



February 2012

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Chippewa Valley Chapter

# Newsletter

## President's Message



President Kim Yeager,  
CAP-OM

Happy (belated) St. Valentine's Day! Our February meeting will be held on Tuesday, Feb. 28, at Chippewa Valley Technical College. Donna will be sending more information to everyone about the meeting. Please be sure to RSVP to Donna so she can let the school's salon know

how many people they can count on and what type of service you would like. This should be a fun evening of pampering. We will have a short membership meeting to review the strategic plan before we go to the salon.



Recently, I received some exciting news. Because IAAP is celebrating its 70th anniversary this year, they are offering a special rate of \$70 to any new members joining IAAP this year. If you have joined in the last month, I am checking with International to see if we can get you a refund if you paid over that amount.

As a chapter, we will receive \$5 in dues for every new member we recruit. In order for a chapter to receive this, we needed to opt in to the membership campaign (which I have done). Chapters that recruit seven new members will receive recognition at the 2013 EFAM, as well as a choice between a \$70 web community credit or a \$70 discount on 2013 EFAM registration for a delegate.

For individual members that recruit two new members, you will receive a commemorative 70th anniversary pin, available only through participation in this membership campaign.

As always, if you would like to see us doing things that we are not doing, please do not hesitate to let one of the board members know. This is your organization, and we want to make sure that you are getting what you would like to get out of it.

## Chapter Meeting

**Tuesday, Feb. 28**

**Chippewa Valley Technical College  
RCU Room  
620 W. Clairemont Ave., Eau Claire**

**5:15 p.m.**

- Dinner (free subs provided)
- Review strategic plan

**6:15 p.m.**

- Pampering at the CVTC salon

# February Fun

By Donna Weidman

Please join other CVC members for an evening of food and fun at the RCU Room of Chippewa Valley Technical College on Tuesday, Feb. 28.

Our dinner will be served at 5:15 p.m. with your choice of a sub, chips, soda and cookie. A short meeting will follow, concluding with a review of the strategic plan.

At approximately 6:15 p.m., we'll walk over to the Shear Inspiration CVTC Salon & Spa, where you can indulge in a choice of their services (see below).

Our chapter is providing the dinner and a \$5 gift certificate for the salon; thus, the event is for **chapter members only**.

Please email Donna at [donna.weidman@gmail.com](mailto:donna.weidman@gmail.com) by noon Friday, Feb. 24, with your choice of sub and soda. Subs available are ham, turkey, roast beef or vegetable. Sodas available are Coke, Pepsi, Mountain Dew and Sierra Mist (regular or diet available for all choices).

Within the same email, indicate what salon service you prefer. You may call the salon at 715-833-6320 with any questions about the services. Cash, check and credit cards are accepted.

## Salon Services:

### Haircuts

Haircut.....	\$6
Haircut & Shampoo.....	\$7
Cut, Shampoo & Style.....	\$8
Bang.....	\$3

### Styling

Style w/Shampoo.....	\$5
Special Occasion.....	\$15
Conditioning Service.....	\$8
Braiding (single).....	\$3
Corn Roll (half head).....	\$10

### Hands & Feet

Oil Manicure.....	\$10
Plain Manicure.....	\$8
Polish Change.....	\$2
Nail Art.....	\$2
Shellac Nail Polish.....	\$5
Pedicure.....	\$10
Paraffin Dip.....	\$4

### Virtual Hairstyle Makeover

12 styles.....	\$5
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# OPS Basket Raffle

By Pauline Spiegel, CAP

The basket raffle at the Office Personnel Seminar in April has been a tremendous success in raising funds for the Chippewa Valley Chapter. These funds help support chapter activities and IAAP Division and International event registration fees. All members are invited and encouraged to assist in obtaining donations or putting together your own basket. A sample request letter and the 2012 donation list were e-mailed to you last week. Please look it over and see if you can help obtain donations from those already on the list, new and/or donate basket items or a theme basket yourself.

## Join Us on Facebook

You are invited to become a friend of the Chippewa Valley IAAP Chapter on Facebook! A link to the IAAP Facebook page can be found on our chapter website: [iaap-chippewavalley.org](http://iaap-chippewavalley.org).



# CAP Quiz

By Linda Bockin, CAP



Following are sample questions that are situation based, an example of a question that may be on the CAP exam.

Hinton is a physical therapy assistant who has worked for 17 years in a small town hospital. His only training, 17 years ago, was a one-year program that legally entitled him to work as a therapy assistant. During the last 15 years, this hospital has been sequentially acquired by numerous health organizations. After the last acquisition, Hinton had some concerns about job security but thought his job was safe. On the second day of work the supervisor discovers that Hinton does not meet current requirements. The law regarding certification had changed a number of years ago to require two years of training. Hinton had heard about the changes in the law but had ignored the changes; he did not think that the changes would affect him.

