

THE BRIDGES

2011-2012 Chapter Year



Grand River Chapter Newsletter

April 2012

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International Association of
Administrative Professionals®

CDC

June 7 - 9, 2012

Kitchener

Notes from the President's Corner

April is here already! I hope you all enjoyed the holiday weekend.

Our guest speaker at our April chapter meeting, Gina Cajucom, gave an insightful presentation on managing change and strengthening your leadership skills.



I am very happy to report that we have a full slate of the necessary officers for the upcoming year. In fact, at our May meeting we will be holding an election for the position of President Elect. I wish both candidates, Susan Chandy and Lisa Taddeo, CAP-OM all the best.

Thank you to Lelis Diaz for stepping up and taking on the position of Treasurer once again. Without Lelis we would not have been able to continue as a chapter. Thank you also to all of you who have taken the leap and put your name forward for a committee or officer position. I would also like to extend a warm welcome and thank you to members who are stepping forward for the first time. We are still looking for a Newsletter chair. We need new faces with fresh ideas to keep the chapter strong and viable. I urge you all to think very seriously about next year and to look at ways you too can contribute to the chapter's leadership roles.

CDC 2012 right in our own backyard! I can't believe that you all haven't registered yet to at least attend the fantastic Educational Day on Friday. It is a full packed day with three wonderful speakers. Of course the best way to take advantage of the full experience would be to register for the full conference. Come and meet your fellow members from across Canada.

Our June Social is being held at the Four Points Sheraton, 210 Preston Parkway in Cambridge. Come to the IAAP Hawaiian Luau on June 19th 5:30pm to 8:30pm and enjoy this evening with your friends before we break for the summer. This is a fantastic evening for only \$10, payable prior to the evening. See you all there!!

Linda Noble, CAP-OM
President, Grand River Chapter IAAP

April Chapter Meeting

Thanks to Marlene Coulter, CAP-OM for the photos



Zenova Gentles, Linda Noble CAP-OM, new member Yvonne Krezeslak , Lisa Taddeo CAP-OM



Guest Speaker Gina Cajucum

If you missed the April Chapter meeting you missed a fun and inspiring evening! We were very fortunate to have Gina Cajucum speak to us about managing change. She talked about the importance of keeping up with technology, such as using cloud computing or learning how to blog. She also emphasized the importance of aligning your career with what you want out of life; while we may need 'survival jobs' from time to time we should never lose sight of the possibility of more. Be sure to visit her website [Insight Coaching & Consulting: Worklife Reinvented.](#)

Another highlight of the evening was the induction of new member Yvonne Krezeslak . She recently moved to this area from Thunder Bay to expand her career opportunities. Be sure to welcome her and our other new members at our monthly meetings.

Congratulations to our members who celebrate their IAAP anniversaries in April!

1 year

Sherry Rosa
Nicole Wardlaw

2 years

Dawn Gamble
Zenova Gentles
Gloria Haynes
Colleen Sergeant



3 years

Trish McNaughton

8 years

Andrea Fernandes

10 years

Suzanne Van Cleef CAP

The Canada Divisions' Conference 2012 is less than 2 months away!!!

June 7 - 9, 2012 Have you registered yet?

Don't miss out on this exceptional opportunity to attend a NATIONAL conference in your own backyard!

Exceptional education and a network of your fellow administrative professionals from across the country will guarantee this to be the best conference of the year!

How awesome will it be to walk away from the conference with solid education, best practices and new contacts!?

Educational

Entertaining

Affordable

[For complete detailed information and registration form see the 2012 CDC Brochure](#)

Register now to guarantee your spot!

Come join us at CDC 2012 and walk away knowing that you have made the 'Leap to Remarkable' by being Leaders in Innovation!

Questions???

There is a whole team of resources for you!

CDC 2012 General Email - CDC2012GRC@gmail.com

Susan Chandy, 2012 CDC Co-Chair - sales@holidayinnguelph.ca

Carol Donaghy, 2012 CDC Co-Chair - iaapcarol@bell.net

Your Chapter President

Your Division President



Cloud Computing

by Colleen Reardon

Were you as inspired by Gina Cajucum's talk at the April meeting as I was? Many of her comments resonated with me, including the importance of staying current with technology. One of the reasons I joined IAAP was to stay up-to-date with technology despite having no budget at work for training opportunities.

