



# Greater Baltimore Communiqué

Winter 2010  
Volume 5, Issue 1

## Point Schedules

*Patti Ernst, Vice President*

**POINT SCHEDULES –  
Something EVERY Chapter Member  
can help with!**

Every year we reach out to the members of the Greater Baltimore Chapter to help us with gathering points to submit to earn awards at the Division level at our Annual Division Meeting in May.

This year the Greater Baltimore Chapter is hosting this Annual Division Meeting at the Marriott Hunt Valley Inn. It would be awesome for us to walk away with a few awards! If every Chapter Member submitted a point schedule I'm sure we could make this happen.

Understand that EVERY single point does matter and you can help by completing the 2009-2010 Point Schedule which can be found on our website [www.gbc-iaap.com](http://www.gbc-iaap.com). Point schedules cover professional activities from April 16, 2009 through April 15, 2010. Even if you don't attend Chapter or Division activities, you likely have taken a course to improve skills on your job or perhaps taught a course to others in your organization.

Take a few minutes to look over the point schedule I'll bet you'll find something you can record to support the Chapter!

Point Schedules must be signed and submitted to Patti Ernst by Monday, April 12th to be counted toward the Chapter's Master Point Schedule. Please e-mail your "signed" point schedule to [paernst1@gmail.com](mailto:paernst1@gmail.com) or you can fax your schedule to 410-204-7300. If you have any questions regarding this process give Patti a call 410-204-7240.

## Membership Minute

*Cynthia Hackshaw CPS*

### Happy New Year!

Now that the holidays are behind us, we all can get back to IAAP business! Pursuant to the passage of a bylaws amendment by the delegates at the 2009 International Education Forum and Annual Meeting: **effective January 1, 2010 annual dues have been increased.**

The new membership application reflects this change. Check out our chapter website for the new application! Please do not hesitate to contact me with questions, comments, suggestions!

Please join me in welcoming **Laury L. Jackson and Mary B. Balsamo, student members!** We look forward to meeting and seeing you at our upcoming chapter meetings!

## IAAP Mission

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

## IAAP Core Values

**Integrity:** We demonstrate this cornerstone of our profession through honesty, accountability and high ethical standards.

**Respect:** We create respect within our profession and association through listening, understanding and acknowledging member feedback.

**Adaptability:** We ensure the success of our association by embracing positive change and by nurturing diversity, creativity and visionary thinking.

**Communication:** We cultivate and maintain excellence by remaining approachable at all levels, communicating openly and building strong relationships.

**Commitment:** We are steadfast in our goals to develop learning opportunities for career-minded administrative professionals and to strengthen efficiency and effectiveness.

## a look inside

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SHOOT FOR THE  
MOON. EVEN IF YOU  
MISS, YOU'LL LAND  
AMONG THE STARS.

LES BROWN

# Countdown to 2010



## 2010 Division Annual Meeting

*Debbie Higgs CPS, Division Annual Meeting Chair*

It's hard to believe that the year 2010 has finally arrived, and the Division Annual Meeting is less than 3 months away!

Here's a recap of what we've accomplished thus far -- The Baltimore Marriott Hunt Valley Inn is the venue for our meeting; Soni Dimond has been secured as the speaker for our Education Seminar; System/Source will be offering an optional computer class on Saturday afternoon; the Registration Packet & fees have been approved by the Division Board; postcard invitations to all Division members were mailed in January; invitations have been mailed to prospective vendors for the Vendor Expo, and, the best news of all – our Associate member, V-Meals, has agreed to sponsor our registration gift – a lunch tote!

**This is just the beginning – we still have lots of planning to do. So, I'm calling on ALL chapter members to participate in our future planning meetings (dates below).** All meetings will be held at 6 p.m., my office, Baltimore County Police Headquarters, 700 East Joppa Road in Towson. We will meet in the 9th floor conference room.

**March 11, 2010 • April 15, 2010  
May 6, 2010**

## Vendor Referral Contest!

*Julie Smith, Treasurer*

The DE-MD-DC Division Annual Meeting planning committee is in full swing. We are looking for referrals for the Vendor Expo that will be held on Friday, May 14, 2010 from 9 a.m. to 11:30 a.m., in conjunction with our 56th Annual Division Meeting and Education Forum at the Baltimore Marriott Hunt Valley Inn in Hunt Valley, Maryland.

