



**FLOWER CITY
CHAPTER/
INTERNATIONAL
ASSOCIATION OF
ADMINISTRATIVE
PROFESSIONALS**

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SEPTEMBER 2011

President's Message

Pam Johnson, CPS/CAP

Did you know...on September 17, both Citizenship Day and Constitution Day are observed in the United States?

Wow, I can't believe summer has flown by so fast. I hope all of you had a great one. I'm looking forward to another great year. Our Programs Chair has already been busy working on great speakers and programs for this year so you don't want to miss a meeting.

I attended EFAM in Montreal, Canada in July. Another great learning experience and more is reported in my delegates report on pages 5-6. I had the privilege of traveling with Rhonda Ackley CPS/CAP and Donette Loehr, CPS (Treasurer). We attended great programs and enjoyed awesome keynote

speakers. We came away excited about the new IAAP year's theme of **"Making the Leap to Remarkable."**

As always we are looking for members to join a committee and share your talents and skills with us. So don't be bashful - let us know what you may be interested in. Many hands make light work.

Pam



Flower City Chapter News

Members having an August birthday are:

Louise F. Stanford	August 5
Mary Wilsey (FLCC Assoc.)	August 13
Susan M. Weller-Johnston, CPS	August 16
Faith A. Lanson	August 18
Cheryl C. Mart	August 26
Sandy Warren	August 27
Diane Cunning	August 30

Members having a September birthday are:

Rolla Donaghy	Sept. 19
Carol M. Wilkinson, CPS	Sept. 28
Vernna E. Magin	Sept. 30



Jennie Barchet, CPS/CAP has retired from B+L as of August 15, 2011. Contact her at her home email address as found in the FCC Member listing.

Pam Johnson, CPS/CAP, Donette Loehr, CPS, and Rhonda Ackley, CPS/CAP all traveled to and attended the 2011 EFAM in Montreal, Canada in July.

Marcia Zeller Opperman, CPS/CAP has retired from working for the City of Rochester and has not renewed her IAAP membership. We wish her well in her retirement years.

New members wanted. Details at next chapter meeting.



New York State Division News

New York State Division of IAAP is a participating charity in iGive for online shopping. A percentage of all you purchase through iGive, *and* identify as IAAP NYSD as your charity, comes back as income (i.e., fundraising). At present they have more than 900 online stores that offer a donation including Staples, Quill, Office Max, Dell, and HP, as well as stores for your personal shopping.

iGive is offering new members a bonus of \$10: \$5 for simply using iGive and at least another \$5 for a first purchase by October 31, 2011. This offer expires August 31, 2011 and is limited to the first 21,000

new iGive members. Use your special and join at <http://www.iGive.com/NYSDIAAP>.

Here's a few other details:

- Since 1997, iGive members have donated \$5,600,000+ just from shopping
- Over 28,000 causes have received checks
- No pop ups, ads, toolbars, special search engines or unwanted emails
- iGive's Facebook page has great testimonials: <http://www.facebook.com/igive>



Certification

IAAP is moving from a two rating system to a one rating system with areas of specialty. The base rating will be Certified Administrative Professional (CAP) with an additional specialty rating in Organizational Management, the OM.

The new CAP exam will be a one-part exam, consisting of 300-350 questions testing similar materials to the current three-part exam. The OM exam will also be a one-part exam, consisting of 150-175 questions, testing similar material to the current Part 4 of the CAP exam.

Special note: In November, the current CPS holders will become CAP holders and the current CAP holders will be CAP-OM holders.

There are plans to schedule five review seminars for all candidates who wish to sit for the **May 2012** new CAP examination. For more details on required textbooks and review seminar dates, contact **Nancy Shairer, Certification Chair** at: NShairer@rochester.rr.com.

IAAP International News

Fall Forward Conference



Registration is now open for the October 9-12 conference in San Diego.

Participants will get the skills they need to negotiate a rapidly changing workplace. The conference will include sessions of increasing efficiency with web-based Microsoft Office, attention grabbing design, social media as a tool for business communication, deal making; responding to and reducing workplace violence and harassment, and improving emotional intelligence.

In addition to informative sessions and great networking opportunities, this year's fall conference participants will get to enjoy the beautiful San Diego Bay at the Sheraton San Diego Hotel and Marina.