One new concept that Gina emphasized is 'Cloud Computing'. If you are as unfamiliar with this concept as I am you may find this blog by Nikko Marasigan to be helpful:













What is The Cloud? by Nikko Marasigan

If your only idea of a cloud is that fluffy looking mass of droplets and other particles in the sky, man, you're way too stuck in the ancient ways. But don't worry. You're not alone. A lot of people have been using this technology without even knowing that there is a collective term for it. And for all we know, your idea of "cloud" might not be entirely useless.

Actually, it isn't. Imagine putting all your files, documents and other information in a cloud in the sky. Wherever you go, you can see and access this cloud. You can store more files, use/edit documents, or delete stored info from anywhere as long as you have a computer, laptop, mobile phone or any other internet-enabled gadget.

This is how the cloud works. Storage, hosting of files (such as music, photos, applications, videos, etc.), and other services are outsourced to web-based cloud hosting service providers. The best part is: you can avail most of these services for less, if not for free.

THE OLD WAY		THE CLOUD WAY	
Flash Voyager GT Flash US\$29.99 corsair.com		STORAGE	 Dropbox free dropbox.com Bring your photos, music files, videos and other documents anywhere through this free cloud storage service.
Microsoft Office US\$150 microsoft.com		OFFICE	 Google Docs free docs.google.com Office suite service that shares and edits your word files, spreadsheets, presentations and other documents anytime and anywhere.
Moleskin Notebook US\$25 moleskin.com		NOTES	 Evernote free evernote.com Take down notes and access them anytime and anywhere you have to.
Microsoft Xbox 360 US\$199.99 xbox.com		GAMING	 Onlive free onlive.com Play the hottest and newest games online through this cloud gaming system from any PC, Mac or broadband TV.
iTunes US\$0.99/track itunes.com		MUSIC	 Stereomood free stereomood.com Listen to music that best suits your mood through this free emotional internet radio.
Adobe Photoshop CS5 US\$199 adobe.com		PHOTOS	 Phoenix free aviary.com Have your own creative suite and create your files using the multimedia applications and tools of this service.

To read the full article by Nikko Marasigan visit <http://comluv.com/the-cloud-for-dummies/>

Retirement Trust Foundation General Information

Article submitted by Teresa Doucet, CAP-OM



The RTF exists to help administrative professionals age 55 and older with housing, especially at the retirement home at Vista Grande. Our mission is to provide assistance for housing to administrative professionals, age 55 and older, who are in need. Grants for housing subsidies have been awarded through the HSAN program. The RTF, founded in 1947, operates exclusively for charitable purposes and can help those in need because of the generous gifts from individuals around the world.

Each year the Retirement Trust Foundation Trustees conduct a strategic planning session to look at the future direction of the RTF. As was reported in the RTF Annual reporting 2011, all programs are continuously evaluated by the RTF Trustees. At

this year's strategic session the HSAN program was reevaluated. In the last application period, we received very few applications and only a few of those received met the qualifications. Since the inception of the HSAN Program three years ago, RTF Trustees have received very few applications in total and most of those were from Vista Grande residents. The Trustees recognize the number of hours that go into promoting this program, so until the RTF programs have been evaluated further, the focus of the RTF is on educating members on the RTF mission by using the resources available on the RTF website.

The RTF has historically been supported through monetary donations from the generosity of IAAP members. There have been a number of ways to help support the RTF: The Family of Givers program; giving in honor of another; in memoriam, as a legacy by individual members through estate planning and through employer matching gifts.

The RTF is a publicly supported organization and not a private foundation and donations are tax-deductible as long as no consideration is received. Contributions for a specific purpose have been made to the RTF; however, the RTF prefers unrestricted contributions that do not have specific instructions on how the funds are to be used. Such funds can be used in the manner most beneficial to the RTF and its investments.

All donations should be sent to the controller at IAAP Headquarters and should be accompanied by the proper donation form downloaded from the RTF website. Donations may also be made online. Headquarters processes all donations, but it is the RTF Board of Trustees that has fiduciary responsibility for all monies donated.

Donations may come from individuals through the Family of Givers program, a chapter, division, matching donations from businesses, bequests, etc. Typically, monies raised from a fundraiser are donated in the name of a chapter or division.

Vista Grande - the gem of the RTF -- is a retirement center built for administrative professionals located in Rio Rancho, N.M., a picturesque mesa northwest of Albuquerque. The land consists of approximately 11 acres and was built in three phases between 1972 and 1983. It has 168 apartments, a community building, lounge, library, crafts room, laundry center, all faiths meditation chapel, a resident nurse, exercise room and management offices. Vista Grande is administered by a management firm contracted by the board of trustees. The management firm hires the community manager, maintenance and service personnel and oversees rentals and on-site details. The board of trustees makes all policy decisions.

