

Professional Impressions



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President's Message

Our Leadership Education Conference was a successful event and as seen by the evaluations, lots of constructive criticism from all of you along with a large dose of raves about the speakers, the meals and the event itself. It was great to see all of the attendees, which is always the best part for me, and I think everyone enjoyed themselves while they were earning recertification points too!

The first FLAN of the year was held just a few days ago and I am grateful to the St. Petersburg chapter for all their work and planning to make this, one of my favorite events, a success. The minutes from the FLAN should be out for everyone to see on the web site real soon. Thanks to all who attended.

I was asked to give the "17 Essentials Qualities of a Team Player" to a group of Senior Managers, Patient Care Coordinators (Managers of Care Centers, Home Teams, Nursing Home/Assisted Living Facility Teams), and Coordinators (Medical Records, QI, Finance) from the Halifax Health Center in Port Orange. These are all the people that the members of the Port Orange chapter work for. I was flattered to have been asked and, as always, grateful to IAAP for giving me this opportunity to make a presentation to a non-IAAP group interested in the educational opportunities afforded their admins with their membership. It was a great experience!

Watch for the next issue of the President's Update with news about the 2012 EFAM! The holidays are almost here so everybody, pick up your glasses and drink a toast to 2011 for all the wonderful opportunities, new friends, memories and growth we experienced during the year and look out 2012! Here we come! I want to wish the very best holiday season to everyone in the Florida Division and beyond and I remind everyone, please remember to be safe out there. Enjoy!

Candy Puls, CAP-OM
2011-2012 Florida Division President

Board Articles



As we grow our organization to **“Making the Leap to Remarkable,”** remember to integrate **“Cooking Up Your Career”** into your programs.

Growth – an increase, as in size, number, value, or strength; extension or expansion.

This year, International is running a “Growth Program” to boost membership and challenging the divisions and chapters. The program also comes with prizes for qualifying participants!!

Member Recruitment Rewards Program

International President, Tamra Goodall, CAP-OM, will send monthly emails to members who recruit at least 1 new member during 2011-2012 year. This does not include transferring members.

2012 Administrative Professionals Week Membership Drive*

The top 5 IAAP chapters that conduct a Membership Drive during an Administrative Professionals Week event that incorporates the International Theme and who sustain the highest percentage of net growth as a result of that, will each receive an IAAP gift certificate in the amount of \$150. Chapter entry forms must be received at IAAP Headquarters by May 30, 2012. New members and transfers must join the chapter by May 15, 2012 and a minimum of 5 new members must join to be eligible for this contest. Submit only one entry for this contest period.

Build a Chapter Program*

Any chapter or division that sponsors a new IAAP chapter in the 2011-2012 year will receive an IAAP gift certificate in the amount of \$150. Student chapters do not count in this program.

You know there are always disclaimers in contests. So, here it is... IAAP gift certificates can only be used for purchases toward the web community, dues, or an IAAP event registration. It cannot be used for purchases at the IAAP Logo Store.

Patti Clark, CAP-OM

2011-2012 Florida Division President-Elect

Awards Programs

It's really exciting seeing how many chapters are participating in the Pathways to Excellence and Silver Certificate programs. Thanks for your enthusiasm for these awards. By your participation you not only benefit the chapter, but the division as well. My thanks go out to each and every one of you for your contributions!

The next few months will certainly be busy with holiday preparations, but keep in mind some upcoming deadlines. Reminder emails will be sent so you are able to keep on track.

December 31, 2011

Submit budget and financial review (Chapter of Excellence)

If you have already submitted your financial review as part of the Silver Certificate Program, you won't have to re-submit.

Submit Strategic Plan (Silver Certificate)

January 28, 2012

Attendance at the Port Orange FLAN (Silver Certificate)

If your chapter was represented at the St. Petersburg FLAN on November 12 you will be given credit for attendance.

