



GREATER BALTIMORE COMMUNIQUE

A Publication of the
Greater Baltimore Chapter IAAP



November 2010

From the Desk of Patti Ernst, Chapter President

A lot's been happening since the last newsletter. The chapter had a great program on Oct 5th. Umar Hameed of Productivity Cubed spoke about breakthrough performance. In order to make a change in performance we need understand what a person's beliefs are about the situation and work toward changing that belief. We were awarded 1 recertification point from IAAP headquarters for this meeting. Also at this meeting we demonstrated how to navigate the web community to locate the 2010-2011 Member of Excellence commitment form. Signing this form is the first step in the Member of Excellence process. Have you downloaded your commitment form yet?

Locating the Member of Excellence Commitment Form to sign:

- Go to <http://community.iaap-hq.org/IAAPHQ/IAAPHQ/Home/>
- Login to see members only content
- On the Member Resources tab, choose Pathways to Excellence
- On the PROGRAMS tab, select Member of Excellence and then Member of Excellence Info
- Scroll down and you'll see the link to the Member Commitment Form
- Select the Member of Excellence Form - Print & Sign & place in a safe place

Members have been very generous in their donations to the men's shelter. As of October 25th we have collected 36 pairs of underwear, 20 t-shirts and 49 pairs of socks.

Our membership committee has been very busy. On October 20th they offered a Membership Information Evening for prospective members interested in finding out what are the benefits of membership in IAAP. There were a total of 25 people in attendance, 10 of those were prospective members. A lot of effort has been going into preparing a new member handbook to use in conjunction with our new member orientation that will be taking place on November 9th. If you are a new member come out and join us on November 9th at 5:30 p.m. We will be meeting at our regular meeting place, System Source.

We have two new members who have joined the chapter so far this year. Welcome to:

Trish McCune

Sheena Williamson

We had a team of members working together to define a Strategic Plan for the chapter. We've met on several occasions so far and will continue to follow-up quarterly to follow the progress on the objectives that were defined. The Strategic Plan will be shared with members in an upcoming Weekly Update.

In just about a month we will be holding our Holiday Dinner and Auction. Start pulling together all those items you'd like to donate to this always fun filled event. This is our biggest fundraiser of the year, I hope you are making plans now to join us on December 7th at the Marriott Hunt Valley Inn. Pay Pal is available now on our website for this event.

I am thankful to all of you who are working to pull all of these wonderful activities off, your support of the Greater Baltimore Chapter is deeply appreciated!

Finally, I'd like to wish everyone many blessings and much happiness for the coming holiday season!



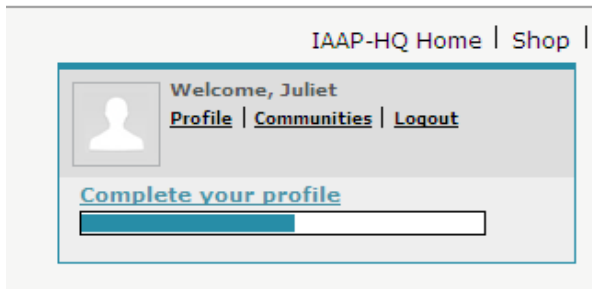


How to Set Up Your Profile on the IAAP Web Community

Submitted by Julie Smith

Setting up your profile on the IAAP web community is very easy. Log into the web community at <http://community.iaap-hq.org>.

Once you are logged in, you will see a box in the top right hand corner of the screen that looks like:



If you click on the profile link, you will be directed to your profile page. Some information is automatically updated by HQ and some information you can update yourself. You can choose to display as much or as little information about yourself as you'd like. Used in conjunction with the Preferences options, you can customize exactly who sees which parts of your profile. By default, your profile information is only accessible by other IAAP members, so unless you change your preferences, your information will not be public to non-IAAP members.

You can spend just a little bit of time verifying that the information in your profile is correct or you can spend hours really putting a lot of detail into your profile.

