

BOARD MEMBERS

President

Donna Kendrena, CPS/CAP

Vice President

Valerie Victorino, CPS

Treasurer

Casey Costa, CPS/CAP

Recording Secretary

Crystal Schultze, CPS

Correspondence Secretary

Melonee Vartanian

CHAIRS

Bylaws

Bonnie Tazza, CPS/CAP

Certification

Ida Martinez, CPS

Hospitality Chair

Melonee Vartanian

Librarian

Cherise Kuzminski

Marketing & Publicity Chair

Vicki Hahn, CAP

Membership Chair

Maria Linzay

Mentoring

Gina Molina

Newsletter & Web Site

Debbie Cabana, CPS/CAP

Outreach

Casey Costa, CPS/CAP

Sponsorship Chair

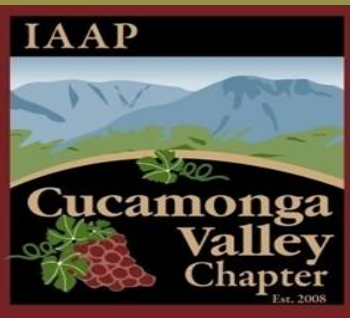
Ann-Marie Longanecker

Ways and Means

Tina Watson

INSIDE THIS ISSUE:

President's Message	1
President's Message continued	2
Calendar of Events	3
June 22nd Meeting	4
May 25th Recap	4
Library News	5
Employment Opportunities	5
Hospitality	5
Member Spotlight	5
Crystal's Corner	6
Tina's Trix	7
Grammar Girl	8
CA Division Board of Directors	9
Cucamonga Valley IAAP Sponsors	9
Handy Links	9
CA Division Annual Educational Forum	9
SAVE THE DATE FLYER	10



VOLUME 3 ISSUE 10

JUNE 2011



President's Message

Whoop Hoo!!

I am so proud and pumped!!

We just returned from the Annual Educational Forum and 59th CA Division Meeting in San Diego. There were nine of our members present: Vice-President Valerie Victorino, CPS; Recording Secretary Crystal Schultze, CPS; Newsletter Editor and Website Chair Debbie Cabana, CPS/CAP; Orientation Chair Christina Riley; Marketing & Publicity Chair Vicki Hahn, CAP; CA Division Secretary Ida Martinez, CPS; Members Extraordinaire Jean Perry, and Sonya Bloodworth! We had a fabulous time! The speakers were absolutely amazing. . .my personal favorites were Colette Carlson, M.A. who really opened our minds to Generational Differences and Lee Silber who gave us many examples of using the Ripple Effect to change our workplaces. We were constantly on the go and had a great time networking with many other chapters. There were awards too. . . . and Cucamonga Valley picked up a ton!! We'll display all our goodies at our meeting on the 22nd.

As my article this month I've asked Debbie to print our 2011 Annual Report. Sorry it's so long; it was supposed to be one page, but our Chapter rocks and one page just wouldn't be enough. . . . so THANKS TO ALL OF YOU, here's a quick summary of Cucamonga Valley's "**Leap to the Remarkable**"!!

Cucamonga Valley - Annual Report

Here's a breakdown by committees:

Bylaws: Minor revisions in our Bylaws will be addressed at our September meeting.

Certification: Happy to report that there are two successful Certified Professional

Secretaries (CPS) and five ladies tested on May 7-8, 2011.

Community Outreach: In July, we accepted donations of gently used professional clothing for the "Beauty for Ashes Dress for Success" aftercare program, a non-profit organization that assists women in crisis situations to move forward and truly transform their lives. Members cleaned out their closets and donated to a worthy cause at the same time! Donations included beautiful suits, jackets, blouses, slacks, dresses, skirts, shoes, and even a bag filled with brand new makeup with a total estimated value of \$2,005.00.

