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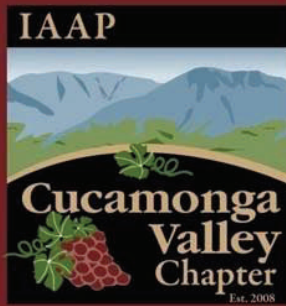
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VOLUME 1 ISSUE 4

AUGUST - SEPTEMBER 2008

Cucamonga Valley Chapter IAAP



Hello
Members and
Colleagues,

This has been a very exciting month for our chapter. Things have been moving and shaking and I am not talking about the recent earthquake. I am talking about the new CPS/CAP testing site here in Rancho Cucamonga! We are all thrilled about Chaffey College coming on board to be one of the new testing sites. Our Vice President Donna Kendrena deserves all the kudos for taking on this project and has worked very hard to make this become a reality. Donna's contacts at Chaffey College have paved the way for not only us but other chapters to have the opportunity to take their exams right here in Rancho Cucamonga. Donna

President's Message

continued to work hard with Chaffey and the IAAP Certification Department, even when we thought we might miss our deadline for the upcoming exams. If there are candidates who have previously submitted an application for the November exams and would like to change their preferred testing site, those candidates should contact the certification department to have their center choice changed. The test site center for Chaffey College will be 0505. Once again, a huge THANK YOU to Donna for her continued passion and dedication to IAAP and helping all Administrative Professionals!

Now that we have a convenient testing site I would like to encourage all those who are thinking of taking the exams to just jump in with both feet and enjoy

the journey, you might surprise yourself! So many times I have heard many of those who have taken the exam say they were worried they had not studied enough or they did not think they would do well in taking tests. The 45 day wait to see if you have passed can be trying on the nerves, but you will be blessed to find out you worried for nothing. You owe it to yourself to go there and try with all your heart and take a chance to WOW yourself. It is so worth it personally and professionally. Your actions will speak louder than your words to be a leader. You have the title of being an Administrative Professional now go out and be a leader for your organization.

*Remember your journey
begins with a single step.*
Ida

Next Meeting - October 22, 2008

Identity Theft given by Detective Phill Dupper

Phill Dupper is currently a Sheriff's Detective with the San Bernardino County Sheriff's Department assigned to the Rancho Cucamonga Station. He has been a sworn Peace Officer for twelve years. His time has included three years working within the detention & corrections division of the department and nine years working patrol, investigations and special details at various stations and divisions. Prior to becoming a sworn peace officer, he began his career in the law enforcement explorer program spending many hours doing ride-a-longs with regular deputies.

Phill attended a twenty-two week basic police academy and has many hours of advanced officer training and experience. Some of this training includes evidence collection and preservation, traffic accident investigation, community relations, behav-

ior analysis and interviewing techniques. He has had additional extensive training in the areas of identity theft and financial crimes.

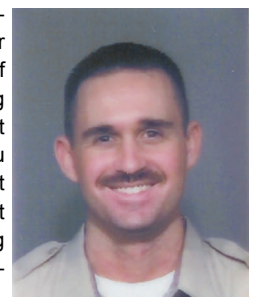
He is a member of several law enforcement associations and task force groups related to financial crimes and identity theft in addition to being a certified Field Training Officer and has attended the state required training course for FTO's.

During his tenure on patrol, he was responsible for the training of many field deputies. In addition to these qualifications, he has received numerous awards and recognition for his investigative work and expertise in the areas listed above.

One of the more memorable things in his career includes the three separate times he had the opportu-

nity to have the COPS television show ride with him. His job is challenging, exciting and rewarding and he could not think of doing anything else!

Please come learn how to recognize if you have been a victim of ID theft, what to do if you have been a victim, and learn what the thieves are doing to steal your identity so you will diminish your chances of becoming their next victim. You will not regret attending this meeting!



WOW! Word of the Week—Susan Clarke

WOW #16 - Melpya Syndrome

Melpya Syndrome - what happens when you speak in a robotic way, very quickly, and create run on sentences.

