

THE DOMINION DISPATCH

Virginia



Old Dominion Chapter, IAAP • P.O. Box 71412 • Henrico, VA • 23255 • <http://www.iaap-olddominion.org>

OUR MISSION

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

INSIDE THIS ISSUE

Who, What, When, Where and How of Professional Development

Tuesday, May 17, 2011

Linda C. Coake, CPS/CAP Presenter



Do you have questions about professional development? Just what is it? Is it too late to start? What is available? Learn the answers to these and other questions and three simple steps to help you grow in your career as an administrative assistant.

Find out how to obtain these professional ratings and how to:

- Improve your professional qualifications
- Increase your skills and knowledge
- Raise your self-esteem by taking and passing the exams
- Obtain college credit
- Get up to a 7 percent increase in salary



Please join us on May 17th at the Hampton Inn & Suites, 1101 Technology Park Drive, Glen Allen, VA 23059

See registration form on page 4.

Who, What, When, Where ...	P. 1
President's Message	P. 2
2010-2011 Board of Directors	P. 2
Linda Coake, CPS/CAP Biography	P. 3
From the Certification Committee ...	P. 3
May Meeting Registration Form	P. 4
Upcoming Events At A Glance	P. 5
Professional Member of the Year	P. 6
Welcome New Members!	P. 6
May Birthdays & Anniversaries	P. 6
Effectiveness in the Workplace ...	P. 7
Shirley Fuller, CPS/CAP Biography	P. 7
June Installation Registration Form	P. 8
Tackle the Dread Head-On!	P. 9
Are You Interested In Serving...	P. 9
ODC Committee Descriptions	P. 10
APW Highlights	P. 11
APW Acknowledgements	P. 11-12
APW Proclamations Info.	P. 13
Tips on Staying Ahead In A Changing ...	P. 13
APW Seminar Evaluation Results	P. 14
Community Service News	P. 15-16
History of Memorial Day	P. 17

Why wait? GET CERTIFIED!

Do something for yourself and your career today.



President's Message Sally Ferrell, President



Thanks to each of you for attending the Administrative Professionals Seminar on April 25th. We had such a great time. The speaker was awesome and delivered a very powerful presentation on leadership. We had a lot of interactive discussions which gave us the opportunity to network with others. What a wonderful time we had networking with so many different chapters, members and guest in attendance. A special thanks to the Administrative Professionals Committee and to all of our vendors for your hard work.

Our Scholarship and Certification Committees will be presenting us our May program. The speaker for this event is Linda Coake, CPS/CAP of the Tri-City Chapter. Please plan to attend.

At our May Chapter Meeting, we will be voting on our officers for 2011-2012. These new officers will be installed at our June Chapter Meeting and will take office on July 1.

Our Virginia-West Virginia Annual Meeting will be held June 17-19 in Fredericksburg, Virginia. I hope you are planning on attending. This is another great opportunity to network with chapters in this division.

As of June 30, my term as President will end. I would like to express my appreciation to the greatest chapter who supported me in 2010-2011. It has been a great year of challenges and changes.

I look forward to seeing each of you at our May meeting.

Sally Ferrell
2010-2011 President



Old Dominion Chapter, IAAP
P.O. Box 71412
Henrico, VA 23255
<http://www.iaap-olddominion.org>

BOARD OF DIRECTORS



Sally Ferrell
President

(w) 804.233.7561
(h) 804.249.7419

sferrell.msbc@gmail.com

Cynthia Robinson, CAP
President-Elect

(w) 804.501.4394
(c) 804.921.2293

rob12@co.henrico.va.us
Cynthia.Robinson.CAP@gmail.com

Linda Taylor

First Vice-President
(w) 804.652.6237
(h) 804.737.0086

Linda.Taylor@pfizer.com

Lana Agostini

Second Vice-President
(w) 804.646.1791
(h) 804.319.6644

lane.agostini@richmondgov.com

Audrey Roberts, CAP

Corresponding Secretary
(w) 804.723.7551
(h) 804.349.5629

Audrey.roberts@owens-minor.com

Valerie Pegues-Johnson

Recording Secretary
(w) 804.301.9882

vjohnson@cvwma.com

Pat Parker

Treasurer
(w) 804.646.3582
(h) 804.328.4366

Patricia.parker@richmondgov.com
parkerpr@comcast.net

Mary Clark

Parliamentary Advisor
(w) 804.780.7843
(c) 804.677.2629

mclark@richmond.k12.va.us

Why wait?

GET CERTIFIED!



Do something for yourself and your career today.

OLD DOMINION CHAPTER, IAAP MAY MONTHLY MEETING TUESDAY, MAY 17, 2011

Biography: Linda C. Coake, CPS/CAP



Associate degree in secretarial science in 1986 from John Tyler Community College graduating magna cum laude. Taken various seminars, workshops, and classes since then.

A member of IAAP since 1987 and has served the Tri-City Chapter as Second Vice President, First Vice President and President (at least 4 times), and as a chair or member on several committees such as seminar, administrative professionals week, scholarship, etc., throughout those years. Also, served five years on the Virginia Division Board (now the Virginia/West Virginia Division)

including 1998-99 Division President and several Division committees.

Received CPS rating in 1990 and recertified in 1996, 2001 and 2006 and received CAP designation in 2008.

Formerly employed at John Tyler Community College for 13 years as an Executive Secretary to the Executive Director of the JTCC Foundation. Employed since 2001 at Southside Virginia Training Center, a Department of Behavioral Health and Developmental Services facility located in Petersburg, Virginia, as administrative assistant senior to the Director of Administrative Services. Primary duties include coordinating policy and record management programs.