- At the October 2010 meeting, we donated to the "Soles4Souls" organization that accepts "gently used" shoes for those who have suffered in natural disasters as well as victims of devastated counties. Members donated work boots, tennis shoes, sandals and dress shoes with an estimated value of \$750.
- In November 2010, Cucamonga Valley IAAP created a walking team for City of Hope's "Walk for Hope" which supports women's cancer research, treatment and education at City of Hope, an amazing place that is saving lives every day. What's more, it was a great chance to enjoy a beautiful Sunday morning walk with friends, while raising over \$300 for the cause!
- Christmas just isn't the same without toys and grateful, excited children! In December 2010, Cucamonga Valley joined

(Continued on page 2)

(Continued from page 1)

- in the Christmas cheer by donating to the “Spark of Love” toy drive, a collaborative effort of ABC7 and local firefighters who distribute gifts to children in our communities. Cucamonga Valley’s donations were estimated at a value of \$500.
- In January 2011, we contributed to the Girl Scout’s “Gift of Caring” program, and bought \$76 worth of cookies to be distributed by several organizations like Bob Hope’s Hollywood USO, and care packages for soldiers deployed around the world.
 - For our April 2011 outreach, members donated to the “Get On The Bus” program which provides transportation for children to visit their incarcerated mothers on Mother’s Day. “Get On The Bus” is a program sponsored by the Center for Restorative Justice Works, a non-profit organization that unites children, families and communities separated by crime and the criminal justice system.
 - Additionally, as an ongoing project throughout the year, Cucamonga Valley members participated in the “Avery Box Tops Challenge”, collecting 514 Box Tops for Education, worth \$51.40 to a local school.

Librarian: This is really a one-woman operation, and our “Librarian” has done a fantastic job receiving and checking out all types of written materials from study books to pamphlets on special topics. She offers a *Book of the Month* and sets up a mini-library of her most popular items at our monthly meetings. This continues to become more valuable

and grow in popularity every month!

Marketing & Publicity: Has created an introduction letter, chapter brochure and a list of potential candidates to invite to our chapter meetings. We started with the local cities for our April meeting, and branched out to local Fire and Police Departments for May.

Membership: Makes sure that each guest fills out an information sheet so we can put them on our distribution list for future meetings; distributes a copy of the sheets to the Board for coordination of those efforts; and sends a note of thanks! Following through with this system has proven to be very beneficial in recruitment of new members. In October, we sent Thank You letters to our Bosses for their support of our participation in IAAP. We received several compliments from our impressed and appreciative superiors!

Mentoring: Is an open program focused on a specific need of the Protégé. Off to a slow start, but we have one case in the works!

Newsletter & Website: Our Newsletter Editor “Rocks”! Each of the committee chairs contributes articles, and she puts it all together! She also updates our website, which is “key” in attracting new folks to Cucamonga Valley!

Orientation: Having a strong Orientation program is truly beneficial in our Chapter. We acknowledge each new member at their first meeting with a formal induction ceremony including a NEW MEMBER ribbon, Chapter pin and Orientation binder. We have two Orientation pre-meetings before our regularly

scheduled meetings each year specifically to welcome our “newbies”.

Sponsorship: We’re pursuing several possible sponsors and have been successful in obtaining two for our Chapter!

Ways and Means: In September, we participated in a community “Flea Market” and our booth netted \$359 from items that were donated by our members. We have several fundraising events scheduled such as a Pot Luck Bunco night in August, a Cucamonga Valley Cookbook sale coming in September, and our ongoing participation in the Professional Development Day – Multi-Chapter Event in October. Our monthly meeting drawings continue to bring in between \$1200 in profit thanks to our generous members’ donations and the fabulous ticket sales of our Ways and Means Chair!

Overall: Our monthly programs have been a huge success; our VP continues to bring in amazing speakers and exciting special events like our Christmas Wine Tasting and our recent Admin Professional’s Day Murder Mystery Dinner! Our Recording Secretary never sleeps and whips up wonderful things like a new Chapter Directory complete with pictures, and our Corresponding Secretary while battling a back problem was able to create a spreadsheet of guests/members going back to our first meeting in 2008. A real valuable tool for recruiting and retention purposes! It takes all 16 to make this spectacular chapter, and I thank God for ALL of them!!! AMEN!