The group rate (subject to availability) is available until **September 3, 2011**. Go to the IAAP-hq.org website for additional information and to register.

Civic, Public and World Affairs

The Exodus of the Baby Boomers, Where in the World is Everyone Going?

By Steve Linder, Pacific Lots

It might be bad news for the home front in countries like the US, Canada and much of Europe as the largest population segment in many countries reaches retirement age. Both the housing market and the employment outlook are liable to feel a jolt as baby boomers pull up roots and head to sunnier climates.

First, let's define who these boomers are. They were born after World War II between 1946 and 1964. In the US alone, the number totals 76 million people. Baby Boomers control over 80% of personal financial assets and more than 50% of discretionary spending power. Starting this year, a record number of "baby boomers" will finish their working career. As many are feeling uncertainty in their home countries, experts are predicating a mass migration, most seeking warmer climates. According to Wikipedia, boomers are responsible for more than half of all consumer spending, buy 77% of all prescription drugs, 61% of OTC medication and 80% of all leisure travel. More than 1 in 4 owns a second home and the majority are college educated. The years after the war were good times. Much of this group grew up in the 60's when cultural change shaped a feeling of independence and self determination and good jobs were plentiful.

Businesses are bracing themselves for a large reduction in spending, (other than healthcare) labor shortages, and the biggest brain drain in history.

According to the *Economist* magazine, most organizations are not ready for this massive retirement of these highly knowledgeable workers. There will be a shortage of people to replace these workers and many companies are now looking at ways to keep them on board, even after retirement age. Though most boomers have sufficient savings to retire and reap the benefits, many want to continue working, however, on a new paradigm. Ah, the Internet finally has a purpose.

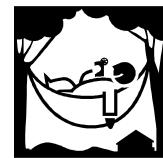
The high education levels of the boomer generation has also made them the healthiest.

Exercise and healthy eating, along with medical breakthroughs, gives this group the longest life expectancy in history. However, cultural norms have changed. Nearly 61% of this group is divorced, highly mobile and independent. The old family structure and the loss of a sense of community for many have changed their retirement outlooks.

Remember when the family took in grandma until her passing? Well that's not your father's Oldsmobile anymore. Boomers are very "me" oriented. Why not move to Florida? Who says I can't move to Mexico? What's the attraction of staying here, I've been here all my life! The world has become smaller. Some will move their lives to Costa Rica, Panama, Mexico and other off-shore retirement havens. They will be assisted by improved Internet connections and the newfound ability to communicate no matter where they go. Some are looking for a lower cost of living and a better quality of life, but many see the move as a necessity of wealth preservation.

Stephen Kotikoff, a Boston University economics professor, says that the major impact of the baby boomers retirement will be financial. He says once they retire and no longer are earning a salary and paying taxes, policy makers will have to find ways to finance government programs in a fiscally responsible way. "The real issue with the baby boomers retirement is that there is going to be a lot of old people to support relative to the number of workers that are making Social Security contributions. We are currently handing out \$30,000 per old person in Social Security, Medicare, Medicaid benefits. And when the baby boomers retire, that number in today's dollar will be about \$50,000.

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The Debate Room: Outsourcing is Not the Answer



Certain aspects of a business (call center, customer service, etc.) should be kept close to home. Pro or con?

Pro: For Business Operations, There's No Place Like Home

By Alan Lewis, Grand Circle Corp.

In the midst of a shaky economy, many organizations turn to outsourcing as the be-all-end-all. Yet I find when it comes to good business, some aspects are better kept close to home. Recent research conducted by Lyda Bigelow of the University of Utah's David Eccles School of Business shows that if companies outsource critical components of their business, they are more likely to fail.

With my wife, I own a direct market tour operation that provides overseas vacations to 115,000 older Americans each year. We operate a call center in downtown Boston, in the same space as our day-to-day operations. Our call-center associates answer 11,000 calls a week from our customers – to book trips, arrange flights, raise an issue, or pass along a compliment.

Keeping our call center in Boston has enabled us to grow because we offer personal attention – the “high touch” vs. today's popular “low touch” approach. But

beyond that, it has strengthened the culture of our company. Having our call-center associates under our roof has allowed them to be part of our team, not just an extension of it. WE empower them to make decisions based on the core values of our company and to share valuable feedback.

