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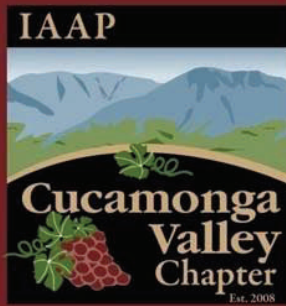
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Cucamonga Valley Chapter IAAP



Hello
Members and
Colleagues,

The Holidays are here! Decorated trees, beautiful Christmas lights, music, parties and all the holiday food! While enjoying all the festivities we can get worn out very quickly and we all feel a sense of obligation and tend to overdo during the holidays, in saying that we need to remember it is a very busy time which can bring on stress and fatigue. We should remember to take the time out for ourselves during this season and treat ourselves to a massage or a nice quiet dinner. So when we are out and about go for the deluxe pedicure, where they take the extra time to massage your tired doggies an extra 20 minutes. I can feel the stress leaving my feet already!

I would like to share some insight with you that I received from Barbara Murphy CPS/CAP this week and it is concerning that very same

President's Message

advice from an article written by **John G. Miller Author of QBQ! And Flipping the Switch.** He mentions in his article that its fun to revel in the holidays and to give to others, but possibly the best gift we can give ourselves this holiday season is the gift of saying NO. Drawing boundaries and resisting the temptation to overdo is the best gift. He also mentions that if more of us took care of ourselves in this way we just might have an abundance of joy, improved mental and physical health, and greater peace of mind during a season that is all about Peace on Earth and it is OK to say NO to things during the Season in which **Saying YES arises out of a sense of duty, customs or long held practices.**

As women we all know that saying YES does not take any strength at all **The lesson needed for many is not YES, but "No, thanks. Not at this time.**

So when the temptation arises to say Yes during this busy rushed time, think twice and

remember.....

- ... When a good friend invites you to her last minute party, doesn't mean you are obligated to go.
- ... When the children want the newest version of Guitar Hero, doesn't mean you have to go into debt for it.
- ... When the office is having a couple of gift exchange parties, doesn't mean you have to attend them all.
- ... When the neighbor's Christmas lights are up early and look fantastic, doesn't mean we need to compete.

These are just a few suggestions from John G. Miller's article that I think we all should all take practice in. It is the season for giving, so let's also give to ourselves the gift of "peace of mind."

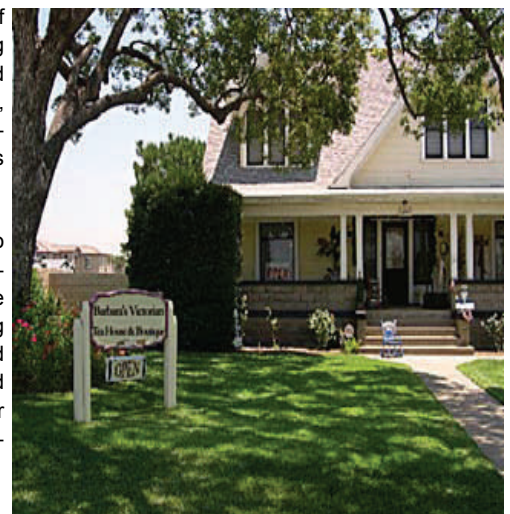
*May all of you have a Blessed
Christmas with your families and
Happy New Year!*
Ida

Next Meeting - December 10, 2008 Holiday Gathering at Barbara's Victorian Tea House

Please join us for a special treat. On December 10th, we will be having our monthly meeting at Barbara's Victorian Tea House, located at 7491 Etiwanda Ave. in Rancho Cucamonga. Our guest speaker will be Marsha Banks, curator of the Etiwanda Historical Society. She will be speaking about the rich history of the Cucamonga Valley, including the Chaffey Brothers, the importance of water and irrigation, the first electric light in the valley, the first telephone in the valley, historical families, the Citrus Industry, and many more interesting and historical facts. We are also collecting toys for the Rancho Cucamonga Re-

source Center, so if you would like to bring a smile to a needy child this holiday season, please bring an unwrapped toy for ages 5—12.

