



FIRST COAST CHAPTER
PRESIDENT'S PLACE

CHAPTER OFFICERS :

- **President:**
Iris Ojeda CAP
- **Vice President:**
Shirley Durrant CPS/CAP
- **Secretary:**
Linda Montonera
- **Treasurer:**
Jan MacLean CAP

COMMITTEE CHAIRS :

- **Audit**
Brenda Deavers
- **Awards/Recognition**
Elaine Boccio
- **By-Law & Standing Rules and Ways & Means**
Keri Kidder CAP
- **Certification & Programs and Website**
Patti Reed CAP
- **Community Service:**
Debbie Latek
- **Hospitality**
Debbie Lynott
- **Membership**
Julie Smith
- **Newsletter:**
Denise Pusateri CPS/CAP
- **Nominatins**
Brenda Minier
- **Parliamentarian**
Robin Henderson
- **Public Relations**
TBD
- **Scholarship:**
Liz Ingraham
- **Student Chapter:**
Patricia Garrett, FCCJ

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

Another year gone. What a great one it was. We were under budget for expenditures and very close with revenues. We excelled in Division sponsored events representation, our programs were fantastic, our sponsored meals delicious.

The 2009-2010 Executive Board Members were fabulous in their support; I couldn't have run this chapter without any one of them. The Committee chairs were incredible. Their dedication to the chapter was commendable. Every chairperson ran a successful committee from Awards and Recognition to Ways and Means.

We closed our fiscal year meeting at a wonderful venue. The Spirit of Hospitality sponsored an incredible event for us on the Jacksonville Princess II. We were honored to have both the incoming and outgoing Florida Division Presidents in attendance.

Twelve First Coast Chapter members attended the 58th Florida Division Annual Meeting, held in Lakeland. Our bid to bring the 60th Annual event to Jacksonville was accepted with overwhelming gratitude. Our Patti Reed's husband, James, drew 11 trolley cars, engineer car and caboose for the "Tour of Jacksonville" presentation given at the Division Meeting. The trolley was a grand success and our "Tour" was the talk of the event. Thanks to Patti, James and their daughter, Jamie Lee, for putting in so much time in creating our wonderful touring vehicle.

Of the twelve members in attendance, five were new to the event. They have all indicated that they "got the bug" and will continue attending Division sponsored meetings.

First Coast Chapter was honored with the 2009-2010 Silver Certificate award, a Certificate of Appreciation for our work towards the Research and Education Foundation and our first ever, Historical Preservation Award for our winning chapter scrapbook. These honors are a direct link to the commitment of the Committee Chairs.

We have begun planning for the 2012 Florida Division Annual Meeting and much help will be needed. If you are interested in either chairing or co-chairing a committee, please contact me at iris.iaap@yahoo.com.

I have created a groups link on my personal Facebook page in which pictures of the trolley, the attendees, the certificates and much information regarding the 2012 Annual Meeting is available. Friend request me at Iris Suarez Ojeda CAP so that you can be well informed. Membership in this group is growing daily and I have received quite a bit of positive feedback.



In the 2010-2011 fiscal year, I look forward to working closely with the new board. I hope to have the continued support of our membership so the Florida Division will know that we are the hardest working chapter in Florida. Best of everything,

Iris Ojeda
First Coast Chapter President



Vice-President's Voice:

Well, farewell to writing as an officer – thanks for reading and responding – it has been fun!

Congrats to the new officers:



I-ndependent
R-esourceful
I-ntelligent
S-teward



P-leasant
A-ctive
T-alented
T-ireless
I-dealist



L-ikable
I-ndustrious
Z-ealous



R-eliable
O-ptimistic
B-right
I-nventive
N-oteworthy

The very best to our new officers, as you lead us in the 2010-2011 fiscal year!!



Shirley Durrant CPS/CAP
Chapter Vice-President

Editor's Notes



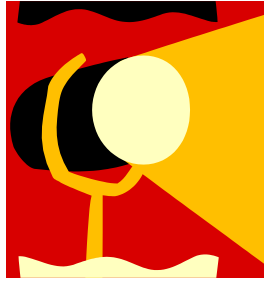
This past week I attended my first Florida Division Annual Meeting and I have to say, I'm hooked. This was the 58th Florida Division Annual Meeting, which was held in Lakeland and was hosted by the Bartow and Lakeland Chapters. Their hard work was evident from planning to the final event. Experiencing first hand the mechanics of the business of the organization, as well as installation of new division officers and recognition of all the hard work the chapters have contributed, was interesting and educational. Teamwork has been key in our chapter and we finished another great year, bringing home several awards.

As I said, this was my first, but definitely not my last. The excitement and enthusiasm was contagious. To all my sisters in the First Coast Chapter, I want to thank you for your encouragement to participate and I am looking forward to upcoming events. Like I said, I've got the bug!