**If there are vendors that you think would be interested in participating, please contact Julie Smith at 410-753-8134 or [jsmith@jemicyschool.org](mailto:jsmith@jemicyschool.org).**

The name of the person who refers each paid Silver or Gold vendor for the vendor expo will have their name put in a drawing for a GPX Home Music System. If more than one person refers the same vendor, only the first person to give the referral will be included in the drawing

### The GPX Home Music System features:

- Programmable vertical load CD/CD-R/CD-RW player
- Digital tune AM/FM stereo radio with station memory presets
- Blue backlit LCD display with clock and timer
- Full-range speakers



**DON'T FORGET!! DE-MD-DC Division Annual Meeting registration is open!**  
**The Registration Packet for the DE-MD-DC Division Annual Meeting is now available on the Division website at [www.demddc-iaap.org](http://www.demddc-iaap.org). NEW THIS YEAR: Online Registration Available!**



## Upcoming Programs

### March 2

#### *What's New and Green in the Office 2010*

This seminar will focus on new products for 2010, products that improve productivity, address “greening” initiatives, and include antimicrobial protection. Samples for everyone, as well as a few door prizes! Presented by: Kirsten Beck / Expressway Office Solutions and Brian Doherty / ADMA

### April 6

#### *Executive Night*

“Green” Building Tour, followed by reception

Location: KCI Technologies, Inc.  
936 Ridgebrook Road  
Sparks, MD 21152

Presented by: Terry Neimeyer, CEO and Chairman of the Board, KCI Technologies, Inc.

**PLEASE NOTE location change for this meeting.**

### May 4

*Annual Business Meeting / MEMBERS ONLY*

### June 1

*Annual Installation of Officers & Awards Banquet*

**Meetings are held monthly September through June, generally on the first Tuesday, at System/Source, Hunt Valley.**

**Member Cost: \$ 5.00 / Visitor Cost: Free  
Networking 6:00 p.m. / Meeting 6:30 p.m.  
RSVP to Patti Ernst: paernst1@gmail.com**

**NOTE: We follow Baltimore County Schools' inclement weather policy. If schools are closed due to inclement weather, we will not meet.**



## Call for Nominations!

In accordance with the Chapters Bylaws and Standing Rules, any Chapter Member of The Greater Baltimore Chapter may nominate any of its Professional Members or Professional-Merited Members as a candidate for a Chapter Office. Nominations may be submitted for the offices of President, Vice President, Secretary, and Treasurer.

Qualifications for candidates for office of the Greater Baltimore Chapter are as follows:

\*A candidate for office other than President shall have preferably been a Chapter Professional or Professional-Merited Member for at least one year prior to time of nomination.

\*A candidate for the office of President shall have served as a Chapter Officer for at least one full year prior to time of nomination.

\*No member shall hold a Division Office while serving as a Chapter Officer, except to allow for the normal overlap in difference of installation time.

To nominate a candidate please submit a letter, stating the name, address, phone and e-mail address; qualifications, educational, professional, and IAAP® background including the year joined. The nomination needs to be accompanied by the candidate's written consent to serve if elected. Members interested in running for office may self-nominate. Submission deadline is March 31, 2010.

**Send nominations to:**  
Cynthia Hackshaw CPS  
c/o STG  
6 S. Calvert Street  
Baltimore, MD 21202

***Our chapter needs your help. Please give serious consideration to this call for nominations.***

If you have any questions, please contact Cynthia at 410-727-4456 or via e-mail at [chackshaw@esecuritytitle.com](mailto:chackshaw@esecuritytitle.com)

The IAAP Pathways to Excellence Recognition Program is designed to raise your value as a career-minded administrative professional by becoming a Member of Excellence, a Chapter of Excellence or a Division of Excellence.