February 1, 2012

Submit application for Avery Chapter Achievement Award (Silver Certificate)

There's a link on the home page of the Florida Division website to access the application. Read over the requirements and share with your members so you are able to show your chapter in its best light.



The son of one of our branch managers was badly injured in Iraq and in speaking with his dad it drove home how much we need to appreciate the everyday things in life. This young man's life has been changed drastically, and I am so impressed with how he is handling everything. This Thanksgiving we are keeping Chris as well as all the other young men and women serving our country in our prayers. If you have a loved one in the service, please know how much we appreciate the sacrifices they and the family are making.

Hope you have a wonderful holiday season!

Kathy Sorrell, CAP-OM

2011-2012 Florida Division Vice President



Board Articles

Congratulations on 60 years!!

What a great year for the Florida Division. 60 years of Excellence! And I am here to partake in all of the events. Sending anniversary letters to chapters, I see that we have quite a few long term chapters. Congrats to them. Gives the younger chapters something to work towards. It takes a lot of work to maintain a chapter long term. Along with the 60th Anniversary of the Florida Division, 3 chapters will recognize this milestone.

3/7/2012	Tampa
6/10/2012	Clearwater
6/16/2012	City Center

Not too far behind,
6/27/2013 Palm Beaches

Great job to these chapters for the commitment with helping their members Cook Up Their Careers with IAAP.

I made my first official board visit September 6th, visiting Melbourne. Although a small chapter, there are very united and have great leadership.

Thank you Melbourne for the invitation and I look forward to visiting again.

I am on schedule to visit Palm Beaches November 17th and Cape Coral February 27, 2012. Mileage for the car, great people to meet.

Thank you to the members of the Florida Division for your confidence in my serving as Secretary this year.

Iris Ojeda, CAP-OM
2011-2012 Florida Division Secretary

Reflections

At this time of year I always think about all the things I have to be thankful for. There are many things, starting with my family, friends, IAAP and health. My job is another. It has been a rough year with all the changes Cape Coral has been through the past two years. A city employee has always been something I was always proud to be. However, this year we were all always making sure we never wore our city shirts into public places because we were being verbally abused by our citizens. You see, so many were out of work that we became the enemy because we were working and they weren't. I had been moved, earlier this year, from the city annex, where I was for the past 20 years, into City Hall. I was very apprehensive at first, but after being there realized that I knew more of the people in City Hall and it was like coming home because many of them started in our section and moved on.



Well I am now the happiest I have been in 20 years because my boss is the greatest and the people I am working with are so positive. I had always wanted to work with this one person in my field that taught GIS at the local college. Well, I now have the pleasure of working with him and every day is a new learning experience. I always knew how powerful GIS was and I love working in this field but now being able to use all of it's tips and tricks has made my job interesting again

This past week the citizens just elected four new council members who plan to change the direction of the Cape, hopefully with more vision than the last council. At least they will have a better attitude than the previous council. Hopefully we will be able to fill some of the many vacant positions and some of our citizens will obtain new jobs.

I would like to encourage all to buy local, practical gifts this year. Support your neighborhood stores, give movie tickets to a local cinema, an oil change, car wash or gift to a local restaurant, support your local food bank and perhaps stop and give the people standing with a sign a few bucks. Help out where you can; our neighbors need you now more than ever.

Carol Robb, CAP-OM
2011-2012 Florida Division Treasurer

THE NEW VERSION OF ROBERT'S AND WHY YOU SHOULD CARE

The 11th edition of Robert's Rules of Order Newly Revised was released in September 2011. If your chapter's bylaws state that the chapter's parliamentary authority is "the current edition of" Robert's, then the 11th edition is now your parliamentary authority.

I would like to highlight a few of the major changes that are most likely to have an impact on IAAP. The areas I will cover are: rules for small boards and committees, electronic meetings, notices sent electronically, and the minutes of the meeting. There are other areas of major change (such as discipline and resolving election disputes) that can be found in the list of changes on the Robert's Rules Association website (<http://www.robertsrules.com/changes11.html>).

