



# ECD Chatter

Winter 2007

# Wanted

*President-elect, Treasurer and Secretary to lead Eastern Canada Division  
2007 - 2008*

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***"Tell me, and I'll forget.  
Teach me, and I might remember. Involve me, and I will know."***

***- Confucius***

Leadership is a process by which a person influences others to accomplish an objective and directs the organization in a way that makes it more cohesive and coherent. The Webster's dictionary defines leadership as "the office or position of a leader" and defines leader as "a person who leads."

Stella Hillier, Chair, Nominations Committee has sent you notice of election of officers. As incoming President, Eastern Canada Division, I would like you to consider putting your name forward. The Eastern Canada Division By-laws states: "A candidate for Office shall have been a Professional Member for at least two years prior to the time of nomination, shall have served as a Chapter Officer or Chairman of an International or Division committee, and shall be employed full-time or permanent part-time in accordance with the International Association of Administrative Professionals definition of an Administrative Professional."

The term of office is from July 1, 2007 - June 30, 2008. Elections are held at the Canada Divisions Conference (CDC) held in May of each year. This year the CDC is being held in Edmonton from May 24 - 26. The Executive are obligated to uphold and represent the interest of IAAP and the Division. Duties and responsibilities of each elected position is outlined in this newsletter. This information is also found in your Division By-Laws and Standing Rules document dated May 2006.

Serving on the Executive of the Division is a great way to gain experience in leadership. This experience can be brought forward into the workplace. If you have obtained your CPS or CAP, serving on the Division Executive can earn you points towards re-certification.

When you're approached to run, please give it serious consideration. The Division needs you.

**Editor - Mary French, CAP**  
**mtfrench@warp.nfld.net**

## ECD President's Message

Happy New Year to everyone!! Can you believe it, we are heading into the home stretch of our 2006-2007 IAAP year. Congratulations to our newest CPS and CAP holders. This brings the total of certified professionals in our Division to thirty.

I thoroughly enjoyed the Divisions' telephone Conference on December 9, 2006 which was facilitated by our International President, Sandy Chandler. It was a great opportunity to network internationally with other Division Presidents. I gained a lot of "helpful hits".

Eastern Canada Division is # 1 in the District and the Association for membership. Congratulations! The addition of the Nova Scotia Community College Strait Area Campus Student Chapter has added greatly to our numbers. This student chap-

ter was sponsored by the Halifax-Dartmouth Chapter.

It is very exciting that there is interest shown in forming a Chapter in Montreal. ECD Board will discuss coordinating efforts with the Ottawa Chapter to charter a Chapter in Montreal. We would like to get this done before the International Convention scheduled for Montreal in 2011.

ECD is presently compiling our application for the Division Prestige Award and I encourage all the chapters in our Division to apply for the Avery Awards in their category.

In efforts to fundraise for ECD we are selling tickets on a Print of Cabot Tower – St. John's, Newfoundland. Each chapter president has been emailed tickets and we would appreciate

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## Greetings from your International President - January 2007

Ready, set, go! We are off to an excellent start in 2007 with exciting news throughout the association.

### COMMITMENT:

Executive Director Bretthauer traveled to Orlando, Florida recently and visited with members of my very own Orlando Chapter. The Chapter hosted a reception in our honor that evening, and we provided the attendees with an association update.

The following morning, Don came to work with me at the Sun-Trust Operations Center and was able to meet with senior management. Thanks also Don for allowing me the pleasure of

providing you with a brief tour of the Operations Center.

### CONTINUING EDUCATION:

Now is the time to make plans to attend the Professional Education Conference in La Jolla, CA, March 5-7, 2007. The theme of the conference is "Skills for the Global Workplace: Cultural Competency, Cross-Cultural Communication for Admins." I look forward to seeing many of you there.

This is an excellent opportunity for continued professional development training with recertification points included!