Live in Prince George County with husband Daniel and an assortment of animals. Included in immediate family is a son, Dwight and his wife, Robin and her two children Raven and Avery. Hobbies include my horses, reading, and watching movies, especially science fiction.

From the Certification Committee.....

The months of April and May are particularly busy months for the Certification committee. We secured from International the 6 recertification points that were awarded to attendees at the Administrative Professionals Week (APW) seminar held on Monday, April 25 at the Wyndham Virginia Crossings Conference Center. It was a well attended seminar and Victoria Ashford did an outstanding job with her presentation on Fearless Leadership.

We are preparing for the May 6-7 CPS/CAP exam weekend. We appreciate our partnership with the VCU Health Systems who will serve as the test site for 17 candidates in providing both moral support as well as food for Friday and Saturday. Good luck to our chapter members who are taking the exam.

On Tuesday, May 17, the Certification and Scholarship Committees welcome Linda Coake, CPS/CAP to our chapter meeting as our guest speaker. Linda is a member of the Tri-City Chapter and a former VA Division President. Linda's presentation is "Who, What, When, Where and How of Professional Development." We will also recognize our CPS and CPS/CAP recipients from May and November 2010.

I'd like to thank the Certification Committee members (Gail Arthur, CPS/CAP, Patsy Coppins, CPS/CAP and Becky Roan, CAP) for their outstanding service on the committee this year and also thank Cynthia Robinson, CAP our committee liaison with the board. I'd also like to thank Marlene Mondziel, CPS/CAP and the scholarship committee (Peggy Baskette, CPS, Rebecca Roan, CAP, Stephany Schrimsher, CAP, Elaine Barney, and Jackie Howie, CPS/CAP) for the collaborative efforts this year. I think we have had many successes in support of the chapter's goals.

I hope you will plan to attend our chapter meeting and celebrate professional development and the accomplishments of our members.

Until next time,

Betty Blodgett CPS/CAP
IAAP ODC Certification Chair



Who, What, When, Where and How of Professional Development

LINDA C. COAKE, CPS/CAP PRESENTER



HAMPTON INN & SUITES
1101 Technology Park Drive, Glen Allen, VA 23059

5:30 – 6:00 p.m.....Registration/Networking
6:00 – 6:45 p.m.....Welcome/Business/Dinner
6:45 – 7:45 p.m.....Program/Presentation



REGISTRATION FORM

Please Print

Member's First Name: _____ Last Name: _____ CPS__ CPS/CAP__ CAP__ E
Company: _____
Business Phone: _____ Cell Phone: _____
E-mail Address: _____ IAAP Chapter: _____
Guest First Name: _____ Last Name: _____ CPS__ CPS/CAP__ CAP__
Company: _____
Business Phone: _____ Cell Phone: _____
E-mail Address _____ Guest of: _____

Attending (check one): Meeting/Program only _____ Meeting/Program/Dinner _____ (\$15.00)

REGISTRATION DEADLINE – FRIDAY, May 13, 2011

(Make checks payable to Old Dominion Chapter, IAAP) – Tax ID #54-6053135

Please mail registration form and/or check to:



Cynthia Robinson, CAP
c/oCounty of Henrico, Virginia
Department of Public Works
4301 E. Parham Road
Administration Annex Bldg.—3rd Floor
Henrico, VA 23228
804.501.4394 (office)/ 804.921.2293 (cell)
804.501.7470 (fax)
rob12@co.henrico.va.us



The fee of \$15 covers the cost of the meal. Parking is also free! **It is chapter policy that if a member or guest registers for dinner and cancels, they will be billed for their meal.

EFAM MONTREAL 2011

Old Dominion Chapter, IAAP Upcoming Events At A Glance

P.O. Box 71412 • Henrico, VA - 23255 • <http://www.iaap-olddominion.org>

May 17, 2011

Certification and Scholarship Committees' Presentation
Who, What, When, Where and How of Professional Development
Speaker: Linda Coake, CPS/CAP
Location: Hampton Inn & Suites (REVISED)
Technology Park Drive
Glen Allen, VA
Time: 6 p.m.

June 17-19, 2011

Annual Meeting—Virginia-West Virginia Division
Fredericksburg Chapter, IAAP
Speakers: John L. Johnson, CCDP/AP
Donna R. Tyson
Cost: \$175
Location: Fredericksburg Hosp. House & Conf. Ctr.
Fredericksburg, VA

3.5 Recertification Points

June 21, 2011

Installation of 2011-2012 Officers
Speaker: Shirley Fuller, CPS/CAP
Location: Marriott-Courtyard Richmond Northwest
3950 Westerre Parkway
Richmond, VA 23233

Recertification Point Pending

July 19, 2011

Annual Summer Social/Garden Party
Speaker: Willa Brigham
Location: Marriott-Courtyard Richmond Northwest
3950 Westerre Parkway
Richmond, VA 23233

Recertification Point Pending

July 24-27, 2011

Education Forum & Annual Meeting (EFAM)
Location: Montreal Convention Center
Montreal Quebec

August 16, 2011

Monthly Meeting
Speaker: TBA
Location: Marriott-Courtyard Richmond Northwest
3950 Westerre Parkway
Richmond, VA 23233

Recertification Point Pending

September 20, 2011

Monthly Meeting
Speaker: TBA
Location: Marriott-Courtyard Richmond Northwest
3950 Westerre Parkway
Richmond, VA 23233

Recertification Point Pending

October 18, 2011

Boss's Day Appreciation Breakfast
Speaker: TBA
Location: Marriott Courtyard
3950 Westerre Parkway
Richmond, VA 23233

Recertification Point Pending



International Association of
Administrative Professionals®
Old Dominion Chapter

2011 PROFESSIONAL MEMBER OF THE YEAR

Lana Agostini, 2nd Vice President/Membership Committee Chair

Congratulations to the ODC 2011 award recipient, Lana Agostini. Lana is an Administrative Project Analyst with the Department of Public Works, City of Richmond! She has been a member of IAAP – Old Dominion Chapter for two (2) years and is the 2011 Chapter 2nd Vice President.