Rules for Small Boards and Committees

The rules for small boards and committees now apply to all committees, regardless of size, both standing and special.

Members may seek recognition by raising a hand instead of rising.

The small board chairman, as well as any committee chairman, may make motions, speak in debate, and vote. Motions to close or limit debate are in order in board meetings, but not in committee meetings.

Electronic Meetings

Because of the variety of methods of electronic meetings that are now available, this may be the most important change in the 11th edition.

To have a legal meeting other than an in-person meeting requires authorization in the bylaws.

Notice of electronic meetings must include description of how to participate (e.g. call in number and code).

Notice Sent Electronically

This change can be a huge money saver. Sending out notices of meetings using US Mail can be very expensive. The new edition allows notices to be sent electronically (email, text, or fax) if the member has agreed to it being sent that way.

Changes to the Minutes of the Meeting

The section on Reading and Approval of Minutes has some very subtle changes. The emphasis is more on minutes being distributed in advance and not read at the meeting. Directions are given on the order in which minutes are taken up if there is more than one set of minutes to be approved (i.e., from earliest to latest). Also, no formal motion to approve the minutes is necessary. After the chair asks for corrections and any corrections that are made are taken care of, then the chair simply states: "There being no corrections [or further corrections] to the minutes, the minutes are approved [as corrected]."

A correction to the minutes of the previous meeting that was approved by the assembly is made in the draft minutes. The minutes of the meeting where the corrections were made simply states that the minutes were approved "as corrected" and do not need to specify what the correction was.

According to both the 10th and the 11th editions, the name of the seconder of a main motion should not be entered in the minutes, unless ordered by the assembly. The change is to the name of the maker of the motion: the 10th edition indicated should be included in the case of all important motions, whereas the 11th edition states to include it for all main motions.

As always, I am available for questions concerning parliamentary procedure.

Linda Freese, CAP-OM

2011-2012 Board Advisor

2011-2012 Parliamentary Advisor

CERTIFICATION CHANGES!

Hopefully you are all aware of the Certification designation changes put out by International headquarters. If you had a CPS designation, you now are to use the initials CAP after your name, for example, Viena Melton, CAP. And if you had a CAP designation, you are now to use CAP-OM or Viena Melton, CAP-OM. This went into effect the week after the November Certification exams. Please be sure to make this change whenever you use the Certification designation – for any official or personal use.

The first Certification examination with the new test material was given on Saturday, November 5th. I'm looking forward to hearing from those that took the new test. We are all interested in hearing how it was and what study materials you found helpful (or not). The test has been condensed so that the Certification Administrative Professional (CAP) test is given on Saturday morning and the Office Management (OM) test, on Saturday afternoon – a one day test for both designations. If you are thinking of taking either exam on May 5, 2012, the deadline for submitting your application is February 15, 2012.

If you would like to share your study and/or test experiences, please e-mail me at viena.melton@floridamoves.com or write an article for our Florida Division Newsletter (and use it for criteria #3 [200 words] to become a Member of Excellence).

“Cook Up Your Career” as you are “Making The Leap to Remarkable”!

Viena Melton, CAP-OM

Florida Division Certification Chair

FLORIDA DIVISION ANNUAL MEETING 2012—DESTINATION JACKSONVILLE, WHERE FLORIDA BEGINS

First Coast Chapter of IAAP, Host Chapter for this event, has been working diligently to finalize some of the details for the 60th Annual Meeting.

We are very excited to have secured the keynote speaker for the Friday session which will be worth 3 recertification points. Cynthia D'Amour will be presenting her program, “The Lazy Leader”. If you have not heard of Cynthia, check her out at: <http://www.chapterleadersplayground.com/>. We have also confirmed Judy Yannarelli, CAP-OM; International Vice President as our Sunday speaker. Her topic; “5 Keys to Leadership” will be 1 recertification point making this event worth a total of 4 recertification points.