... continued on next page

Retirement Trust Foundation General Information (con't)

The RTF complies with all nondiscrimination laws of the U.S. federal government with respect to its requirements for residents at Vista Grande. The center is operated for charitable purposes and to provide assistance for housing to administrative professionals, age 55 and older, who are in need. Preference for retirement living at Vista Grande is given as follows:

1. Active IAAP members and their spouses;
2. Former IAAP members and their spouses;
3. Administrative professionals who have not been members of IAAP and their spouses;
4. Persons who are not administrative professionals.

Vacancies are filled from the list of applicants to Vista Grande in the same order listed above. Vista Grande is fully occupied, but the RTF desires to see it fully occupied with IAAP members or previous members. There is currently a waiting list, but IAAP members are given first priority and can usually be accommodated within one year.

The RTF has consistently demonstrated care for IAAP members. Nothing better exemplifies this than *helping our own - admin to admin.*



Vista Grande, New Mexico



The month of April marks a special time for our profession. As we celebrate the 60th anniversary of Administrative Professionals Day (APD) on April 25th, we look back at a profession that has changed dramatically through the decades. And to our credit, admins have adjusted to the ever changing needs of the business world to continually provide professional and invaluable support through those changing decades.

And for almost as long as APD has been celebrated, since 1958, IAAP members have supported Della Herring's dream of a retirement center for admins -- a dream that came true with the establishment of Vista Grande.

And just as the business world and the role of the administrative professional have changed through the years, so has our need to look ahead at what the focus of the RTF should be so that we can help as many members as possible. Go to www.iaap-rtf.org for more information.

Thank you to everyone who supports the Retirement Trust Foundation.

The Conestoga College School of Business & Hospitality 24th Annual Gala Awards Night

submitted by Lisa Taddeo, CAP-OM

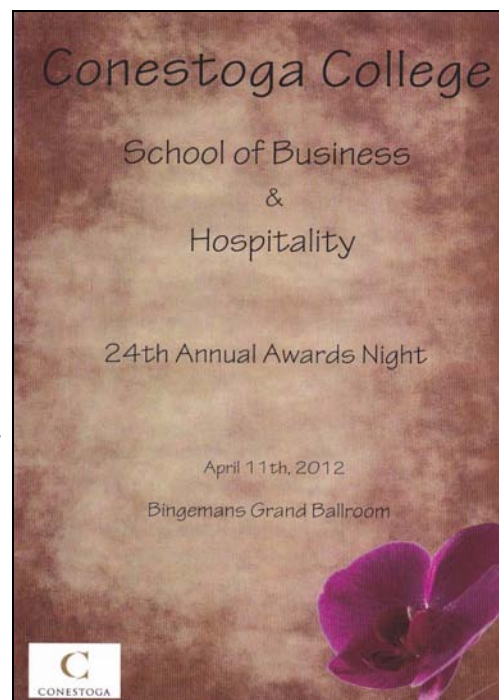
Each year the IAAP Grand River Chapter offers a bursary to a supporting academic institution. Conestoga College has been our choice for some time. This year it was my pleasure to be the chapter's Ambassador at the event. I enjoyed an evening of celebration like no other on April 11, 2012. The Conestoga College 24th Annual Gala Awards, held at Bingemans Grand Ballroom, was jammed packed with achievers, all very proud and deserving of their awards and nominations. Their hard work and leadership was rewarded by an elegant affair of tastefully crafted culinary hors d'oeuvres and posh décor complete with huge, ornate orchid ice sculptures.

It was a magical night that began with a wonderful display of creative hors d'oeuvre stations placed throughout the networking room. After an hour of celebrating and pictures we convened in a larger dining ballroom with beautiful orchid displays and more delicious hors d'oeuvres, prepared by the College's culinary team. This was a great opportunity for valuable networking and celebrating the achievements of students who have overcome untold obstacles. I was so pumped and inspired being in the presence of such tremendous talent and leadership.

Let me explain, five years ago I was an award recipient at a nearby College and it was not as luxurious and I know that \$60,000 worth of awards were not presented like there was at Conestoga College's gala event. Yes, they announced that \$60,000 was awarded that night! How exciting is that?! Everyone was dressed for the occasion too. Our supporters are very generous and it is obvious that Conestoga College is truly a classy and professional College.