*As we strive to make the Greater Baltimore Chapter strong and visible in the IAAP community, we are committed to earning the honor of being named a Chapter of Excellence. In this issue, we provide the criteria for becoming a Member of Excellence.*

**A Member of Excellence will attain at minimum eight of the following eleven criteria:**

1. Be a current CPS and/or CAP holder
2. Sign the online Member of Excellence Commitment agreement
3. Actively participate in the IAAP web community forum discussions or submit an article for an IAAP publication (chapter, division, or international level)
4. Attend non-IAAP professional educational workshops, seminars and conferences
5. Hold a degree, certificate or equivalent (a minimum one year in length) from an accredited college or earn a Microsoft certification
6. Pay membership dues on or before anniversary date
7. Serve as a chapter, division, or international officer, committee chair, or committee member; or serve as an RTF Trustee; or serve on a Student Chapter advisory board or the school's advisory board for the office administration program
8. Conduct a public presentation, program or training
9. Attend a minimum of eight chapter, division or international sponsored meetings, programs or events (any combination)
10. Recruit at least one new member
11. Integrate IAAP membership and involvement into annual performance plan/review



## DE-MD-DC Division: Community Service Project for Haiti

*Jennifer Adamson-Berford  
DE-MD-DC Community Service Chair*

As you all know, on Tuesday, January 12 a major earthquake struck Haiti. The Initial reports indicated major devastation to that nation, including thousands of injuries and deaths. The members of the DE-MD-DC Division send our thoughts and prayers to all those affected by this terrible tragedy and to the Haitian communities within our Division.

In the wake of this disaster, the Division is setting up a special Relief Fund, beginning February 1 and running through April 30, 2010. You can make a donation one of two ways:

- Via PayPal on the Division web site
- Checks may be sent to Patricia May CPS/CAP, 2044 S. 6th Street, Arlington, VA 22204. Please make your check payable to DE-MD-DC Division-IAAP; in the memo section write Haiti Relief Fund.

This is totally up to the individual member, or chapter, if they choose to contribute. **All contributions to this fund will be forwarded to the Red Cross Relief Services, designated for Haiti.**

Thank you in advance for your generosity. Your donation will help disaster victims rebuild their lives and their communities.



## Chapter Officers 2009-2010

### President

Stephen E. Lutz BSHA, RHIT, CAP  
410-662-4200 (w)  
LutzS@keswick-multicare.org

### Vice President

Patti Ernst  
410-204-7240 (w)  
paernst1@gmail.com

### Secretary

Shanna Hayward CPS/CAP  
410-296-4800 (w)  
hot410s@gmail.com

### Treasurer

Julie Smith  
410-653-2700 (w)  
jsmith@jemicyhschool.org

### IAAP Communities:

<http://community.iaap-hq.org/IAAPHQ/IAAPHQ/Home/Default.aspx>

**We're on the web!**

### GBC Online:

<http://www.gbc-iaap.com/>



## Who's Who in GBC?

**The Greater Baltimore Chapter** was chartered in January 1969 as the Towson Chapter, with approximately 20 members. In May 1997, the members voted to change the name to the Greater Baltimore Chapter (GBC), more accurately representing the area in which our members live and work). Chapter meetings are held on the first Tuesday of each month at System Source in Hunt Valley, Maryland. There is a \$5.00 fee for chapter meetings; however, guests may visit for two meetings before the fee is imposed. Fees are waived for student members.



## Committees/Chairs 2009-2010

### AUDIT

**Iris Rey CPS**

### PROGRAMS

**Judy Schaefer and Rebecca Henry**

### BYLAWS & STANDING RULES

**Vacant**

### PUBLICITY

**Vacant**

### EDUCATION & CERTIFICATION

**Arlene Trapp CPS/CAP**

### RETIREMENT TRUST FOUNDATION

**Gloria Scherer**

### FUNDRAISING

**Linda Strott**

### SCHOLARSHIP

**Jackie Smith**

### MEMBERSHIP

**Cynthia Hackshaw CPS**

### SUNSHINE

**Jackie Smith**

### NEWSLETTER

**Dierdre Crowl**

### WEB MISTRESS

**Patricia Ernst**

### NOMINATING

**Cynthia Hackshaw CPS**

### 2010 DIVISION MEETING

**Debbie Higgs CPS**

### PARLIAMENTARIAN

**Angie Hammond**



## Today's Tip

*How To Become A Value-Added Employee*  
By Susan Fenner, PhD, Manager of Education  
and Professional Development, International Association  
of Administrative Professionals (IAAP)