Lana was selected based on the following:

- Service on 2010-2011 Board as 2nd Vice President
- Attendance at Board, Chapter, and committee meetings.
- Community service activities on her own and with ODC.
- Interviewed by Office Pro for article on Social Networking
- Service on three (3) Committees: Community Service, Publicity/Marketing, Membership Registration for Attendance at VA/WV Division Meeting
- Attending workshops and seminars to keep abreast of office management practices and technology and completion of 14.5 credit hours toward obtaining Master’s Degree in Business Administration/Public Administration at Strayer University.
- Recruiting new members.
- Recognition on two separate occasions by her employer.



Lana introduced the chapter to social networking by setting up ODC chapter pages in LinkedIn, Facebook, and Twitter. She also played an integral role in making the necessary contacts to update the look, content, and professional image of the chapter’s webpage.

Lana is a true ambassador of the administrative profession, IAAP and the Old Dominion Chapter by encouraging and inspiring current and prospective members to develop and grow in their chosen fields by being active in or joining IAAP. She stresses the fact that constant training, membership in professional organizations, experience, and certifications

are beneficial to increase one’s marketability, personal sense of accomplishment, and displays ownership in their chosen field. Lana takes advantage of every opportunity to promote IAAP to friends, co-workers, her employer, current and prospective members and through networking.

Lana exemplifies our current motto “Challenge and Change”. The Membership Committee will forward Lana’s application to the Virginia-West Virginia Division for consideration for the Division PMOY award. Let’s all wish her luck at the Division level.

Lana, You Represent the Old Dominion Chapter Well!

Welcome New Members!

**Janet G. Albright
Tomica Gregory
and
Chuck Hansen**

May Birthdays

Christina Snyder	5/3
Vicki Buzzard	5/7
Natalie Toombs	5/16
Carole Landrau-Penna	5/23
Gale Barney	5/27
Rebecca Roan, CAP	5/28

May Anniversaries

Darice Alexander	1 yr.
Margaret (Anne) Burry	1 yr.
Monica Deberry	1 yr.
Kathy Ely, CAP	5 yrs.
Santina Harris	4 yrs.
Michelle Puryear	1 yr.
Charlene Redman	11 yrs.





OLD DOMINION CHAPTER, IAAP JUNE INSTALLATION OF OFFICERS EVENT TUESDAY, JUNE 21, 2011

Effectiveness In The Workplace!

Overview

Do you have questions about professional development? Just what is it? Is it too late to start? What is available? Learn the answers to these and other questions to help you grow in your career as an administrative assistant.

1. What is an Administrative Professional
Presenting Yourself Effectively
Thinking Clearly and Logically
Presenting Ideas Concisely
Art of Good Listening
Portraying Self Confidence
2. Time Management
Be on Time
Good Planning
3. Conflict Resolution
Managing Stress
Personal & Professional Development
Building Your Skills Portfolio
4. Education
Certification
Professional Organizations
Seminars & Conferences
5. Maintaining Professionalism

Biography: Shirley H. Fuller ,CPS/CAP, President-Elect Virginia-West Virginia Division

Education

Central Virginia Community College – Lynchburg, Virginia: Associates Degree 2008 Summa cum laudé
Computer classes, advanced desktop publishing, business law

Work Experience

Lynchburg Police Department
Lynchburg, VA 24504

Executive Assistant to Chief of Police 1991 – Present
Duties: Assist Chief of Police and command staff in administrative support role. Administrative responsibilities including travel, expenditures, and purchasing. Answer all correspondence and re-route incoming calls to appropriate personnel. Coordinate monthly and quarterly reports regarding crime statistics and significant arrests. Write speeches and press releases, and coordinate swearing-in and promotional ceremonies. Manages all employee personnel files, pre-employment and background files, inactive files, etc. Work as liaison with Commonwealth's Attorney's Office, Lynchburg City Schools, and City directors.

City of Lynchburg

Public Works Department
Lynchburg, VA 24504

Administrative Assistant, 1984 – 1991

Duties: Assistant to Director of Public Works and City Engineer. Distributed mail, reviewed correspondence and composed administrative documents and reports. Arranged conferences and

meetings for City Council members and Strategic Planning personnel. Coordinated Work Management Program for distribution of highway funds throughout the City.

The Toro Company
Riverside, CA 92755

Document Control Coordinator, 1977 – 1984

Duties: Created, maintained, and controlled all engineering documents including drawings, sepias, microfiche, prototypes, and bills of materials. Supervised five clerical personnel and delegated all work to clerical and support staff.

Certifications

Certified Professional Secretary – 2000

Recertified – 2005, 2011

Certified Administrative Professional – 2001

Recertified – 2005, 2011

Membership

International Association of Administrative Professionals (Virginia Division Board, Past President of Lynchburg Chapter)

Fraternal Order of Police Associates

Citizens Police Academy Alumni



EFFECTIVENESS IN THE WORKPLACE!

