



International Association of  
Administrative Professionals®

**Volume 18, Issue 57**

# CITRUS VALLEY INSIGHT



**August 2011**



*Citrus Valley Chapter  
California Division IAAP®*

*IAAP's® Vision:  
To inspire and equip all  
administrative professionals  
to attain excellence.*

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## REMINDERS:

**NEXT CITRUS VALLEY  
CHAPTER MEETING WILL  
BE SEPTEMBER 6, 2011  
AT MARIE CALLENDERS**

**MULTI-CHAPTER SYMPOSIUM—NEXT EVENT WILL  
BE SATURDAY OCTOBER  
1, 2011 AT THE CROWNE  
PLAZA IN IRVINE.**

**LOOK FOR UPCOMING  
FALL CONFERENCE INFO  
IN SAN DIEGO OCTOBER**

## *President's Message:*

Here we are still in summer mode even as the calendar pushes into September and the recollection of school days returning.

Memories of school bring forth different things for each of us. How about teachers: the good, the bad, and the ugly! We remember them, whatever impression was left with us. Per Andy Rooney, "Most of us end up with no more than five or six people who remember us; teachers have thousands of people who remember them for the rest of their lives."

In your position, do you see yourself as a teacher? Do you realize your teaching style and influence? Well, you are a teacher to many: your co-workers, your bosses, and your colleagues – professionally and personally – including those of us involved in IAAP and Citrus Valley.

Could "teaching" be applied to our association and your *teaching* role as a chapter member? You, the teacher, can offer specific feedback to support, inform and inspire other members, your board and IAAP leaders. We learn from you as often as we hope you learn from us. When you clearly communicate with us what you've learned and what you wish to learn, you teach us. We respond best when we know how to serve you better. Then we all teach one another.

Do you have a new or different work-related insight you can teach us? Write it up and send it to our newsletter chair, and we'll feature your lesson to share with everyone. Maybe you'd like to flex your teaching muscles through involvement as a committee person or board member and tap into a collaborative teaching effort. If you're unsure, step forward and let us support, guide and teach you. I want you to be successful, shine, and expand your ability as a teacher. Citrus Valley and you will benefit.

How do you want your Citrus Valley Chapter teaching to be remembered?

*Ellen*

**Ellen Schultz, CAP**

*Citrus Valley Chapter...Helping Administrative Professionals discover  
their personal and professional potential.*



Clara Barton, founder of the American Red Cross, rode mule wagons and worked as a nurse during the Spanish-American War at the age of seventy-seven.

"It's never too late to become the person you always wanted to be."



EFAM Convention July 2011



Our Citrus Valley Chapter Representatives to EFAM—Delegate Donna Call and our Alternate Marilyn Elmore

Having fun in Canada—

Marilyn Elmore, Beth McPhail and Allis Peters CAP (Both from the Ames Iowa Chapter) and Donna Call





New Citrus Valley Chapter President Ellen Schultz CAP—Our first meeting for the new year

Speaker at our August Meeting - Leigh Poirier, Acting Director, UCI Health Education Center. "Catching Your Breath—Stress Hints for Personal Balance" *Are you remembering to Breathe??*



Citrus Valley Chapter members in San Diego—Donna Call, Ellen Schultz, CAP and Peggy Wall

"Cherish all your happy moments; they make a fine cushion for old age."

--Booth Tarkington,  
American novelist and dramatist

"The basic difference between being assertive and being aggressive is how our words and behavior affect the rights and well-being of others."

--Sharon Anthony Bower,  
American self-help author



## SPOTLIGHT.....



*This is a special section devoted to Incoming New members and Existing Members from IAAP®*

*.....Featuring Michelle Sanchez, Administrative/Accounting Assistant*

Michelle has worked for the San Gabriel Basin Water Quality Authority for 9 1/2 years and is enjoying her Administrative Assistant roll as well as her Accounting duties. When asked what she liked about her job, Michelle responded that it was the interaction with the staff and also the paperwork. She enjoys the accounting part of her job as well. When starting in this business in 1993, she was a secretary and worked in the legal field. She also attended a business college where she gained the skills for her profession. Michelle's employer was the catalyst for her to join IAAP®; she heard about the Citrus Valley Chapter from Vicki Hahn and came to a meeting. The topics were interesting and Michelle's company was supportive of her joining. In her spare time she enjoys spending time with her family, traveling and loves scrapbooking! Her long time life goal was to be a stay at home mom with kids. Well life did not deal her kids, but she has a great husband and 5 wonderful dogs that keep her busy.