Have you ever called a business or been addressed by a salesperson who talks so fast that you can't understand what they are saying?

The first time it happened to me was in the south when a salesperson asked, "Melpya?" I had no idea what she said and not wanting to be rude I said, "I don't care to be helped right now, but maybe later."

Well, I must say I heard Melpya more than once and it dawned on me that what they were asking, May I help you?

All four words were ran together!

When you are in customer service and deal with people, a lot of the time you repeat the same information over and over. If that's the case, you need to keep your message fresh! Change the way you say it from time to time so you don't sound like you are on "auto pilot."

When you are on "auto pilot" you are not paying attention. Try this. The next time you go shopping and the sales clerk says, "Can I help you?" Answer with, "No thank you, I'm just shoplifting today." 8 out of 10 times their response is, "Well if you need any help, I'll be right over here." They are clearly not paying attention!

I have experienced servers who recite

the salad dressings as if it is one long word, i.e., frenchthousandislanditalianbluecheese. I don't feel any connection with them!

Whether you are in person or answering the phone and people ask you to repeat what you said, then you are probably speaking to fast.

This week focus on speaking more clearly and slowing down your pace. Work on ways you can change the way you say the things that tend to be repetitive so your message is fresh and lively.

To subscribe to Susan's weekly WOW, visit her web site at www.motivateu.com



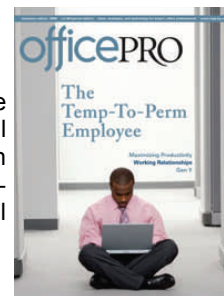
OfficePro Monthly Magazine

One of the many benefits of joining IAAP is the opportunity to receive the monthly publication *OfficePro*.

OfficePro magazine was chosen for the Grand Award in the APEX 2003 Awards for Publication Excellence Competition. Of thousands of en-

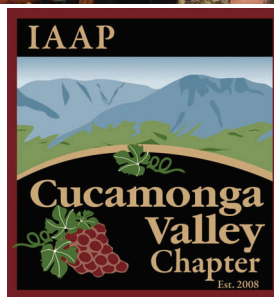
tries, only 100 received Grand Awards, the highest recognition the APEX judges can present. Comment from one of the APEX judges: "Interesting, well-written, appealing articles, excellent, varied design -- every page is 'packed' but they pull it off exceptionally well. The layout

and typography combine to impart a professional tone -- just the right touch for a high-quality magazine serving a professional audience."



Our July 23rd meeting with guest Kevin McArdle Speaking to us about "Steps to Success"

Our guest speaker, Kevin McArdle, gave us wisdom and advice on the driving secrets to his "Steps to Success." His presentation was filled with insight on managerial mindset, and enlightenment on how to approach co-workers, managers, and other staff members to gain respect and maintain a stellar reputation. Kevin's success shows in the way he treats others, whether they are subordinates, peers, or supervisors. In the "Professional Olympics," Kevin's reputation is "gold"! Thank you, Kevin, for your wonderful presentation and sharing some very helpful information that will surely assist us in our climb to success!



Top right: Kevin speaking with CVIAAP Vice President, Donna Kendrena.

Top left: Rebecca Coleman, Engineering Department Administrative Secretary, smiling and speaking to Kathy Scott, Assistant City Clerk for Rancho Cucamonga and Corresponding Secretary for CVIAAP.

Meeting Schedule

- } August 27, 2008 - Information Technology with Guest Speaker Jay Trunnell of CVWD
- } September 24, 2008 - Going Green - Jo Lynne from CVWD
- } October 22, 2008 - Identity Theft -given by Detectives from RCPD
- } November date TBA
- } December – Holiday Social – date TBA



Going Green-The Green Office!

By Carrie Angliss

Americans have become increasingly environmentally aware at home. We've separated our glass from plastics, hauled our newspapers and junk mail to the recycle bin, and replaced those old light bulbs with energy-efficient halogens. But does this globally-conscious effort carry over to our places of business? With the "green office" movement, companies are making a more concerted effort to lessen their environmental impact while still keeping business as usual.