Respectfully submitted by:
Denise Pusateri, Newsletter Chair



Thank you to The Spirit of Hospitality for sponsoring our June Chapter Meeting



MEMBER SPOTLIGHT



DONNA BURTNETT

Donna Burtnett – attended her first Jacksonville Chapter IAAP (then called PSI) in 1998 and has been a member since 1999; the Jacksonville Chapter folded in 2004, and she remained a Member-At-Large until a new chapter was formed in 2006. She is a Charter Member of First Coast Chapter, one of twenty-three!

Donna was born and raised in Pennsylvania and graduated from Susquenita High School, Marysville, PA in 1963. She states “I started my “secretarial” (what we were called in the “old” days) career in 1963, when I was 17. My first job as a secretary was with the Methodist Progress Fund, in Harrisburg, PA.

Not only did her administrative career begin in 1963, but also her marriage to Charlie Burtnett; they married on Christmas Eve that year, and today have 46 years of marriage, four beautiful children, one son and three daughters, six grandchildren and five great-grandchildren.

Charlie, Donna and family relocated to Jacksonville from Fort Benning, Georgia in January 1987, after her husband completed twenty-two years in the Army. The years as an Army-wife taught her a lot, she states, independence, in particular! Donna worked at Nemours Children’s Clinic from January 1987 to December 1996; 10 years. And March 31, 2011 she will retire from Vistakon after 12 years of service, at age 65. Charlie just retired in 2009, and the couple hopes to relocate one more time, to New Smyrna Beach!

After her first three years at Methodist, her army-wife-career led her to varied administrative positions. Over a 10 year period she was versatile, to say the least, as a salesperson, apple picker/packer, Avon & Tupperware self-employment - the companies that would hire a military wife, knowing that they were in line for transfers. Her other positions as a Secretary were with DeJong & Associates and Victory Pawn Shop in Columbus, GA; Multi-Benefits Systems in Monterey, CA and Healthcare Performance, Inc. in Jacksonville. Things settled down in Fort Benning, GA and she worked there for 12 years; with 10 years at Nemours and 12 at Vistakon, she has accumulated 47 years in the workforce. She says her only regret is that she did not join IAAP sooner. She states, “I have grown so much in my career since joining IAAP.”

Along with being an avid football fan (GO STEELERS!!!), NASCAR fan and golf enthusiast, she enjoys the beach, looking for sharks teeth, the IAAP cruises, attending the Florida Division Annual Meetings and Seminars, – networking/learning meetings (FLAN events) and weekends with her husband and family. Retirement will include plenty of beach time, and enjoying the rest of her life with her wonderful husband, she says.

And what does she have to say to new members? --- “To all the young ladies out there, join this organization. It will be a wonderful, fulfilling experience for you. This also applies to all the older ladies. It is never too late to learn more and enjoy your profession through IAAP. I plan on retaining my membership during my retirement. You are never too old to learn!!!”

And Donna, it appears you will never be too old for IAAP – in your retirement, do remain as a mentor and friend.



**We continue to roll out the “red carpet”!
WELCOME our new members for fourth quarter of our 2009 – 2010 year!**

Fourth Quarter (April, May and JUNE of 2010)

Marrer Mayshack	sponsored by Julie Smith (April)
Amanda Osborne	sponsored by Linda Montonera (April)
Jackie Kern	sponsored by Brenda Minier (April)
Kathy McAvoy	transferred into First Coast Chapter!
Nicole Radford	through headquarters
Alison Capling	sponsored by Patti Reed (April)
Valerie Harding	sponsored by Debbie Latek (April)
Joyce Jones	sponsored by Iris Ojeda (May)
Leslie Hodge	sponsored by Julie Smith (May)
Valerie Seagraves	sponsored by Julie Smith (May)
Maria Moral	sponsored by Linda Johnson (June)

We will draw for our \$25 sponsorship winner at our July 20 meeting!! **Sponsorship drawing for \$25 CASH** – won by [YOUR name could be here!!](#)

IT'S YOUR TURN – BOARD OUR “SPONSOR” SHIP & WIN!

New Member Incentive – Quarterly Drawing for \$25!

Sponsor a new member and your name will be in the drawing once for **EACH** sponsor that you have that quarter and your name will be placed in the \$25 quarterly drawing!

More.....

Sponsor two (2) new members **in a quarter** and, not only be in the drawing for the \$25 CASH, **but also get a FREE pin of your choice!**

Sponsor five (5) new members **in a year** - you will have been in the quarterly \$25 cash drawing each quarter in which you sponsored a new member,

PLUS you will have chosen your FREE pin for sponsoring members,

PLUS we will 'waive' your \$15.00 chapter membership dues for the next renewal year!

BRING guest(s) to our meetings!

Invite and excite them about becoming a part of our First Coast Chapter!

Share the exciting programs planned for our current year. Speaker topics and educational opportunities to enhance their professional and personal growth.

