



International Association of
Administrative Professionals®

LAKE WASHINGTON EAST-IAAP

The Eastsider

“A Publication for Administrative Professionals”

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February 21, 2007 Painless Business Writing Presented By Christine DuBois

Yes, you can write clear, powerful, effective business documents--without the headaches! In this hands-on presentation you'll learn ways to make all your writing projects easier and more effective. You will also learn to clarify your message, communicate complex information, avoid common mistakes, edit and



Christine Dubois is an award-winning writer and editor who handles articles, newsletters, brochures, press releases, websites, and other business writing projects for a variety of grateful clients. Her warmth, knowledge, and enthusiasm make her a popular instructor.

proofread your writing—and others'-- and write business letters that get results.

Red Lion Bellevue Inn 11211 Main Street Bellevue, WA

Dinner Menu

Classic Caesar Salad

Lasagna with Italian Sausage

Veg Opt: Lasagna with Spinach and Basil

Seasonal Fresh Steamed Vegetables

Garlic bread and Focaccia Bread

Tiramisu Cheesecake

Tea, Coffee, Decaf

Schedule of Events

5:30 PM– Check-In/ Networking

5:45 PM– Introductions/ Dinner

7:00 PM– Program

Reservation Deadline

Thursday, February 15, 2007

Cancellation Deadline

Monday, February 19, 2007

Remember to have checks prepared in advance and made payable to **IAAP-LWE**. If

paying with cash, please have correct change to expedite the check-in process. To make reservations please contact Mary Ochoa at mochoa@us.ibm.com Please note any dietary restrictions while making reservation.

Cost

\$23.00 with RSVP

\$25.00 for late or no RSVP

RSVP by end of day, January 11, 2007. Cancellations accepted until NOON on Monday, January 15.

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Special points of interest:

- *Update of the Washington-Alaska Division Planning Committee*
- *Come participate– Finding Your Courage*
- *Announcing the Certification Study Group*
- *Email Etiquette in “Clear and Effective Communication”*

President's Letter

By Winona Esposito CPS, MBA-TM



Do you feel the excitement in the air? This past weekend there were 25 Lake Washington East Chapter members and Division

Officers doing an onsite visit at the Redmond Marriott Town Center in preparation for the Washington-Alaska Division Annual Meeting May 17-20, 2007 hosted by our chapter! Excitement is exactly what everyone was feeling. Checking out the food, the facilities, reviewing logistics and getting familiar with our site prior to the meeting was something that everyone enjoyed.

Laughing, talking and just plain enjoying each other in an atmosphere of sharing and networking was one of importance. I must say that we had a lot of idea growers there. What are idea growers you ask? Let me share with you a creativity handout that was received at the 2006 "Hands across the Border" meeting. "Idea growers are those individuals who elicit contributions by presenting problems as open-ended opportunities for input. They will often say:

- Are there any questions?
- Before we make a final decision, let us review all the options.
- Where else can we go for additional information on that?
- In light of the new information, I have changed my mind.
- May I ask a question?
- Excuse me; I do not think I really understood that.
- Is this what you meant?
- I would like to get your help with an idea I am working on.
- How could we improve?
- What have we missed?
- Who else would be affected?
- What would happen if?
- Who else has a suggestion?
- Why do we always do it like that?
- Would it not be fun if?
- I do not know much about that. How about you?

**Flying High with Technology:
Building Our Future**

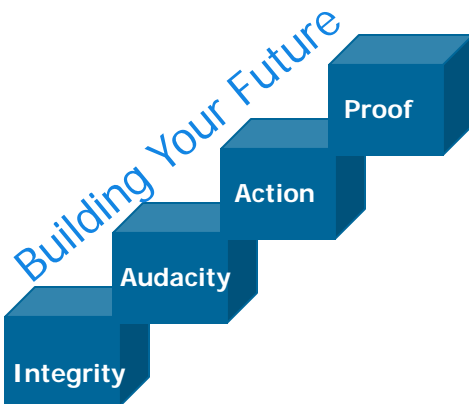


**2007 Washington-Alaska
Division Annual Meeting &
Leadership Conference
May 17-20, 2007**

- Let me ask you for some ideas on?
- How many ways could we?
- What ideas have you come up with?

