

WCD Connections

Western Canada Division



DECEMBER 2011

Message from the Western Canada Division President

Many of you may have heard about the winds and wild fires that ravaged Southern Alberta recently. It was a busy Sunday afternoon. I was getting caught up after a hectic weekend, getting ready to settle down and watch the Grey Cup. A young neighbor stopped in to point out several clouds of smoke on the horizon. I always do a silent prayer when I see signs of fire on an incredibly windy day and was relieved to see that the wind would blow the fire to the south of us. At sunset, Rick came into the house to draw my attention to the fire that had now spread across the prairie skyline. I could see individual flames licking at the darkening sky while the wind raged at speeds up to 114 km/hr. It was then that I had the sudden realization that the wind had shifted and was blowing the fire directly towards our farm. It was also in that instant that my phone rang to alert me that another fire threatened the outskirts of the City of Lethbridge.

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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
Nanaimo - Prince George - Lethbridge
Fraser Valley - Vancouver
Calgary - Regina
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

I had to implement agency emergency phone fan out procedures and report to the office immediately. I had precious few minutes to pack a bag and leave, with the clear reality that my home may not be there when I was able to return.

I am an administrative professional. I can organize and feed large groups of people on a moment's notice. I make constant arrangements that make the working lives of co-workers go much smoother. Many times I know what my director needs before she does. My family and my pets were taken care of so it was just me to consider. In this one instance I had to make decisions about my life and they were decisions I could not regret at a later time. I left home within minutes with my personal laptop that holds many family photos, and one change of clothes.

As administrative professionals we all lead very busy lives. We organize, plan, shuffle and sort on a daily basis. It even gets to be more fun as the holiday season approaches and we have additional functions added to our to-do list. At the end of the day we go home and organize the people around us but do we take the time to organize ourselves? Do you have a plan of what you need to do for you and your loved ones and pets in case of emergency? Are you ready for a fire, flood, pandemic, hurricane or whatever life throws at you? If you aren't ready, take a few moments to give yourself the gift of knowing how you would handle a personal emergency-what would you pack in your bag?

The fire burned to within six miles of our farm, the wind shifted and blew it back to the south. It was contained shortly after. No lives or homes were lost in this fire, just miles of prairie farm land.

Jayne Clark, 2011-2012 Western Canada Division President

Pathways to Excellence - Upcoming Deadlines ...

Well, here it is - December 1st and only 30 days left until the Chapter of Excellence deadline a.k.a. December 30, 2011 when all chapters participating in Pathways to Excellence must submit to WCD their 2010-11 statement of financial review AND their 2011-12 chapter budget. Both of these documents are required in the regular operation of the chapter and should be in place by now. Thank you to the chapters who have submitted their documents and achieved yet another criteria on the Pathway to Excellence in 2011-12. I look forward to hearing from everyone this month.

I am pleased to extend my wishes to all the members of WCD for the very best of the holiday season. May you enjoy time with family and friends and stay safe if you travel. Merry Christmas and Happy New Year. Here's to a successful 2012.

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



Message from the WCD Retirement Fund and Registered Education Foundation Rep



**International Association of
Administrative Professionals®
Western Canada Division**

2011-2012 Officers

President

Jayne Clark
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Eileen Gormley
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Victoria, B.C. V8R 5M8

To All members of Western Canada Division:

As the season of goodwill is fast approaching, I thought the December meetings might be an excellent time for chapters to plan some fundraising for the Research and Education Foundation. In this time of economic uncertainty anything we can do to assist someone with a scholarship is an excellent use of our resources.

The Research and Educational Foundation (R&E) was established as a non-profit organization in 1966 to focus on promoting the careers of admins through scholarships and its own professional development programs.

In 1969, high school senior Jackie Watts became the foundation's first \$2,000 scholarship winner (the equivalent of about \$12,000 today) to help her study business education at Middle Tennessee State University. In the years since, the R&E has raised nearly half a million dollars for scholarships and to support research and benchmarking studies related to administrative professionals.

In recent years, IAAP has reaffirmed its commitment to the foundation and refocused on validating the association's certification exams and providing financial support for deserving admins to attend educational events.

We need your help to make that possible. Just like those secretaries who banded together in 1942 to make their profession stronger by founding IAAP, we have the opportunity to enrich the careers of admins across the U.S. and around the world. It's vital work.

I hope you will give some thought to supporting this worthwhile IAAP initiative and I look forward to hearing from you.

Sincerely,

Eileen Gormley CPS/CAP
WCD Retirement Fund and Registered Education Foundation Rep



Did You Know ...

IAAP Partner Promotions Emails ...