## Spotlight on Michelle Sanchez

*Stay tuned for what is upcoming in our September Newsletter..... hint Labor Day and remembering 9-11.*

**SOS (Share our Solutions)** from last months newsletter: Employee taking advantage of company time and not working the hours that are stated: Here are some of the answers received

Talk to the supervisor in a diplomatic way; if asked to approve time sheet hours. Ask the supervisor if they have verified the hours the employee has worked, and if the times are ok. *Anonymously reported*

Have something sent out to all employees, such as announcement that the company policy states (whatever the guidelines are) to have an impact. *Anonymously reported*

Eventually the person will be found out. Let it go, these things work themselves out, maybe not soon but for sure later. *Anonymously reported*

Hopefully no one really wastes the company time—we have all been there sometimes—the person is most likely making up the time anyway. *Anonymously reported*

CVC Board Members for our 2011-2012 year:

President—**Ellen Schultz, CAP**

[eschultz@apu.edu](mailto:eschultz@apu.edu)

Bus. 626.815.2031

Vice President—**Dawn McCollum, CAP**

[dmmccollumcap-certified@yahoo.com](mailto:dmmccollumcap-certified@yahoo.com)

Cell 626.664-5211

Treasurer—**Peggy Wall**

[peggya.wall@verizon.net](mailto:peggya.wall@verizon.net)

Bus. 714.966-7040 ext 2446

Fax 714.966-4545

Recording Secretary—**Sharon Weber**

[sharonw@ccul.org](mailto:sharonw@ccul.org)

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Corresponding Secretary—**Donna Call**

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Bus. 909.621-8045



WEB—HTTP://WWW.IAAP-CITRUSVALLEY.ORG.....SERVING MEMBERS IN EASTERN LOS ANGELES COUNTY, WESTERN SAN BERNARDINO COUNTY AND NORTHERN ORANGE COUNTY



IAAP®

### CITRUS VALLEY CHAPTER

#### MEETING DATES

July 15, 2011 – Social Event

August 2, 2011

September 6, 2011

October 4, 2011

November 2, 2011

December 6, 2011

January 3, 2012

February 7, 2012

March 6, 2012

April 3, 2012

May 1, 2012

June 5, 2012

#### MEETING LOCATION

Marie Callender's

1560 Albatross Road, COI 91748

RSVP by Saturday prior to meeting

Peggy Wall

CVC Treasurer

Cell: 626-437-3195

[cvcreservations@verizon.net](mailto:cvcreservations@verizon.net)

#### OTHER IAAP EVENTS

October 1, 2011

35<sup>th</sup> Professional Development Day

Crown Plaza Hotel, Irvine, CA

October 9-12, 2011

Fall Conference, San Diego, CA

June 2012

60<sup>th</sup> Annual Meeting (TBD)

July 22-25, 2012

International EFAM Grapevine, TX

#### FY11-12 CVC BOARD DIRECTORS

CVC President—Ellen Schultz, CAP

[ESchultz@apu.edu](mailto:ESchultz@apu.edu)

Chapter V.P. - Dawn McCollum

[Dmmccollumcap-certified@yahoo.com](mailto:Dmmccollumcap-certified@yahoo.com)

## EDITOR'S "E"NSIGHT:

### "Back To School"

Wow—it's that time of year to get ready and go back to school. I have seen the stores filled with all types of school supplies. It seems like everyone is in that frame of School mind.....well the students at least!

Working at a Library, we tend to take notice that during the "summer months" there is parking with ease on the college campus and we can even leave campus for lunch, which is a huge benefit. Right now our librarians are gearing up for the upcoming classes that will be taught to incoming freshman, in addition to preparing for the upper division students classes. There seems to be a lot more foot traffic and there is much cleaning, tree trimming, and general sprucing up—getting ready for students and faculty to come *back to school*.

Joining the Citrus Valley Chapter of IAAP® in April 2010 was a turning point for me since I was a bit adrift. My current boss had just resigned and was headed back home to Louisiana. Being unsure of what the future would hold (having no direct report boss was disconcerting for me at the time) I, in fact, became paralyzed at work—not able to actually "focus" or "do" any work for several weeks.