Share the excitement about upcoming chapter, Florida Division events, such as our annual IAAP cruise!

Share our community involvement initiatives, and

Tell them about our annual \$500 scholarship award.

Summer Workload Heating Up?

Tips for Tackling the Projects on Your Plate

For most, summer means sunshine, outdoor activities and above all, vacation. For others, however, summer might mean larger workloads.

Whether activity at your office increases during the summer months, limited resources have left your team short staffed, or you're filling in for other colleagues, you may find that your to-do list is growing as the weather improves. Here are some tips for managing the extra heat:

- **Get on the same page.** Touch base with your boss to ensure the projects you're working on align with his or her priorities. You may find, for example, that some of the assignments on your plate can be moved to the back burner. At the same time, talk to your manager about the resources you need to complete the most pressing tasks.
- **Try teamwork.** Seek input from coworkers on the best course of action when you are confronted with a difficult or unknown situation. Having trouble creating a macro in Excel? Chances are, someone on the team has the experience to help you out, saving you time and frustration.
- **Focus on solutions.** Direct your energy toward situations where you can affect the outcome, and don't spend time fretting about what you cannot control. You may not be able to move a tight deadline, for instance, but you can ask your supervisor to take a project off your plate, at least temporarily, so you can tackle the immediate need.
- **Be prepared.** Use downtime in between projects to prepare for the next spike. Organize your files and determine what resources you might need going forward. This will increase your efficiency and allow you to be more productive.
- **Take a time-out.** It's easy to get overwhelmed by even small setbacks when you're juggling a multitude of tasks. If you're under fire, step back before you react and quickly assess the situation and come up with an action plan.

Tight deadlines and large workloads can bring out the best or worst in people. Use the tips above to demonstrate your grace under fire and show your boss you can tackle any challenge that comes your way.

Submitted by OfficeTeam, the world's leading staffing service specializing in the placement of highly skilled administrative and office support professionals. The company has more than 320 locations worldwide, and offers online job search services at www.officeteam.com. For more information, contact a staffing manager at (800) 804-8367.

IAAP 2011 Cruise to Mexico! March 31, 2011 - 4 nights

Prices start at \$357.30pp *Prices INCLUDE port charges and taxes!!!!*

Win \$50 off your cruise, be the winner of the Name this Cruise Contest ends June 11th, send your name to: iris.iaap@yahoo.com.

Winner to be announced June 26, 2010

Carnival Cruise Line, Ship: Inspiration



March 31-April 4, 2011

Ports of Call:

Thursday Check-in Port of Tampa, FL	11:00am
Friday: Fun Day At Sea!	
Saturday: Cozumel, Mexico	8:00am-7:00pm
Sunday: Fun Day At Sea!	
Monday: Arrive at Port of Tampa, FL	8:00am



Inside cabins \$357.30 pp; Ocean View cabins \$407.30 pp;
Prices based on double occupancy & include port charges & taxes! Price includes a special one-hour FREE cocktail party!

Balconies, Mini-Suites & Suites available! Call for details.
Cabins for 3-5 people available and require full \$150 pp deposit when booked. Call for details.
Carnival is not currently charging a fuel surcharge but this might change if fuel prices go up.
Initial deposit of \$25pp, due 5-7-2010; 2nd deposit \$150pp due by 11-1-2010. Balance due 1-15-2011.
Register by emailing YourCruiseAgents@aol.com or call 904-322-7691 or toll free 866-499-4074.
Visit the website www.YourCruiseAgents.com
Sponsored by: First Coast Chapter - IAAP www.iaapfirstcoast.com

Upcoming Events	
July 06	Board, Committee Chairs Meeting
July 14	PSI Mandarin Advisory Board Quarterly Meeting
July 20	Membership Meeting Program: Florida Blood Alliance Presented by: Peter Bayley Location: Brooks Rehab, Main Bldg., 3599 University Blvd. South, Jax
August 03	Board, Committee Chairs Meeting
August 15	Payment Deadline for November Testing
August 17	Membership Meeting Program: TBD Presented by: TBD Location: Brooks Rehab, Main Bldg., 3599 University Blvd. South, Jax
September 07	Board, Committee Chairs Meeting
September 21	Membership Meeting Program: TBD Presented by: TBD Location: Brooks Rehab, Main Bldg., 3599 University Blvd. South, Jax
October 05	Board, Committee Chairs Meeting
October 19	Membership Meeting Program: TBD Presented by: TBD Location: Brooks Rehab, Main Bldg., 3599 University Blvd. South, Jax



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Into Careers®*

CERTIFICATION NEWS

Future CPS & CAP Exam Dates and Deadlines

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

Certification classes for the November 2010 test have begun; still time to join. Contact Patti Reed, patti.reed@chase.com. The deadline to submit your payment for November testing is fast approaching. Register and make your payment by August 15, 2010 via headquarters website at: <http://www.iaap-hq.org/prodev/certification/exams.html>