Your stay at the Omni for the Division meeting is \$89.00 per night. That rate will be honored three days prior to and three days following the event allowing those that want to take advantage of this great price to plan a mini-vacation to Jacksonville. Don't forget to also take advantage of the “Omni Select Guest Gold Level Benefits Program” membership being offered when you book your hotel.

The Omni Select Guest benefits include: Membership can be cancelled after your stay.

Complimentary Wi-Fi Service	Complimentary Shoe Shine
Complimentary Morning Beverage Delivery	Complimentary Newspaper of your Choice, daily
Complimentary Pressing (2 Items)	Customized Room Preference
Complimentary Bottled Water	Choice of Free Nights stay or Airline Miles
Eco-Friendly housekeeping options	Exclusive member only offers
Express check in & check out	Evening housekeeping Service including turn down

You can reserve your rooms now by clicking on the link below:

<http://www.omnihotels.com/FindAHotel/Jacksonville/MeetingFacilities/IAPPRegionalMeeting6.aspx>

The First Coast Chapter has put together a list of “Things to Do” in Jacksonville & St. Augustine which will be available with the registration.

Speaking of registration... the FDAM 2012 registration form will be available on the Division website by Dec. 1, 2011. The form will include your pay pal options and link.

We look forward to hosting you in Jacksonville.

Patti Reed, CAP-OM and *Iris Ojeda, CAP-OM*, 2012 Florida Division Annual Meeting Co-Chairs

**"Recruitment is
necessary for
growth!!"**

MEMBERSHIP

Greetings members!

It's been a rough couple of months. Our membership level has dropped. Hopefully your chapter is planning a Member Recruitment Meeting or Open House soon to help revitalize our growth.

We ended July with 798 members. As of October 31, 2011 the Division has 770 members, made up from a total of 25 chapters and 79 division members at large.

Just some facts on how we are made up:

681	Professional Members
7	Associate Members
49	Merited Members
33	Student Members

For the month of October we had 20 new members join, 11 members reinstated and 23 members transfer in. We also sadly have to report 22 members transferred out and 89 members dropped with 1 deceased. So, we have an overall net loss of 58 members for the year. The transfer in and transfer out numbers reflect the disbandment of the State Farm-Orlando Chapter.

Recruitment is necessary for growth. Come on and Cook Up Your Career. Make the Florida Division numbers **grow!**



Debbie Carter, CAP-OM

2011-2012 Florida Division Membership Chair

NEWSLETTER

Well, we are on the 2nd issue of the 2011-2012 Florida Division newsletter and I am so enjoying your articles. It is so exciting to read what other IAAP Florida Division chapters are doing. Please continue to submit articles!

Our next deadline for newsletter article submission is February 15, 2012. I really want to encourage all chapters to submit an article. A couple guidelines to follow:

1. Please submit article in Word format.
2. All articles must be 250 words or less. Member of Excellence criteria #3 states articles must be 200 words or more to qualify.
3. Send articles to Leslie Carlson, CAP-OM at ldcarlson2009@aol.com.

I hope each and every one of you enjoy a joyous holiday season!!

Leslie Carlson, CAP-OM

2011-2012 Florida Division Newsletter Chair



Scholarships



RTF & RESEARCH AND EDUCATION FOUNDATION

As most of you, hopefully, are aware International has an overabundance of funds in the RTF at this point. They are asking that efforts be made to increase the Research & Education Foundation Funds (R&E). As you noticed last year the Florida Division gave a gift card of \$50 to the chapter that donated the most to the RTF. Well I have checked with Candy and again this year the Division will be offering another \$50 gift card to the chapter that donates the most to the R&E.

So, get busy and get that fund raiser going. With \$50 to spend at the IAAP bookstore, you can get some nice gifts for your speakers.