Our Grand River Chapter Bursary Award of \$125 each went to Michelle Flisak for excellence in Legal Administration and the other went to Christie Smith for excellence in Executive Administration. They both are very deserving. On the next page are their gracious and personal thank you messages they wish to send the chapter as well as pictures. We are so proud to be able to contribute to a student's career in the administrative profession. No other similar administrative association was present so it really counts.

We congratulate Michelle and Christie in their achievements and wish them all the best in their future as administrative professionals. Remember their names, they may hopefully be at our podium as members announcing news or conducting a presentation for I was sure to elaborate on the benefits of membership! We may also one day have an event that can celebrate our students in the field of administration, to help them feel welcome and supported. We are here for them when they make the transition to the work world after College.



IAAP Mission Statement

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

The Conestoga College School of Business & Hospitality 24th Annual Gala Awards Night (con't)



Lisa Taddeo CAP-OM and award recipient Christie Smith

I am honoured to have been selected as the recipient for the Office Administration - Executive Award. I would like to thank the Grand River Chapter IAAP for their recognition, and for all that they do to assist students like myself.

Sincerely, Christie Smith

To the members of the Grand River IAAP Chapter:

First and foremost I would like to take the opportunity to say thank you for awarding me the Grand River Chapter IAAP- OA Legal Bursary Award. I am truly honoured to be the recipient of this award. I am nearing the end of my two-year college career where I have learned a great deal and challenged myself beyond my imagination. Winning this award is very meaningful, especially for being recognized for my professionalism and integrity by my peers, my professors and this renowned organization.

It was a pleasure meeting Lisa Taddeo at the Awards Gala, and learning more about the benefits of the IAAP. Thank you very much again for this great opportunity,

Yours very truly, Michelle Flisak



Lisa Taddeo CAP-OM and award recipients Christie Smith and Michelle Flisak

Have You Covered That?

5 tips for writing an effective cover letter

Provided by workplace experts at OfficeTeam

OFFICETEAM[®]
Specialized Administrative Staffing



Since most job applications are now submitted online, it's become difficult to show potential employers just how perfect you are for the job. How can you set yourself apart from the virtual crowd? Include a top-notch cover letter.

Your cover letter picks up where your resume left off, giving you the opportunity to detail your knowledge of the company, describe your personal accomplishments, and tell why you would be the best fit for the position. Simply put, a great cover letter helps your application stand out instead of getting lost in the shuffle.

It's a weighty mission, so knowing how to write a good cover letter is of the utmost importance. Following are five ways to make your cover letter impressive:

Dot your i's and cross your t's: Check and double check to make sure you're submitting everything correctly. Follow the instructions specific to the employer, and make sure your cover letter and resume are in the correct format.

Make it personal: Avoid ubiquitous phrases like "To Whom it May Concern." Instead, try to learn who the hiring manager is and address him or her by name. Familiarity might get you noticed, and at the very least, this shows that you did some research.

Reel them in: Your first few sentences determine whether someone chooses to keep reading. Start out strong and focus on the position you're applying for and why and how you would be an asset to the company.

Keep it short and sweet: Nothing derails a point like wordiness. Say what you have to say using no more than three or four paragraphs – and be concise. Avoid including irrelevant personal details; it's unnecessary and makes your cover letter sound unprofessional.

Get a second opinion: Having someone proofread your cover letter and resume is always a smart move. Along with spotting typos, an objective eye can provide feedback for how well your cover letter reads. When you're satisfied with the result, make one final check to ensure you've included all the necessary documents before submitting.

OfficeTeam is the world's leading staffing service specializing in the placement of highly skilled administrative and office support professionals. The company has more than 315 locations worldwide, and offers online job search services at www.officeteam.com. For more information, contact Nadia Santoli at 416-350-2330.

8 Microsoft Word Shortcuts You Probably Don't Know

from ["Update Your Life"](#), blog by [Becky Worley](#)

Microsoft Word: Love it or hate it, practically everyone uses it. I've been using it so long, I thought I knew everything about it. But I stumbled across some super helpful shortcuts – hidden tricks and timesavers that make Microsoft Word easier and faster. One caveat for these tips: different versions of Word may have different commands, so some of these may not work in your version. That said, here are my top eight shortcuts:



1. Double Click And Drag

If you're like most people, when you want to move a section of text from one place to another, you use Control-C to cut and Control-V to paste. That's fine. It works. But there's a faster way: Double click or highlight what you want to move, then simply drag what you've highlighted to where you want it to land.