1. Become proficient in at least one software application so that you can trouble-shoot problems for the entire office.
2. Keep current with all the changes in software, so you can recommend when your company or department needs to upgrade and can tell them why.
3. Anticipate problems and solutions before the need arises. You'll not only look more in control, but you'll be more in control.
4. Don't let things slip up on you. Plan ahead and note due dates long before they're due. You really don't do your best work under pressure.
5. Go out of your way to be gracious. For example, hand-write notes for special thanks. We've all become so attuned to fast pace and fast communication, that a touch of personalization will be noticed...and appreciated.
6. Always promise less than you deliver. If a customer receives a packet a day early, your manager gets three plausible alternatives instead of one, or a colleague gets a call back within the hour, you appear really efficient. Today we hardly expect to get what we've been promised, let alone a bonus!
7. Establish a network of professionals outside your company. Be seen as the employee who knows where to go for any information needed.
8. Read, read, read. Keep abreast of all happenings within your profession and your industry. The valued employee is one who can talk the same language as top managers.

**Next edition of  
Communiqué :  
Spring 2010**

**Deadline for  
submissions:  
March 5, 2010**

Be seen as a leader and someone who looks to the future, not the past.

9. Volunteer for tasks anywhere in the organization. The more skills you have, the more people you know, the more willing you are to learn,

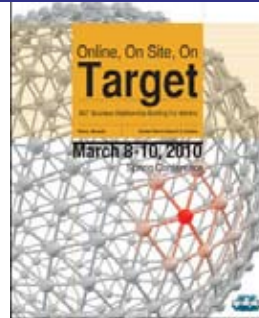
the more you will be perceived as an up-and-comer.

10. Never, never talk poorly about your company. Not within the building and especially not with outside public. Represent your company well wherever you go. Word will get back to your employers. And they will recognize and reward a great ambassador.



***Always Strive For  
Excellence!***

## Spring Conference



IAAP's 2010 Spring Conference will be March 8th to 10th at the Grand Sierra Resort and Casino in Reno, Nevada.

We're living and working in crazy times. Cut-backs in staff, money and resources are the

new norm that we must accept and live with. So, how do you get everything done, maintain your sanity, and meet your organization's goals?

The answer is through forming, building, nurturing and growing business relationships. The admin is at the center of this 360° innovative solution that requires new knowledge, skills, and attitudes

that most of us have to learn on the fly or through trial and error. Join this 2½-day IAAP conference to prepare you to become the polished professional who masters every relationship required in this challenging economy. Discover what it takes to become the office hero by understanding where to find the courage to stretch yourself and courageously face uncertainty head on. Become omnilinguistic, able to speak whatever language that's needed to effectively communicate in any situation.

**Remember to  
include  
conferences  
in your points  
schedule!**

Online registration for this conference is closed, but you can still register by fax or e-mail; forms available on the IAAP website: <http://www.iaap-hq.org/events/pec/registration.html>.



## Associate Spotlight - Judith Schaefer / Express Connect Conferencing



In each issue we take a closer look at one of the Associate Members that help make IAAP - GBC such a vibrant business networking community. In this edition, Judith Schaefer of Express Connect Conferencing tells Communiqué about her company and its services.

ExpressConnect Conferencing, LLC is proud to be an associate member of the IAAP, with active committee and meeting participation in the Greater Baltimore Chapter. For three years ExpressConnect and IAAP-GBC have had a mutually beneficial relationship. As ExpressConnect supports IAAP's events and efforts, we have gotten to know many of the wonderful members and in turn they have gotten to know ExpressConnect and brought us business. Several IAAP-GBC member companies use ExpressConnect's telephone and/or web conferencing services and in return, **ExpressConnect gives back ½ cent for every phone and web minute used by any client brought to us by an IAAP member...** and in companies with many call leaders or frequent users, those minutes can quickly add up! This offer is open to other IAAP chapters as well, should any wish to take advantage of this win-win opportunity.

