committees and offices, culminating in President of Western Canada Division. I cannot stress enough how much this participation and experience has contributed to my development as a confident and competent administrative professional. I was also extremely fortunate to have a strong mentor who, with gentle but persistent nudging, convinced me that I could take the next steps all along the way.

Thank you for allowing me to share my IAAP story.

Thanks for reviewing the Contest Entries, now don't forget to visit the Western Canada Division Website to cast your vote for the winner!

WCD Awards Submission Deadline ... Reminder

This is a reminder that the submissions for the Western Canada Division Awards are due on or before **APRIL 30, 2012**.

The 4 Awards are:

- ◆ Excellence in Newsletter
- ◆ Excellence in Membership
- ◆ Excellence in Website
- ◆ Commitment to Excellence

Detailed information including award criteria and nomination procedure for each award can be located on the Western Canada Division Website at <http://www.iaap.ca/WesternCanada/AboutWesternCanada/Awards/> (remember to visit the link at the bottom of that page for detailed information).



Extraordinary Leaders - Character Traits: Dedicated/Committed

The 2011-2012 Western Canada Division Board is excited to present you seventh and final instalment of our series of Extraordinary Leaders - Character Traits. Every Administrative Professional requires Leadership skills which they can put to use at their workplace and also within their roles at IAAP and their Chapters. Every article in our series is written from the perspective of an Administrative Professional.

DEDICATED / COMMITTED

Dedicated (adj): devoted to a cause or ideal or purpose.

Committed (adj): bound or obligated, as under a pledge to a cause, action

A dedicated and committed leader is one who can motivate others with passion, energy and enthusiasm. This leader must be practical, adaptable and versatile while demonstrating the ability to be more committed to the cause than others may be. This leader must demonstrate that they are the kind of person that others will want to follow and has the skills to take them further.

Many researchers say that leaders are born, not made; leaders must have strong personalities. These viewpoints may not be necessarily true. Some leaders are derived in adversity. These people will step up and take the lead when a situation that is important to them requires it. It is never easy to take the lead, decisions will need to be made and there will be challenges, but it will become natural and rewarding if you are a dedicated and committed leader.

What does the word dedicated or committed mean to you both personally and professionally?

The word "dedicated" has three different meanings and they are:

- 1) Wholly committed to something, as to an ideal, political cause, or personal goal, i.e.: a dedicated artist
- 2) Set apart or reserved for a specific use or purpose: *We don't need a computer but a dedicated word processor*
- 3) Made or designed to interconnect exclusively with one model or a limited range of models in a manufacturer's line: *The new cars use only high-priced dedicated accessories.*

The word "committed" has five different means and they are:

- 1) To give in trust or charge; consign
- 2) To consign for preservation: *to commit ideas to writing; to commit a poem to memory*
- 3) To pledge (oneself) to a position on an issue or question; express (one's intention, feeling, etc.): *Asked if she was a candidate for position of chapter board member, she refused to commit herself.*
- 4) To bind or obligate, as by pledge or assurance; pledge: *to commit oneself to a promise; to be committed to a course of action*
- 5) To entrust, especially for safekeeping; commend

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Extraordinary Leaders - Character Traits: Dedicated/Committed ... Continued



Every day, both professional and personally, we are dedicated and committed to various people.

Personally, we are dedicated/committed to our family members (and yes this include our pets) to ensure there is food in the fridge, freezer and pantry, clean laundry, or being the taxi driver to the school soccer game, the dreaded dentist appointment, etc.

Once we get to the workplace, our dedication/commitment changes to our employer so that we get our work done that our manager has asked us to do. Some days may be busier than others but our dedication/commitment is still there to him or her. The tasks at hand might be setting up meetings, making travel plans, ordering food, typing up letters, etc. Your employer will see this as a dedication and commitment to them as you, the administrative professional, are there to assist them in any way possible so they can get their work done on a timely basis. They have deadlines to meet just like us so our dedication/commitment helps them a lot.

You, personally, also need to “dedicate” time away from the kids by having some down-time to stay health. This might include going to the gym, having a hot bath at night, a night out with friends or just a relaxing night out with your spouse/companion.

Are you dedicated or committed? You bet!!!