2. Double Underline

You know you can affect text by hitting Control-B to make it **bold** or Control-U to underline. But if one line of underlining just isn't emphatic enough, Control-Shift-D will double underline. (On a Mac, use Command-Shift-D.)

3. Change Case

Instead of retyping everything to change from lower case to Title Case or to UPPERCASE, just highlight the text you want to change, click the case button, and then choose which case you want.

4. Adding Buttons to Your Toolbar

Suppose you just tried using shortcut #3, but the case button isn't on your toolbar, no worries; you can add it (and almost any other command). Go to View, Toolbars, Customize Toolbars, Commands, then scroll to find the command you want – and drag it to where on the toolbar you want it.

5. Add the Date

How many times a day do you type the date? If you do it even once, that's too much. Next time, just hit Alt-Shift-D (or Control-Shift-D on a Mac) to add the date automatically.

6. Quick Parts

This next tip builds on what the Autotext function did in older versions of Word: If you have a certain paragraph of text you regularly need to add to a document – like a boilerplate disclaimer, or maybe directions to your office – turn it into a Quick Part. Here's how: Highlight the text you regularly use, Click the insert tab, Hit Quick Parts, and choose "Save Selection To The Quick Part Gallery".

Now any time you want to insert that chunk of text into a document, either a new one or an old one you're editing, just hit that Quick Parts button. Just one more click will select which saved Quick Part to insert. This trick will even work as a shortcut for adding a logo or letterhead.

7. Conform Fonts

This one used to drive me crazy: I'd copy and paste some bit of text from another document or from the Web, and then I'd have to click all over the place to get the font size and style to match the surrounding text of my existing document. No longer. Here's all you need to do: Highlight the non-conforming text, then hit Control-Spacebar. Done.

8. Customize Quick Access Toolbar

There is one way to get your most commonly used commands in the same place- that's to customize the Quick Access Toolbar. It's like the center drawer in your desk that has all the stuff you use most in one easy-to-access place. No organization, just (as the name implies) quick access. So take the things you like most and add them to the Quick Access toolbar. Click the little down arrow tab to get to the Customize Quick Access Toolbar drop down menu Hit "more commands" and add whatever you use most. You can also position this toolbar below the ribbon if you prefer it to be closer to your document text.

Be sure to visit [Becky Worley's blog](#)
[Upgrade Your Life](#) for terrific technology hints.

Proposed 2012-2013 Executive Board

For election at May Chapter meeting

<i>Position</i>	<i>Current Officers 2010-2011</i>	<i>Nomination</i>	2	3
President	Linda Noble, CAP-OM	Jolene Ellis, CAP-OM		
Past-President	Teresa Doucet, CAP-OM	Linda Noble, CAP-OM		
President Elect	Cindy Bradley	Lisa Taddeo, CAP-OM	Susan Chandy	ELECTION to be held
Vice-President	Aleksandra Jefic	Susan Schmiderer, CAP-OM and Suzanne Van Cleef, CAP (Co-Officers)		
Treasurer	Lisa Taddeo, CAP-OM	Lelis Diaz		
Secretary	Debbie Gray CAP	Colleen Reardon		
Committee Chairs				
Archives	Jolene Ellis CAP-OM	Jolene Ellis, CAP-OM		
Programs	Lisa Taddeo, CAP-OM	Angela Simpson, CAP-OM		
Nominations	Teresa Doucet, CAP-OM	Linda Noble, CAP-OM		
Fundraising & Retirement Trust	Teresa Doucet, CAP-OM	Marlene Coulter, CAP-OM		
Student Relations	Regina Dryngiewicz CAP	Regina Dryngiewicz, CAP Suzanne Van Cleef, CAP		
Certification	Joan Dankert	Lisa Taddeo, CAP-OM		
Newsletter	Colleen Reardon			
Marketing	Vanvilay Cowan, CAP-OM	Carol Donaghy		
By-Laws	Karen Wood, CAP	Karen Wood, CAP		

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Proposed 2012-2013 Executive Board (con't)

<i>Position</i>	<i>Current Officers 2010-2011</i>	<i>Nomination</i>	2	3
Membership	Zenova Gentles Cindy Bradley	Heather Wicke and Judy Moitoso		
Registration	Debby Verhagen Gloria Haynes	Linda Nelson Gloria Haynes		
Special Events APW		Aleksandra Chaput		
Special Events Information Night	Jolene Ellis, CAP- OM	Vanvilay Cowan, CAP -OM (tentative) Still need co-chair		
Special Events Year End Social	Cindy Bradley Linda Noble, CAP- OM	Joanna Hathway Joan Stadelmayer		
Web Site	Colleen McWhinney	Colleen McWhinney		