If you are like me, you may not know what the R&E is. I knew what RTF was. I'm sure everyone knows about the RTF. R&E = Research and Education Foundation. The IAAP Research and Education Foundation is committed to advancing the careers of administrative professionals through research, education and publication initiatives that enhance their professional development. They have five strategic goals. At this time I would like to focus on Goal #2: Support scholarships for IAAP educational conferences and IAAP certification programs.

Goal #2: Scholarship: Hopefully each chapter has established a scholarship fund and donates a scholarship to a worthy individual. This is one of the criteria on the Silver Certificate (#23).

Thank you as always for your support.

Lucy Smith, CAP

2011-2012 Florida Division RTF and R&E Foundation Chair



THE CAPE CORAL CHAPTER

With the holidays fast approaching, the Cape Coral Chapter is looking forward to continuing a successful 2011-2012 year.

Several chapter members including Carol Robb, CAP-OM, Division Treasurer; Nan Grover, Jeanelle Havlin, CAP; Jayne Parker, CAP-OM and I attended the Florida Division Leadership and Education Conference on September 24 in Winter Park. We each came away with something to share and enjoyed shopping at the local farmers market.

At our October 24 meeting, we celebrated our bosses with an Appreciation Dinner, buffet style. Guest speakers Stephanie Peters and Rhiannon Silvasky of Office Team gave a presentation on *"Business Etiquette – the New Rules in a Digital Age"* which was informative, with a twist of humor.

November, although not over, has been very busy. Members spent an afternoon with our oldest member and Parliamentarian, Margaret Williamson, CAP. The day was filled with pictures from FDAM, EFAM, lunch, and lots of laughter.

At our November 28 meeting, which is also our *"New Member Orientation"*, we will be welcoming our newest member, Olympia Lynch and hopefully recruit a few more members before year-end.

In December, we will be hosting our annual holiday social with our sister chapter from Fort Myers. The chapter does not have a December meeting in order to fit in a brief breather before the start of 2012. Wishing you all a wonderful holiday season!

Save the Dates – February 4, 2012 – Cape Coral Chapter Workshop

March 10, 2012 – Fashion Show

Carol Reilly

2011-2012 Cape Coral Chapter President

THE CENTRAL BREVARD CHAPTER

On October 22, 2011 chapter members volunteered to register walkers for the 2011 Pink Ribbon Port Fest Walk held at Port Canaveral, FL. This was the second year our chapter supported this very worthwhile event. Many thanks to Claudia Amari; Leslie Carlson, CAP-OM; Debbie Carter, CAP-OM; Stephanie Horning, CAP-OM; Jay Phillips and Charlene Spangler, CAP-OM. The event began at 8:00am at Fishlips Restaurant, and our members arrived early to register a large number of women, children, and men walking to support "Breast Cancer Research". Chapter members are now collecting items including clothing, personal items and toiletries for Serene Harbor, an abused women's shelter located in Brevard County.

Our chapter held our Membership Recruitment (Open House) in September where we gained our newest member, Susan Bowling. We celebrated Bosses' Day at our October meeting and welcomed Office Team to present "What Does it Take To Get Along? Resolving Workplace Conflicts" to members and their boss/executive. We had a great turnout and learned great communication skills for admins, bosses and co-workers! Our November meeting welcomed speaker Helen Adams, CAP-OM as she shared "Leadership: What It Means and the Benefits of Growing the Leader in You". From communication to leadership skills, we continue to provide great topics for our members. That's what IAAP is all about!

As we enter into the holiday season, the Central Brevard Chapter wishes all of our sister chapters and members, "Happy Holidays"!

Jay Phillips

2011-2012 Central Brevard Chapter Publicity Chair



CITY CENTER



City Center Chapter has been busy this year. Our strategic planning session was held on a Saturday in early August, and the results were presented at the monthly business meeting. In September we learned tips for getting and staying organized from Pat Pietrowski, our Avery contact.