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## Duties and Responsibilities of Elected Officers of ECD

**The President** shall serve as chief executive officer of the Division; co-ordinates and oversees all Division affairs according to the Bylaws & Standing Rules; acts as a spokesperson for and promotes the mission and programs of IAAP; models, motivates and provides leadership and guidance to all members and chapters; and helps fulfill the purposes of the organization through membership growth and retention, including the retention of existing members, the recruitment of new members, the strengthening of weak or aging chapters, and the development of new chapters.

### The President-Elect shall:

In the absence of the President, serve as presiding officer at all Division meetings and at meetings of the Board of Directors.

In the event of a vacancy in the Office of President, succeed to the Office for the unexpired term and shall continue in the Office of President for the following year. The Office of President-Elect shall remain vacant until the next regular election if there are only three or less months remaining in

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## Organized for Success

### If your desk could talk, what would it say about you?

Have you ever thought about what your desk or office says about you? Does it scream successful, competent, dependable and in control? Or does it shout "I need help!" A study of 138 business people found that 73% said their impressions of colleagues were influenced by the way their desks were organized and nearly 70% believed that workers with messy desks were perceived as less career driven than their organized counterparts. What image do you want to project?

If you want to be more successful, be able to do more in less time, decrease stress and frustration than getting organized is the direction you must take.

Understanding & implementing these 5 tips will help you go from chaos to calm:

1. *Visualize your "Dream Office"* –Take a moment to visualize your ideal workspace & your ideal "you". No answer is wrong and the key is to think big. Visualize the color of your office, the furniture & the pictures that line the walls. Next, imagine yourself sitting in your new office.

How does it make you feel? Do you feel successful, accomplished & dependable? This is what you will be working *towards*. It's always nice to know what the results of your hard work will be.

2. *Create a goal & set deadlines* – Turn your vision into reality by making it one of your goals. Remember that it's not going to happen overnight, so break it down into short-term goals, than create a deadline & **WRITE IT DOWN**. I.e. "To purge, sort

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## President's Message - Cont'd

*(Continued from page 2)*

it if everyone could sell at least a few tickets. The cost is \$2.00 per ticket and will be drawn at our Annual General Meeting in Edmonton May 2007.

Next month notices will be sent out calling for nominations to serve on the Eastern Canada Division Board. Please give consideration to this leadership role, you will find that it is a very worthwhile and rewarding venture.

Start making plans to attend the Canada Divisions' Conference in Edmonton. The theme is: "BLACK GOLD: Golden Opportunity – License to Discover". Go to the Edmonton website at [www.iaapedmonton.com](http://www.iaapedmonton.com) for further information. Registration packages should be mailed to you soon. I hope to see many of you at the conference!!

On behalf of the ECD I would like to ex-

tend sincere congratulations to Mary French CAP who has recently being elected to the Medical Users Software Exchange (MUSE) Board. Mary was nominated by her boss, Terry Mouland for the position of Registration/ Communications Director and was the successful candidate. This position is for a two-year term.

Vicki Larkin CPS/CAP  
President, ECD

## International News

*IAAP Connections* is a bi-monthly e-newsletter from International Headquarters designed to keep you informed of the latest association-related news and views from around the IAAP worldwide network. February issue is now available by visiting Members Place on the IAAP website [www.iaap-hq.org](http://www.iaap-hq.org).



"Shaping the Future" is the theme for this year's Administrative Professionals week, April 22 - 28, 2007.



## Congratulations

### Certification

The following members of Eastern Canada Division successfully completed their CPS and CAP certification in November 2006:

- Janet P. Prentice, CPS/CAP
- Lenore Cahill, CPS
- Kate M. Howatt, CPS
- Anastasia O. Jones, CPS
- Louise Clasina Killam, CPS

### Shaping the Future Awards

#### Chapters that recruited the most members - Nov. 2006

- Halifax-Dartmouth

### Recruit 5, 10, 15 members:

The following members recruited **15** members:

- Louise Boucher, Moncton Chapter
- Margaret VanBlarcom, Evangeline Chapter

The following members recruited **10** members:

- Michelle Rose, Moncton Chapter
- Andrea J. Griffin, Halifax-Dartmouth Chapter



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## Duties and Responsibilities

*(Continued from page 2)*

the unexpired term. Otherwise, an election shall be held to fill the vacancy of the Office of President-Elect.