We've done the math and realize outsourcing could likely save us \$3 million each year. But we ask ourselves: Could we give our customers the same service if we outsourced? Could we sustain our community of travelers? In our case, the answer is no.

Con: Companies Must Take Advantage of Outside Talent

By Gary Dushnitsky, London Business School

Think you have everything you need to run your business within your walls? Think again. There's one area where outsourcing is critical today – innovation.

“Open innovation,” a term pioneered by Henry Chesbrough, illustrates the need to look to outside talent for innovative ideas, and global companies from various industries have demonstrated that it is the right strategic choice.

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Upcoming Events: 2011-2012



September

- 3 Register by date for Fall Forum
- 14 Chapter Dinner/Meeting
Rochester Airport Marriott

October

- 5 Chapter Dinner/Meeting
Rochester Airport Marriott

November

- 2 Chapter Dinner/Meeting
Rochester Airport Marriott

December

- 7 Holiday Boutique/Dinner/
Meeting
Rochester Airport Marriott

January

NO DINNER/MEETING

February

- 1 Chapter Dinner/Meeting
Rochester Airport Marriott

2011 EFAM Delegate's Report

By Pam Johnson, CPS/CAP
FCC President



At the 2011 EFAM in Montreal, Quebec we were up early and went to bed late with activities packed in every hour of the day! Rhonda Ackley, CPS/CAP, Donette Loehr, CPS and I arrived on **Saturday, July 23**. As delegate I had to hit the credentials desk first and sign in as did Rhonda, our alternate.

Sunday, July 24 started the ball rolling with the Opening Business Session. As always the Presentation of Colors was spectacular and gave me goose bumps. The annual meeting rules and program were reviewed and adopted. At this 66th annual EFAM we had 1,018 registered with 228 first time attendees! Next general announcements were made, then the Committee on Nominations Report of Candidates, followed by introductions of the 2011-2012 Candidates for IAAP International Board of Directors and Retirement Trust Foundation Board of Trustees. International President Mary Ramsay-Drow, CPS/CAP spoke on the State of the Association. She focused on the changing culture of IAAP, from examining everything we do to determining what needs to be changed.

IAAP thanked the supporters of the R&E (Research and Educational) Foundation Student Scholarship Program; about six chapters and OfficeTeam were contributors.

We had a \$160,000 budget increase instead of a deficit like we had last year. IAAP has about \$1.2M in assets, but still needs to shore-up net assets due to the economy.

On Monday, July 25 I started my day early with the voting polls open at 8:00 a.m. Elections took place without any major hiccups using the electronic voting system. I attended Office Expo 2011. It is always exciting to see the new products they have

to make our jobs easier, and it was well done!

I attended the Avery Leadership Luncheon with our first speaker, Bob Abrames, *"Lead, Follow or Get out of the Canoe."* He was captivating as he discussed his real life experience on his 100 mile canoe trip with eight strangers for a reality TV show and how he learned if he was a leader or a follower; he didn't give up and finally got the group to work as a team.

The IAAP International Bylaws that were proposed all passed with the following two exceptions: (1) Amendment #1 had much debate in regards to the minimal number of members in a chapter (proposed being 15). It was motioned to change to 10 members with the date being effective July 1, 2012 instead of January 1, 2012. It was also motioned to add "merited" members as that wording was not originally included. After much debate it was approved to change the minimum standard to 10 members and add Professional and Merited members (to be more specific). This means that chapters failing to meet the minimum 10 members for six consecutive months will be disbanded. (2) Amendment #8 proposed by Tulsa Chapter, failed on providing a list of delegates who failed to vote. All RTF amendments passed.

It was announced that Director Don Bretthauer, CAE, would be leaving IAAP to work with another group.

Tuesday, July 26 brought the Education Workshops (as well as Wednesday) and two awesome Keynote Speakers. Clinton Kelly, *"Making A Great First Impression"* and Sam Glenn *"A Kick In The Attitude: Recharge Your Work and Life."*

Continued on page 6...



2011 EFAM continued...

Both were exciting and entertaining and I left each presentation charged up and excited about making changes personally and professionally.

OfficePro is now mobile! You can access the current issue at <http://officepro.iaap-hq.org>.