Our 2011 Boss of the Year event was held on October 20. We had a great turnout, with 21 members and 46 guests. Our speaker was Mr. Bobby Newman, Executive Vice President of the J.C. Newman Cigar Company, and our event had a Cuban flair in honor of the Ybor City cigar heritage. Mr. Newman embraced IAAP's theme, "Making the Leap to Remarkable" as he related how his grandfather and father, and now he and his brother, Eric, have overcome the obstacles presented by wars, government regulations, and economic changes throughout the 116 year history of his family's business. He also touched on the charitable programs his company has been able to establish due to their success, Cigar Family Charitable Foundations and Paws for Patriots.

Mr. Newman also was selected as this year's Boss of the Year recipient. He is the executive of President Diana Strickland, CAP-OM. She says he is proudly displaying the award in his office.

The event closed with the announcement of our Silent Auction winners. We were very fortunate to have had great support from the Tampa Bay business community and our members. A total of \$1,295 was raised, more than enough to fund our Josephine Poppleton Scholarship for 2012!

Karin Smith, CAP-OM

CLEARWATER

Everyone is struggling with money these days and the economy isn't easing up anytime soon. I've always been a bit of a treasure hunter. I like going to thrift stores, consignment shops, flea markets and garage sales looking for a good deal.

About 10 years ago, my husband and I were at a local garage sale; I normally didn't look at clothing, but for some reason I was drawn to what the lady had hanging from her garage door. I found a beautiful beaded top and asked her how much she wanted for it, she said \$2.00. What a bargain and I was sure I can find someone it would fit. It was my lucky day, it was my size; I had it dry cleaned and found out the original cost was \$200.00.

This is recycling at its best, you get something for cheap, you wear it for a while; you donate it back, so someone else can buy it. You're probably thinking, clothes go out of date, which is true but it's easy to add a belt, change the buttons or make some other modification to make it more stylish.

Dress For Success, an IAAP Sponsor is a big advocate of recycling gently used business attire, which they use to help their clients get back into the workforce and help them secure a successful career.

So, clean out your closets, donate, buy and Recycle your clothes.

Dee Touhey, CAP-OM

2011-2012 Clearwater Chapter President



FIRST COAST

Members of the First Coast Chapter attended the Leadership and Education Conference (LEC) in Winter Park, FL. on Saturday, September 24. The event was held at the Chamber of Commerce Welcome Center, hosted by Debbie Wilkerson, CAP-OM. Following registration and setting up our Ways and Means tables, we enjoyed a continental breakfast of quiche, pastries, bagels and fresh fruit, along with coffee and juice.

The conference began at 8:45 a.m. with an interesting program presented by Stephanie Horning, CAP-OM and Joshua Adams of Creative Impact Solutions, Inc., titled, *Social Media and Interactive Training*. They led us through the many facets of social media available today. Facebook, Twitter and Linked In are just a few of the social sights discussed.

During an extended lunch break, attendees were provided a delicious lunch and some enjoyed a local farmers market just a couple of blocks from the meeting venue.

Our afternoon speaker was Rebecca A. Carswell, a professional communications specialist, who presented a program based on her book, *Hey, Are You Listening To Me?* Rebecca used interactive techniques to teach how to become better listeners through staying focused and engaged when listening to others. Attendees received a copy of her book and were given the opportunity to have it autographed.

The screen shots from both the morning and afternoon sessions will be made available soon on the Florida Division website. The event provided four recertification points.

Denise Pusateri, CAP-OM

LAKE BUENA VISTA

As the Lake Buena Vista Chapters enters this Holiday Season, we have much to be thankful for and to celebrate.

We are thankful for the friendship, networking and educational (4 certification points as of November 2011) presentations at our monthly meetings. We have been able to accomplish 10 criteria for the Silver Certificate and 4 criteria for the Chapter of Excellence.

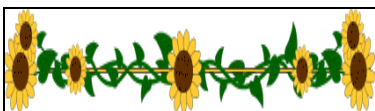
Our Community Service projects include making and sending cards for our Military to use "Operation Write Home" on October 22nd, we are also collecting "Box Tops for Education" to benefit the Pace Center for Girls, Orlando; and on December 3rd we will gather to create holiday gift baskets for residents at Perry Pavilion over the holidays.