SHIRLEY H. FULLER ,CPS/CAP, PRESIDENT-ELECT

VIRGINIA-WEST VIRGINIA DIVISION

REGISTRATION FORM



Please print:

IAAP Member Name: _____ CPS: _____ CPS/CAP: _____ CAP: _____

Company Name: _____

Address: _____

Business Phone: _____ Cell Phone: _____

E-mail Address: _____ Personal E-mail Address: _____

Non-Member/Guest Name: _____ CPS: _____ CPS/CAP: _____ C AP: _____

Company : _____

Address: _____

Business Phone: _____ Cell Phone: _____

E-mail Address: _____ Personal E-mail Address: _____

Total Attending: _____ Total Amount Enclosed: _____

IAAP Chapter: _____ Guest of IAAP Member? [] Yes - [] No Member's Name: _____

Attending (check one): Meeting/Program only _____ Meeting/Program/Dinner _____ (\$15.00)

Check or Money Order Only!

(Make checks payable to Old Dominion Chapter, IAAP) - (Tax ID #: 54-6053135)

(The fee of \$15 covers the cost of the meal. Parking is also free! **It is chapter policy that if a member or guest registers for dinner and cancels, they will be billed for their meal.)

Registration deadline—Friday, June 17, 2011

Please mail registration form and fee to:



International Association of
Administrative Professionals®
Old Dominion Chapter

GALE BARNEY
c/o County of Henrico, Virginia
Department of Public Works
4301 E. Parham Road
Administration Annex Bldg.—3rd Floor
Henrico, VA 23228
804.501.4398 (office cell)
804.501.7470 (fax)
bar27@co.henrico.va.us



For additional inquiries, contact
Cynthia Robinson, CAP, President-Elect
rob12@co.henrico.va.us
804.921.2293



Marriott. Eastern Region
Visit Our Brand Sources:



Tackle the Dread Head-On

Let's face it, everyone has at least one part of their job that they dislike. Whether it is the mountain of paperwork on your desk that needs to be filed or the phone call to the unhappy client that needs to be made, each day you have something that you are required to do that you dread.

What do you do when you are faced with a task that you dislike? Do you put it off, telling yourself that you will get to it later (only to find yourself still stressing about it hours later)? Or do you tackle the dreaded task head on?

Leaders fight the urge to procrastinate. To make the most of your most precious commodity – your time - you must make each moment count. Every morning consider your to-do list and pick out the one thing that you want to do least. Make completing that dreaded task your first accomplishment of the day. You will find that this simple, yet effective, technique will make you more efficient while also reducing your daily stress level.



Keep Leading from the Front,
Angie and Courtney — www.leadstar.us

Effective Leading: Are You Interested In Serving On A Committee? *Cynthia Robinson, CAP, President-Elect /Newsletter Committee Chair*



They know their skills are needed. There are many facets to running an organization. From finance to advertising, recruitment to programs, it takes a diverse range of skills to pull it all together.

A nonprofit is going to improve and will benefit from their contributions. Fresh ideas and fresh techniques only make the Old Dominion Chapter stronger and better. There is a possibility to effect change in an organization.

Leaders influence others and have the ability to take action and implement change in an organization. They will feel good by doing good.

The Old Dominion Chapter members do great things every year. The empowerment of commitment to success is amazing. They enjoy collaborating with interesting people who have the same interest and values.

The Old Dominion Chapter membership is comprised of admins

from many different businesses around the Richmond area. It is a great network of skills and ideas, all for the sharing. They want to learn new skills.

Part of the mission if IAAP is to provide growth opportunities through education. Leadership roles provide a way to learn more, understand processes and add to your toolbox of skills. They want to give back to the community. Serving on a committee is a great way to be involved in an organization that gives back to the community through work and charity. They have found a new reason to live productively.

Serving on a committee can help you recharge your commitment to yourself and your career.

They want to have an impact. The work that you do on a committee will have a lasting effect on the future of the organization and its membership. Your leadership will make a difference.

It can be fun. Aside from the career enhancement, serving as a committee chair or being on a committee provides a close group of professionals that will be your friends for years to come.

If you're interested in taking on a leadership role or serving on a committee, please contact Cynthia Robinson, CAP, President-Elect at rob12@co.henrico.va.us.

Old Dominion Chapter, IAAP Committee Descriptions

Cynthia Robinson, CAP, President-Elect /Newsletter Committee Chair

Administrative Professionals Week Committee:

Formulate a program to enable the chapter and its members to derive the greatest possible benefit from Administrative Professionals Week.

Auditing Committee:

Shall audit the chapter financial records. Such audit shall be completed by July 31, a written report covering the audit submitted to the board of directors, and the records transferred to the incumbent Treasurer.

Budget Committee:

Shall prepare a proposed budget for presentation to the board of directors at the August board meeting, revised (if requested), and present to the membership for approval at the regular August chapter meeting. Once the budget has been approved by the membership, the board of directors shall oversee the administration of the chapter's finances. Any amendments to the budget must be submitted to the board and be approved by the membership.

Bylaws and Standing Rules:

- (1) Shall maintain conformity in chapter bylaws and standing rules with the International bylaws and standing rules and the division bylaws and standing rules.
- (2) May propose amendments and resolutions.
- (3) Shall edit/correlate all proposed amendments to bylaws and standing rules of this chapter and submit them, together with the committee's recommendations and the reasons for the recommendations, to the membership in accordance with these bylaws.
- (4) Shall send chapter bylaws and standing rules to the division bylaws and standing rules committee and a courtesy copy to the division board.
- (5) Shall assist the board of directors in preparing and submitting amendments to International and/or division bylaws and standing rules and resolutions to the international bylaws and standing rules committee on behalf of the chapter.
- (6) Shall be chaired by the Parliamentary Advisor.

Certification Committee:

Shall stimulate interest and encourage participation in the CPS and CAP programs. The certification committee shall ensure that an examination site is obtained in the Richmond metropolitan area for administering the exams. This committee will also ensure that a proctor meeting the certification program requirements is available for administering these examinations.

Community Service Committee:

Shall lead the chapter's activities in the field of service to the community.