ExpressConnect offers a wide range of audio and web conferencing services specializing in automated, reservationless conferencing (ExpressDial).

We assign a permanent dial-in number and a unique Call Leader ID and PIN to a company's call leaders so that they can use their account to initiate a conference call any time from any place using any telephone. Their company is only billed for the minutes actually used with no monthly fees or minimums, so the account is conveniently available any time it is needed but does not generate any charges when it is not needed.

ExpressConnect also offers easy-to-use web conferencing services, such as our state-of-the-art Unified Meeting which is totally integrated with our ExpressDial teleconferencing service. ExpressConnect is also an authorized distributor of WebEx conferencing software, Microsoft Office Live Meeting, IBM LotusLive Meetings and Adobe Acrobat Connect Pro. So we are well-positioned to package the best overall conferencing solution for a company's specific needs. If you know anyone that could utilize such services, let us know so we can help them while simultaneously bringing financial benefit back to IAAP-GBC.

For more information or to set up an account, contact Judy Schaefer: [judy@expressconnectinc.com](mailto:judy@expressconnectinc.com) or 410-235-4093.

## We appreciate the support of our Associate Members!

Associate Members interested in advertising in the IAAP - GBC newsletter, contact Dierdre Crowl - [dierdre.crowl@kci.com](mailto:dierdre.crowl@kci.com)

Ellen Koumarianos sells Shaklee products and donates a percentage of her profit to IAAP-GBC. Enjoy Ellen's newsletter on the next two pages!



## FOR YOUR HEALTH

Ellen Koumarios  
5726 Emelia Avenue  
Baltimore, MD 21206

410) 866-3056  
www.for-yr-health.myshaklee.com



### *Weight Loss & Your Heart Health!*

The clock is ticking down to another new year. With the new year will come a new set of resolutions!

And, of course, top on many people's list will be the perennial favorite - weight loss.

With 2/3 of Americans now overweight or obese, weight loss is a new year's resolution that should be on most people's list. Many Americans remain unpersuaded that it is worth the effort.

Surely, weight loss will reduce the risk of heart disease and diabetes down the road, but many people want to know: "Will it do something for me NOW?"

A recent study published in the American Journal of Physiology (Preordain et al., American Journal of Physiology. Heart and Circulatory Physiology, 294: H1174-1182, 2008) shows that the answer is YES!

You can improve the way that your heart functions and, therefore, how you feel right now just by losing 12% of your weight. In fact, when you look at the results of the study it is safe to say that you can give yourself a more youthful heart just by losing weight. And it

doesn't matter whether you lose the weight by eating less or exercising more - although you will get the best results if you do both.

Now most of us think of aging as something that we can't do anything about. But, what this study showed was that for all of the participants who lost weight their hearts responded to this weight loss by gaining the ability to relax more quickly, recovering some of the elasticity characteristic of younger heart tissue. You heard that right. Their hearts actually became younger. And because their hearts were working more efficiently, it is probably safe to say that many of them felt better as well.

So as you contemplate your new year's resolutions, you now know that weight loss will give you a younger heart, which will probably mean that you will feel better - have more energy and vitality. You won't have to wait 20 years for that benefit to be apparent. It will be immediate!

To Your Health!  
Dr. Stephen Chaney

**Cinch - Shaklee's Complete  
Weight Loss Program.  
No Hunger -  
Keep The Muscle, Lose The Fat!**





## Beat the Flu and Colds with Probiotics

By now you've seen the commercials for probiotics that promise to correct your digestive disturbances, but you may not be aware that they offer another important benefit -- fewer

runny noses, fevers and coughs. The digestive system acts as "command central" for the immune system, explains Leo Galland, MD, director of the Foundation for Integrated Medicine in New York City and author of the e-book *The Heartburn and Indigestion Solution*. A recent study demonstrated that pumping up your intestinal balance of healthy bacteria is a safe and effective way to cut back on cold and flu risk. Fewer Fevers, Fewer Coughs, Fewer Antibiotics! In a double-blind, placebo-controlled trial at multiple sites, doctors randomly assigned 326 healthy children ages three to five to receive a placebo or a probiotics supplement (Lactobacillus acidophilus alone or Lactobacillus in combination with Bifid bacterium animalis) twice a day for six months. Researchers witnessed positive outcomes in children given Lactobacillus only -- and even more dramatic improvement in those administered the combination probiotics.