Do you recall receiving emails in your inbox from IAAP Partner Organizations? There have been emails from Sharpie, Avery, The Office Professional and many more. If you take the time to click on the link contained in the email and view the message, IAAP will generate revenue. The more revenue we can generate from this advertising, the lower we hope to keep our membership fees. So the next time that you receive an IAAP Partner Promotions email, please do not automatically delete it or unsubscribe, take a moment and click on the link to view the message.



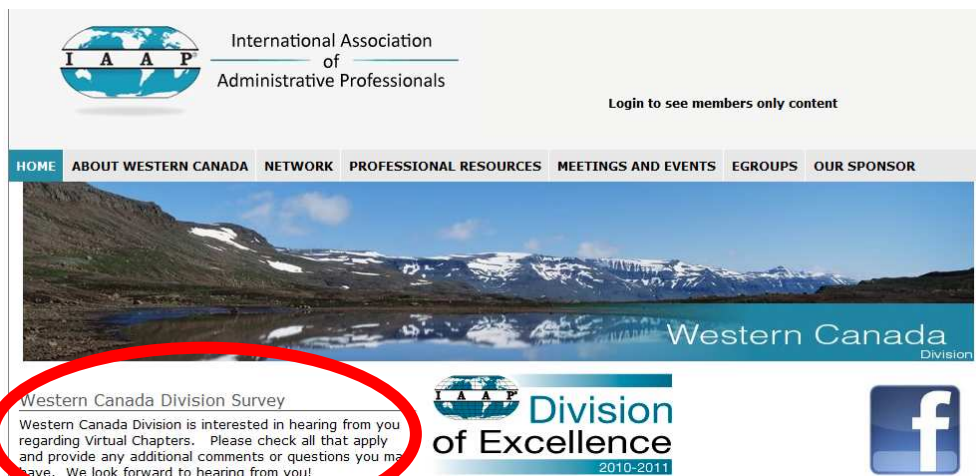
Western Canada Division Website - Surveys ...

Have you visited the Western Canada Division Website lately? (www.iaap.ca) On the homepage we have added a section titled 'Western Canada Division Survey'. 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



Avery Great Results Chapter / Division Achievement Awards ...

While you are



You can become an Avery Great Results Chapter and Division Achievement Awards Winner

Dear Chapter and Division Presidents,

Avery Dennison and IAAP are excited to announce the call for entries in the *2012 Avery Great Results Chapter and Division Achievement Awards Program*. Great prizes and international recognition for this program will be awarded to chapters and a division that display excellence in specific areas of operations such as outstanding educational programs, promotion of professional certifications, and membership recruitment and retention. If your chapter and division exhibit excellence in these areas, then your chapter and division should apply.

Avery Dennison will award five cash prizes to chapters and one cash prize to a division. The prize money is to be used for the development of programs that focus on pertinent issues facing the administrative profession.

- One **Division Prestige Award of \$1,000** will be presented. This award will be presented to the one winning division.
- One **Prestige Award of \$3,000** will be presented. This award will be presented to the overall chapter winner with both chapter size categories combined.
- Two **Distinction Awards of \$1,500** will be presented. These two awards will be presented to a chapter with less than 40 members and to a chapter with 40 or more members.
- Two **Honorable Mention Awards of \$500** will be presented. The awards will be presented to a chapter with less than 40 members and to a chapter with 40 or more members.

Every chapter that enters is a winner. Each chapter that submits an application and is not the recipient of a cash prize will have a donation made on its behalf to the IAAP Research and Education (R&E) Foundation. Divisions are not eligible to receive the consolation prize of the R&E Foundation donation made on its behalf.

Deadline submission for the applications is February 1, 2012. Applications must be received at IAAP Headquarters by February 1, 2012. Submit only one application per chapter/division; revisions or additions will not be accepted. Applications can be submitted via e-mail (lgiokas@iaap-hq.org), postal mail (PO Box 20404, Kansas City MO 64195-0404) or overnight carrier (10502 NW Ambassador Drive, Kansas City MO 64153).

Finalists will be selected by a panel of judges and forwarded on to representatives of Avery Dennison for the final selection. The Prestige Award, the Distinction Award and the Honorable Mention Award winning chapters and the Division Prestige Award winning division will be notified by Avery Dennison and announced on Administrative Professionals Day[®], April 25, 2012. The winning chapter and division names will be published in an issue of *OfficePro*[®] magazine, and in the online *Connections* newsletter. Those winning chapters and division will receive their awards at the 2012 IAAP Education Forum and Annual Meeting in Grapevine, Texas.

Avery Great Results Chapter / Division Achievement Awards (Cont'd) ...