Membership Committee:

Shall be responsible for all phases of membership in the work of the chapter through:

- (1) The member recruitment subcommittee:
 - (a) direct all activities of the chapter concerned with the recruitment of members.
 - (b) receive and process all applications for membership, including reinstatements and transfers, and shall notify the membership of all such applications upon submission to headquarters.
- (2) The member orientation and retention sub-committee:
 - (a) be responsible for instructing new members in the history, organization and functions of IAAP through such plans formulated by the sub-committee.
 - (b) direct all activities of the chapter concerned with the retention of members.

Program Committee:

Shall plan the programs for meetings and other chapter functions.

Publicity Committee:

Shall publicize chapter activities through releases to the press and other media.

Scholarship Committee:

Shall be responsible for publicizing the scholarship award in accredited institutions offering administrative support or office technology curriculum and shall conduct the competition in accordance with established plans of previous years, or in such manner as seems advisable, approved by the Board of Directors.

Newsletter Committee:

- (1) prepare and distribute the official publication to the chapter.
- (2) be responsible for maintaining a complete file of the publication.

Ways and Means Committee:

Shall develop a plan for raising funds for ODC operating budget. The initial plan shall be presented to the Board of Directors for approval no later than the September board meeting.

Administrative Professionals Seminar Highlights Cynthia Robinson, CAP, President-Elect/APW Chair

Our desire to all employers is to support continued training and development for administrative staff, recognizing that a well-trained workforce is essential for success in today's business world.

FEARLESS LEADERSHIP: FUEL YOUR DRIVE AND THRIVE!

“This Year Celebrate All Office Professionals”



The goal of the APW committee was to complete the traditional tasks and responsibilities including hosting a spectacular seminar to motivate and inspire professionals to enhance their professional performance within their organization and to obtain a better awareness of reaching his/her career goals.

Our desire to all employers is to support continued training and development for administrative staff, recognizing that a well-trained workforce is essential for success in today's business world.

The 2011 Administrative Professionals Week Seminar was a success! Over 128 professionals attended! The reaction to the Old Dominion Chapter, IAAP 2011 Administrative Professionals Week Seminar, “Fearless Leadership: Fuel Your Drive and Thrive,” Victoria Ashford (keynote speaker) was outstanding, informative, motivating, and inspiring!!!

Victoria Ashford talked about staying fearless! She taught us the leadership is about influence and impact! Being a person of impact with out fear! In addition, know yourself and know others!!! She challenged us (attendees) to move to our next level in our careers and make sure we know what we want, where it may be going back to college, etc. She added, “ the wisest person learns from other successes! Success leaves clues! She encouraged us to “Stay engaged!”

In addition, we were honored to have Angela Harper, FAICP, Deputy County Manager for Special Services, to welcome the attendees and to share information regarding the County of Henrico 400th Anniversary.

Administrative Professionals Seminar Acknowledgements

The Old Dominion Chapter, International Association of Administrative Professionals® wishes to acknowledge and thank the Administrative Professionals Week Committee for their diligent work to ensure the success of this event. Committee members dedicated many hours in researching, planning, coordinating, and facilitating this special day.

Gale Barney
Betty Blodgett, CPS/CAP
June Pegram, CAP
Audrey Roberts, CAP
Cynthia Robinson, CAP, President –Elect/APW Chair
Nell Sylte, CAP
Linda Taylor
Rukiya Wilkins

Thanks to the Community Service, Membership, and Program Committees who assisted with this event.

Thanks to Michelle Jackson for marketing this event through various news agencies and also to Dominique Henry for marketing this event through social media.

Thanks to those who worked behind the scenes: Vicki Buzzard, Lisa Chenault, Peggy Gentry, CPS/CAP, Alma Gordon, Genesee Graham, Richard Martin & Crew, Karen Mazza, Ruth McCarty, CPS, Charlotte Moore, Pam Orlandi, Lynn Pringle, Monica Roberts, and Christen Thorpe.

(cont'd on page 12)

Administrative Professionals Seminar Acknowledgements (cont'd)

This year the APW team marketed the event more efficiently by petitioning sponsors via email and walk-ins. In addition, the team marketed to over 300 agencies. Over 5,000 invites were sent out. Administrative Professionals from various municipalities throughout Virginia that attended the seminar include:

Altria, Inc	Henrico Doctor's Hospital
Austin Brockenbrough & Associates, LLP	Henrico County Social Services
Better Housing Coalition	Honeywell
Bon Secours Memorial College of Nursing	Human Terrain Systems
Booz Allen Hamilton	J. Sargeant Reynolds Community College
Capital Area Health Network	James Madison University, Center for Instructional Technology
Capital One	James Madison University, Center for Instructional Technology
Central Virginia Waste Management Authority	Jason's Deli
Chesterfield County General Services/Capital Projects Management	John Randolph Foundation
Chesterfield County Radio Shop	John Yancey Companies
Chesterfield County General Services	Mapcom Systems
Chuck Hansen, Speaker, Writer, Humorist...	Morning Star Baptist Church
City of Richmond Public Utilities	MWV Specialty Chemicals
City of Richmond Public Works	Naval Surface Warfare Center
City of Richmond Wastewater Treatment Plant	Neurology Center of Fairfax
City of Richmond Human Resources	New Kent Fire Resue
City of Richmond/Water Purification Plant	Northrop Grumman
Henrico Schools/Elk Hill/Varina	Owens-Minor
Energy Systems Group	Pfizer Consumer Healthcare
Gallaudet University	Richmond Public Schools
Hanover County Fire/EMS	Richmond Public Schools/Richmond Technical Center
Hanover County Assessor's Office	Southside Virginia Training Center
Hanover County Finance	State Corporation Commission
Hanover County Information Technology	Sussex County Public Schools
Hanover County Public Schools	Town of Front Royal
Hanover County Public Works	U.S. Army
Hanover County Purchasing	U.S. Smokeless Tobacco Co.
Hauni Richmond, Inc.	VAMC McGuire Hospital
Henrico County Managers Office	VCU Health System
Henrico County Public Schools	Virginia Commonwealth University
Henrico County Public Schools Technology Department	Virginia Department of Corrections/Sussex II State Prison
Henrico County Public Works	Virginia Tech/Blacksburg, Virginia
Henrico County Social Services	