Calendar of Upcoming Events

Monthly meetings are normally held on the **4th Wednesday of every month at 6:00pm**. We hold our meetings at Dave & Buster's Restaurant on the east side of Ontario Mills Mall at 4821 Mills Circle, Ontario. We are dark in August and combine the November/December meetings.

• June 22, 2011

IAAP Meeting: Dave and Busters—

The Installation of Officers for 2011/12.

Our special guest will be incoming CA Division President Debra Burruss

...who will be flying in from northern California just to install our Board this month! She will be speaking to us on her Admin life of over 25 years and also on the IAAP "Pathways to Excellence" program. Please be sure to come to this meeting to **meet Debra**—she is looking forward to meeting all of our members! (Neil Kupchin has been rescheduled to a later date)

• July 20, 2011

This is a week earlier-the third Wednesday this month!

IAAP Meeting: Dave and Busters—**Game Night! Deal or No Deal!**

This will be a fun night of friendly competition! This is also the first night of the new fiscal year for IAAP and we will welcome our returning Executive Board Members! Plan to join us for a fun evening and lots of time for networking!

• Bunco Night- August 19, 2011 - Donna Kendrena's home

This is a Friday night when we can get together and have a nice evening of laughter and fun! Come and join us—more info to come!

• August 24, 2011-no meeting

Dark...we will miss all of our friends, but we are gearing up for our next great year of fun!

• September 28, 2011

IAAP Meeting: Dave & Busters—**Cindy Navaroli-Personal Finance.** Cindy will help us make sure we are

doing our best at financial decisions. In this day and age, we need to be more careful than ever!

• October 26, 2011

IAAP Meeting: Dave & Busters—

Jack Lam-City Manager for the City of Rancho Cucamonga. We are thrilled to have Jack come and speak with us—more details to follow!

• December 2011

Annual holiday party:

Save the date:

Wednesday, December 7, 2011

We are working on some **spectacular** plans—wait until you hear! Stay tuned for more information!

• January 25, 2012

IAAP Meeting: Dave & Busters—

Leigh Adams-Toastmasters International local President. Leigh will be teaching us **Public Speaking 101**. This will be helpful in all walks of life—join us!

• February 22, 2012

IAAP Meeting: Dave & Busters—

Cherylinn Nicklas—our CA Division State Treasurer will be helping us with **"How to Interview So You Get the Job!"**. This can be a huge help on how you present yourself, even if you are not actively seeking employment. We love Cherylinn and can't wait for her presentation!

• March 28, 2012

IAAP Meeting: Dave & Busters—

Pendaflex or Avery International—more info coming soon on this practical and hands-on meeting!

• April 25, 2012

IAAP Meeting: Dave & Busters—

Administrative Professional's Day.

We will have another great celebration—can you hardly wait to see what we plan this time??

Events Around Town

• July 24-27, 2011

International Education Forum & Annual Meeting (EFAM)

Montreal, Canada

Sign up at www.iaap-hq.org. We are thrilled that Donna will be going and representing our Chapter so wonderfully! Thank you Donna!

• October 1, 2011

Professional Development Day

Multi-Chapter Symposium

Crown Plaza Hotel

Irvine, CA

Cucamonga Valley Chapter is a co-host to this exciting event!

This is one of our big money-makers of the year. Please plan on joining all 6 Chapters for an all-day Development Enrichment Day planned just for Admins! Sign up information coming soon!