2011-2012 Western Canada Division Board



Reminder Western Canada Division Website - Surveys ...

Have you visited the Western Canada Division Website lately? (www.iaap.ca) We have added a section titled 'WCD Survey' under the 'About Western Canada' tab. We invite you to visit the website regularly and take a few moments to participate in the Survey that is posted. Western Canada Division values your responses and comments to our surveys. Don't forget to check back often as a new survey may have been posted.

Starting December 1 2011 and running through until May 31 2012, all members of Western Canada Division who participate in the WCD website surveys will have their names entered into a draw for a prize. Each time you participate in a survey your name will be entered into the draw. The draw for the prize will take place on June 1 2012 and the winner will be announced in the June Edition of WCD Connections.



There is also other valuable and interesting information on the Western Canada Division website that Chapters and Members will find useful. Visit the Western Canada Division Website today, you may find exactly what you have been looking for right on your own Division's website.

Terri Peters, CAP, 2011-2012 Western Canada Division Vice President

Pathways to Excellence - Upcoming Deadlines ...

April is here and with it comes another deadline in the Chapter of Excellence drive for success. By April 30th, the chapter must submit its business plan to its members (keep a copy of your email etc.) and to the P2E division chair. Most chapters have done this already - congratulations!

The next deadlines, as a reminder, are June 1st for submission of Membership Drive Information and June 25th for Orientation for new members. Again, most chapters have submitted these already.

In the next few weeks, I will be emailing each chapter president with a list of your Chapter of Excellence submissions to confirm that I have indeed received everything you need to succeed.

Criteria 6 is the chapter sending a delegate or submitting a proxy for the CDC upcoming in June, 2012. Your proxy should be forwarded to Division President Jayne Clark. Confirmation of this criteria will take place at CDC when delegates are registered.

The last criteria for Chapter of Excellence is the requirement that 7% of chapter members (minimum of 2) achieve Member of Excellence and the deadline will be June 30th. The HQ Membership Department will be determining the results of this criteria. To be successful with this 8th and final point, the chapters need to reinforce with its members the importance of their participation in the program and submission of their Member of Excellence application by June 30th.

I look forward to congratulating all the chapters who will achieve Chapter of Excellence in 2011-2012 - just a little more work and you will have made the leap to remarkable.

Sheila Finlay, 2011-2012 Western Canada Division Pathways to Excellence Chair



May 5 2012, Certification Exams ...



The Western Canada Division Board would like to wish all Western Canada Division Members who are writing their exam for Certification on May 5 2012 "Good Luck!". This step demonstrates your commitment to your career, profession and yourself.

2011-2012 Western Canada Division Board

After District Director, Then What ... *(as posted on the Canada District e-group)*

If you complete your term as district director but do not advance to an officer position on the International Board, what do you do? That was the question that faced me last summer following my layoff (aka "early retirement") as I handed over the district director role to Lina Veglia. You haven't seen as much of me or heard as much from me as you had in the past two years, and I have really missed you! But I have not been sitting with my feet up with a cup of tea and a good book. Well, not all the time.

Since I am not working (hooray), I do not qualify for any official role as an officer in my chapter or my division. But I have been busy in the background working with a couple of chapters, talking to students, mentoring some leaders, helping with some tasks from Headquarters. I have been continuing be involved in the association. And the Husband of Excellence has introduced me to a new interest in genealogy (I won't bore you with details) so I am certainly not lacking in things to do.

But I do miss my Road Warrior persona, so it is with eager anticipation that I am looking forward to the Canada Divisions' Conference (CDC) in June in Kitchener-Waterloo (the place where I was born, if I can revert to genealogy for a minute.) If you have never been to one of our national conferences, make this your year to do so! (KW is within easy driving distance to all members within Central Canada Division.) Registration is affordable, the education day on Friday boasts great speakers and topics and the business of IAAP is very interesting to participate in. What are you waiting for? Let's see you there!

Wendy Melby, CAP-OM who is International Treasurer (and was my "buddy" during our terms as district directors) will be at the event. You will want to come out and meet Wendy! Even the Husband of Excellence has insisted he still wants to attend CDC this year! If you have not already registered, don't put it off much longer. Let's gather in Kitchener and "Prosit"!