Each section on the profile page has an edit button. To update your information, just click on the link to edit each of the seven sections:

- Profile Image
- Contact Info
- Bio
- Licenses and Certification
- Interests
- Education
- Job History

Picture

For your profile image, the optimal size is 200x200px, so if you are able to resize your photo first, it will look better on the site at those dimensions. Profile pictures should not be larger than 600x600px.

Contact Information

Your main contact information is pulled directly from the IAAP member database. The information here is 1) the company for which you work, 2) your geographic location (like city/state) and 3) the offices, committees, and groups to which you belong. You can edit this information by clicking edit contact information. Keep in mind that this will change your information with IAAP, not just in this web community.

Bio

Your Bio is a freeform field that you can edit any way you choose by clicking edit.

Licenses and Certifications

Your Certifications can be changed by clicking Enter Certifications. You might wonder why IAAP doesn't simply pull Certification information from your member record. While HQ knows who holds the CPS and/or CAP rating, they also know that lots of members have certifications that they don't track so they have left this field free for you to edit.

Interests

Under Interests, you can choose some of the more popular interests from a list or enter your own. If any two people have the same interest in the system, that interest is immediately added to your networks. This is a powerful way to connect with other members who share interests with you that you may otherwise have no way of communicating with.

Education and Job History

You can edit your Education and Job History Details on this screen.

Once your profile is set up, you can play around with the other parts of the networking section of the web community: contacts, inbox, blogs, groups, and networks. HQ has created a wonderful user guide to help you get the most out of your IAAP online experience. The user guide can be found at: <http://community.iaap-hq.org/IAAPHQ/IAAPHQ/UserGuide/fault.aspx>.





Membership Information/IMPACT Meeting Highlights

On Wednesday, October 20, 2010, the GBC hosted a Membership Information/Impact Meeting. There were 25 members and guests in attendance. The evening started with a Networking Reception & Mini Expo where guests received information about IAAP, spoke with chapter members, and learned about the services provided by our associate members.

Special thanks to Associate Member Eric Bonardi of Vmeals, and his guest vendors: Chesapeake Food Works, Coburn’s Catering, Della Rose’s, Gianni’s Italian Bistro and The Fractured Prune Donut Company. They provided us with an outstanding sampling of their delicacies.

Following the Expo, guests were invited to learn more about the benefits of membership in IAAP. Debbie Higgs, CPS, was the guest speaker and gave a presentation entitled “Your Key to Success.” The evening concluded with door prizes, more networking, and even class presentations by the students of Susi Benson, CAP’s, class from CCBC-Catonsville who were among our guests.

Below are a few pictures of our evening.



Thank you Eric Bonardi &



Find Your Keys to “Member of Excellence”



M	A	R	K	E	T	I	N	G	C
Y	T	I	N	U	M	O	C	O	
E	D	U	C	A	T	I	O	N	M
C	I	G	E	T	A	R	T	S	M
L	H	C	R	A	E	S	E	R	I
O	U	T	R	E	A	C	H	S	T
P	L	A	N	N	I	N	G	W	M
E	X	C	E	L	L	E	N	C	E
S	Y	A	W	H	T	A	P		N
G	N	I	N	I	A	R	T	Y	T

- COMMITMENT
- EXCELLENCE
- PATHWAYS
- STRATEGIC
- COMMUNITY
- MARKETING
- PLANNING
- TRAINING
- EDUCATION
- OUTREACH
- RESEARCH





Reduce Your Chances of Developing Carpal Tunnel Syndrome

By James P. Higgins, M.D.

- Numbness or tingling of fingers and the wrist
- Decreased strength
- Clumsiness
- Nerve damage
- Muscle atrophy
- Cramping pain at the hand, wrist and forearm

These are symptoms of Carpal Tunnel Syndrome, a condition that occurs when swelling and inflammation of the tissues within the carpal tunnel in the hand create pressure on the median nerve.