According to a recent article in Time Magazine¹, one office worker in the United States can produce a quarter-ton of waste per year. Heating and cooling costs account for over forty percent of carbon dioxide emissions per year, and over seventy percent of total electricity usage is eaten up by places of business. While these numbers are staggering, it is easy to find ways to personally help reduce the impact your office has on the environment. These changes may be as simple as changing up the kind of copy paper you use, or as major as reconstruct-

ing your whole office space to meet "green office" standards.

One way to help every day is to purchase and use environmentally-friendly office supplies. According to Co-op America², the average worker in the United States uses about 12,000 sheets of paper in one year. Not only does this consumption increase the amount of forest habitat cleared for production, but it also increases the amount of water, electricity, and petroleum used in the process of getting the product from tree to office. When purchasing paper supplies for your office, look for products containing "post-consumer" recycled material. This recycled content will not only save the trees themselves, but will help to conserve energy and reduce the amount of waste products placed in to the environment.

Paper is not the only supply that can be replaced with a more "green" alternative. Look no further than your office break room to see plastic cutlery, Styrofoam plates, and paper cups. To significantly decrease consumption of these products, encourage your coworkers to

bring utensils and dishware from home, or provide alternatives that are recyclable. For this, you must be sure that your company has a recycling program in effect. Place plastic, glass, and paper recycle bins in break areas, copy rooms, and other locations where this kind of waste is generated to enable everyone to lessen the amount of trash destined for the landfill each day. Not only can you change up the drinking vessel holding your morning coffee, but also the drink inside it. Coffee itself is highly chemically treated, with many synthetic fertilizers and pesticides, and these chemicals can eventually find their way in to the soil and the water supply. It also has contributed to the deforestation of thousands of acres of rainforests, and with this the reduction in the numbers of native plants and animals.

Supporting organic growers can help reduce the amount of chemicals released in to the environment, and growers that use sustainable farming practices help to decrease the acreage of forest cleared. Look for "certified organic" and "shade-grown" labels to ensure that your purchase helps alleviate the impact on the environment.

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MEMBER SPOTLIGHT



Name: Kathy Scott
Employer: City of Rancho Cucamonga
Title: Assistant City Clerk
Years: 19 years

What do you enjoy most about being an administrative professional?

Of all the exciting jobs I've had throughout my life, my current profession has been by far the most rewarding. I have been challenged beyond my own expectations and I'm on a journey to become the best that I can be. I was fortunate to have a director as a mentor who allowed me to grow and excel in one of the most exciting roles in local government. She encouraged me to work independently and expand on my professional education and development. I embrace the diversity, as it has opened me up to people and possibilities I hadn't thought of previously. I enjoy being in the forefront of happenings in the City and enjoy the challenges of the political arena; but, most of all, I thrive in the busy city environment, meeting agenda deadlines and officiating bid openings and local elections. I am blessed to have the opportunity to work with many wonderful people, who will stay life-long friends, and to have lived in and worked for such a progressive city.

How did you hear of IAAP?

I found out about IAAP through Donna Kendrena, who has been a dear friend and an inspiration to me for nearly twenty years.

Any hobbies or interests?

Yes.... reading, golfing and enjoying precious time with my family, especially my three grandsons.

Cucamonga Valley Chapter IAAP Contact Information

If you have any questions relating to IAAP, joining the chapter, joining the board or any of our committees, subcommittees, or would like to help us with fundraisers, etc., please contact Evette Navarro at 909-987-2591, or email her at evetten@cvwdwater.com

Calendar of Upcoming Events

- Monthly meetings held the 4th Wednesday of every month at Carrows Restaurant 11669 Foothill Blvd., Rancho Cucamonga 6:00pm - 7:30pm
- Applications for CPS/CAP must be submitted by August 15th to qualify for the November 7th & 8th testing dates. Please see Ida Martinez or Bonnie Tazza for more information at 909-987-2591 or email them at idam@cvwdwater.com or bonniet@cvwdwater.com
- Wednesday, August 27, 2008 - Information Technology expert, Jay Trunnell from Cucamonga Valley Water District. See front page article for more information.
- October 4, 2008—32nd Annual IAAP Multi-Chapter Symposium at the Wyndham Anaheim Park Hotel, 222 W. Houston Ave., Fullerton. The Symposium will feature guest speakers, networking, exhibitor faire, and door prizes. For more info contact Sue Burk at 714-937-7400.

