



# Capital News & Views

## Roundtable Discussions

### Next Chapter Meeting - November 3, 2008

Why look outside the NAPO-WDC Chapter when there is so much expertise within? Our November meeting will feature our popular Roundtable Discussions. Here's your opportunity to learn more about a variety of topics, including:

- Being or hiring a contractor versus an employee
- Managing client expectations in the era of "Clean Sweep"
- Preparing for the CPO exam
- Green organizing
- First steps in starting your business
- Wildcard table

Share some of your experiences and learn from your NAPO peers. Roundtable discussions will be led by Chapter volunteers, but we encourage everyone to jump in! We all bring different strengths to the table (literally), so join us for a lively evening that promises to give us all new tips and strategies to use in our businesses.

"Eighty percent of success is showing up."  
Woody Allen

#### Ask the Experts Focus Group

Come early (6:15 pm) to register and network. If you are new to organizing, attend our informal "Ask the Expert" Focus Group from 6:30 to 6:55 pm, hosted by a member of NAPO's Golden Circle.

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## November 3 Chapter Meeting Information

### Location

Westin Tysons Corner  
7801 Leesburg Pike  
Falls Church, VA 22043  
703-893-1340

[www.westintysonscorner.com](http://www.westintysonscorner.com)

There is ample free parking.

### Meeting Agenda

6:30 - 7:00 pm Registration, Networking and "Ask the Expert" Focus Group

7:00 - 9:00 pm Business Meeting and Program

Guests are welcome to attend for a \$25 fee per meeting.

*Professional attire please.*

This Issue  
Donation and  
Disposal

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# Don't Dump. DONATE!

## Montgomery County



Kim Oser, CPO®  
*Put It Away!*  
NAPO-WDC Director of  
Corporate Partners  
[www.putitaway.net](http://www.putitaway.net)

Have you ever wondered what happens to all of the stuff dropped off at the dump? It used to be condensed and added to landfills. Luckily, times have changed. The dump in Montgomery County, Maryland is now called the Montgomery County Transfer Station and Recycling Center. They recycle just about anything and, in 2007, recycled 43% of the county waste. Their motto is "Conserve Landfill Space! Help Others! Save Money!"

The Transfer Station and Recycling Center has contracts with numerous recycling vendors to pick up unused materials and, through recycling, make them usable again. They also provide FREE compost bins to county residents who can turn un-

wanted food and plant waste into fertile soil. Listed below are some of the many services available at the site. Each item is linked to the county's website showing specifics and proper disposal or donation for recycling. It's not just newspapers, bottles, cans and containers anymore. They will provide charitable donation receipts. Please visit their website <http://www.montgomerycountymd.gov/recycling>. If you live outside of Montgomery County, check your jurisdiction's website to see if they have similar programs.

Make sure to ask your clients about recycling and donation programs in their areas. Many jurisdictions provide curbside pick-up of a majority of the recyclable materials that professional organizers encounter.

Remember, **November 15 is National America Recycles Day!** Montgomery County has activities planned throughout the county. Check for activities <http://nrc-recycle.org/americanrecycles.aspx>

The following is a list of items that are accepted at the Montgomery County Transfer Station and Recycling Center. On their web site you will find each item type linked for information on proper disposal.

aluminum foil products	Christmas trees	oil, cooking / vegetable
antifreeze	clothing and textiles	oil, motor and other
appliances	computers and related	paper
ash	electronics	plastic bottles, contain-
asphalt	concrete	ers, tubs and lids
batteries - household,	dirt, soil, rocks	propane / helium / other
rechargeable	electronics	tanks
batteries - vehicle	fencing	recycling bins
bicycles	fire extinguishers	scrap metal
books	firewood	sewing machines
brush / branches / storm	foam packaging	smoke alarms
debris	(Styrofoam®)	televisions
building materials	glass bottles and jars	tires
cans (aluminum,	grass	trash cans
steel/tin)	leaves	trash, bulky
car seats / child safety	lumber / wood / demolition	yard trim (leaves, grass,
seats	debris	brush)
cardboard	mattresses	

# Book Share Program



Lauren Halgarda, CPO®  
*The Organization Connection*  
NAPO-WDC Treasurer  
[www.2OrganizeU.com](http://www.2OrganizeU.com)

The NAPO-WDC chapter is currently in the process of creating a book sharing program to benefit our members.

The chapter will provide an opportunity for members to offer books through use of a Yahoo Group Database. If you are not already part of the DC Organizers' Yahoo Group (DCOYG), now is a great time to join. If you are interested, please see the DCOYG instructions at <http://www.dcorganizers.org/documents/Yahoo!-Group-Instructions.pdf>.

for more information. Member participation in the book sharing program is voluntary and it will be the member's responsibility to add books to the database and

arrange for book exchanges.

The Book Share program provides a great resource and will:

- Allow members to borrow books from other members for business development, personal enrichment, and/or studying for the certification exam
- Eliminate the need to purchase books that you may only read once
- Provide an opportunity to preview a book prior to deciding to purchase
- Encourage professional organizers to practice what we preach by using our resources

This project is currently in progress and is being led by new member, Rita Ramirez Terrell. So, look for more information on how you can participate in the new NAPO-WDC Book Share Program.