Have charge of the general details of the Annual Meeting unless the Board of Directors shall by resolution provide otherwise.

Countersign all cheques in the absence of either the President or Treasurer, and shall be bonded.

Publish at least two Division newsletters each year as directed by the Division Board of Directors.

Act as a resource person to coordinate and make available, to the Chapter Membership, information in the area of communications and public relations on the International, Division, and Chapter levels.

Act as Board contact with one or more Chapters in the Division, to maintain liaison between the Chapters and the Division Board of Directors.

Keep all board members fully informed at all times regarding activities relevant to division business.

Request chapter presidents and Members at Large to send to the President-Elect by a specified date nominee(s) for standing committees for the next fiscal year, giving the following information:

Members name, address and telephone number

Business affiliation, address and telephone number

IAAP background

Special talents and abilities.

Submit a complete written report concerning the office of president-elect to be included as a part of the annual meeting binder and annual meeting minutes.

Serve as the official alternate of the division at the International Convention, Canada Divisions' Conference and any other functions where division representation is required, funds permitting.

At the end of the term accede to the position of President.

Perform such other duties as may be assigned by the Board of Directors.

### **The Secretary shall:**

Assume all duties of the Secretary at the meetings of the Division and the Board of Directors.

Be responsible for the minutes of all Division and Board of Directors' meetings and for interim reports based on the Board of Directors' decisions voted on between Division annual or special meetings.

A) Give written notice of the Annual, and any Special, meeting(s) as required in Article VI, Sections 1 & 4.

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## Duties and Responsibilities

*(Continued from page 4)*

B) Serve as Secretary at the Annual Meeting; prepare and distribute Minutes of the Annual Meeting to the Division Board, Committee Chairs, Members at Large, District Director, and the membership via the Chapter Presidents.

Act as Board contact with one or more Chapters in the Division, to maintain liaison between the Chapters and the Division Board of Directors.

Have available at all meetings up-to-date copies of International Bylaws and Standing Rules, Division Bylaws and Standing Rules and the IAAP Leadership Portfolio.

Prepare and distribute to the Board of Directors interim minutes of the Board and decisions reached through correspondence.

Prepare correspondence as authorized by the Board of Directors with signature to be designated by the Board.

Prepare a Division directory of division officers, chapter officers, Members at Large, committee chairmen and committee members, division representatives serving on the international level and other information as determined by the Board of Directors and distribute to:

- Division Officers
- International Director of the District
- Chapter Presidents
- Division Members at Large
- Division committee chairmen.

Be responsible for requesting and compiling reports from all division officers, division committee chairmen and chapter presidents to be submitted to the host chapter for distribution at the annual meeting.

Maintain records of the annual meeting as part of the permanent records of the Division.

Submit a complete written report concerning the office of Secretary to be included as a part of the annual meeting binder and annual meeting minutes.

Keep all Board members fully informed at all times regarding activities relevant to Division business.

Perform such other duties as may be assigned by the Board of Directors.

### **The Treasurer shall:**

Be bonded for the amount prescribed by the Board of Directors.

Ensure the books and records of this position are open to any member of the Board of Directors at all times.

Have custody of all Division funds, which shall be deposited in an accredited financial institution, making disbursements by cheque and only as authorized by the Division, either by specific action or by adoption of a budget to be administered by the Board of Directors.

Sign cheques to be countersigned by the President (in the absence of either one, the President-Elect).

Keep a complete and accurate record of Chapter membership and Members at Large within the Division.

A) Present at the Annual Meeting an interim financial statement covering the current year's operations; and shall present the audited statement for the previous year ending June 30.

B) Adjust all expenses/revenues incurred prior to June 30 into the current year's operations.

C) Close the financial books within thirty (30) days of the close of the fiscal year and deliver them to the auditor(s) within ten (10) days thereafter. Once the auditor's report is received, include it as an addendum to the Minutes of the Division Annual Meeting; and transfer the records immediately to the incumbent Treasurer.

