



F I R S T C O A S T C H A P T E R , I A A P

## P R E S I D E N T ' S P L A C E

### CHAPTER OFFICERS:

- **President:**  
Iris Ojeda
- **Vice President:**  
Keri Kidder
- **Secretary:**  
Shirley Durrant CPS/CAP
- **Treasurer:**  
Brenda Deavers

### COMMITTEE CHAIRS:

- **Audit & Scholarship**  
Kathy Lynch CPS/CAP
- **Awards/Recognition & Nominations**  
Debbie Latek
- **By-Law & Standing Rules:**  
Shirley Durrant CPS/CAP
- **Certification & Programs**  
Patti Reed CAP
- **Community Service:**  
Keri Kidder
- **Membership, Ways & Means:**  
Julie Smith
- **Newsletter:**  
Denise Pusateri CPS/CAP
- **Parliamentarian**  
Linda Montonera
- **Hospitality**  
Gena Marlow
- **Publicity**  
Open
- **Student Chapter:**  
Patricia Garrett, FCCJ
- **Website:**  
Jan MacLean, CAP

If you are interested in serving as a committee chair or helping on a committee, please contact Iris Ojeda.

Welcome to the New Year. I hope that your holidays were safe and happy.

To those who attended our December chapter meeting, thanks. The food was awesome, the company was better and the dancing was enlightening. To those who were unable to make it, we missed you.

I am happy to announce that Patricia Garrett and Julie Smith have completed the integration of our student chapter. The FCCJ Student Chapter of IAAP is a welcomed addition to our chapter and I personally look forward to working closely with them.

Our newest members are:

Denise Corley, David Carroll, Monica Johnson, Frances Green, Stephanie Gross, Bernisha Holmes, Tanesha Holmes, Brenda Plant, Lisa Reine, Rosa Wynn.

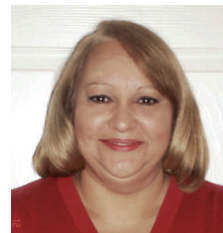
If the name Rosa Wynn sounds familiar to you, it's because Rosa won the student scholarship awarded last year by the First Coast Chapter.

As a chapter, we are working towards the Avery Awards Application which is due to corporate February 1. I am proud to say that we, as a chapter, have done very well towards the criteria, thanks to each and every one of you.

I would also like to extend my Congratulations to the ladies who took the Certification exam in November. Although I missed 1 of the 4 sections, (I will be taking it again), my deepest and sincerest congrats to Liz Ingraham CAP, Jan MacLean CAP, Denise Pusateri CPS/CAP and Paris Reid CPS for attaining the coveted certification. This makes me happy as I just have 4 more resources to go to for help with the section I missed.

We are down to the wire for the cruise raffle tickets. The winner will be chosen at the FLAN to be held in Gainesville February 21. If interested in getting that winning ticket, contact Julie Smith at [julie.smith@brookshealth.org](mailto:julie.smith@brookshealth.org).

Just as a reminder, we still have pins available for sale. See the last page of this newsletter for details.



*Iris Ojeda*  
**First Coast Chapter President**

# Vice-President's Voice:

**Happy New Year! This month I am dedicating my column to our Chapter Community Service Information. Last month I asked for folks to step up and be a chair for some open committees. As of today, I have no one to fill the shoes. Ladies, the IAAP is not about just being a member and having a membership card, it is about making a commitment to do something for your chapter and for the community. Come on step-up, I encourage you!!!!**

## Catty Shack Ranch-North Jacksonville



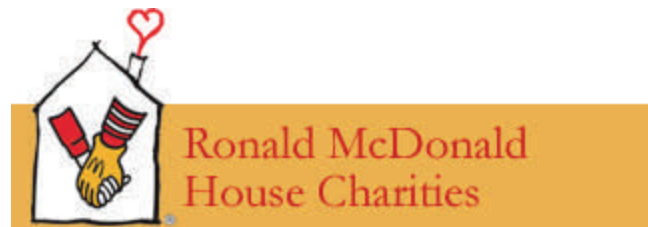
I have become a volunteer here and it is great! I get to help folks learn about the importance of not getting/buying big cats for pets, and I get to host tours each time they have an open house. Our Chapter is going as a group to the Catty Shack on January 23<sup>rd</sup>, 2009 for a nighttime feeding fundraiser. More info to come at the Chapter meeting on the 20<sup>th</sup> but mark your calendars now. Bring your family and friends and join us! It is a donation of \$15.00 at the door to get a personalized tour with your own guide, watch the feeding (it is amazing), and you can take flash photos too! They have lots of goodies to purchase and hot chocolate for FREE! I even have the Florida Times Union coming out to do a story on them and us being involved.