To reserve your spot for the meeting or to request a meeting flyer, please email: valerie.victorino@cityofrc.us

**By Valerie Victorino, CPS Vice President
Member of Excellence
City of Rancho Cucamonga**

June 22, 2011 with our guest Debra Burruss, CPS/CAP, California Division President



Please join us for the Installation of our 2011-2012 Cucamonga Valley IAAP Chapter Board. We are very honored to have as our guest, California Division President, Debra Burruss, CPS/CAP. She will not only be installing the Board members, but she will be speaking to us about her journey with IAAP and the Pathways to Excellence.

Debra Burruss, CPS/CAP, is the newly installed President of the California Division IAAP. She has been a member of IAAP since 2000. She attained her CPS in 2004, and her CAP in 2006 and just recently received her recertification pin from Headquarters. Debra served on the Sacramento Chapter board for four years, serving as its President for two consecutive terms ending in 2009 when she was recruited for the California Division Board of Directors.

Debra is employed in the Governmental Relations Department of the California Federation of Teachers, where she is the administrative assistant to the legislative director, providing legislative support, and meeting planning. She has over 25 years of administrative experience and lives in Sacramento with her husband, Tom.

May 25, 2011 Impact and Board Nominations

Our May 25th Impact Meeting and Board Nominations was a great meeting with our guest speaker, Evelyn Gray, who shared ways we could get better organized and also how to deal with people who are not very organized.



Nominees above are: Valerie Victorino, CPS, Vice President; Casey Costa, CPS/CAP, Treasurer; Crystal Schultze, CPS, Recording Secretary; Melonee Vartanian, Corresponding Secretary; Donna Kendrena, CPS/CAP, President. Thank you ladies, for your devotion and dedication to serving the Cucamonga Valley Chapter of IAAP for another term. You are all awesome!



International Association of
Administrative Professionals®

IAAP Lending Library News!



Cherise Kuzminski
Library Chair
City of Rancho Cucamonga

A little background on June's Book of the Month . . .

**“Life’s A Marathon—
 26.2 Winning Strategies for Personal and Professional Success”**
 by Matthew D. Jones

Matt Jones was diagnosed with cancer in September of 2002 and was in a semi-coma. Miraculously, he recovered and after two years of learning how to walk again, he completed a marathon. Matt overcame a lot of challenges, has learned from this experience and wants to share with you how to achieve your true potential, even under the most challenging life experiences. It takes less than an hour to read but holds the strategies you need to succeed. Check it out!

And don't forget, if you would like to donate or lend a book or CD, please contact me via e-mail at Cherise.Kuzminski@cityofrc.us or you can see me at the next Chapter meeting.

Happy reading!



Job Postings

Around and in the Inland Empire.....

To access new employment opportunities from our web site Employment Opportunities page, please visit our web page (www.cucamongavalleyiaap.com) and click on the "Employment Opportunities" button.

If you hear of a job opening, please send the tip to Debbie Cabana for posting on our Chapter Website and Newsletter at dcabana@yahoo.com.

Watch for future postings!

MEMBER SPOTLIGHT



Name: Christina Riley
 Business: Architectural/Legal
 Years: Almost 30
 Employer: Just got a new job in Riverside

What do you enjoy most about being an administrative professional?

The constant challenge of staying at least two steps ahead of my boss. Running a close second would be the ever-changing nature of our jobs -- no two days are ever the same.

How did you hear about IAAP?

I was surfing the 'Net' last summer, looking for some place to volunteer, and I stumbled upon the IAAP website. As they say, "The rest is history...."

Do you have any interests or hobbies?

Volunteering in my community is my passion. Currently I teach Sunday School at my church. When I'm not at church or at work, I'm helping a good friend try to get her business off the ground. She recently opened a fitness/ personal training studio and I trade admin work for personal training time. I also enjoy reading, especially Christian fiction or anything by Daniel Silva. I'm also studying for the November CAP exam.



Hospitality

Melonee Vartanian
Hospitality Chair
Grand Jury
County Of San Bernardino

We had three new guests at the May 25 meeting:

- Heather Bolton, City of Rancho Cucamonga Animal Services—Donna's guest
- Ashley Ruggles, Market Broiler and Julie Elder, Healthcare Partners—Valerie's guests (her daughters)

What a pleasure to meet everyone! Keep inviting guests as our membership grows stronger.