Keep a record of all income and expenses, and prepare a monthly financial report for distribution to the ECD Board. Prepare along with the guidance of the board of directors a proposed budget for the following year, no later than April 30<sup>th</sup> for presentation at the Annual General Meeting.

The retiring treasurer shall forward dues and reports post-marked on or after the fiscal year end of June 30<sup>th</sup> to the newly elected treasurer.

Shall be responsible for membership reports.

Obtain division membership figures from Headquarters. Keep the board of directors informed of any changes in the division's financial status.

The Finance Section, Section 5 of the IAAP Division Leadership Portfolio shall be the treasurer's authority for procedure and systems not specifically covered in the ECD Bylaws & Standing Rules under Duties of the Treasurer.

Submit a complete written report concerning the office of treasurer to be included as a part of the annual meeting binder and annual meeting minutes.

Act as Board contact with one or more Chapters in the Division, to maintain liaison between the Chapters and the Division Board of Directors.

## Greetings from International President - February 14

How sweet it is to be actively involved in the premier association for Administrative Professionals!

**COMMITMENT:**

It's that time of year for your chapter to submit their nomination for the IAAP Award for Excellence. The IAAP Award for Excellence was created in 1992 to recognize an employer organization that has established policies and programs to encourage and support the advancement and effectiveness of administrative professionals.

The Award for Excellence Guidelines and Nomination Submission Form can be found in the Members' Place section of

the IAAP web site ([www.iaap-hq.org](http://www.iaap-hq.org)) under "More News You Can Use."

Start the process now of recognizing an area employer's support of our profession by nominating them for the 2007 IAAP Award of Excellence.

**CONTINUING EDUCATION:**

The Professional Education Conference in La Jolla, CA, March 5-7, 2007 is sold out. What an exciting feeling that is. I look forward to seeing many of you there.

Many of the divisions/chapters are gearing up for outstanding professional development workshops during the next few months. Check out the events in

your area and plan to attend.

**COMMUNICATION:**

Good luck to the divisions/chapters who participated in the 2007 Avery Great Results Chapter and Division Achievement Awards Program. The winners will be announced on Wednesday, April 25, 2007.

International Board members' visibility at your upcoming division annual meetings is very important. As a result of the sub-committee looking at ways to have representation at each of the meetings, I am pleased to announce there will be Board of Director representation at 26

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## Congratulations

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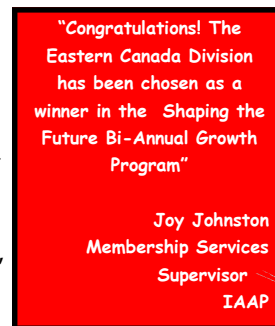
**Build a Chapter Award**

- Halifax-Dartmouth

**Shaping the Future Bi-annual Growth Program**

In January 2007, ECD received a letter from Joy Johnson of IAAP congratulat-

ing the division for being chosen as a winner in the Shaping the Future Bi-Annual Growth Program. This program is one of the 2006 - 2007 Growth Programs in the Shaping the Future year. ECD sustained the highest net percentage of growth from July 1, through December 31, 2006.




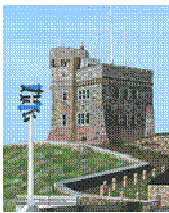
Congratulations are extended to all who helped make the Division a success.

Keep up the good work!

## ECD Fundraiser

Have you bought your ticket yet? There's still time. Tickets can be obtained from your chapter president or contact any member of the ECD Executive. Tickets are only \$2.00 each and will be drawn at CDC in Edmonton on May 26.

Monies raised will help fund various events organized by the Eastern Canada Division. Help your division help you! Buy your ticket today.