## Schulzbacher Center-Downtown



Thanks for all the travel toiletries that have been donated. Schulzbacher said that they will be put to good use! I also took a bunch of games and stuffed animals to them over the holidays but they had been so inundated with donations that they could not use them! Wow! Looks like the community stepped up in 2008. I am proud to live in this great city.

## Ronald McDonald House-San Marco



They are in need of food and kitchen item donations!!!! Ronald McDonald House helps to house the families of kids that are in hospitals in Jacksonville so the families do not have to pay for hotels. Some of these families travel from the West Coast to be treated at our fine hospitals and always needs a place. Please bring to the chapter meeting Breakfast Bars and Pop Tarts, individual wrapped chips and cookies, individual size Chef Boyardee entrees, kitchen towels and pot holders, plastic forks and spoons and they can even use area attraction tickets to places. More information can be found on our website under the "Community Service" tab. Please try to bring just 1 item for this great community service donor that we support!

In closing, thanks to everyone for being part of the First Coast Chapter. This year I ask you to please come forward and do something! You might just like it!



Keri Kidder  
Chapter Vice-President

# Secretary's Selections:

## PUSH, HALT and FISH

"PUSH"...**P**ray **U**ntil **S**omething **H**appens...that was the advise I got years ago, when I thought raising three teenage daughters was really tough, and by the way, it was!!! "HALT" – never get too **H**ungry, **A**ngry, **L**onely or **T**ired – another piece of advise I write in my day planner front cover, and last but not least, I have this one penciled in: "FISH" – **F** stands for Faith, Finances and Family...**I** stands for Intellect (education), **S** stands for Social (friends) and **H** stands for Health, a supervisor suggested I think of these daily – I think it helps, hope you do too! {I have \$5.00 for the first person who emails me, that they read the newsletter and tells me what HALT stands for...Board members-not eligible–this is a tiny test to find who reads the newsletter – and freebies are fun!)

### It is "ok" to brag now & then

I have lived long enough to know, now, that it is ok to brag on yourself now and then - so here goes, unbeknownst to me, I was in my weekly workplace electronic publication, "E-Splash", in that two other co-workers and myself were accredited to saving JAXPORT over \$14,000 a year, just because we teamed up and did an audit of all JAXPORT phone bills and found that many departments still had old numbers that were no longer being used, but being billed. We reduced the number of active/billable phones, numbers and service and were featured under the heading "The Numbers Do Add Up". (We were just doing the next right thing!)

### All Admins should have a Portfolio

I have a portfolio, a notebook of certificates, diplomas and accomplishments – I will be glad to share it with anyone. I learned from a graphics specialist, a spirited young employee – she stated that everyone should have a portfolio – it is your way to brag and have a record of your accomplishments – which lo and behold, I needed many years back when I applied for a job at the airport (when the airport and seaport were one entity-prior to 2001)

### Lessons learned...

I did an exquisite job in the interview and presentation that was required to get a job in marketing at Jacksonville International Airport (JIA) – I have an Associates degree in Marketing, I did a super power-point presentation, I bragged on my successes humbly, and effectively to a panel of five peers...I know it, my supervisor knew it, and I did NOT get that job – Paulette Carver, CPS, PSI (former name of IAAP) member got the job because she had airport experience. Ironically, she had recruited me into IAAP, how O could begrudge her the position; I did not begrudge a sister, but I did not go out of my way to talk to her for a while!