1. How should the new owners communicate the changes to Hinton?
  - a) Send Hinton an e-mail
  - b) Hold an organization-wide staff meeting regarding credentials
  - c) Put layoff notices with paycheck
  - d) Conduct an individual job specification review for each employee
2. How could the hospital assist Hinton?
  - a) Provide Hinton an excellence reference
  - b) Reimburse Hinton for the cost of the training
  - c) Give Hinton a list of schools
  - d) Offer Hinton a housekeeping position
3. Whose responsibility was it for Hinton to meet the new requirements?
  - a) Insurance carrier
  - b) Hinton
  - d) Hospital administration
  - c) Physical therapist certification board
4. If he wants to keep his job at the hospital, what is the best action for Hinton to pursue?
  - a) Sue the hospital
  - b) Attempt to acquire a waiver for training based on experience
  - c) Acquire the necessary credentials
  - d) Apply at another health care facility
5. The administration discovers that 50 percent of its therapists fail to meet the current requirements. What should the administration do?
  - a) Assign a mentor to each therapist lacking credentials
  - b) Immediately implement an on-the-job recertification/work program
  - c) Advertise for replacements
  - d) Notify all employees that they have 13 months to obtain certification

Answers found on p. 6

## Relationship Quality Test

Answer yes or no to these five key questions.

1. Does this relationship inspire me to be my best?
2. Does this relationship provide 100 percent nonjudgmental support?
3. Does this relationship bring out my worst qualities?
4. Do I feel emotionally energized from this relationship?
5. Do I feel better about myself after I am with this person?

Relationship Grade: 5 Yeses = A+ Relationship, 4 Yeses = B Relationship; 3 Yeses = C Relationship; 2 Yeses = D Relationship; 1 Yes = F Relationship. Relationships oxygenate life or take your breath away. Which is it?



**International Headquarters**  
iaap-hq.org

**Wisconsin Division**  
iaap-wisconsin.org

**Chippewa Valley Chapter**  
iaap-chippewavalley.org

# CAP Committee Overview

By Linda Bockin, CAP

## CAP Certification and OM

When considering how to improve oneself in the administrative role, IAAP provides an opportunity for certification: Certified Administrative Professional. Additionally, individuals can earn a certificate in Organizational Management. As many of us have heard, the CAP certification is equivalent to certifications in other professions. The CAP rating is the industry recognized standard of proficiency for IAAP.

By studying and sitting for the CAP exam, you will increase your skills and knowledge—valuable tools in today’s workplace. Businesses today expect their administrative staff to be current with techniques in office practices and procedures, and be aware of developments in office systems and technologies. Knowing office systems, technology, office administration and management, and how to apply the principles of good human relations and communications are paramount in today’s workforce.

A bonus to passing this exam is that you may earn college credit. College credit is reviewed by the American Council on Education with recommendations available on the IAAP website.

Three of our members are

currently studying for the CAP exam. To assist members, the Chapter has purchased study materials. These materials will be valid at least through both the May and November testing dates.

When first applying to take the Saturday morning CAP exam, you must submit an application, (available on the IAAP website), verification of administrative experience and the appropriate fees. If having to repeat the exam, you will need to submit a new application and the appropriate fees. Administrative experience is defined as:

- No degree—4 years
- Associate degree—3 years
- Bachelor’s degree—2 years

All experience must be within the past 15 years, and total experience submitted must include at least 12 months continuous with one employer in the past five years. Administrative experience of at least 20 hours per week is considered. CAP exam applicants must have all experience completed and verified at the time the application is submitted.

The CAP exam will be administered on May 5 and Nov. 3, with deadline dates for applying of Feb. 15 and Aug. 15, respectively. Member costs are \$200, with non-member costs at \$300.

Once you pass the CAP exam, your certification is valid for five years. Recertification is achieved by earning 60 points every five years in the categories of continuing education, other certifications and leadership. The IAAP website offers the recertification form and details of fees.

The OM specialty examination is a scenario-based, multiple-choice exam. Even though you can study and sit for the exam along with the CAP, you must pass your CAP to receive your OM.

The exam is offered the afternoons of the CAP exam dates noted above and last for three and one-half hours. Member cost for this exam is \$125, with nonmember cost at \$175.

After approximately 45 days after taking the exam, you will receive a report showing either a “pass” or “need.” Those who pass will receive a certificate.

## Technology Applications Specialty

Most recently, you may have learned that the TA specialty is available. Earning this designation highlights your knowledge in technology education. To earn this designation, you must complete three of the Options Technology modules, which cover

*Continued on page 5*

# Heart-Healthy Recipe

By Pauline Spiegel, CAP

February is American Heart Month. Try this soup recipe for a healthy heart!

## Spinach Tortellini Soup

1 Tbsp. margarine  
2 cloves garlic, minced  
6 cups fat-free chicken broth  
1 10-oz. pkg. frozen cheese tortellini  
1 10-oz. pkg. frozen chopped spinach  
1 tsp. dried basil  
2 14½ oz. cans Italian tomatoes, undrained  
½ cup Parmesan cheese

Melt margarine in a soup pot. Add garlic and sauté until tender. Add broth and tortellini and bring to a boil. Stir in spinach, basil and tomatoes. Simmer at least 30 minutes. Sprinkle each serving with Parmesan cheese.