If you have not stepped up to assist with this year's WA-AK Division Annual Meeting, be an "idea grower" and step up to accepting a challenging assignment. Some of the tasks are small, some are large, and together we can make everything work plus have a lot of FUN at the same time.

Winona



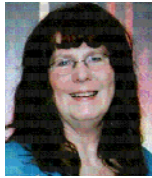
2006-2007 Lake Washington East Chapter Officers

President

Winona Esposito CPS

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or Home 425-292-0169

E-mail: winona.d.esposito@boeing.com



Vice President

Stephanie Schuh CPS/CAP

Ph: 425-703-2471

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Treasurer

Mary Ochoa CPS

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President Elect

Constance Boyer, MS, CPS/
CAP

Ph: 206-266-1082

E-mail:
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Secretary

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Committee Chairs

APD Event

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Stephanie Schuh CPS/CAP

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Arrangements

Sheri Bratton

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Audit

Mavis Karalius CPS/CAP

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Bylaws and Standing Rules

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Donella Robbins CPS

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Historian

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Holiday Auction

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Membership

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Newsletter

Amanda Fleming

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Nominations

Leslie Adkins CAP

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Program

Stephanie Schuh CPS/CAP

Stephs@microsoft.com

Retirement Trust Foundation

Mira Salisbury

perin36@hotmail.com

Scholarship

Rita Shemchuk

rita_shemchuk@hilton.com

Student Chapter

Judy Herrmann CPS/CAP

judyh@emeraldheights.com

Christine Rees

Crees1234@yahoo.com

Ways and Means Chair Open*

Website

Lisa Lewis

lisa.lewis@wildblue.net

2007 WA/AK Division Meeting Coordinator

Betty Amundson CPS/CAP

betty.amundson@symetra.com

2007 Washington-Alaska Division Annual Meeting Update

By Betty Amundson CPS/CAP, Coordinator

We are only 3 ½ months away from the 2007 Washington-Alaska Division Annual Meeting which will be held **May 17-20, 2007** at the Redmond Marriott Town Center and will be hosted by the Lake Washington East Chapter! Mark your calendars now for an exciting and educational event with fabulous tours, dynamic speakers, and of course exceptional networking opportunities! For more information go to www.iaap-lwe.org on the Home Page, click on the Division Meeting icon!

On Saturday, January 27, The Planning Committee met with the Division Board at the

Redmond Marriott Town Center to review our plans, plus tour the meeting room space, hotel rooms and sampled a variety of foods on the menu for our event. Some of us, including the Division Board, spent the weekend at this wonderful hotel! We also explored all the shopping, restaurants and theatre at Redmond Town Center. Everything is within walking distance of the hotel – just step outside the front door!

We need volunteers to assist with Hospitality, Registration, Live & Silent Auction and creating signs. This is a wonderful opportunity to network plus showcase the creative and talented members of the Lake Washington East Chapter!



Our own chapter member Jacqueline Petrick will be installed as the Division President. Come show your support and help us celebrate!

Lake Washington East IAAP Chapter Members: You Can Help!

By Leslie Adkins CAP, 2007 WA-AK Division Meeting Sponsorship Chair

Make the 2007 Division Meeting a Success

The 2007 Division Meeting Planning Committee is busy working on the event that will take place in Redmond, WA in May. We are in charge of soliciting sponsors to help make this an exceptional, first-class event. They need your help and we'd love to see all our member companies involved. Contact either of us for a copy of an introductory letter and a list of available sponsorships for the Division Meeting. Pass these along to the person at your firm who is in charge of making sponsorship/donation decisions. We need in-kind dona-

for registration bags and the auction. If your company is interested in participating, please let us know as soon as possible. Do you have a favorite vendor who might like to participate? We'd be happy to have you ask them, but please let us know before you contact them to make sure we are not already in discussions with that firm.

If you have any questions about sponsorship, please feel free to contact either of us. Thanks in advance for your help.