Thanks to the following individuals who donated gifts for door prizes:

Elaine Barney
Gale Barney
June Pegram, CAP
Audrey Roberts, CAP
Cynthia Robinson, CAP

Thanks to the following companies who sponsored the event:

Apple Spice Junction	OfficeMax
Avery Dennison	Omni Pinnacle, LLC
CVWMA	Owens & Minor
Henrico County Finance Dept.	Peking
Henrico County Human Resources	Pfizer
Henrico County Public Relations	Plant More Plants sponsored by DCR
Henrico County Public Utilities/KHB	State Corporation Commission
Henrico County Public Works	The Supply Room
Henrico County Public Works/EESD	VCU School of Business
Henrico County Rec & Parks	Virginia Tech Richmond Center
Jason's Deli	Wyndham Virginia Crossings Hotel & Conf. Center
Macy's	
Mead Westvaco Corp.	
Office Depot	

2011 Administrative Professionals Week Proclamations

Betty Blodgett CPS/CAP, APW Committee Member/Certification Chair

As a member of the APW Seminar Committee, it was my responsibility to secure proclamations from our local governing bodies as well as from the Governor's office recognizing April 24 – 30 as Administrative Professionals Week and April 27 as Administrative Professionals Day. I'm pleased to report that we were successful in our efforts and would like to thank the following members for representing our chapter at the following presentations:

Lana Agostini received the proclamation from the City of Richmond during their monthly meeting on April 11.

Cynthia Robinson, CAP, President-Elect/APW Chair received the proclamation from Henrico County Board of Supervisors on April 12. To view the video, click on <http://www.co.henrico.va.us/departments/supervisors/video-of-meetings/>. Under "Archived Videos" click on April 12 video. After it loads up, under "All Items" stroll down to the "Presentations". Then click on "Proclamation—Administrative Professionals Week—April 24, - 30, 2011.

Proclamations were received via mail from the Hanover County Board of Supervisors and the Chesterfield County Board of Supervisors.

We are again pleased that we secured a resolution from the Office of the Governor of Virginia. An electronic version of this proclamation was sent to our VA-WVA Division president for distribution to all chapter presidents in Virginia.

All proclamations were on display at the APW Seminar on Monday, April 25 and the proclamation from the Governor was read as part of the program.

Betty Blodgett CPS/CAP
IAAP ODC Certification Chair
APW Seminar Committee Member



Tips on Staying Ahead in a Changing Workplace

The office workplace is changing rapidly. Administrative professionals are being given greater responsibilities. What can professionals do to adapt to these changes and maximize their value to their employers? International Association of Administrative Professionals® (IAAP®) offers seven tips:

- Become a computer software expert. Demonstrate your mastery of "office suite" software packages which typically include word processing, spreadsheet, database, presentations, and scheduling software. Learn to navigate the Internet, and gather information via the World Wide Web to further your organization's goals and to serve customers' needs. Become a "Web Master" or a Web content provider for your employer.
- Actively pursue continuing education. Attend business-related workshops and seminars or pursue a college degree program. Polish your written and verbal communications skills.
- Learn how to plan conferences and meetings. Make the meetings well organized and user friendly through good room and site selection, meeting arrangements, and audio-visuals. Understand audio- and video-conferencing. Become adept at presentation software such as Microsoft's PowerPoint.
- Be a good teacher and leader. Many administrative professionals are training and supervising other staff. IAAP offers many opportunities to practice organizational leadership roles.
- Become a communications hub for your workplace. Clients and vendors often judge the character of a business by the quality and efficiency of its administrative support staff. Customer service skills are critically important. Interpersonal skills (tact, diplomacy, negotiation) are also essential.
- Be an adept organizer and "Information Manager." Utilize computerized data as well as paper office records to provide information needed by managers. Today's administrative staff increasingly conduct research and help manage projects from conception to completion.
- Get involved in selecting and maintaining office equipment. Stay abreast of the types of available office equipment and what is most suited to your organization. Seek out appropriate vendors. Learn to oversee equipment purchases, evaluate office supply needs, and schedule maintenance.