We look forward to seeing you on December 10 at 6pm! Come and enjoy an evening of good friends, good food, holiday spirit and a history lesson of our great Cucamonga Valley!



Please visit us on the web at www.cucamongavalleyiaap.com

WOW! Word of the Week—Susan Clarke

WOW Word #136 - Stress

Stress - what happens when you don't take time to relax.

So, how did you do relaxing last week? Were you able to reduce your stress by deep breathing? Did you take the time to plan your next vacation? Did you connect with your friends?

This week I will share the other four ways on how to relax and reduce your stress that was featured in the Time Magazine article titled, "Six Ways to Handle Stress."

4. Exercise Regularly. It protects the heart, which is often the first to feel the effects of stress. Studies show exercise also helps maintain the brain's ability to change focus

quickly from one situation to another.

5. Eat Plenty of Fruits & Vegetables. The antioxidants and other ingredients they contain counter-balance the inflammatory proteins the body produces under stress.

6. Don't Stay Up Late. Irregular sleep increases the effects of stress on your body, setting you up for metabolic imbalances that increase your risk of heart disease.

7. Do What You Love. Having a sense of mission about your job makes it easier to deal with inevitable setbacks. (You will still need to take those regular breaks from work.) And if you can't find meaning in your job, look for it in a hobby or through participation in religious or community organizations.

This week focus on reducing your stress.

Do you exercise at least three days a week? If not, could you start by just walking?

Are your eating a healthy diet of vegetables and fruits?

Are you on a regular sleep pattern?

Do you love your work?

Do you have a hobby or an organization that supports your life mission?

www.MotivateU.com and sign up to receive her weekly WOW Word!



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."



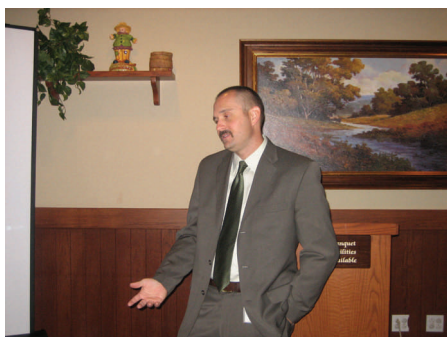
October 22nd IAAP Meeting Identity Theft - Not a matter of if, but when!

For our October 22nd IAAP Meeting we were privileged to have Detective Phill Dupper from the Rancho Cucamonga Police Department as our guest speaker. Detective Dupper had us all on the edge of our seats while he explained how the criminals who commit Identity Theft



lets or purses, and to keep them locked up or in a security deposit box at the bank.

Detective Dupper said ID Theft is so common that it isn't a matter of if you become a victim as it is more of when you will become a victim. He gave us suggestions how we can better prepare ourselves against being a victim as well as what to do when we become a victim.



can be as common and ordinary as someone who might work in your doctors' office, or any office where you must give confidential information like your social security number. He told us NEVER carry our social security cards in our wal-

We appreciate all the advice and knowledge Detective Dupper shared with us. Everyone was so interested in the evenings topic that no one wanted to leave and we went an extra hour over time.

Thank you again, Detective Dupper.

Merry Christmas!



MEMBER SPOTLIGHT



Name: Jacki Mylenek
 Employer: Dave & Buster's
 Title: Special Events Manager
 Years: 10.5

What do you enjoy most about being an administrative professional?

Well, I'm double duty at Dave & Buster's. My primary position is Special Events Manager which means I'm responsible for the corporate and private events as well as community outreach. Additionally, my General Manager has volunteered me to provide administrative assistance to him. What I enjoy most is being the support system that sets him and my clients up for success. I find pleasure in thinking through the details that they might not and always being a step ahead for those I work for.

How did you hear of IAAP?

Funny enough, I was searching the web for a networking group like this and came across IAAP. Luckily it happened to be a day or two before the Rancho Chapter kick off meeting. I was so excited to find an organization that allows me to meet others similar to my field AND have them in Rancho!