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As previously mentioned, energy consumption by business can reach astronomical proportions. To lessen the amount of energy used, replace high consumption incandescent bulbs with energy-efficient halogen bulbs wherever possible. Be sure to turn any lights off in areas which are not being used to save wattage. Also, shut off any equipment which is not in use to avoid wasting electricity. Even though your computer may be in "sleep" mode when you leave the office, it is still gobbling up wattage just as it is when you're working.

Setting your computer to shut off after fifteen minutes of inactivity can actually decrease its energy consumption by almost seventy percent. Some offices may wish to do more to decrease the impact they have on the environment. For these companies, they can do anything from subsidize public transportation for employees to changing up the furnishings altogether. They can install solar panels to generate energy, change out bathroom furnishings to use less water—any number of steps in office design and employee benefits can be taken to encourage environmentally conscious employees and business practices.

We all know of the dreaded morning commute, where we get in our cars and fight the traffic to get from home to our offices. This commute not only can frustrate us as we sit on the freeway, but can also cause quite a problem for our air quality. While breathing easier is always an incentive to take the bus, companies themselves lose an estimated 3.7 billion production hours a year to workers stuck in that dreaded

drive. So not only could employers save the air by encouraging more eco-friendly means of transportation, but they could also save a lot of money in the process. This would also save commuters about \$63 billion dollars in wasted time and fuel, and with gas prices rising almost every day, most of us would gladly have that money back in our pockets. Companies have taken to providing free or reduced-cost public transportation to their workers as a means of cutting the lost time and wasted energy of the traditional commute.

If your company has a program in effect for this purpose, taking advantage of this benefit can truly help reduce the total impact of the work day on the environment. Even the cubicles that fill the room can be made more eco-friendly. The HON Company, who has been working on sustainable office solutions since 1947, is one manufacturer that is making an effort to create environmentally responsible office furnishings that are comparable in cost to traditional options. Their Nature Core system, made from a sustainable fiber called kenaf, is an environmentally-friendly alternative to the traditional fiberglass used in cubicle panels.

According to Mindy Billingsly, public relations representative for The HON Company, this material also reduces formaldehyde emissions of conventional furnishings by up to eighty percent. This helps not only the environment, but also the quality of the air circulating throughout your office. For those companies who really wish to go the extra mile while going green, the ultimate honor is LEED certification. LEED stands for Leadership in Energy and Environmental Design, and this honor is bestowed on those companies that have proven that

their buildings meet certain high standards for environmentally responsible, profitable, healthy places to work. This certification is given by the United States Green Building Council, and qualifications are determined by a third-party inspection process. The USGBC has many resources available for businesses that wish to take steps to becoming LEED certified. More information can be found at their website, <http://www.usgbc.org/Default.aspx>.

Even if your company is not ready to take the plunge and work towards LEED certification, every small change that can be made can contribute to a better world. This movement is also making companies take note, and develop new solutions for those who wish to take steps to lessen their "footprint" on the environment. Large retailers such as Office Depot are doing their part to assist companies wanting to lessen their environmental impact with their "Buy Green" line of products. This makes it easier than ever to obtain quality products for your workplace while at the same time helping the planet. With more and more business realizing the benefits that come from thinking globally, soon it will be the rule rather than the exception to work in a "green" office.

About the author:

Carrie Angliss oversees technology implementation and training as well as juggling the roles of network administrator and freelance writer for OfficePro Magazine, among others. She currently resides in Dallas, TX.