...and **sometimes things happen for a good reason**, even when, at the time, we think, nothing of the kind... once the split into two separate entities occurred, I knew why I did not get the job, because my choice was to stay with the seaport side of JPA, so you see, sometimes we don't get exactly what we want, and many times it is the best thing for us!! And by the way, the department I would have been in was dispensed with, soon after the split, therefore, I most likely would not even be working where I am today – with 20 years invested and retirement about 4 years away – SEE!!

Hey, if you think we should cover a particular subject in this article, let me know and we will certainly research and share – do let us know what YOU want to see in YOUR newsletter. Thanks for the privilege of sharing!!

Shirley F. Durrant CPS/CAP,  
Member since 1991



Shirley Durrant CPS/CAP  
Chapter Secretary

## November Certification Exam Results are in!

Seven people sat for Certification Exams on November 7<sup>th</sup> and 8<sup>th</sup>, 2008, at the University of North Florida (UNF) campus, where parking was plentiful and access was easy. Several of those testing were from our First Coast Chapter (FCC). Most of our members began studying in June via FCC's Certification Study Group, hosted by Patti Reed, Certification Chair. They covered four chapters per week. Each study book was over 300 pages of text to read, vocabulary to study & mock exams. Patti administered additional vocabulary tests and other mock exams to help the group cram as much information in 5 months as possible. Patti said "Other chapters begin study groups in January or February to prepare for the November exam!"

**Liz Ingraham CAP**, passed the CAP exam and wants to thank Patti, for leading the Certification Study Group! She said, "The classes kept me on track by providing study materials, and by administering sectional exams." She states that she studied by reading, re-typing and memorizing evenings and weekends, and that although it was a great deal of material, and a demanding commitment, it is attainable if you are willing to give up the time it takes. She wanted to be sure we thank UNF for providing the testing site and hopes they will continue to do so.

**Denise Pusateri CPS/CAP**, states: "I passed the CAP so now hold CPS/CAP certification status. I studied by myself as I found that this worked best for me when I took the first three exams for CPS in May '08."

**Paris Reid CPS** said "Publish away, I am very proud of this accomplishment." Paris said that she used both methods to study, but attending the study group really made me commit to the challenge and provided structure. Paris, states: "Patti graciously provided much needed support and inspiration along with books, mock exams, vocabulary reviews and different ideas about studying. She kept reminding us that we really did know more than we thought we did. I definitely did not agree once I scored the practice/mock exams and saw how poorly I did. Nevertheless, I kept that in mind and kept cramming. Preparation to take the test was very demanding and time consuming. You must be able to commit to the challenge of studying. The material on the exams was much easier than the study material covered. Utilize all the time allotted for each exam to ensure you have time to go back if necessary. Now I look forward to studying for the CAP."

**Jan MacLean CAP**, passed her CAP on that scary Friday (1 part) and Saturday testing (3 parts). Jan states that she practiced self-study! She set aside scheduled personal time in the evenings and on weekends with assigned chapters and mock exams provided in the Certification Study Group. She would suggest making and using flash cards, using them 1 to 2 hours at a time max. Jan recommends attending the weekly study group meetings. She further comments: "While the room was available to us for studying, most (attendees) were not interested in staying to study, preferring self-study. ...A good majority of the study material was not on the test. The registration process was okay. We were very fortunate that we did not have the expense of traveling and hotel arrangements as UNF proctored the exam! When taking the test, read the questions twice. If you can't answer it, skip it and come back to it later. I found that after having read through the test, some other question(s) jogged my memory about a skipped question. Try not to focus on the fact that others finish before you do - you have the entire test session to go through the exam."

**Iris Ojeda**, passed 3 of the 4 exams and is planning a retake in the future. While Iris was disappointed she knows that she only missed a passing score by just a few points. Iris agrees with Jan, that taking the mock exams and setting time aside each week is key in passing this very challenging certification.

This is a ferocious exam, and each year each test is different. CONGRATS to all for taking it! If you are studying now, planning to sit for one or both certifications, we all support your efforts for your individual personal growth and for the chapter—each member that holds a certification improves our chapter's percentages.