This condition can be exacerbated by repetitive use of the hands. It is all too common among those who spend hours typing, holding the wrist awkwardly or gripping too tightly... at work or at play.

Administrative professionals are often susceptible to this condition, but they are not alone. Musicians, athletes, cashiers and factory workers also are at risk. Additional factors such as age, weight, thyroid disease, diabetes and pregnancy also increase the chances of developing the condition.

As the use of the hand and wrist increases with repetitive tasks, the symptoms of Carpal Tunnel Syndrome worsen. Ultimately, pain and weakness may increase. Early treatment may prevent permanent damage to hands and wrists. If left untreated, Carpal Tunnel Syndrome can lead to permanent numbness.

Medical treatment options include oral anti-inflammatory medication, wrist splinting, and corticosteroid injections into the carpal tunnel canal.

For chronic or severe cases, a carpal tunnel release may be needed. This common and safe surgery is performed on an outpatient basis to relieve the pressure on the nerve. The use of an endoscope has enabled the procedure to be performed through a very small and unnoticeable incision.

Improvement after surgery may be dramatic. The patient can expect to return to work in two to three weeks, but should seek to avoid repetitive wrist motion, wrist bending and heavy lifting until the area is fully healed. As previously mentioned, protective splints also prove helpful to maintain neutral wrist positions.

Overall, Carpal Tunnel Syndrome is a treatable condition. To mitigate the chances of developing the condition, follow these steps:

- Use an ergonomic keyboard, ergonomic pads and cushioned mouse pads.
- Adjust your chair height so that forearms are in level with your keyboard.
- Keep the wrist as straight as possible.
- Avoid prolonged gripping.
- Reduce repetitions as much as possible.
- Change positions.
- Take breaks.
- Stretch.
- If you're experiencing discomfort or numbness, seek medical attention.



James P. Higgins, M.D. is a surgeon with Greater Chesapeake Hand Specialists, P.A., which focuses on providing successful outcomes for the entire spectrum of problems associated with the hand, wrist, elbow and shoulder. The Lutherville, Md.-based practice group maintains seven satellite locations throughout Anne Arundel, Baltimore, Carroll, Harford, Howard and Talbot counties, as well as

Baltimore City. For more information, call 410- 296-6232 or visit <http://www.chesapeakehand.com>.





Holiday Dinner & Auction

**Hosted by the:
Greater Baltimore Chapter IAAP**

**Tuesday, December 7, 2010
6 p.m. in the Garden Room at
Marriott Baltimore Hunt Valley Inn
245 Shawan Road
Hunt Valley, MD 21031**

Cost: \$40.00 per person

Plated Dinner :

Your choice of:
Roast Strip Sirloin OR Maple Glazed Salmon

Each entrée' is served with a salad, vegetable,
starch, dessert, and coffee, hot tea, iced tea.

Register on-line and pay with your credit card
via PayPal at www.gbc-iaap.com,
OR pay by check .

Registration form and payment are due by
November 29, 2010

No refunds after this date.

For more information, contact Debbie Higgs
at dfh0728@yahoo.com, or 410-887-4925.

DINNER



AUCTION

We will be having an
auction of donations.

So, bring those items
you received last year
as gifts and just don't
like, solicit an area
business for a donation
of a gift certificate or
item of interest, start
working on your
favorite hobby and
bring a handmade item,
dust off the baking pans
and bring a homemade
cake or cookies.

Basically, anything
goes!

We appreciate
everyone bringing at
least one donation and
your checkbook! Let us
help you with your
holiday shopping while
you help the GBC!

Mail form and check
payable to "GBC-IAAP" to:

Debbie Higgs, CPS
c/o Balto. Co. Police Foundation
P.O. Box 9846
Loch Raven, MD 21284-9846

If paying via credit card/PayPal,
fax a copy of this form to Debbie
Higgs at 410-887-4988.