 <p><b>NAME:</b> _____</p> <p><b>ADDRESS:</b> _____</p> <p><b>PHONE #:</b> _____</p>	<p style="text-align: center;"><b>Eastern Canada Division - IAAP</b> <b>Fundraiser</b> <b>Print of Cabot Tower - Newfoundland</b> <b>COST: \$2.00 Per Ticket</b></p>  <p style="text-align: center;"><b>DRAW: CDG May 26, 2007</b></p>
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## Organized for Success - cont'd

(Continued from page 3)

& categorize filing system by March 30<sup>th</sup>, 2007", "To address & complete work in my "IN" box by March 5<sup>th</sup>, 2007" or "To organize storage room & create an office supply list by April 7<sup>th</sup>, 2007".

3. *Start!* – This is sometimes the hardest part of the process because the task is so overwhelming. Break it down into smaller, more manageable "bites". Tackle your desk drawer, clear off your desk, or file things away. This will give you a quick result & help you keep motivated.

4. *Schedule sessions* – At the end of your organizing session *always* schedule your next session. *Write it down* in your daily planner & commit to it. Remember, it doesn't have to be a long session, 30 minutes twice a week will get you on the way to accomplishing your goals.
5. *Maintain it* – Spending 30 minutes at the end of the day planning, scheduling, prioritizing & filing will help you work smarter not harder. Getting organized happens daily and it's important to stay on top of it because it can quickly overwhelm you if it's not dealt with on a regular basis.

It's a fact that clutter impedes success and it comes at a high cost. Disorganization wastes time, causes stress, makes you work harder, affects performance & creates distractions. So the next time you say "I should get organized...when I have the time" remember what you could accomplish if you just start.

*Kim Anstey is a professional organizer & owner of Finally Organized located in Conception Bay South, NL. She offers tele-classes, workshops, hands-on organizing and lunch-n-learns to both residential and business clients. Her tips have appeared in styleathome.com, chatelaine, & on CBC. Visit [www.finallyorganized.ca](http://www.finallyorganized.ca) for free tips, fun quizzes & upcoming events.*

## Greetings from International President - February 14 - cont'd

(Continued from page 6)

Division Annual Meetings in 2007. These Divisions can look forward to their attending Board member

Connecting with the members at annual meeting, Communicating an update on the standing of the association, and sharing their Commitment of the strategic plan and goals of the association.

Let's start "Shaping the Future" now by planning to have Board representation at ALL of the 2008 division annual meetings!

### CREATIVITY:

Recently, IAAP was proud to announce that UPS, the world's largest express package delivery company, has joined the family of IAAP corporate supporters as the organization's first ever "Platinum Level" sponsor.

As a part of its sponsorship, UPS is providing financial support for the launch of the IAAP Online Community Network, a new service developed by IAAP Headquarters staff and a web development team in Kansas City.

Because of this support, the hosting cost

for IAAP divisions/chapters during the initial launch period (from February until June 30, 2007) has been reduced by nearly 50 per cent to a flat fee of \$60.00 US. This reduced hosting cost during the launch period will allow chapters and divisions to develop their web content and seek additional funding for their local website while paying a

reduced rate. Beginning July 1, 2007, the regular annual hosting fee to participating divisions and chapters has been set at \$300 US. All hosting fees are a recovery cost for the actual expense to IAAP for the web site hosting service.

### CONNECTIVITY:

IAAP and Targeted Learning Corporation Host the 20th Annual APW Briefing – don't miss it!

It's not too late to make plans to bring the 20th Annual Briefing to be held on the Tuesday of Administrative Professionals Week, April 24th, to your city for an outstanding chapter event or into your company for a corporate-wide recognition for admins and other support staff.

The top five reasons to participate this year are:

1. The program will feature the famous author and presenter Marcus Buckingham and noted author and trainer Libby Gill.

2. As International President, I have the honor of opening the Briefing with a welcome and introduction.

3. As a bonus this year, Microsoft will host an additional one-hour program, at no extra cost to you, to introduce the newly launched Office 2007.

4. The program is a nominal cost and all the work is done for you – handout masters are provided, all CEU costs are included, recertification points are available, an evaluation is provided, and there are even discussion questions if you want to extend the learning.