Contacts:

Leslie Adkins CAP
Microsoft
425-707-6616
leadkins@microsoft.com

Sabrina Elliott
HDR Engineering
425-450-6224
Sabrina.Elliott@hdrinc.com

Finding Your Courage

By Constance Boyer CPS/CAP, President Elect

A few years ago when I was a member of the Evansville Chapter IAAP, the President was a wonderful, irascible dame by the name of Nancy Whitsell. Nancy worked at the headquarters of one of the regional banks in town. Although she explained her job to me several times, I still never quite understood what she did. However I understood that the work she did touched trust accounts in several states. Hers was a big job! She ran the very successful Ways & Means Committee of the Chapter for several years and built up the treasury enough that my last year in Evansville the Chapter granted three \$1000 scholarships! In Nancy's earlier years she had run a clothing boutique.

You are probably thinking, as I did, that a woman who had done all these things could run a 60-member IAAP Chapter without a second thought! But no, Nancy was petrified. I was amazed when, during her installation speech, she began by citing a quotation by Eleanor Roosevelt as her personal theme for the year: "You must do the thing you think you cannot do." I thought Nancy could do anything—but



she wasn't sure if she could be a good Chapter President. As it was she had a great year, marked by what I think was her best accomplishment--100% participation by the Chapter members. Each member did at least one thing for the Chapter.

Although I do want each of you to consider what you can contribute to the Chapter, this is not a "guilt-you-into-doing-something" column. The Nominations Committee and I will be

contacting members to find committee chairs and officers.

Instead, I want to look more closely at the context of the quote which Nancy Whitsell from Eleanor Roosevelt-- a woman born in the nineteenth century, who has much to teach us here in the twenty-first century.

Eleanor Roosevelt wrote, *You Learn by Living* in 1960, just two years before she died. The modern printings of the book use the sub-title "Eleven Keys to a More Fulfilling Life". The chapters' titles remind me of so many of our modern self-help books:

- Learning to Learn
- Fear the Great Enemy
- The Uses of Time
- Readjustment is Endless

The quote my friend Nancy used is from "Fear-the Great Enemy"--depicting how to use fear to help you develop and succeed. "Use fear?" you might ask? Yes, use it! Eleanor wrote, "You gain strength, courage, and confidence by every experience in which you stop to look fear in the face." I admire this idea.

Eleanor Roosevelt also writes, "You are able to say to yourself, 'I lived through this horror. I can take the next thing that comes along.' **The danger lies in refusing to face the fear, in not daring to come to grips with it.** If you fail anywhere along the line, it will take away your confidence." One of the veiled pieces of advice is that each step of the way on your journey, job, project or experience you have the chance, the opportunity, the excitement, of facing a small fear and overcoming it. Eleanor Roosevelt doesn't say, "You must do it completely right and perfect in one fell swoop to be courageous and successful!" She says "anywhere along the line." That line, the line of our lives, the line you follow on a Microsoft Project Gantt Chart, the line of thought you are pursuing, the line of work you are developing in-- that line is made of up many, many points. You simply have to face each small point one at a time. Your reward is not just that point or

task accomplished, but confidence and courage to take on the next point. Or as Carl Sagan puts it, "small steps" are what gets us to the stars.

"You must make yourself succeed every time. You must do the thing you think you cannot do." I've taken this on as one of my personal inspirational phrases. It's helped me get through moving cross-country, job searching, beginning and completing a Master's degree, tough days at work, and interesting challenges with IAAP.

What's the thing you think you cannot do? Ask your supervisor for a raise? Take on a new project at work? Speak to a crowd? Write a story? Finish your pet project which has gone neglected in the hustle and bustle of life? Learn more about the internet? Achieve your CPS or CAP? Or even, be the International President of IAAP?

Take a chance on increasing your confidence! Take that first step, face that first fear, and gain your first dose of confidence. Do the thing you think you cannot do!

The encouraging thing is that every time you meet a situation, though you may think at the time it is an impossibility and you go through the tortures of the damned, once you have met it and lived through it you find that forever after you are freer than you ever were before. If you can live through that you can live through anything. You gain strength, courage, and confidence by every experience in which you stop to look fear in the face.

You are able to say to yourself, 'I lived through this horror. I can take the next thing that comes along.'

The danger lies in refusing to face the fear, in not daring to come to grips with it. If you fail anywhere along the line, it will take away your confidence. You must make yourself succeed every time. You must do the thing you think you cannot do.