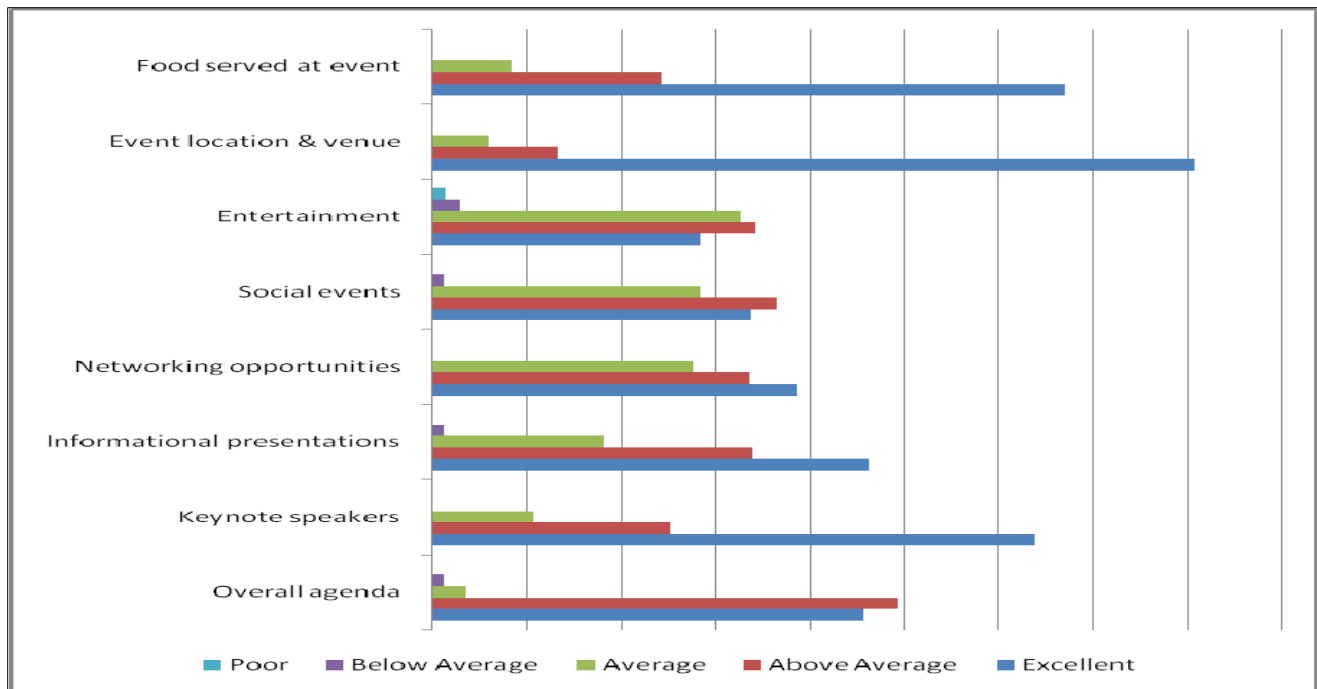
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2011 APW SEMINAR EVALUATION

We are pleased to share the results of the APW Seminar Evaluation Survey which was sent to the attendees of the 2011 APW seminar. The overall results were extremely positive and it seems that the majority of attendees left with some valuable information that they can apply to their day-to-day life. Below are the analysis and a sampling of comments that were received. The committee thanks everyone who took the time to participate in this survey.

Audrey Roberts, APW Committee

	Excellent	Above Average	Average	Below Average	Poor	
Overall agenda	45.8%	49.4%	3.6%	1.2%	0.0%	100.0%
Keynote speakers	63.9%	25.3%	10.8%	0.0%	0.0%	100.0%
Informational presentations	46.3%	34.1%	18.3%	1.3%	0.0%	100.0%
Networking opportunities	38.6%	33.7%	27.7%	0.0%	0.0%	100.0%
Social events	33.8%	36.5%	28.4%	1.3%	0.0%	100.0%
Entertainment	28.4%	34.3%	32.8%	3.0%	1.5%	100.0%
Event location & venue	80.7%	13.3%	6.0%	0.0%	0.0%	100.0%
Food served at event	67.1%	24.4%	8.5%	0.0%	0.0%	100.0%



What did you enjoy or value the most about this event?

- The speaker was very good and I hope to use what she taught us. Networking at lunch was fun.
- Walked away with useful and helpful information by the speakers and from other Admin. Professionals that attended the meeting.
- The speaker was terrific! The APW committee did a fantastic job putting this together.
- Your keynote speaker was excellent. I really liked how she engaged the attendees with her exercises.
- I enjoyed the venue. Thought it was quite nice. All of the people were very nice. Food was delicious.

Do you have any suggestions for improving this event?

- Everything was great...I think this was the best...best place...and everything was so good I am glad that my supervisor was able to come and have this experience with me this year.
- I thought it went a little too long. I think if it could end by 3:00 it would have been perfect.

Community Service News Roslyn Goode, Chair

*A THOUSAND WORDS WILL NOT LEAVE SO DEEP AN IMPRESSION AS ONE DEED
Henrik Ibsen, A 4th Course of Chicken Soup for the Soul*

Greetings ODC Members!

The Community Service Committee once again extends heartfelt thanks for your continued support of donations for **Safe Harbor** and the **Capital Diaper Bank**.

IN THE NEWS

Thursday, March 24, 2011 (6:00 pm – 9:00 pm) was an exciting time for the Community Service Committee. The residents and staff at the Virginia Home hosted an extravaganza entitled **“Thursday Night Live.”** Our committee was asked to volunteer at the event. It was fun, exciting and hilarious. We also visited the home on Saturday April 9, 2011 to address Easter cards for the residents.

Our committee received an invitation to the **Volunteer Recognition Dinner** which was held at the Home on Thursday April 28, 2011 from 6:00 pm – 8:00 pm. The evening was lovely and the food and fellowship was outstanding.

During the APW Conference our committee was fortunate to attract two new members they are **Marleeta Thompson** and **Remonia Keys**. We are so very glad to have them working with us and look forward to a successful year.

Congratulations and kudos to **Lana Agostini** on being voted **Member of the Year** by the Old Dominion Chapter of IAAP. You, go girl!!!!

From the wish list at **Safe Harbor** for **May** we will be collecting **Food Items**, i.e., boxed cereal, pancake mix, pasta, juice boxes, coffee, tea, etc. If you wish you can purchase bus tickets. Contact GRTC for more information about where they may be purchased.

The month of **June**, we will be collecting **Personal Items**, i.e., umbrellas, storage bins, tissues, pain relievers, children’s Motrin & Tylenol, etc. Also they are in need of copy paper be it white paper or colored (any size). Questions, please contact any member of the Community Service Committee.