No birthdays listed for June. I would still like to have birthdays (month and day – NO YEAR) so we can celebrate YOU! There will be a birthday sign-up sheet at the next few meetings – of course this is voluntary!

I'm sure we have members with family graduating this month so a BIG CONGRATULATIONS to them!

Thank you to the Board members for continuing to provide wonderful monthly programs.....what a pleasure to be a part of this organization!



Crystal's Corner

By: Crystal Schultze—
City of Hesperia
For April



Oops, I made a mistake, now what?

This article has impeccable timing, since I just noticed that both of my articles for April and May were the same article...oops! So now what?

I truly do apologize for this error, but through this, I decided it would be the perfect time to address the issue of the appropriate and the inappropriate ways in which we handle our mistakes.

It is my belief that if you simply confess and own-up to whatever your mistake was, that will bode well for you, rather than trying to give a myriad of excuses.

I often tell my co-workers “just tell me, I would rather hear an apology than an excuse any day, and besides, everything is fixable....or just about anything.”

I also truly believe in one of my favorite quotes, “Excuses, no matter how valid, weaken your character.” If, for example, you had an absolute deadline to get a report in to your boss by 8:00 a.m. the following morning, but you just forgot to write it down, don't worry, what's done is

done, so now “own it.” Go directly to your boss and say something like, “I truly apologize for your report not being on your desk at 8:00 a.m. today. I made the mistake of not writing it down, but I will make sure to do so in the future so as not to make that mistake again.”

Now, there is a very fine line between an **excuse** and a **reason**. The above statement shows that you are taking responsibility and that you have supplied a solution so as to prevent that same mistake from happening in the future. However, if you come in saying, “I know that report was due by 8:00 a.m. but my dog escaped out the front door, the kids wouldn't wake up in time, and the trash tipped over” it will merely sound like a long list of excuses.

I once had a time where I seemed to be making the same repetitive mistake over and over, and it really bothered me, especially since that is not a normal pattern for me. I am sure you have had a similar situation. Maybe it was at a time when you

were under a lot of stress at work or at home, or you just had a bunch of things on your plate.

My problem was, I had so much going on in my life that I hit the “brick wall” so-to-speak. Also, it seemed that the harder I tried not to, I would still get the same corrections back from my boss.

So when you hit that “brick wall,” what do you do?

1. Stop! Admit that making the same mistake over is not working.
2. Identify the “why” you are making the same mistake.
3. Take action! Once you've identified the “why”, you need to stop spinning your wheels, try taking a break for a few minutes, and then come back and write it out, along with a plan of action as to what you are going to do in the future in order to stop making that mistake.

And remember, a simple apology, “I apologize for the mistake and will correct that immediately” will most likely yield the best response...“That's okay, we all make mistakes.”

The Handy Tip Section

Calm public-speaking jitters with this tip; Prepare, Rehearse with a friend or in the mirror. Write on your notes things like “take a deep breath here” or “pause and feel your feet on the ground beneath you.” Those reality-based notes will distract you from negative thoughts.



One-Minute Strategies

Make sure your e-mail messages aren't misinterpreted by giving yourself an emotional-intelligence safety net, using Tone Check (tonecheck.com) plug-in software. It flags unintended emotion or tone as you draft e-mail messages, then suggests ways for you to re-write them.