Name _____

Address _____

Phone _____

Email Address _____

Entrée:
 Sirloin
 Salmon

Please submit a separate registration form for each guest attending.





SAVE THE DATE

IAAP DE-MD-DC Division
5th Annual
Certification Conference

January 21-22, 2011
Hilton Garden Inn
White Marsh, Maryland

Registration \$95
Rooms \$109 per night
Registration opens November 1, 2010
8 Recertification points pending





2010-2011 Program Schedule

September 7, 2010**
"Managing Stress, Part II"
 Dr. Anne Wotring, Sponsored by
 Cabot Creamery

October 5, 2010**
"Maximizing Human Potential"
 Umar Hameed, Productivity Cubed

November 9, 2010 (note 2nd Tuesday) **
"Non-Verbal Communications"
 Hap Cooper

December 7, 2010
Holiday Dinner & Auction
 Baltimore Marriott Hunt Valley Inn

January 4, 2011**
"Foundations of Working Virtually"
 Katie Gutierrez Miller

February 1, 2011
"Financial Literacy"
 Ken Venick & Kevin Bultman

March 1, 2011**
"Office Ergonomics"
 Kirsten Beck of Expressway Office Solutions
 & Brian Doherty, ADMA

April 5, 2011**
Dave VanStone, Dale Carnegie

May 3, 2011—*Closed Business Meeting*

June 7, 2011—*Installation & Awards Dinner*

****Recertification Points Approved!**

2010-2011 Chapter Officers & Committee Chairs

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 **Opening Doors to Chapter of Excellence Status**

Criteria Attained: **Criteria (must attain at least 14 of the 19 criteria, with #7 and #15 being mandatory)**

-  1. Sixty percent (60%) of the chapter meetings offer recertification points.
- 2. At least one (1) member of the chapter obtains their CPS and/or CAP certification during the current IAAP fiscal year.
-  3. Download the Chapter of Excellence form; sign and date the form.
- 4. Publish at least six (6) newsletters/e-newsletters.   
- 5. Participate in the IAAP Web Community by hosting chapter's web site on the IAAP Web Community.
-  6. Publish annual meeting calendar with education and/or training topics by October 1st and establish marketing plan to encourage members to attend chapter, division and international meetings and events.
- 7. Create and maintain an annual budget; provide a monthly financial statement to the membership and submit annual audit report to the Division Treasurer.
-  8. Maintain a full slate of officers (minimum four offices); maintain committee chairs for the Bylaws, Certification, Education and Membership Committees; and submit new officers and committee chair listing to HQ by July 1 deadline.
- 9. A minimum of four (4) officers and chairs of Bylaws, Certification, Education and Membership Committees; participate in at least one IAAP Leadership/Succession Planning training event.
- 10. Send a delegate to the Division Annual Meeting and send a delegate or submit a proxy to the International Convention & Ed. Forum.
-   11. At least one (1) member serve in a division office or committee; or serve on an international committee; or as an international officer or as an RTF Trustee.
- 12. Sponsor or co-sponsor a professional development seminar or sponsor/co-sponsor an APW/APD and/or annual executives' event.
- 13. Submit a completed application for the Avery Chapter/Division Achievement Awards Program and/or submit a nomination in the Award for Excellence Program.
- 14. Maintain a minimum of 15 members and achieve an annual retention rate of at least 80%.
-  15. Conduct at least one Member Recruitment Meeting.
-  16. Conduct new member orientation program.
- 17. Achieve a net membership increase of at least 12 percent (minimum required is a net 3 member increase).
- 18. Sponsor a new IAAP Professional Chapter or Student Chapter.
-  19. Create an annual Business (Strategic) Plan; review/update annually; submit a copy to the Division President by December 31 and conduct an annual member interest/satisfaction survey.

Members of Excellence



Your name will be listed here when you achieve "Member of Excellence" status in the 2010-2011 program year.