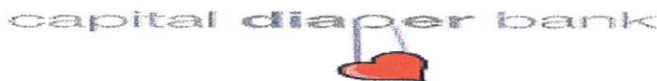
Last but certainly not least, bring your diapers and any donations to the **May** or **June** chapter meeting for the **Capital Diaper Bank**. Diaper sizes that are needed: **5, 6, 7, & 8**. They also need **Pull-ups** and **wipes**.

That about wraps it up folks, until next time.

Roslyn Goode
Chair, Community Service Committee

IAAP ACRONYMS

APD	Administrative Professionals Day
APW	Administrative Professionals Week
BOD	Board of Directors
CAP	Certified Administrative Professional
CPS	Certified Professional Secretary
EFAM	Educational Forum and Annual Meeting
IAAP	International Association of Administrative Professionals
LAN	Leaders Actively Networking
ODC	Old Dominion Chapter
NSA	National Secretaries Association
PDS	Professional Development Seminar
PEC	Professional Education Seminar
PMOY	Professional Member of the Year
PSI	Professional Secretaries International



1704 West Laburnum Avenue
Richmond, Virginia 23227
(804) 359-8821

April 26, 2011

International Association of Administrative Professionals
Old Dominion Chapter

Dear Supporter,

*"The test of the morality of a society is what it does for its children."
Dietrich Bonhoeffer*

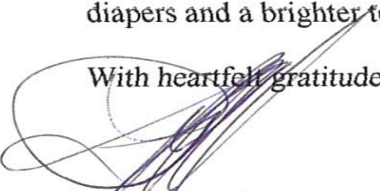
Babies and toddlers should not have to endure infections from recycled diapers! Thank you for believing and supporting this conviction through your generous donation of diapers and wipes to **Capital Diaper Bank** as part of your community service efforts. It is helping make a crucial difference in the lives of babies and toddlers of families in need in the Richmond area.

Your contribution indicates your awareness of and concern for children who have become innocent victims of poverty. Generous partners such as you enable **Capital Diaper Bank (CDB)** to continue its mission of ensuring that families living in poverty have an adequate supply of diapers for their babies and toddlers.

In response to the lack of public assistance for diapers purchases and the subsequent stress placed on economically vulnerable families at critical times, **Capital Diaper Bank** was created. Modeled after successful regional food banks, CDB collects diapers and cash donations for bulk purchases of diapers. The diapers are then distributed through local 501(c)(3) agencies including shelters, food pantries, day care and health facilities.

Again, thank you for your support and generosity. Your kindness shows you are truly committed to helping children in our community. With friends like you, we are able to ensure our babies have enough diapers and a brighter tomorrow.

With heartfelt gratitude,



Phyllis Bradley
Executive Director
Capital Diaper Bank

Capital Diaper Bank is recognized by the Internal Revenue Service as a nonprofit 501(c)3 organization. In the spirit of giving, you received no goods or services for this gift. Please retain this letter for your tax records as acknowledgement of your gift and of our sincere appreciation.

Cc: IAAP World Headquarters - Kansas City, MO

History of Memorial Day

About.com - <http://www.history.com/minisites/memorial/>



Memorial Day, which falls on the last Monday of May, commemorates the men and women who died while serving in the American military. Originally known as Decoration Day, it originated in the years following the Civil War and became an official federal holiday in 1971. Many Americans observe Memorial Day by visiting cemeteries or memorials, holding family gatherings and participating in parades. Unofficially, at least, it marks the beginning of summer.

Memorial Day was originally known as Decoration Day because it was a time set aside to honor the nation's Civil War dead by decorating their graves. It was first widely observed on May 30, 1868, to commemorate the sacrifices of Civil War soldiers, by proclamation of General John A. Logan of the Grand Army of the Republic, an organization of former sailors and soldiers. On May 5, 1868, Logan declared in General Order No. 11 that:

The 30th of May, 1868, is designated for the purpose of strewing with flowers, or otherwise decorating the graves of comrades who died in defense of their country during the late rebellion, and whose bodies now lie in almost every city, village, and hamlet churchyard in the land. In this observance no form of ceremony is prescribed, but posts and comrades will in their own way arrange such fitting services and testimonials of respect as circumstances may permit.

During the first celebration of Decoration Day, General James Garfield made a speech at Arlington National Cemetery, after which 5,000 participants helped to decorate the graves of the more than 20,000 Union and Confederate soldiers buried in the cemetery.

This 1868 celebration was inspired by local observances of the day in several towns throughout America that had taken place in the three years since the Civil War. In fact, several Northern and Southern cities claim to be the birthplace of Memorial Day, including Columbus, Miss.; Macon, Ga.; Richmond, Va.; Boalsburg, Pa.; and Carbondale, Ill.

In 1966, the federal government, under the direction of President Lyndon Johnson, declared Waterloo, N.Y., the official birthplace of Memorial Day. They chose Waterloo—which had first celebrated the day on May 5, 1866—because the town had made Memorial Day an annual, community-wide event during which businesses closed and residents decorated the graves of soldiers with flowers and flags.

By the late 1800s, many communities across the country had begun to celebrate Memorial Day and, after World War I, observances also began to honor those who had died in all of America's wars. In 1971, Congress declared Memorial Day a national holiday to be celebrated the last Monday in May. (Veterans Day, a day set aside to honor all veterans, living and dead, is celebrated each year on November 11.)

Today, Memorial Day is celebrated at Arlington National Cemetery with a ceremony in which a small American flag is placed on each grave. Also, it is customary for the president or vice-president to give a speech honoring the contributions of the dead and lay a wreath at the Tomb of the Unknown Soldier. About 5,000 people attend the ceremony annually.