A few months prior to this happening, I was on a search committee team for hiring an HR professional at my company. We saw many candidates and I was impressed with most of the candidates degrees and certifications and, in a few instances, there were candidates who belonged to certain "Professional Organizations" relating to their HR field. When I remembered this through my troubled times, I thought it would be helpful to reconnect and do something that would actually help me feel positive about myself and my job. I searched on Google under "memberships for Administrative Assistants" and I saw "IAAP®—Enhancing the success of career-minded Admins....." When I went on the IAAP® web site, I learned there were "certifications to be earned". This was an encouragement to go "back to school" or at least take prep classes and exams. Learning about this was exciting and the reason I signed up to become a member of IAAP®. By joining and paying my dues there was a huge weight of stress that was lifted off my shoulders. In addition there was positive change in my attitude, life and professional career. Thankfully I was able to get beyond being stuck and re-focus on my work.

I am happier now in my professional position. I feel like I am contributing many things to my work and have more self confidence to bring to my job everyday. It will be exciting to see the new changes to the IAAP® certifications this year and I am looking forward to getting certified (which is still a goal of mine) to give myself a sense of accomplishment. I am glad that I have found IAAP® —it is so wonderful to be part of a great networking team of women and men "involved in educating" each other. Education is the key to moving forward and to your success. Looking forward to getting "Back to School"!

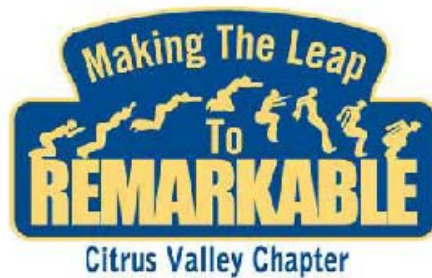
### Education Changes Everything

Kathy Trcopan  
IAAP Member

Contributors to this issue—Ellen Schultz, CAP—President's Message, page 1  
Donna Call and Marilyn Elmore—pictures, Suzanne Sutherland, Quotes and Quips.

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*Thank You!!*



**Tuesday, September 6, 2011**

**Thomas A. Lucash**

Director, Investment Specialist  
New York Life Insurance Company

**"Riding Out Market Cycles"**

**Citrus Valley Chapter Meeting**



**Learn About:**

- The Emotional Wave of Investing
- Understanding Surf Conditions
- Catching the Next Wave
- Ride The Big Waves or Sit in the Sand
- Don't Wipe Out
- Understanding Market Extremes – Timing
- Basic Tenets of Successful Investing
- Variable Annuities

**Location:** Marie Callender's Restaurant  
(directions below)  
1560 Albatross Road  
City of Industry, CA 91748  
(626) 964-1094

**Networking/Check-in:** 6:00 pm

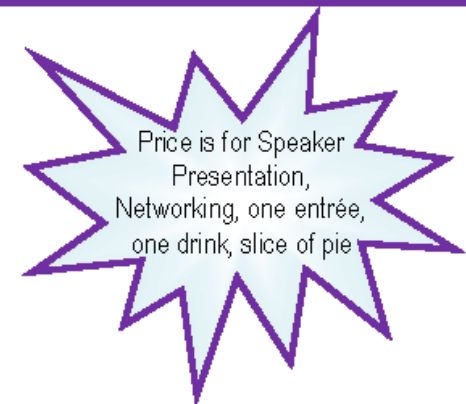
**Introductions:** 6:30 pm

**Dinner Choices:** Grilled Rosemary Chicken *or* French Dip Sandwich *or* Soup & Salad Bar

**Registration:** CVC Members: \$23 Visitors: \$25  
(Please make checks payable to IAAP)

\$10.00 24-Hr No Cancellation / No Show Fee

**Reservations:** Please RSVP by Saturday, 9/4/2011  
Peggy Wall [peggyva.wall@verizon.net](mailto:peggyva.wall@verizon.net) 626-437-3195



Directions from the East towards Los Angeles:

- ▶ Take the Pomona Freeway (60) to the Azusa Avenue exit. **Adult Beverage not included in above price.**
- ▶ Turn left (south) over the freeway past the Puente Hills Mall.
- ▶ At the 3<sup>rd</sup> signal turn left on Colima Road.
- ▶ Turn left at the next signal, which is Albatross Road. Marie Callender's will be on your right, about 1/2 block down (after you cross Almahurst).
- ▶ The Banquet Room is located on the immediate right as you enter Marie Callender's Restaurant.