One more observation - as I pulled up the eGroups to post this message, I note that the eGroup subscribers for both Central Canada Division and Canada District total just over 100 each. So please include this message in your chapter communications with this added bit for members: If you have not yet subscribed to your division eGroup or the Canada District eGroup, why not???? It is not difficult to subscribe and you are missing valuable information that is posted there.

See you in June!

Sharron Buttler, CAP-OM



Upcoming Events ...

Winnipeg Chapter 50th Anniversary Celebration

Winnipeg Chapter 50th Anniversary Celebration will be Friday April 27, 2012 8:00 – 11:30 am. They will have two fantastic speakers lined up for a Full Buffet Breakfast morning event.

Canada Divisions Conference 2012 - Kitchener/Waterloo, Ontario JUNE 7-9, 2012

The Grand River Chapter is hosting the Leaders in Innovation 2012 Canada Divisions Conference in Kitchener-Waterloo, Ontario. The conference will be held at the Delta Kitchener-Waterloo Hotel from June 7 to 9, 2012. From the opening ceremonies on the evening of the 7th to the wrap up of the banquet on the 9th, this event promises to be action packed, loaded with professional development and full of opportunities to network with other Canadian administrative professionals.

Make your travel arrangements early. West Jet will fly you directly into Kitchener/Waterloo. The hotel has a shuttle that will pick you up at the airport. If West Jet is not available in your area, you can fly into Toronto. The host committee is looking into a possible pick-up run for those arriving at the Toronto airport.

You are invited to attend the 35th Western Canada Division Annual Meeting on Saturday, June 9, 2012. Be present when your 2012-2013 Division Board is elected. I hope you will join us to recognize the accomplishments of our Chapters, Chapter Leaders and all our Western Canada Division members.

The Conference Brochure is available on the Western Canada Division website, in the Meetings and Events tab.

Education Forum and Annual Meeting (EFAM) - Grapevine, Texas - JULY 22-25, 2012

The 2012 Education Forum and Annual Meeting will be held at the Gaylord Texan Hotel and Convention Centre in Grapevine Texas. Hotel room reservations are now open, plan to attend and reserve your room today.

<http://www.iaap-hq.org/news/hotel-reservations-2012-efam-now-open>



BC/Washington Education Forum - SEPTEMBER 22, 2012

The date has been set for the BC/WA Education Forum for September 22, 2012. This year it will be hosted by the Fraser Valley Chapter and will be held north of the border. Watch for more details on this event to come.

From our Sponsor: Maureen Tazzioli, ReZultsMatter ...

Where's the Trust?

There is nothing more disturbing than to walk into an establishment only to hear the words, *"Let me do my job already!"* However, that is exactly what happened as I entered a department store during my recent travels. Curious about what was going on, I proceeded to look at some of the items on the shelf close to where the conversation was occurring. The disagreement continued.

As I looked around the store I noticed potential customers quickly leaving without purchasing anything— a clear indication of the unsettling environment. With a desire to learn more I picked up an item and proceeded to the checkout.

As I walked over to the store attendant who was now left alone, I could feel a sense of tension. With a warm greeting I handed my item over at which point she looked up at me as she did all she could to attempt a smile and then said, *"I hate my job!"* To that I replied, *"That's too bad. Maybe tomorrow will be better." "I don't think so", she said, "I have been working here for over three years and they still don't trust me to do a good job, so now I have no choice but to leave."* Her comments had me thinking.

How many times do businesses or organizations run the risk of losing some of their best employees because they do not trust them to do a good job? Then again, how many employees articulate their frustrations directly to their customers and fellow co-workers when they are upset?

This situation was baffling to me because when you really think about it why would a business or organization go through the entire interview and hiring process to find the most qualified individual and then turn around and make the same person feel as though they can not be trusted to fulfill the daily duties of the position they were initially hired to do, especially after years of working there?