Certification

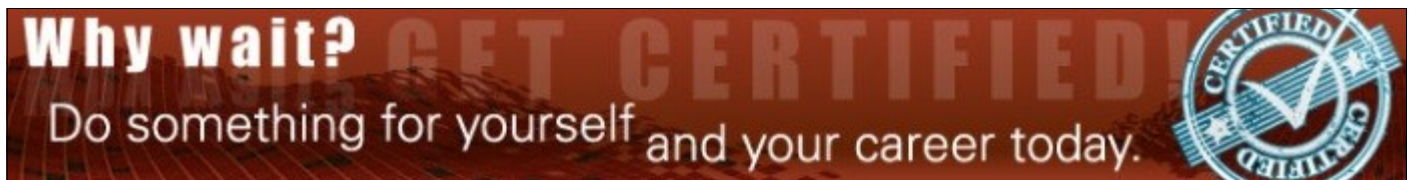
by Joan Dankert, Certification Chair

The manuals for CAP and OM have arrived and are available for those of you who would like to borrow them to prepare for the exams in November, or you can order your own set of CD's at the website shown below. Make that Leap to Remarkable!

Both the CAP and OM exams will continue to be offered twice annually - May and November. Registration closed in February to write the May exam. If you are interested in writing this fall, the deadline to register is in August. For more information you can visit www.capreview.com or email me at jdankert@otsg.com and I will try to answer any of your questions.

We now have the new banner to advertise IAAP's Certification Program, at our meetings and annual events, along with a new pamphlet.

Joan Dankert, Certification Chair



IAAP Events – Mark your calendar for...



June 7-9, 2012

Canada Divisions' Conference
Kitchener, Ontario

[For more information, click here.](#)

July 22-25, 2012

2012 Education Forum and Annual Meeting
Grapevine, Texas

[For more information, click here](#)



May 23-25, 2013

Canada Divisions' Conference
Lethbridge, Alberta

Grand River Chapter Upcoming Events

Grand River IAAP Executive Meeting

Date: Tuesday, May 1, 2012

Time: 5:30 p.m.

Location: Septodont, Cambridge

All members are welcome to attend



Grand River's Monthly IAAP Meeting

Date: Tuesday, May 8, 2012

Location: Holiday Inn, Holiday Inn Drive, Cambridge

Topic: Diversity in the Workplace

RSVP (email) by Thursday, May 4, 2012 to iaapgrandriver@gmail.com

Grand River Chapter Executive

Grand River Chapter Executive 2011-2012

President: Linda Noble CAP-OM

President-Elect: Cindy Bradley

Vice-President: Aleksandra Jefic

Secretary: Debbie Gray CAP

Treasurer: Lisa Taddeo CAP-OM

Past President: Teresa Doucet CAP-OM

Committee Chairs

Archivist: Jolene Ellis CAP-OM

CDC: Carol Donaghy & Susan Chandy

Certification: Joan Dankert

Events - Information Night: Jolene Ellis CAP-OM

Events - Year End Social: Linda Noble CAP-OM and Cindy Bradley

Fundraising : Teresa Doucet CAP-OM

Marketing: Vanvilay Cowan CAP-OM

Membership: Zenova Gentles & Cindy Bradley

Newsletter: Colleen Reardon

Nominations: Teresa Doucet CAP-OM

Program: Lisa Taddeo CAP-OM

Registration: Gloria Haynes & Linda Nelson

Rules & Bylaws: Karen Wood CAP

Webmaster: Colleen McWhinney

Student Relations: Regina Dryngiewicz CAP

Ontario Division Board

Board President: Nancy Brown CAP

President- Elect: Melanie Lambert

Secretary: Suzanne Van Cleef CAP

Treasurer: Bonnie McKay CAP-OM

Canada District Director: Lina Veglia

June Social!



SAVE THE DATE
IAAP Hawaiian Luau June Social

- ❖ \$10.00 per person (please pay in advanced to Linda Noble or Jilian Derksen)
- ❖ Photo Opportunities
- ❖ Live Entertainment
- ❖ Delicious appetizers
- ❖ Mai Tai Drink per person
- ❖ Cash bar to follow
- ❖ Door Prize

WHEN:
Tuesday June 19th
5:30- 8:30pm

WHERE:
Four Points by Sheraton
210 Preston Parkway
Cambridge N3H5N1

RSVP:
By May 8th 2012
iaapjilian@gmail.com

See You All There!