Eleanor Roosevelt, *You Learn by Living*. New York: Harper, 1960.

IAAP Officer Installation at Lake Washington Technical College By Georgette Pereira, IAAP-LWTC President

Special Announcements

We were excited to hold the nomination, election and installation of IAAP Student Chapter Officers at Lake Washington Technical College! A group of about 15 attended—including representatives from LWE Chapter and Division leaders from Bellingham, WA. Our LWTC Student Chapter was founded in January 2005 with Judi Lemon as LWTC Student Advisor.

The new slate of officers serving for 2006-2007:

President-Georgette Pereira (2nd term)

Vice President-Lisa Ransom

Secretary-Patricia Moreno

Treasurer-Candis Tweeddale

Betty Amundson CPS/CAP along with Judy Herrmann CPS/CAP led the proceedings. Betty challenged the officers to promote the interests of the Student Chapter and IAAP. She reminded us that being an officer is not only a position of authority, but also a position of service to our Association and fellow members. The more one exercises leadership responsibilities, the greater benefit one derives.

We thank IAAP LWTC Student Chapter

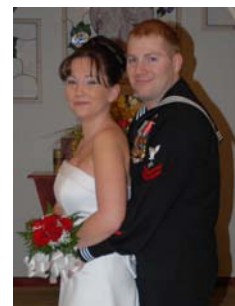
Officers for serving during 2005-2006: Vice President-Suzanne Auten, Secretary-Rosa Torres, and Treasurer-Soulianh Nokeo.

Our new LWTC IAAP Student Advisor Letty Barnes was presented to the Chapter. We appreciate Judy Herrmann serving as our LWE Advisor.

As student officers, we look forward to the opportunity to serve and to practice leadership skills which will be useful to us in our careers.



From left to right: LWE Advisor, Betty Amundson CPS/CAP, Student Advisor, Letty Barnes, Student Chapter President, Georgette Pereira, Secretary, Patricia Moreno, Treasurer, Candis Tweeddale.



Amanda Joan Fleming

And

*David Scott McArthur
would like to announce their
marriage on Sunday, the
thirty-first of December
2006 in Las Vegas, Nevada*

Community Service Update By Lynanne Lewis, Community Service Chair

Chapter members rallied with two significant Community Service contributions in the past two months.

We provided a full lasagna dinner to the 20 families living at the YWCA Family Village complex in Redmond, WA. This was coordinated so the residents could eat together in a common area prior to attending their November Resident Meeting. Funds from our Chapter were used to provide the main dinner ingredients while our Members prepared the food, served, and cleaned up. Other member volunteers worked in the childcare center providing activities for the approximately 25 children while their parents attended the Resident Meeting.

We also brought holiday cheer to our YWCA families. We collected family-fun-themed items and assembled holiday baskets for each of the 20 YWCA families. The baskets included board and card games, classic books, DVD's, and holiday snacks that they could use to create some quality family times during the holiday break.

Our efforts for 2007 will begin by focusing on Emergency Preparedness. With the recent stormy Pacific Northwest and the anticipated foul weather the remainder of this winter, the YWCA families will appreciate the variety of items we can collect to help them be prepared. Collections at our February Chapter meeting will focus on battery-operated flashlights,

first-aid kits, warm gloves, packaged foods that do not require cooking, and Brenda McCallon, the YWCA's Community Resources Coordinator, will organize the distribution of the items among the families. Again, this year, we will host Family Village residents with an Administrative Professional career interest at our APD Event in April. In May we will be replenishing the YWCA's Working Wardrobe. In June we will close out the year with contributions of household items to furnish the Family Village apartments.

Remember your contribution to any of our monthly Community Service events/collections will reward you with a chance to take home our Spa Basket in June!

New Members

By Courtney O'Brien-McFarland, Membership Chair



Patricia Moreno is originally from Perú. She moved to the United States with her family five years ago. She is currently studying at Lake

Washington Technical College to obtain her degree as an Administrative Assistant. Besides being a student, she also works at the College in the Disabilities Support Services

Department. In her spare time Patricia enjoys spending time with her family, kickboxing, and listening to pop music.

Her sponsor is Judi Lemon CPS.