With the above situation in mind, here are a few things to consider when wishing to strengthen workplace relationships:

- ◆ **Mutual Respect** – We all need to be and should be treated with respect. When a situation of a sensitive nature arises we should take the time to articulate ourselves in a respectful fashion refraining from using inappropriate words and actions that could potentially damage the reputation of both the individual and the organization. Staying focused on healthy conversations while promoting positive outcomes, can help everyone work together especially during times of indifference.
- ◆ **Trust** – In order to build healthy working relationships trust must be evident in every situation. For example, employees must be able to trust their manager that the information being shared is 100% accurate. A manager must be able to trust their employees to know exactly what needs to be done in order to resolve daily situations in a timely and professional fashion. In a trusting environment individual accountability and responsibility in the workplace is likely to occur.



From our Sponsor: Maureen Tazzioli, ReZultsMatter ...

Where's The Trust? (Continued)


- ◆ **Remove Counterproductive Policies** – If you want to strengthen workplace relationships get rid of outdated, counterproductive rules, regulations and policies that ultimately slow down production while keeping office morale at a relatively low level. For example, if a person is new to a position it may make perfect sense to seek management approval beforehand on certain decisions; however, if a highly skilled and trained employee who has worked at the same position and in the same organization for years, are forced to wait for management or supervisory approval to minor decisions, chances are they will not feel the need to be accountable or responsible in comparison to those given the opportunity to think on their own. Therefore, it is important that we begin to assess the effectiveness of current rules, regulations and policies to ensure they still apply.
- ◆ **Peaceful Communications** – When information sharing takes place between employees and their immediate supervisor/manager, without fear of repercussions, peaceful communications happen. In addition, when recognition and acknowledgments of innovative ideas and/or strategies stay with the original creator, office moral will begin to flourish.
- ◆ **Belief in Self, Belief in Others, Belief in the Main Purpose** – For real growth to occur you must believe in yourself and the professional skills and abilities of your co-workers. When you begin to see yourself and others as having great value, your willingness to resolve difficulties in a professional fashion will also increase helping everyone to stay focused on the main purpose.

Be a willing participant in creating a healthy workplace environment. Apply a little respect and trust to daily communications while ensuring all rules, regulations and policies reflect current situations so positive outcomes can happen.

(Maureen Tazzioli, President of ReZultsMatter, is committed to building organizational excellence. Regarded as an expert in overcoming obstacles, Maureen's keeping it real workshops and keynote presentations are helping to unify workplace environments so individuals and organizations can move forward together. Maureen can be reached at 306.545.2920 or 1.855.280.2920 or by visiting her website at www.rezultsmatter.com. This article is reprinted with the author's permission).



Western Canada Division ... on Facebook!

Have you “liked” us yet? Western Canada Division has created a Facebook Page ... ‘IAAP Western Canada Division’. If you have a Facebook account, find us and like us. 



The Western Canada Division Facebook will be updated regularly with information you will find useful.

Western Canada Division ... on LinkedIn!



Western Canada Division has a LinkedIn Group ... ‘IAAP Western Canada Division’. If you have a LinkedIn account, search for the IAAP Western Canada Division Group and request to join.

Connect with us on LinkedIn today!

E-Groups ...

- ◆ Just a reminder to check out the e-groups that are available for you to subscribe to from the IAAP Headquarters Website (www.iaap-hq.org).
- ◆ From IAAP HQ homepage select IAAP Members (top right) ... Select EGROUPS ... Now login to see members only content (top right) ... Select ‘Add/Change Subscriptions’ ... Scroll through the list (it is alphabetical) until you locate an e-group that is of interest to you. Now select either ... real time updates, daily digest updates, etc.

Coming in the next issue ...

- ◆ Benefits of IAAP, Western Canada Division and Chapter Membership;
- ◆ CDC Information, what to expect;
- ◆ APW/APD Event Success Stories: Attention All Chapters ... please submit your APW/APD Success Stories to Terri Peters, CAP (terri.peters@shaw.ca) by May 1 2012, we would love to hear about your event and be able to share it with all Western Canada Division Chapters in the MAY edition of WCD Connections.



WCD CONNECTIONS



WESTERN CANADA NEWSLETTER

- ⇒ To submit articles or to advertise administrative events in your area, contact **Terri Peters, CPS** (terri.peters@shaw.ca).
- ⇒ The deadline for newsletter article submissions is the 1st of each month. The newsletter will be published on or around the 5th day of each month (September 2011 through June 2012).