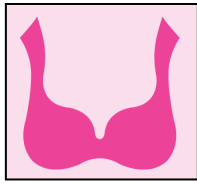
We are very excited and looking forward to the 2012 year and have many more interesting and educational programs planned. Our Executive Appreciation night will be January 18th, and our FL Division Vice President will be with us at our February 15th "Membership" meeting; our annual IMPACT Conference will be held at SeaWorld again on March 14th – more details to be announced soon.

We wish everyone a joyous and peaceful holiday season and a very happy new year!

Peggy Segarra, CAP-OM

2011-2012 Lake Buena Vista Chapter President





MELBOURNE

John Munns, CAP-OM and I represented the Melbourne Chapter at the ***Making Strides Against Breast Cancer "Put on Your Pink Bra"*** walk on Saturday, October 22, 2011. The dynamic duo, as we call ourselves, arrived on the scene at The Avenue in Viera at 5:00 a.m. We proceeded to learn the ins and outs of blowing up balloons with helium and attaching ribbons—never too late to learn a new skill set. Our balloons decorated the main stage and the Survivors Tent. Though we popped a few of the balloons and lost some to the top of the tent—our newly nimble fingers soon completed the task and the place was in the pink.

We two partners-in-crime, another handle we're known by, were then asked to lend a hand at the Survivors Tent. Even after the sun made an appearance and reminded the temperature to rise, we vigorously passed out goodie bags and tee shirts to the breast cancer survivors while sharing with other volunteers and participants a morning of satisfaction. No time to walk the 3.5-mile course, but we did play an important part in making the day a pleasure for those who attended.

The Making Strides event raised **\$217,153.99**.

John and Chandra are pictured enjoying the day. Chandra made her one-of-a-kind bra at a Put on Your Pink Bra Party. Many pink and creatively-designed bras were in "appearance" at the walk!

Chandra Powell, CAP-OM

2011-2012 Melbourne Chapter Vice President

PALM BEACHES

Four Palm Beaches Chapter members attended LEC and found the sessions very informative. We also enjoyed our visit to the farmer's market at lunchtime.

This year our chapter has tapped a wonderful source for speakers...IAAP members! Chapter members Vanessa Ferrell, CAP-OM, Marian Fetchik, CAP and Florida Division MAL Bonnie McMullen, CAP-OM have all presented interesting programs for which recertification points were awarded. In November our speaker will be our board contact Iris Ojeda, CAP-OM.

In October we collected non-perishables which were donated to the Migrant Education Program and held two recruitment events; it looks like we will be adding a couple of new members to our chapter. CAP study classes will begin on November 7 and run through April. Marsha Jackson, CAP-OM; Marian Fetchik, CAP; and Sharon Owens, CAP-OM; will assist the candidates in preparing for the May 2012 exam.

At our November meeting we will have our annual "Carry In-Carry Out" to benefit RTF. As the holidays approach we will be sending phone cards to Fisher House for the use of our wounded service members and their families.

In January we will again participate in the Komen Race for the Cure. Chapter President Joanne Devoe, CAP-OM (a survivor herself) is our team captain for the event. We're all collecting items for our giant garage sale to be held in February to raise funds for the scholarships we'll give in the spring.