Wednesday, July 27 evening event was the final night banquet. Introduction of New Trustees, Awards and outgoing President and incoming President speeches were given. We viewed the Smiling Faces Video that captured the start and finish of EFAM.

It was great to end the conference on that note. We said our goodbyes to those friends we renewed friendships with, those we met for the first time and those we look forward to seeing again.

EFAM 2011 was another great experience for me, I was educated and inspired! If anyone is interested in seeing the *Connections* Newsletter that was handed out each day describing EFAM news and notes I have them and will make them available.

EFAM 2012 will be in Grapevine, Texas at the Gaylord Resort and Convention Center, July 22 – July 25.

Chapter of Excellence

With September right around the corner and the start-up of many things, so to does the start-up work to be a Chapter of Excellence (CoE) begin.

All eight criteria are mandatory now:

1. Chapter submits annual meeting calendar with education and /or training topics to the members with a copy to the division by October 1.
2. Chapter submits budget and annual financial review/audit report to the members with a copy to the division by December 31.
3. Chapter holds at least one Membership Drive between July 1 and May 31.
4. Chapter submits completed Membership Drive Evaluation form to the division by June 1. Chapter holds at least one New Member Orientation between July 1 and June 25. (New members in attendance must have joined IAAP within the current IAAP fiscal year.) Chapter submits New Member Orientation Evaluation form to the division by June 25.
5. Chapter develops and updates business plan. Chapter submits business plan to members with a copy to the division by April 30.

6. Chapter sends a delegate or submits a proxy (if allowed by division bylaws) to the Division Annual Meeting held in the current IAAP fiscal year.
7. Chapter sends a delegate or submits a proxy to the International Education Forum and Annual Meeting held in the current IAAP fiscal year.
8. As of June 30, at least 7% of the chapter members (minimum of two members) qualify for Member of Excellence.

For the chapter's efforts, it will receive a podium banner the first year (which we have) and in subsequent years will receive a banner year patch (our goal this year). The CoE award will include one of the following two options: a \$100 IAAP gift certificate or \$150 credit toward a subscription to the IAAP Web Community (which helps our budget).

Your Board will follow the progress towards this level of excellence, with all forms and information submitted on time to NYS Division to forward on to HQ.

More on the Member of Excellence criteria in next month's issue.

Don't Bring Me Problems—Bring Me Solutions

Susan Fenner, PhD, IAAP Staff

I always remember a sign I saw once on a manager's desk. It read—Don't Bring Me Problems Bring Me Solutions. It's easy to see what's wrong with things and find fault. Maybe that's why so many people like to assume the role of critic. It makes them feel important and in the know when they "catch" things that are slightly off. They take great delight in finding an error and are the ones who tear out the page and circle the grammatical mistake or misspelled word in red magic marker and then mail it to the magazine editor or copy the world so that everyone can see what a great eye they have in spotting what's wrong. Now don't misunderstand...we all make mistakes and it's good when people catch them (especially before the piece goes to print or the contract is signed). But the problem with focusing only on what's wrong with things means that you aren't looking to see what's right! Generally these folks see the micro picture and often times totally miss the macro. Let's take an example...

How many of you have met someone (hopefully not more than one) at the chapter meetings who delights in picking apart ideas and undermining plans by pointing out the flaws or why the proposal won't work? Of course, before you commit to a course of action, you want to look at all angles and weigh the consequences. That's good. But the people I'm talking about aren't there to make the plan better. No, they are there to show everyone how smart they are and how stupid everyone else is. They aren't building on the idea presented but rather tearing it down. They don't offer an alternative course of action; they find flaws with what's on the table. So what's wrong with that?

What's wrong is that they are a one-person demolition crew. They sit back and plot just the right moment when they can spot the error and shoot down what's being built. You'll notice that they never offer another course of action. Why? Because their goal is not to move things forward, but to mire things in points of contention. If only they realized how

easy it is to critique, but how difficult it is to construct and execute a workable plan. That's why it takes so much longer and so much more intellect to design and erect a building than it does to implode one. The mind envisioning, enacting, and refining something so much more complex than the simple act of finding fault. And note how often the faults they find are a result of not seeing the big picture but rather shrinking the situation to fit their preconceived notions. It's a lot like going through life using only a magnifying glass when others are looking through a telescope.