Lisa Ransom is currently enrolled in the Administrative Assistant program at Lake Washington Technical College. She will be graduating this spring with an AAS degree in Administrative Assistance. She enjoys working as a work study at LWTC in the Student Services office with the

Disability Support Services.

Lisa serves as a volunteer at Woodinville Alliance Church in the high school ministries, and as a special buddy for children with disabilities. She enjoys spending her time with family and friends.

Her sponsor is Georgette Pereira

Welcome New Members

By Courtney O'Brien-McFarland

At the January 17th Chapter Meeting the Membership Committee had the pleasure of introducing four new members to our chapter! The following were formally installed: Pat Mattson sponsored by Sherri Bratton, Patricia Moreno sponsored by Judi Lemon CPS, Lynn Shomber, sponsored by Letty Barnes and Lisa Ransom sponsored by Georgette Pereira.

Did you know three of our four members are currently students? Patricia, Lynn, and Lisa attend Lake Washington Technical College. When not studying, Patricia and Lynn also work on campus in the Disabilities and Support

Please join me in making all new members welcome by:

- Introducing yourself to new members.
- Inviting new members to sit at your table during Chapter meetings.
- Explaining how you have become involved in the Chapter; including information about ways they might consider becoming involved.

The Membership Committee looks forward to welcoming many more new members this year. Should you know of someone interested in information on joining our Chapter please contact Courtney O'Brien-McFarland, Membership Chair at (206) 652-1515 or courtneyo@parkerservices.com.

Also, please remember to contact both the Membership Committee and Headquarters with any changes to your personal information including work address, home address, phone number, or e-mail.

Certification Class is Scheduled By Donella Robbins CPS,

For those of you who have had thoughts about achieving your CPS and/or CAP certification, now is the time to sign up for the study class prior to the May 2007 exam. Constance Boyer CPS/CAP has her teaching masters and will conduct the class. I might add she is an excellent instructor! The location is First Lutheran Church

in Bothell, 10207 NE 183rd St., Bothell, WA 98011. An overview of the class material was held on 1/27/07 and the 12-week course will begin on Saturday, February 10th from 8:00 AM to Noon. The Fee is \$75.00 and current Prentice Hall texts can be ordered from IAAP headquarters (not the E-learning series).

The deadline for submitting your application for the May CPS/CAP exams is 2/15/07.

Please call me at 206-550-8440 or you can contact me by e-mail at d.robbsins215@comcast.net with your questions or if you wish to be included on the roster.

February 2007

Sun	Mon	Tue	Wed	Thu	Fri	Sat
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28			



Schedule of Events

- February 7– Board Meeting**
 @ 5:30 PM
 David Evans and Assoc, Inc
 415-118th Avenue SE
 Bellevue, WA 98005-3518
- February 21– Chapter Meeting**
 @ 5:30 PM
 Red Lion Bellevue Inn
 11211 Main Street
 Bellevue, WA

March 2007

Sun	Mon	Tue	Wed	Thu	Fri	Sat
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

Schedule of Events

- March 4-7– Professional Education Conference at the Hyatt La Jolla Hotel, La Jolla, CA**
 For more information go to:
http://www.iaap-hq.org/PEC_07/index.htm
- March 7– Board Meeting**
 @ 5:30 PM
 David Evans and Assoc, Inc
 415-118th Avenue SE
 Bellevue, WA 98005-3518
- March 21– Host Joint Chapter Meeting with Seattle Chapter**
 @ 5:30 PM
 Red Lion Bellevue Inn
 11211 Main Street
 Bellevue, WA

Clear and Effective Communication

By Leslie Adkins CAP

E-mail is an amazing invention! We can communicate instantly with anyone, anywhere. It's quick, inexpensive, and a great tool for spreading information. However, as with any technology, there are pit falls.

E-mail is a form of sending a message just like a memo, letter or fax. Often, we forget that the same rules that apply to other forms of communication also apply to e-mail. Whenever you put anything in writing your credibility is at stake. Clarity of your message is as critical in e-mail as it would be in paper communication. Your communication (e-mail) to other individuals or agencies reflects the image of your entire organization. You get only one chance at a first impression. *Take the time to make it professional.*

Communicating is simple. You have a message. It needs to reach an audience. Before beginning any piece of writing, especially e-mail, ask yourself the following questions: What message am I trying to convey and who is the intended audience? In everything you write, always come back to these two things. Additional questions to ask:

1. Who will be the main reader of this message and who will need a cc (carbon copy)?
2. Will the audience understand the message or request?
3. What background information do they need to understand?
4. What do I need the audience to do because of this message?
5. Have I stated the request clearly?