Sharon Owens, CAP-OM



Chapter Articles

SUNNY ISLES

With a "Renewed & United Focus", the Sunny Isles Chapter launched its Business Preparedness Training Programme with the Blue Isles Student Chapter from St. Anne's High School and 8 at-risk senior girls ages 16-18 who reside at the Willie Mae Pratt Centre for Girls. A mentoring and educational training programme will equip them to become acquainted with the workplace environment upon graduating from high school and being discharged from the Centre. The interactive topics include, "Ethics in the Workplace"; "Resume Writing"; "Correctly Completing a Job Application"; "The Interview-Before, During and After"; a "Mock Interview"; and, a graduation ceremony. Chapter members conduct one hour sessions on the 2nd Monday and 4th Tuesday of each month. Upon completion of the 6 month programme, at graduation, the girls will receive IAAP Certificates of Participation; their portfolios with professionally prepared Resumes; and, a suit of clothing donated by the Chapter's members to wear on their first interview. This is the first and only voluntary Business Preparedness Training Programme of its kind in the nation, and we have been recommended by The Hon. Minister of State from the Ministry of Social Development to register the Programme with the Bahamas Government. It's all about mentoring our next generation!



We hosted and celebrated our bosses on National Bosses' Day in grand style at a five star restaurant. Our Treasurer, Ms. Bridgette Morley, submitted the winning nomination for her boss, Mr. Jack Thompson, Director of Immigration, Bahamas Immigration Department to be announced our 2011-2012 Executive of the Year.

Marian Sturup

2011-2012 Sunny Isles Chapter Newsletter and Website Chair

WINTER PARK

The Winter Park Chapter had a membership drive on November 3, 2011, a Thursday evening, at the Winter Park Chamber of Commerce. We ran the *WIIFM* presentation and provided IAAP packets to the guests. IAAP Bingo was played, which made the players find information about IAAP and the Chapter by mingling among the group. Complimentary food and beverages were provided. We had several companies represented--Costco, Douglas Design & Marketing, Office Team, and Randstad, who distributed their respective literature. Several prospective members attended and subsequently attended our November Chapter meeting on the 8th.

A big KUDOS to the Membership Committee--Membership Chair Laura Milward; Laurie Boehm, CAP-OM; Laura Clayton, CAP-OM; Deborah LaClair; Marilyn Steele, CAP-OM; and Joyce Woolman--which did an outstanding job on this project. Collectively, they used their time, talents, and multiple resources to develop this event.

Several of us attended the Certification Dinner, hosted by the Osceola Chapter, at which two of our members, Debbie Bridge and Laura Clayton, were recognized for attaining their CAP-OM; and two of our members, Linda Hayes and Debbie Wilkerson, for recertifying for their CAP-OM.

We look forward to having Florida Division President Candace Puls, CAP-OM, and President-Elect Patti Clark, CAP-OM, attend our December Chapter meeting. Ms. Clark will present our program and provide an IAAP-Florida Division update.

As we approach the holidays, we especially give thanks for our many blessings and extend our Best Wishes and Happy New Year to all!

Karen Dettro, CAP-OM

2011-2012 Winter Park Chapter President



NOT A TECHIE?

Were you born in the 1950's or before? Many of us from that generation have had to learn to use cell phones, personal computers, laptops and even ATM machines. Some of us have a hard time with all these new devices and new ones come out all the time.

Even though I don't necessarily use all these devices, I do my best to find out what they do to keep up with the current verbiage and to converse intelligently with those younger than me. A must if you work with young people as their lives often revolve around their cell phones and laptops. There is a fun side to all this, as young people are usually quite eager to show off their new devices. "Look at this app", look at what you can do!" (For those of you who don't know, app is short for Application).

I also discovered, with my teenage son's help, that I love the Apple Store. They have pads, laptops, phones, and music devices. Every employee is a walking talking techie. I ask, "Can you do *this* on a laptop?" The answer, "Yes, and not only that, but you can also do *this*!" The new technology allows me to do some terrific things. I'll scan old pictures of my family and put them in antique frames for gifts. I made my own classy business cards. I checked the addresses of people I'm mailing documents to (this is especially helpful for admins). I can map a place I need to go or take a "virtual drive" there. The list is endless.

The next time a new "tech" device comes out, don't be afraid! Learn something new. It might surprise and amaze you. It always does for me!

Amy Schuler
(the Techie wanna-be) Clearwater Chapter



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