- Of the 91 children absent from school at least one day, 51 were from the placebo group -- while each of

the groups that received probiotics had only 20 absentees.

- Lactobacillus reduced the incidence of fever by 53%, coughs by 41% and runny noses by 28%, in comparison with placebo.
- The combination of Lactobacillus and Bifid bacterium lowered fever incidence by 73%, coughs by 62% and runny noses by 59%, as compared with placebo. Antibiotic use was reduced by 68% (single strain) or 84% (combination strain), relative to placebo. These results appeared in the August 2009 edition of *Pediatrics*. Dr. Galland notes that while this research was done with children, it confirms previous research that showed probiotics to be highly beneficial to adults as well. Take a daily probiotic year-round to establish a proper bacterial balance in your digestive system and enhance your immunity, Dr. Galland recommends that you ask your physician whether you should be taking a daily probiotics supplement -- not just during cold and flu season, since in reality your body is under assault by germs year round. Dietary sources, including yogurt or kefir and also fermented foods, such as unpasteurized sauerkraut (note: most commercial brands are pasteurized), are also helpful in supporting positive intestinal flora, but Dr. Galland told me they cannot do the job alone. Your body may require the more massive quantities of healthful bacteria provided by supplements to offset and overwhelm the influence of negative microbes.

## Vivix & Polio Improvement

Marlene Egerer

As background, I have been my own best customer using Shaklee supplements for the past 37 years. I feel that they have been largely responsible for the health I enjoy today. I had polio at age 8 years which left me with very little movement in my legs. Since the polio attack, I have used a wheelchair to transport me to and through many marvelous experiences. Many who had polio years ago have experienced something called the "Post- Polio Syndrome"... the virus attacks again and renders the person worse off than before, as well as leaving them highly fatigued. Thankfully, I have not experienced this syndrome and feel like my Shaklee supplements have helped spare me. Now, the only thing I have changed is the addition of Vivix each day since the convention in August 2008. I started using Vivix right after it was introduced, and have used it daily since...the recommended tsp (although now I "swig" it from the bottle so may vary just a bit) As have others, I soon noticed a smoothing out of brown spots on my skin, I was sleeping more soundly, not having to get up to go to the bathroom during the night and noticed more sustained energy level on into the evening. However, the unexpected effect that has astounded me is that, after taking Vivix for about 3 to 4 months, I begin to notice a tiny bit more movement (an awakening?) in the muscles in my legs that has continued to increase over these past number of months. As I said, after the polio attack, I had full feeling but almost no movement in my legs. Was left with a little movement in



my right leg and almost none in my left. For example, in a sitting position I could raise my right knee upward a bit and move it sideways ever so slightly. Had been able to "feel" a slight muscle tensing in the back my left leg but no movement. This has been a static condition for over 60 years.

I will briefly try to describe what has/is happening. Whereas, when I would tense the muscles in the back of my right leg before, I could feel them tense only behind my knee...this has increased until now I can tense and feel it down my calf and up into my hip. I can even feel the muscle tensing a little more in the back of my left leg. In a sitting position, I could pull my right knee up about 2 inches, I can now pull it up to my chest! I also have a lot more sideways movement. I can see and feel a more movement in the left leg. What does this mean for me? Well the main thing is, I don't have to use my arm to move my right leg for the most part. What is really neat is that I can move both legs more when in bed to help me turn over and so forth. Also I can move the right one when I get in and out of my chair without it just swinging (and banging into whatever) I won't try to go into more detail but, hopefully, this will give you a little idea of why I am so thrilled. Every little improvement just helps me be able to move around easier and for this I am grateful. Plus, I seem to continue to gain more movement. I really notice it when I am swimming. My massage therapist is "blown away" and can verify each improvement. She evaluated me when I started with her 2 years ago and is seeing each gain.

Thank you Vivix!