Written by Shirley Durrant CPS/CAP and Patti Reed CAP



## To our Newest Certified Members

Liz Ingraham CAP  
Denise Pusateri CPS/CAP  
Paris Reid CPS  
Jan MacLean CAP

**CAP CPS**

**CPS/CAP**

### Welcome to our Student Chapter at FCCJ

With the encouragement of our chapter liaison, Pat Garrett and our membership committee chair, Julie Smith, the Student Chapter of IAAP at FCCJ has been chartered!!!!

Charter members for the Chapter are:

- |                |                                     |
|----------------|-------------------------------------|
| President      | Monica Johnson                      |
| Vice President | Brenda Plant                        |
| Secretary      | Stephanie Wilson                    |
| Treasurer      | David Carroll                       |
|                | Denise Corley                       |
|                | Frances Green                       |
|                | Bernisha Holmes                     |
|                | Tanesha Holmes                      |
|                | Lisa Reine                          |
|                | Rosa Wynn (2008 Scholarship winner) |



Congratulations to Patricia and Julie on getting this completed. We look forward to working with the chapter and will advise on the upcoming installation ceremony.

### Community Service: PSI Mandarin Center

12-10-08 the PSI Advisory Board met at the center for the quarterly planning meeting. A nomination committee for the upcoming officer elections was predominant subject, as it seemed uncertain that officers could be found.

December 15, Monday evening, seven IAAP members attended the Annual PSI Christmas Potluck and provided desserts, along with serving and helping set-up and clean-up. About 45 residents were in attendance.

January 26<sup>th</sup> IAAP members will conduct an installation ceremony for the four new officers that were elected at the December meeting. We look forward to working on the PSI Advisory Board with the new officers. The next PSI Board meeting will be held Wednesday, March 11, 2009 at 6pm, at the Center. The current IAAP members are: Shirley Durrant, CPS/CAP, Ruth Davis, CPS/CAP, Gayle Angell, CPS MAL, Debbie Latek and Caroline Fleet.

Pins for sale! Wear your pride! They make great Holiday gifts. Get yours before they are gone! \$6.00 each. See Brenda Deavers



## Upcoming Events

Thursday, January 1, 2009	HAPPY NEW YEAR
Tuesday, January 13	Chapter Board Meeting
Tuesday, January 20	Chapter Membership Meeting Program: Working in the Team Environment, Dr. Jose Lepervanche
Friday, January 23	CattyShack Tour & Animal Feeding 5:30pm—Check our website for more info
Tuesday, February 10	Chapter Board Meeting
Tuesday, February 17	Chapter Membership Meeting Program: Web Organizing; Office Arrow presenting
Saturday, February 21	Flan in Gainesville More info on our Website
Sunday, February 21	Winner of Navigating to Cozumel chosen
Tuesday, March 3	Chapter Board Meeting
Tuesday, March 17	Chapter Membership Meeting Program: Web Conferencing Roll Call Presenting
Saturday, March 21	First Coast Annual Yard Sale More info on our Website
Saturday, March 28	IAAP Open House—St. Augustine More info on our Website



**WIN A FREE CRUISE –  
\$10 A TICKET!**

**COZUMEL, MEXICO  
April 30 – May 4, 2009  
Drawing to be held**

February 21, 2009

Name: \_\_\_\_\_

Contact #: \_\_\_\_\_

Email Address: \_\_\_\_\_

Sponsored by:  
The First Coast Chapter of  
The International Association of  
Administrative Professionals  
[www.iaapfirstcoast.com](http://www.iaapfirstcoast.com)

Ticket has no cash-in value. **\$337.16 pp**  
Prices **INCLUDE** port charges and  
taxes to be used towards the 2009 Cozumel  
cruise only. Sorry no refunds. Ticket does not  
need to be presented to win.

Mail your check or money order and this  
**TICKET** to: (Make copy for your records.)  
FIRST COAST CHAPTER IAAP  
NOTE: 2009 Cruise Drawing  
P. O. BOX 19635  
JACKSONVILLE, FL 32245



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## CERTIFICATION NEWS ....

### Future CPS & CAP Exam Dates and Deadlines

Following are the dates and deadlines for future CPS and CAP exam administrations:

**Exam Dates:**      **Deadline Dates:**  
May 1-2, 2009      Feb 13, 2009