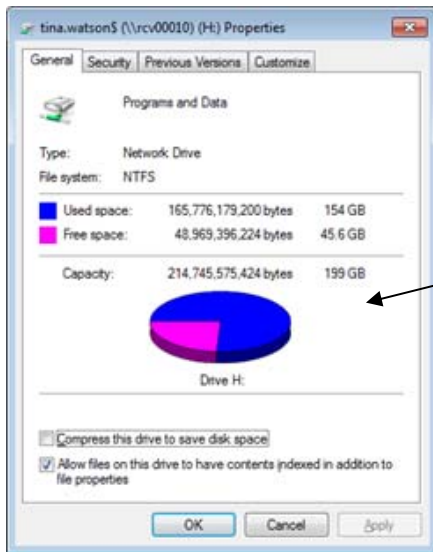
Tips n' Trix by: Tina Watson

Computer running a little slow and sluggish?

Time to clean up the hidden files and cobwebs that are holding you down.

Step One: Open My Computer, right click on your "C" drive and scroll down to properties and left click on properties

Step Two: A dialog box will pop up of "Programs and Data"



Click on Disk Clean-up here



This dialog box will pop up

Under Files to Delete

Check off all boxes that apply

- Temporary Internet Files
- Recycle Bin
- Set Up Log
- Web Client/Publisher temporary files
- Compress Old Files
- Catalog Files for the Context

Step three: Click Okay, then yes on the "are you sure option"

Dialog box comes up to process and you are complete.

Oddness When You Start a Sentence with "There Is"

By Mignon Fogarty

A listener reader named Joe wants to know whether he should say, "There is a couch and a coffee table in the room," or "There are a couch and a coffee table in the room."

His question brings up an interesting quirk about the word "there."

One of the most common ways to organize an English sentence is to put the subject first and the verb second. That's how it works in sentences such as "I cooked" and "Pat threw up." The pronoun "I" and the noun "Pat" are the subjects and they come first, and the verbs "cooked" and "threw up" come second. We're all very comfortable with sentences that use this pattern (even if we're not all comfortable with my cooking).

The word "there" can function as both a noun and a pronoun, but even though "there" comes first and is followed by a verb in sentences such as "There are a couch and coffee table in the room," "there" isn't the subject, and that's why Joe is confused

What Is an Expletive Sentence?

Sentences beginning with "there are" and "there is" are using a different kind of sentence structure called an expletive construction. You can get a sense of how expletive sentences are different from the more common subject-verb sentence structure because if you swap in another noun for the word "there," the meaning changes.

For example, let's create a similar sentence with different noun in place of "there." Instead of "There is a couch and a coffee table," let's try "Bob is a couch and a coffee table." The new noun, "Bob," is clearly the subject and drives our verb choice. I'm making some sort of weird statement about Bob actually *being* a couch and a coffee table, and the verb choice is clear to native English speakers. You'd never be tempted to say " Bob are a couch and a coffee table."

But when the sentence starts with "there" instead of "Bob," it's easier to get confused. You think "there" is the subject, but you also sense that something seems different or wrong. In the expletive sentence, the pronoun "there" is just filling up space. It's kind of hanging out pointing to what's going on in the other part of the sentence. It's not the subject. The subject is actually "a couch and a coffee table."

It's a compound subject since it has two nouns connected

Grammar Girl™
Quick AND Dirty Tips
FOR BETTER WRITING



Hosted by
Mignon Fogarty

Quick
AND
Dirty
Tips™

by the word "and," which makes it plural, but it's still a subject; and it's always the subject of a sentence that drives your verb choice, even if the subject isn't at the beginning of the sentence.

Now that you know the subject is "a couch and a coffee table" and that it's plural, it's easy to choose the right verb: "are." Plural subject take plural verbs. (The subjects are underlined in the following examples.)

Cookies are good.

Trees are tall.

A couch and a coffee table are in the room.

There are a couch and a coffee table in the room.

Is It Bad to Start a Sentence with "There is"?

Did you see what I did with the last two sentences? In the first one, I used the common sentence order and put the subject first:

A couch and a coffee table are in the room.

In the second one, I flipped it around and added a "there are" to make an expletive sentence:

There are a couch and a coffee table in the room.

Although I believe people often take this suggestion to extremes, many sources say that expletive sentences are bad style and should be avoided, and you can see from the example how easy it is to get rid of the word "there" and rephrase the sentence.