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## Chapter Officers

### President

Kim Yeager, CAP-OM

### Vice President

Pauline Spiegel, CAP

### Treasurer

Beth Munson

### Secretary

Lisa Kraszewski

*Continued from page 4*

the Microsoft Office Suite including Word, Outlook, Excel, Access, PowerPoint and Project. Following that, you will need to test and pass a Microsoft certification available through Microsoft in at least one of the OT modules. Lastly, submit the application and the fees for your specialty. By completing the OT modules, you will be eligible for a 10 percent discount on the Microsoft certification.

To be eligible to apply for the TA specialty, you must hold the CAP certification. This designation is not needed to maintain a CAP certification, and the good news is that you will not need to recertify this designation. As long as the CAP certification is maintained, your TA designation also is maintained. While studying for the TA designation, you will earn points for your CAP recertification by attaining the specialty.

The cost for earning the TA specialty designation from this author's perspective is that it is a bit pricey. Member cost per application (such as Word) is \$149, with the cost of the Microsoft certification at \$89, plus the \$75 cost of the application to apply for the TA specialty.

## Options Training

Another training option available through IAAP is to complete modules via another Options training. Referred to as the Options Skills Training Program, skills can be gained through four skill levels: introductory, intermediate, advanced and specialist. And in each of these skill levels, there are 12 modules that can be completed. IAAP has indicated each module can be completed in approximately one month. A certificate would be earned upon completing each module. Completing 12 modules allows one to be eligible for 24 CAP recertification points. Each skill level costs \$249. The IAAP website outlines the skills learned through each skill level and each module.

## Recertification

As mentioned earlier, once achieving the CAP certification, recertification is required every five years. A total of 60 points are required every five years in categories of continuing education, other certifications and leadership. Those who achieved certification after Jan. 1, 1988, are required to recertify or will have their certification marked inactive and are no longer eligible to use the ratings. The recipient will receive a certificate and pin each time they recertify. The cost to recertify is \$75.

Noting this article is becoming longer than you may be interested in reading, I'd advise those interested in recertification to research the requirements through the IAAP website.

## Sponsor Spotlight: RiverEdge Design

Des Sikowski-Nelson has been designing for over 30 years. She received her Associate of Arts degree from UW-Marquette. Later, she received her Bachelor of Fine Arts from UW-Eau Claire with a concentration in advertising/design, visual communication and graphic design.

For nearly 17 years, Des worked for Cray Research, Inc./Silicon Graphics as a graphics/marketing specialist in the Electronic Media and Graphics Department.

In 1998, Des started her own home-based business called RiverEdge Design where she continues to work today as a graphic designer, consultant and development coordinator. Des is an excellent artist, photographer and designer with reasonable pricing.

If you're in need of graphic design or have a marketing project, contact our newest sponsor, Des, of RiverEdge Design at 715-382-5336, or [des@riveredge-design.com](mailto:des@riveredge-design.com).



## Committee Chairs

### Regular Committees

**Administrative Prof. Week**  
Donna Weidman, Kathy Briggs, Michele Halterman

**Certification**  
Linda Bockin, CAP

**CVTC Found. Scholarship**  
Kathleen Brown

**Education and Program**  
Donna Weidman

**Membership**  
Lisa Kraszewski

**Newsletter**  
Michele Halterman

**Publicity**  
Beth Munson

**Ways and Means**  
Pauline Spiegel, CAP

**Webmaster**  
Michele Halterman

**Special Committees**  
**Annual Report**  
Kim Yeager, CAP-OM

**Audit**  
Donna Weidman/Ellen Mickelson

**Avery Great Results**  
Vacant

**Bylaws**  
Executive Board

**Nominations**  
Linda Bockin, CAP/  
Pat Keller

**Pathways to Excellence**  
Kathy Briggs

**Retirement Trust**  
Audra Knowlton

**Student Chapter**  
Cynthia Welch, CAP

**Wisconsin Division**  
Cert. Chair: Heidi Wold,  
CAP-OM  
Cert. Member: Kim Yeager,  
CAP-OM

## Special Dates for Feb. and March

*Happy Birthday!*

Audra Knowlton, Feb. 15  
Carmen Tiffany, Feb. 17  
Linda Bockin, Feb. 21  
Michele Halterman, Mar. 11  
Joyce Orth, Mar. 11



*Happy Anniversary!*

Cynthia Welch 1981  
Ellen Mickelson, 2008  
Deb Paulson, 2008  
Anne Madison, 2009  
Bonnie Perrenoud, 2011

## CAP Answers from page 3

1. d; 2. b; 3. b; 4. c; 5. b

### *Chippewa Valley Chapter*

Mission: To be the acknowledged, recognized leader of administrative professionals and to enhance their individual and collective value, image, competence and influence.

Vision: To inspire and equip all administrative professionals to attain excellence. To provide education and training and set standards of excellence recognized by the business community on a global perspective.

*Chippewa Valley Chapter* is published monthly approximately one week prior to chapter meetings. Deadline for articles is two weeks prior to chapter meetings. Comments, questions and story ideas may be directed to Michele Halterman at [halterman.michele@mayo.edu](mailto:halterman.michele@mayo.edu)

*Michele Halterman, Editor*

# Please Patronize Our Sponsors

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