5. The program is designed with admins in mind and geared toward their unique needs and interest. Registration and contact information online: [www.targetlearn.com/briefing2007/](http://www.targetlearn.com/briefing2007/)

THANK YOU VERY MUCH for all you do for IAAP. I continue to feel privileged and blessed to serve as your International President.

*Sandy Chandler CPS*

## Eastern Canada Division

### President

Victoria Larkin, CPS/CAP, Beothuk Chapter

Email: [vlarkin@nf.sympatico.ca](mailto:vlarkin@nf.sympatico.ca)

### President-Elect

Mary French, CAP, Beothuk Chapter

Email: [mtfrench@warp.nfld.net](mailto:mtfrench@warp.nfld.net)

### Treasurer

Linda Sprague, Beothuk Chapter

### Secretary

Andrea Griffin, Halifax-Dartmouth Chapter

Email: [sagriffin@accesswave.ca](mailto:sagriffin@accesswave.ca)

### Past President

Linda Smith, CPS/CAP, Beothuk Chapter

Email: [lesmith@nl.rogers.com](mailto:lesmith@nl.rogers.com)

**IAAP - An Investment in Your Future**

We're on the web  
[www.peiaap.org/ecd](http://www.peiaap.org/ecd)

The Eastern Canada Division (ECD) is one of the three divisions of the Canada District, and has a membership of over 300 members throughout the Atlantic Provinces and the Province of Québec. There are 8 professional chapters in this division:

- Beothuk Chapter in St. John's, NL
- Cape Breton Chapter in Sydney, NS
- Evangeline Chapter in Kentville, NS
- Halifax-Dartmouth Chapter, NS
- Northumberland Chapter in New Glasgow, NS
- Moncton Chapter, NB
- Fredericton Chapter, NB
- Prince Edward Island Chapter, PE

ECD is also quite proud to have promoted its professional association at the college level and to date sponsors 10 student chapters:

CCNB-Dieppe, NBCC-Miramichi, NBCC-Moncton, Oulton's College, CompuCollege-Moncton, I.T. Campus Chapter, Halifax, NSCC-Pictou Campus, Central Nova Student Chapter at the NSCC-Truro Campus, Nova Scotia Community College - Strait Area Campus, and NSCC-Kingstec Campus.

## Greetings from International President (Jan) - cont'd

(Continued from page 2)

Information has been mailed and can also be found at [www.iaap-hq.org/PEC\\_07/index.htm](http://www.iaap-hq.org/PEC_07/index.htm)

### COMMUNICATION:

Make plans to participate in the 2007 *Avery Great Results Chapter and Division Achievement Awards Program*.

Chapter recognition and prizes for the program include:

- An on-stage presentation to the top chapter winner at the upcoming International Convention and Education Forum in Tampa, Florida
- One Chapter Prestige Award of \$3,000
- Two Chapter Distinction Awards of \$1,500
- Two Chapter Honorable Mention Awards of \$500
- Each chapter submitting an application will receive its choice of a con-

solation prize courtesy of Avery Dennison

Division recognition and prize for the program includes:

- An on-stage presentation to the top division winner at the International Convention and Education Forum in Tampa, Florida
- One Division Prestige Award of \$1,000

The deadline for submitting the application is February 1, 2007.

### CREATIVITY:

The web-based community software project is progressing. This new system is designed to integrate every level of IAAP into a robust online community. To date, there are approximately 170 divisions/chapters that have been given access to participate.

Official launch information will be coming soon.

### CONNECTIVITY:

Encourage your members to focus on the [3rd Annual OfficeTeam Administrative Excellence Award](#). Deadline for entries is Wednesday, January 31, 2007, and details can be found on the website. [Administrative Professionals Week](#) and Day is another excellent means of connecting with members and prospective members. The theme this year is "Shaping the Future."

Encourage your members to purchase the 2007 APW Commemorative Pin which is also a fund raiser for the 2007 International Convention and Education Forum to be held in Tampa, Florida. THANK YOU VERY MUCH for all you do for IAAP. I continue to feel privileged and blessed to serve as your International President.

--Sandy Chandler CPS  
2006-2007 IAAP International President