Why E-mail Is Special

The inherent problem with e-mail is that we feel like we are talking, but in actuality, we are still producing written communications. Because it feels conversational, we tend to be less concerned with basic grammar and spelling. The message may become less precise and more ambiguous. In addition, because of this feeling of informality, the writer may often say things that were better not

documented. Legally, anything you write into an e-mail at work could potentially be part of a legal proceeding. Even when deleted, messages are often retrievable. E-mail is also different from other written forms of communication because you don't retain control of your message. It is easy for a reader to forward a message to others inside and outside your organization. It is also easy for the sender to mistakenly hit the wrong button and send the message to the wrong person. This dramatically increases the chances that your supervisor, a director/VP, or a person outside the agency will see your writing.



When To Use E-mail

E-mail is not always the appropriate form for a message. E-mail is best used for short, simple requests-- two to three short paragraphs. If you need to go longer, consider another form of transmission or an attachment. Some topics are not appropriate for e-mail. The following issues are better discussed in person:

- ✦ Major decisions (e.g., policy changes)
- ✦ Any HR issues (especially sensitive ones like performance issues)
- ✦ Anything confidential
- ✦ Issues that need a lot of detail and explanation or might be easily misunderstood
- ✦ Delivery of unpleasant news
- ✦ Any especially emotional issue

Useful Subject Lines

The subject line is there to give the receiver a sneak peak at the content of the e-mail and helps them prioritize their response. Try to avoid generic or non-informative subject lines—give yours a little “oomph” and your message will better reach the reader. Also, don't always use the same subject line. Many users keep e-mails and use the search feature on the subject line to locate information.

The subject line:

- ✦ Should be brief
- ✦ Should pertain to the subject
- ✦ Be targeted to the primary audience
- ✦ Does not need to be a complete sentence
- ✦ Not be vague, boring or cute

If you are sending non-urgent information that requires no response, put FYI as part of the subject line. (Subject: FYI-Donuts in the Break Room) For time-critical messages, adding 'Urgent' is a good idea, especially if you know the person gets a lot of e-mail. A phone call is probably better unless you are trying to reach a large group of people. (Subject: Urgent-Meeting with Director Changed) If you need a response, put “Response Needed” or “Reply Requested” in the subject line, and a deadline. (Subject: Please Reply Before Friday)

Take advantage of the electronic signature feature. Provide your name and phone number (and address if you frequently send e-mail outside your organization) so the reader can respond in a different format if they feel that is more appropriate. Also, the signature at the bottom signals the end of the document and helps the reader avoid scrolling farther down than necessary.

Check the March newsletter the second part of this article. This will include tips on Replying to emails, Red Flags, and 8 tips for writing better email messages!

LAKE WASHINGTON EAST-IAAP

**P.O. Box 40236
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***Newsletter Editor:
Amanda McArthur
amanda@eastsidespraying.com***

- IAAP’s **mission** is to be the acknowledged, recognized leader of administrative professionals and to enhance their individual and collective value, image, competence, and influence.
- IAAP’s **purpose** is to provide information, education and training, and to set standards of excellence recognized by the business community on a global perspective.
- IAAP’s **objectives** are to elevate the standards of all administrative professionals and to promote their working relationships with management through continuing education, authorized programs, and publications.
- IAAP’s **vision** is to inspire and equip all administrative professionals to attain excellence.

[www.iaap-lwe.org]

To contact IAAP headquarters go to: www.iaap-hq.org

February Birthdays and Anniversaries

Anniveraries

Carol Sather	5 years
Ruth Ann Blundell	1 year
Maula Deck	1 year
Sabrina Elliott	1 year
Katie Jansons	1 year
Joy Knoke	1 year
Linda Moore	1 year

Birthdays

Meaghan Deck	10
Beverly Baker	16
Joy Knoke	17
Christine Rees	27