So, why do I remember the desk plaque so well? It holds the secret to a promotion, professional recognition, and achieving greatness. You can either be the person who reports the problems or the person who solves the problems. Who do you think is worth more in the organization? Would you rather spend your life scrutinizing the minuscule or exploring the universe? The choice is up to you. It's all in your viewpoint.



September

September is the ninth month of the year in the Julian and Gregorian Calendars and one of four months with a length of 30 days.

In Latin, *septem* means "seven" and *septimus* means "seventh"; September was in fact the seventh month of the Roman calendar until 153 BC, when the first month changed from Kalendas Martius (1 March) to Kalendas Januarius (1 January). It is also the seventh month of the Astrological calendar, which begins with March/Mars/Aries.

Source: <http://en.wikipedia.org/wiki/September> 6/29/11





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Just look at an example from the oil industry. Following the Exxon Valdez oil spill, there was an immediate need to separate the oil from seawater. The issue wasn't resolved until 10 years later – not by an expert from within the oil industry but rather by a person with expertise in the construction industry with insights into the manipulation of near-solid cement during large pours. Ultimately, this demonstrates that more and more successful innovations utilize know-how originating beyond industry boundaries and that companies need to go beyond simple outsourcing (e.g., just asking an industry expert) to harness expertise from outside areas.

Engaging with an even larger number of external experts can be very expensive. Yet open innovation may economize on these costs along two dimensions.

First, it can offer a cost-effective approach to managing a company's R&D budget. Open innovation competitions, such as the X Prize, and similar activities allow businesses to pay for a proven solution rather than incurring huge R&D expenses that may in turn fund failed innovation efforts. Research shows that capital efficiency is a key challenge because the returns on innovation are highly skewed, such that larger R&D budgets don't neces-

sarily result in high-quality innovative output. The shift from internal R&D to open innovation in the pharmaceutical industry underscores this point.

Still not convinced? Consider the second dimension – the open source phenomenon, where scores of talented software engineers, coders and hackers develop operating systems and applications with no immediate monetary rewards. The open source phenomenon teaches us there is a wide spectrum of motivational needs for talent. A firm can harness outside talent not only through monetary rewards but also by appealing to social recognition or intrinsic motivation needs.

While outsourcing has been shunned by some business gurus, the open innovation motto, "The world is my lab," has never been more relevant. Bottom line: It's time to rethink the value of outsourcing, at least when it comes to innovation.

WHAT DO YOU THINK? Send comments to the editor to be published next month.

Opinions and conclusions expressed in the Debate Room do not necessarily reflect the view of Bloomberg Businessweek, Businessweek.com, or Bloomberg LP.

Source: http://www.businessweek.com/debateroom/archives/2011/06/outsourcing_is_not_the_answer.html 6/28/11

Very Useful Web Sites



Know your rights: how to protest a traffic ticket...prepare a financial power of attorney...determine liability in an accident...avoid foreclosure...resolve disputes with neighbors...more.
www.Nolo.com/legal-encyclopedia

Recall notices: Find out about recalls of appliances, medications, toys, etc.
www.Recalls.justia.com

Deer defenses: Products to keep deer away from your garden...deer-resistant plants...other deer-proofing strategies.

www.Gardening.Cornell.edu/factsheets/deerdef

Clinical trials: Search among more than 100,000 medical research trials to find one that may benefit you or a loved one. www.ClinicalTrials.gov

Source: *BottomLine PERSONAL*, (2011) (32;8), p. 12

Overpriced Overseas

By Venessa Wong

These days most Americans are angry about the fact that everything from fuel to food to football tickets costs more. In fact, consumer prices increased 2.1 percent year-over-year in the first quarter. In April, they were up 3/2 percent, according to the U.S. Bureau of Labor Statistics. Yet on a global basis the U.S. has become a bargain, compared to some other countries, as the U.S. dollar weakens and costs balloon in other places. According to results from a new report by ECA International, a global human resources company, the semiannual survey, which compares the price of food and basic goods and services — but not housing, utilities, or school fees — for expatriates in more than 400 cities around the world, ranked Australian cities higher for

cost of living this year, mainly the result of currency changes. The Australian dollar has appreciated about 30 percent against the U.S. dollar since last June, and the Swiss franc has jumped about 37 percent. Of U.S. cities, Manhattan, which ranked No. 28 on last year's list, fell to No. 44. Honolulu dropped to No. 62 from No. 40.