Applications and additional information can be found in the IAAP International Library. Just log in at <http://community.iaap-hq.org> and click Resources – IAAP International Library to get started.

We encourage ALL CHAPTERS and ALL DIVISIONS to apply for the 2012 Avery Great Results Chapter and Division Achievement Awards. Your chapters and divisions work hard to achieve great results, and we want to recognize both for their accomplishments.

Questions concerning the 2012 Avery Great Results Chapter and Division Achievement Awards Program can be directed to Laura Giokas at lgiokas@iaap-hq.org.

Sincerely,

Amy House, CPS/CAP
Membership Manager

c International Board of Directors
Division & Chapter President-Elects

Great results
begin with Avery!



As you prepare for this very busy and joyous holiday season, take some time to reflect on the cherished and important things in life. When I think about those things that have created meaning in my life, those things that have enriched my life, those things that are the hardest to live without; they would have to be my family and close friends.

It's easy to forget the important things as we rush through our busy schedules and chaotic lives. However, when we have the opportunity to be close with family and friends, we are reminded of the important gifts given to each of us.

Please remember these gifts during this busy holiday season. The gift of family and the gift of friendship enrich each of our lives in incredibly significant and almost indescribable ways.

I wish you all a wonderful Christmas holiday and I hope that multiple blessings will come your way in 2012. Enjoy your holidays with family and friends, and let's all be hopeful that 2012 will be "our year".

Best wishes for a remarkable Christmas!

Lina M. Veglia, International Director, Canada District

Congratulations to the Edmonton Chapter ...

Vern McLaren, CAP, Edmonton Chapter President recently received a call from HQ to tell him that the Edmonton Chapter had just won \$150 for being the one of the top 5 chapters that conducted a membership drive during the month of October and sustained the highest percentage of net growth from that drive! Vern mentions, "We couldn't have done this without the hard work and dedication you all have for this chapter! Great job everyone!"

Happy 2nd Anniversary to the Fraser Valley Chapter ...

December 16, 2009 - December 16, 2011



Upcoming Events ...

Winnipeg Chapter 50th Anniversary Celebration

Winnipeg Chapter 50th Anniversary Celebration will be Friday April 27, 2012 8:00 – 11:30 am. We 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 2012 Canada Divisions Conference will be held at the Delta Hotel. Watch for details in from the Co-Chairs Susan Chandy and Carol Donaghy regarding conference flight discount rates, airport shuttle conference rates and much more. This will assist you in making the most of your travel plans.

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>



Western Canada Division Recognition of Excellence Awards

In 2007, the year of Excellence in Action, Western Canada Division made a five year commitment to encourage and reward Chapters for their achievements. This year as we make “The Leap to Remarkable”, we encourage all chapters to review the criteria and nomination procedure for the following awards:

Commitment to Excellence award: Presented in recognition of the Chapter’s accomplishment and the accomplishment of the person who was responsible for developing a program of topics and speakers relevant to the professional development / interest of their chapter’s members for the year. This award will be given to the Western Canada Division Chapter member in recognition of their Commitment to Excellence for providing members the best value for their membership and also providing value to the Chapter.

Excellence in Membership award: Presented in recognition of the Chapter’s accomplishment and the accomplishment of the person who was responsible for the overall maintenance, reporting and tracking of the membership of the Chapter. This Membership award will be given to the Western Canada Division Chapter member who has primary responsibility for membership.

Excellence in Newsletter award: Presented in recognition of the Chapter’s accomplishment and the accomplishment of the person responsible for creating and maintaining, as well as ensures distribution of at least six Chapter newsletters to its members. The newsletters must be developed in the fiscal year between July 1 and June 30. It must be a newsletter that is appealing, informative, and newsworthy throughout the season.

Excellence in Website award: Presented in recognition of the Chapter’s accomplishment and the accomplishment of the person who was responsible for the overall maintenance of the chapter website. This Website award will be given to the Western Canada Division Chapter Member who created, developed, maintained and provided to its members a website that is appealing, relevant and current.

These awards are designed to be achievable by all Chapters and members. Every chapter is encouraged to submit a nomination for each award – it is a valuable evaluation process to go through. Now is a good time to review the criteria for the Division of Excellence Awards and create a plan to achieve them. The awards can be viewed on the Western Canada Division Website (www.iaap.ca).

Jayne Clark, 2011-2012 Western Canada Division President

IAAP Certification Changes ...

Changes to the IAAP Certification Program Effective November 2011 ...

One Rating

IAAP has moved from a two rating system to a one rating system, with areas of specialty. The one rating is our Certified Administrative Professional, or CAP. We are also offering specialties, starting with Organizational Management, which will be followed by others in the future.