Any hobbies or interests?

I most enjoy spending time with my family with simple things like card/board games or big family dinners. I have 2 dogs that I treat as the kids I never had, so as much as possible I spoil them. I've always wanted to take classes for sewing and to learn a 2nd language, so that will be my New Year's Resolution!



Are you burning the candle at both ends?

Do people tell you that you seem stressed? If you're grumpy at work, you need to find a way to unwind. Here are some ideas.

By Martha McCarty

In the 1970s, analysts predicted that technology would bring such ease that, by now, we would be lounging around in a leisure-and-vacation play land, totally relaxed and free from stress, our workloads handled automatically. So said a recent issue of *BusinessWeek* magazine.

Now for a reality check— has this prediction come true? No way, according to the professionals we polled. "I don't believe stress can be avoided in today's life, either home or office," said Barbara Abrahamsen, a member of IAAP for the past twenty years. "With outsourcing, downsizing, relocating and doing more with less, stress is common as the cold." Like the common cold, stress can be contagious, persistent and downright irritating. Symptoms are noticeable, though often misdiagnosed, so listen up when others say *you seem stressed*. Translated, that means you appear to be too tightly wrapped (or grumpy!) and could be suffering from a stress-related case of the Monday Morning Blues.

The Cure

To reduce the damaging effects of anxiety, tension and stress, Drs. Michael Rozien and Mehmet Oz, co-authors of *You: The Owner's Manual*, promote a healthy dose of friendship, hobbies, exercise, group interaction and meditation. But since time to rest, relax and socialize is often in short supply, how about sampling the strategies of experienced IAAP Division Presidents?

From America's heartland to the coastlines, our "OfficePros" are subjected to the ever rushed deadlines and schedules of a tech driven society. Here's how they have learned not to cure stress, but to manage it— and keep themselves symptom free:

By the Book

"It took me a few stress management seminars to finally find my stress relief. Believe me, I tried everything— meditation, yoga, reading— they all worked to a degree, but not completely. However, I have found what works for me— scrap booking! I have a current book that I add pictures and journaling to

on a routine basis. I am also working on a heritage album that contains the family history along with the family stories that so often get lost through the generations. My father was into genealogy and traced our family line back through fourteen generations. On his death, I inherited all of the research he had done."

—**Barbara J. Abrahamsen CPS**, *Blue Cross Blue Shield Nebraska, Legal Administrative Assistant, Great Plains Chapter/Iowa-Nebraska*

Happy Trails

"I love getting away from home/office and riding my motorcycle, a Suzuki 800. I got my license (one of my life goals) just before I turned 50! I take it through East Orchard Mesa (where all the fruit orchards are) or over the National Monument. Other times, I ride my bicycle on the River front trails and call my friends to visit or meet me."

—**Kyle Sheldon-Chandler**, *KSC Virtual Services, Book Cliff Chapter/Colorado*

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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 February 15, 2009 to qualify for the May 2009 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
- December 10th @ 6pm—CVIAAP Chapter Holiday Meeting—Barbara's Tea House, 7491 Etiwanda Ave, Rancho Cucamonga, CA Come And Enjoy The "Splendor Of Tea" In Barbara's 1908 Historic Victorian Teahouse. What a great way to start the Holiday Season off right!
- January 28th @ 6pm—CVIAAP Meeting—**Tentatively scheduled** Joanne Simmons, PhD. Will speak about STRESS. Stress in our home, workplace, or relationships and how best to cope with our stress for a healthier spirit and body.

(Continued from page 3)

Wyoming-Montana

In Their Eyes

"During the workday when overloaded with stress, I try to put myself in my executive's position and ask myself— 'how would he handle this situation?' Since men tend to handle stress differently than women, doing this allows me to look at things from a different perspective. I then try to handle my stress head on instead of being worried or becoming negative. I also relax by spending time with my family, especially great nieces and great nephew. Seeing the world through young eyes can really put things into perspective."