Source: <http://images.businessweek.com/slideshows/20110608/worlds/most-expensive-cities-2011/? 6/28/11>

Continued from page 3...

You are talking about close to \$3 trillion to \$4 trillion a year in outlays.” This is already impacting the value of the US dollar in a negative way. So now many boomers are looking for new ways to protect their asset value. Many are moving money offshore into other currencies or better yet, real estate holdings, since they are harder to attach. The US government is already gearing up to tap the boomer generation's wealth to help fund current levels of government with less income and assets. Recent tax changes aimed at offshore banking and foreign income have already occurred. Google “foreign bank and financial assets” to get a glimpse of these new changes. The administration is looking at new and creative ways to fund the deficit. What does this have to do with me, you ask? If your life savings in assets, cash and marketable securities are measured in dollars and the value of the dollar falls by 10%, your total net worth will too. Smart money managers are telling clients to reposition their wealth; invest in offshore properties; hold foreign stocks, bonds and currencies; and to do so through non-dollar denominated accounts. Foreign property

provides just such a vehicle as well as a smart, affordable, and rewarding living option.

About the Author

Steve Linder is the marketing manager for Pacific Lots of Cost Rica <http://PacificLots.com>, the largest expat development in Costa Rica and located in the southern Pacific region of the country.

Source: <http://www.greatretirementspots.com/>
7/5/2011



IAAP Mission



Enhancing the success of career-minded administrative professionals by providing opportunities for growth through education, community building and leadership development.

Flower City Chapter Leadership 2011-2012



OFFICERS

President: [Pam Johnson, CPS/CAP](#) 760-8554 (w)
Secretary: [Kyra Sheehan](#) 271-5256 (w)
Treasurer: [Donette Loehr, CPS](#) 275-5167 (w)

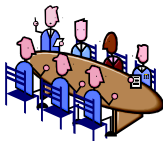
BOARD MEMBERS

[Ann Gilbert](#) (2011-2013) 292-3440 (w)
 Barbara Snaith (2011-2013) 273-1261 (W)
[Kiesha Everett, CPS](#) (2010-2012) 546-7220 X5501 (w)

EX-OFFICIO

Marilyn H. Nickerson, Immediate Past President 276-3205 (w)
 Cheryl Mart 682-4660 (h)

Committee Chairs 2011-2012



Arrangements – [Tarie Vinci](#)
Blossom Times – [Marilyn H. Nickerson](#) & [Lynn Stull](#)
Bylaws & Standing Rules – [Cheryl Mart](#)
Certifications (CPS/CAP) – [Nancy Shairer, CPS](#)
Community Service – [Keisha Everett, CPS](#) & [Barbara Snaith](#)
Historical—Erika Sollie, CPA/CAP & Jeanette Wojtas, Co-Chairs
Membership – [Marilyn H. Nickerson](#) & [Sue Case, CPS/CAP](#)
Nominations – [Marilyn H. Nickerson](#)
Programs & Workshops – [Barbara Snaith](#)
Scholarship – [Sue Case, CPS/CAP](#) & [Keisha Everett, CPS](#)
Website – [Sue Case, CPS/CAP](#)

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Flower City Chapter Meeting Wednesday, September 14, 2011

Airport Marriott, 1890 W. Ridge Rd., (Just off 390N at W. Ridge Rd.)

“Open Your Heart, Then Your Mouth!”

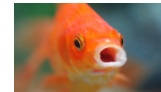
Who loves to stand up and speak to an audience? Come learn the principle of P-6. You'll also learn how to relax your audience in any situation and to harmonize your body with your message to demonstrate effective communication when you are the speaker. Interpersonal skills will be reviewed so that you create a win-win for you and your audience.

Presenter: Heather Keys

Keys is a member of the Sunrise Toastmaster's Group who meet at the URMC once a month. She is the Principal at Key Solutions of NY, LLC, an insurance agency started in 2009 having been a benefits broker/agent since 2007.