Effective this week, all active CPS ratings will be changed to CAP, and all active CAP ratings will be changed to CAP with the Organizational Management specialty, CAP-OM. You don't need to do anything to your IAAP record; we will be making the changes automatically.

Active ratings include individuals who have recertified as required every five years. In the case of CPS holders who certified prior to January 1988, your rating is considered active and will be changed. Your certification status has nothing to do with your status as an active member of IAAP.

For candidates who tested in November 2011, any appropriate changes to your records will be made automatically after exam results are available in December.

Recertification

All CAP holders are required to recertify. This is based on the date of your initial rating, or when you last recertified. Passing the Organizational Management exam does not change your recertification date, as this is a specialty exam and not a certification.

These changes do not impact your recertification deadline. Those who previously held a CPS rating will need to recertify five years after they either attained their rating or last recertified. Those who had both the CPS and CAP rating will be expected to recertify five years after they attained or recertified their CAP.

If you have additional questions about recertification, please refer to the Recertification Application at ... <http://www.iaap-hq.org/sites/default/files/pdf/certification/RecertificationApplication.pdf>.

Proper Usage

Examples of the only proper usage of the CAP rating and Organizational Management specialty are: Pat Masters, CAP or Susan Jones, CAP-OM.

Replacement certificates are available, if you choose to purchase one. The cost is \$15 per certificate. CAP plaques are also available. The cost is \$40 if mailed to a US address, or \$45 if mailed to a Canadian address. For those living outside the U.S. and Canada, add an additional \$25 for air mail, or an additional \$80 for courier service.

To order a replacement certificate or plaque if you are within the U.S. or Canada, please complete and submit this form with payment (<http://www.iaap-hq.org/sites/default/files/pdf/certification/replacement-certificate-plaque-us-canada.pdf>). Please allow 4-6 weeks for processing for replacement certificates, and 6-8 weeks for plaques. If you already have a CAP certificate or plaque, you do not need to order a new one.

If you have questions about the change to your personal certification record, you can contact us at ... certification@iaap-hq.org .



IAAP's certification program is changing effective November 2011. First announced in July 2010, these are exciting changes for IAAP and for our certification program. Our goal, as always, is to maintain a valid and current professional certification program that is marketable to the business community.

From our Sponsor: Maureen Tazzioli, ReZultsMatter ...

Accessories for Life

For many of us getting dressed at the beginning of the day involves adding various accessories to our outfits. Things like beautiful watches, sparkling jewelry, fashionable shoes and purses are quite common. However, if you wish to add some accessories that can last a lifetime, consider these:


1. **Beautiful Watches** – Every time you put on your watch remember that there is no time like the present. Be sure to enjoy every minute of your day. Take the time to laugh, learn and explore new things with your family, friends, co-workers and neighbors. Life is meant to be enjoyed minute by minute, hour by hour, day by day. Always enjoy all that you do.
2. **Sparkling Jewelry** – Have you ever seen jewelry sparkle and glisten in the sunlight? It is most beautiful, especially when you can see a rainbow of colors appear. By carrying a sparkling smile wherever you go, a rainbow of hope and inspiration can be passed on to others. Share a little inspiration...smile and be a rainbow of hope to someone else.
3. **Fashionable Shoes** – Just as our shoes can make a statement about our fashion sense, your actions can make a statement about your character. The road to life learning can be full of twists and turns, but the attitude we choose to carry may determine the pace of our success. Choose to walk with grace, for you do not know who may be following. *“With every step we take, we leave an imprint for others to follow.”*
4. **Purse** – A purse is like a piece of luggage used to carry many things. However, if packed too full, it becomes a heavy object, difficult to hang on to. If your piece of luggage is full of negative experiences and destructive reactions from the past, chances are it may be difficult to move forward. Learn to lighten your load by removing all negative attitudes and experiences. Learn how to forgive yourself and others, while you embrace positive changes affecting your attitudes, perspectives and relationships. You have what it takes to move yourself forward; you need only to learn how to pack light.

While getting dressed for the day, be sure to add some life-long accessories to your wardrobe. The results may surprise you.

(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 306.751.0009 or 1.877.953.9235(EXCEL) 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 ...

- ◆ Our fourth instalment of Extraordinary Leader - 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. We will be bringing you articles on 7 Extraordinary Leadership Character Traits over the term of this newsletter. The fourth character trait that we will be providing you information on, from the perspective of an Administrative Professional, is RISK TAKER in the **JANUARY 2012** edition of WCD Connections.
- ◆ Rescheduled appearance ... in the November edition we mentioned we would feature Chapter Best Practices in the December edition. We will now be sharing Chapter Best Practices in the January 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).