—**Wendy S. Melby CPS/CAP, Executive Assistant, Red Prairie, Waukesha Chapter/ Wisconsin**

Sssssh! Quiet Time

"If I need a quick relief, I find a few minutes of quiet time and remind myself that the situation is only temporary. This enables me to refocus, breathe and put the smile back in place. I often use prayer to assist with this refocusing. And when stress tries to squeeze out sleep (as it is right now— 3:17 am), I get up and take care of e-mails so I can clear my mind."

—**Peggy Poole CPS, Administrative Manager, Tincher Concrete, Fort Myers Chapter/ Florida**

The Double Duty Diet

"My stress has not been managed very well since my company was bought out by a larger pharmaceutical firm. When you go from a small boutique firm into a huge corporation, it makes for some very stressful days. Of the 400 employees from the old company, I was one of only 65 retained by the new company. I work for two different executives in two different buildings also." On the bright side: 'I keep music on my computer at work so I listen to smooth jazz all day. I do yoga every weekday morning. I live close to the San Francisco and San Pablo bays

so on weekends, I go for a walk along the water. Talking with my daughters and granddaughters gives me relaxing pleasure. And I'm losing weight running between two buildings."

—**AIVerta Harty CPS/CAP/CAM, Department Coordinator, Bayer Health Care, Bayline Chapter/California**

Play It Again, Mr. Haraguchi

Jun Haraguchi, president and CEO of Konica Minolta's Business Solutions USA unit in Ramsey, NJ, keeps his guitar and other instruments in his office so he can find a little time to play. "Music refreshes me," Mr. Haraguchi told a writer for the *Wall Street Journal Online*. He wanted to be a professional musician when he was a teenager and he said, getting in touch with what nourishes you is key to rejuvenation. He encourages employees to discover their own forms of relaxation. Besides practicing his guitar, Mr. Haraguchi also practices the motto, "Work hard. Be nice." He repeats it to himself when he arrives home after a business trip or a long day at the office. He sits for a few minutes in his car and reminds himself to "be nice" to his wife and two teenage children and not think about work when he's with them.

How can you tap into a special interest or restful and fulfilling hobby? "Start by sitting very still and listening to yourself," advises Nancy Azara, a New York-based workshop leader. "You'll start remembering things you used to like or have always wanted to try— like drawing, playing an instrument, knitting or improving your golf swing."

Stress, as you know, is the body's response to a threat, though the threat is often small. Traffic tie-ups, late arrivals, financial issues, disagreements with the boss, arguments with a friend, spouse or child— all are stressors. When problems cannot be immediately solved, keep a clear head and reduce the negative effects of stress with these techniques recommended by Frederic Luskin, PhD, author of *Stress Free for Good: 10 Scientifically Proven Life Skills for Health and Happiness*:

Two or three deep breaths from the diaphragm trigger the body's calming chemicals. When feeling "up tight," practice this: inhale deeply imagining that your belly is a balloon you are slowly filling with air. Exhale slowly. Repeat and feel the relaxing results.

When plagued by stressful thoughts, some experts suggest saying **next**. That way, you dismiss the negative and let the positive come in through the mind's dizzying, revolving door.

When you multi-task, body and mind demand extra energy. Slow down. Relax. Focus on one thing (like deep breathing). Even getting up from your desk to stare out the window gives the nervous system a break. Most of us have a habit of judging ourselves, saying "This is terrible." Or "I really messed up." Change those messages to positive ones, such as, "I can deal with this." Or, "I'm smart enough to figure this out."

When the situation must be accepted rather than changed, release the worry. Decide not to stress over something that is outside your authority. (Contributing source: Dr. Frederic Luskin for *Parade* magazine)

So, please. Relax. Refresh. Renew.

About the author:

Martha McCarty is an author, journalist, columnist and contributing book critic. Her byline appears in business publications in the U.S. and abroad, including *The New York Times News Service*, *Associated Press*, *Entrepreneur Magazine* and *American Business Journals*. She has also just written her first storybook, *Five Island Diaries*, published by Spartan Press.