"There is a couch and a coffee table in the room" easily becomes "A couch and a coffee table are in the room." If you want to go wild, you could even use a more descriptive verb and write, "A couch and a coffee table *sit* in the room," or "A couch and a coffee table *grace* the room."

When you're editing your work and find a sentence that starts with "there are" or "there is," see whether rewording it would make your work better. Often it does.

How to Determine Subject-Verb Agreement in an Expletive Sentence

And if you decide to keep a sentence with a "there is" or "there are" at the beginning, the trick to figuring out what verb to use is to find the real subject of the sentence.

Used with permission from Mignon Fogarty

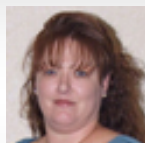
2011-2012 IAAP CALIFORNIA DIVISION BOARD OF DIRECTORS



President
Debra L. Burruss, CPS/CAP
president@iaap-ca.org



Treasurer
Cherylinn Nicklas
treasurer@iaap-ca.org



President Elect
Murphy Jones, CPS/CAP
president_elect@iaap-ca.org



Recording Secretary
Ida Martinez, CPS
recordingsecretary@iaap-ca.org



Vice President
Barbara L. Rambow, CPS/CAP
vice_president@iaap-ca.org

Cucamonga Valley IAAP Honors Its Sponsors



Dave & Buster's, 4821 Mills Circle
Ontario, CA
909-987-1557
Official meeting place for CVIAAP
Great games, great fun,
great food and great drinks!

This is our Sponsor page. If you know of any companies that would be interested in advertising in our newsletter and/or our web site, please contact Debbie Cabana at dcabana@yahoo.com Cucamonga Valley IAAP values our sponsors. Please support and patronize them.

Links to IAAP Resources:

- CA Division:**
<http://www.iaap-ca.org/index.html>
- IAAP Headquarters:**
<http://www.iaap-hq.org/>
- IAAP Web Community:**
<http://community.iaap-hq.org/IAAPHQ/IAAPHQ/Home/>



DAISY I.T.
Supplies, Sales & Service

Your Authorized Source for Supplies: toners, inks and more Sales of new printers, MFCs etc

8575 Red Oak Ave
Rancho Cucamonga CA 91730

909-989-5585
951-479-9911
800-266-5585
fax 909-989-7251

brother

SHARP

OKI

PRINTING SOLUTIONS

hp

LEXMARK

Canon

SAMSUNG

SBE/WBE

XEROX

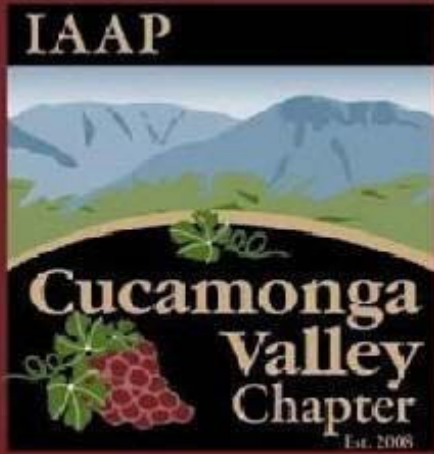
Authorized Channel Partner



Happy Summer

Summer Vacation

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



Cucamonga Valley Chapter

Ways
&
Means



Save the Date

Bunco

When: Friday, August 19, 2011

Where: Donna Kendrena's Home in Rancho Cucamonga

Time: 6:30 PM - 10:00 PM

Bring your favorite Dish & the Recipe or a \$10.00 donation towards food.

RSVP Today: <http://cucamongavalleyiaap.com/20tinaspag.html>

Cookbook

It's not too late to submit your recipes—We are only 40 short from our goal of 200. E-mail me and get your favorites submitted today to: tina.watson@cityofrc.us

Rummage Sale

When: October 2011

Start collecting & saving your gently used donations.

More information in August Newsletter