Recertification Point Pending



AGENDA

- 5:15 – 5:45pm Networking
- 5:45 – 6:45pm Dinner
- 6:45 – 7:45pm Program
- 7:45 – 8:30pm Business Meeting

DINNER FARE

Salad—Artisan rolls & butter

Entrée - Fettuccini Pasta with classic Alfredo sauce with grilled chicken

Vegetarian - Fettuccini Pasta with classic Alfredo sauce

Dessert - Apple pie a la mode

For information, please call Tarie Vinci (585) 678-3225 (w) or (585) 261-0603 (h)

P.O. Box 92512, Rochester, NY 14692-05412 - <http://www.iaap-flowercity.org>

REGISTRATION FORM

Detach and return with check made payable to: Flower City Chapter, IAAP

**Dinner Costs: \$20.00 Members & Students (regularly \$25); \$22 AFTER 9/7/2011

Guests: \$22.00 - Dinner & Program (regularly \$27) / \$5.00 - Program Only

Reservation Deadline: September 7, 2011**

Mail registration form along with payment to: Tarie Vinci, 72 Wyndham, Rd., Rochester, NY 14609

Name: _____ Phone: _____

Company: _____ Email: _____

Member: [] CPS ____ CAP ____ Guest: [] Dinner & Program ____ /Program Only ____

Meal Notes: [] Vegetarian Entrée [] Fruit Cup Dessert

* *NO SHOWS WILL BE CHARGED unless cancelled by the reservation deadline..

FLOWER CITY
CHAPTER/
INTERNATIONAL
ASSOCIATION OF
ADMINISTRATIVE
PROFESSIONALS
P. O. BOX 92512
ROCHESTER, NY
14692

E-MAIL:
[FLOWERCITYAAP@
YAHOO.COM](mailto:FLOWERCITYAAP@YAHOO.COM)
WEBSITE:
[WWW.IAAP-
FLOWERCITY.ORG](http://WWW.IAAP-
FLOWERCITY.ORG)

Editors:

Marilyn H. Nickerson
[Marilyn_nickerson@urmc.
rochester.edu](mailto:Marilyn_nickerson@urmc.rochester.edu)
585-276-3205 (w)

Lynn Stull

[Lynn_Stull@urmc.rochest
er.edu](mailto:Lynn_Stull@urmc.rochester.edu)
585-224-3075 (w)

Proofreader:

Cheryl Mart

Other Contributors:

Sue Case, CPS/CAP



IAAP Headquarters

E-mail: service@iaap-hq.org

Voice: 816-891-6600

Fax: 816-891-9118

10502 NW Ambassador Dr.

P. O. Box 20404

Kansas City, MO 64195-

0404

International President
Tamra Goodall, CPS/CAP

Northeast District Director
Bianca M. Constance

New York State Division
President
Diana L. Rockwell Wetmore



*"Humor gives life dimensions
and color. Humor widens the
horizon and alters perspec-
tive."*

Marian Lenzen

Goodman, J., (1995) *Laffirma-
tions: 1,001 Ways to Add Humor
to Your Life and Work*, Health
Communications Inc., Deerfield
Beach, FL, pg 134

Health Corner

New Drugs for Hepatitis C

...boost cure rate, says Robert G. Gish, MD. Either *boceprevir* (Victrelis) or *tela-
previr* (Incivek) is taken with two other
drugs – *pegylated interferon alpha* and
ribavirin. *Recent finding:* The three drug
combination effectively cured more than
70% of patients in clinical trials, com-
pared with 20% to 40% cured by the two-
drug treatment. The treatments are ex-
pensive, and insurance coverage varies.

**Robert G. Gish, MD, is clinical professor of
medicine University of California, San Diego.**

Source: *BottomLine PERSONAL*, (2011)
(32:13), p. 1



Resistance Training can Lower Blood Sugar Levels

...when combined with aerobic activity.
Recent findings: People with Type 2
diabetes who lifted weights twice a
week and walked for 30 or 40 minutes
three or more times per week had a 5%
to 7% reduction in risk for cardiovascu-
lar disease after nine months. Reduc-
ing blood sugar also lowers risk for dia-
betes complications, such as kidney
disease and eye damage.

**Timothy Church, MD, exercise researcher,
Pennington Medical Center, Baton Rouge,
LA, and leader of a study of 262 sedentary
people with type 2 diabetes, published in
*The Journal of the American Medical Asso-
ciation*.**

Source: *BottomLine PERSONAL*, (2011)
(32:13), p. 16