# NSGCD Conference

Janet Schiesl  
*Basic Organization*  
[www.basicorganization.com](http://www.basicorganization.com)

NAPO-WDC was well represented this fall at the NSGCD Annual Conference in St. Louis, Missouri. The theme of the conference "Gateway to New Frontiers" centered on learning the most innovative techniques in working with hoarders and ADHD clients. The speakers included Dr. Gail Steketee, an expert in hoarding behaviors, and Sari Solden and Nancy Ratey, authors of several books on ADHD.

The mission of the NSGCD (National Study Group on Chronic Disorganization) is to explore, develop, and disseminate organizing methods, techniques, approaches, and solutions that will benefit chronically disorganized people to professional organizers and related professionals.

The chapter members who attended the

conference were Mo Osborn, CPO-CD®, Linda Mino, CPO-CD® (and NSGCD Ambassador), Terry Watson, CPO-CD®, Helen Montfort, Susan Unger and Janet Schiesl. Three of the attendees from NAPO-WDC participated in the Level II testing. Helen earned the ADD specialist certificate, while Susan and Janet earned their CD specialist certificates.



Susan, Helen and Janet celebrate after passing their tests.

## NAPO-WDC 2008-2009 Committee Chairs

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# Going GREEN is Catching On!

## Fairfax County

### September

8 Chapter Meeting:  
The Art of Pre-  
Assessment  
Westin  
Tysons Corner

23 Book Club North

25-27 NSGCD  
Conference  
St. Louis, MO

### October

6 Chapter Meeting:  
Tech-Savvy  
Organizing  
Hyatt Regency  
Bethesda, MD

22 Book Club South

### November

1 New Member  
Brunch  
Invitation Only  
Clarksburg, MD

3 Chapter Meeting:  
Roundtable  
Discussions  
Westin  
Tysons Corner

18 Book Club North

### December

1 Chapter Meeting:  
"My Mother's  
Garden"  
Hyatt Regency  
Bethesda, MD

10 Book Club South

### January

5 Chapter Meeting:  
Organize Your  
Estate  
Westin  
Tysons Corner

20 Book Club North

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Janet Schiesl  
Basic Organization  
[www.BasicOrganization.com](http://www.BasicOrganization.com)

The average household in Fairfax County generates approximately two tons of trash each year. How much of that trash is hazardous or recyclable and what is considered to be hazardous or recyclable? The answer varies by county, so please check the location where you are dropping off to be sure.

for information on upcoming collections.

Fairfax County considers many toxic, ignitable, corrosive, or reactive products to be household hazardous waste. Here is a list of products they accept: acids, aerosol sprays, automotive fluids, batteries: button, rechargeable (other than lead acid), cleaning products: polishes, rust removers, floor care products, coal tar products (driveway, foundation and roof sealers), creosote products (wood treatment products, wood sealers), fluorescent light bulbs, glue, solvent-based, gas propane tanks, small hand-type torches,

### Procedures for Packing and Transporting Household Hazardous Waste

- Keep products in their original containers. Do not mix products. Make sure lids are tightly sealed. Label materials that are not in their original containers.
- Place leaking containers in a larger, plastic container with a tight-fitting lid.
- Secure products upright in cardboard box so that they do not tip over in transport. Do not transport products in plastic bags.
- Transport products in the back of a pickup truck or in a car trunk. Ensure adequate ventilation if transported in a car passenger compartment.
- Keep flammables out of direct sunlight and away from sources of heat, spark, flame, or ignition. Do not smoke.

Fairfax County operates two solid waste management facilities that accept recycling and hazardous waste. The I-66 Transfer Station is located in Fairfax and the I-95 Landfill is located in Lorton. Check individual locations for days and times of operation. Most hazardous waste and recyclables are accepted for free, while household trash and other items can be recycled for a fee. The county also offers recycling drop-off centers throughout the area and sponsors many community collection events. Check out the Calendar of Events at <http://www.fairfaxcounty.gov/dpwes/recycling/calendar.htm>

home renovation: varnish and stains, driveway sealers, inks and dyes, mercury products, moth balls, nail polish, nail polish remover, paint, oil-based and paint thinner, poisons, pool chemicals, and yard care products. The safest way to dispose of household hazardous waste is to carefully pack them and bring them to one of the county's Household Hazardous Waste Collection Sites. For more information go to <http://www.fairfaxcounty.gov/dpwes/trash/disphours.htm#Haz>

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## Going GREEN is catching on!

(Continued from page 4)

Most people recycle because it is good for the environment. Recycling reduces or prevents potentially harmful emissions to air and water, saves energy and natural resources. The following is a list of materials that can be recycled in Fairfax County: aluminum cans, appliances, batteries, bicycles, books and media, brush (tree branches), building supplies, cardboard, catalogs/magazines, cereal boxes, clothing and household, container glass, electronics (computers, televisions, cell phones), fluorescent light bulbs, food cans, grass, household hazardous waste,

inkjet printer cartridges, junk mail, leaves, mixed paper, motor oil, newspaper, office paper, packaging peanuts, plastic bottles and jugs, scrap metal, telephone books, tires, and yard waste.

Fairfax County posts a 38 percent recycling rate, a three percent increase from last year. **Going green is catching on!** As we become more environmentally conscious, it is important to lead the way and support our clients in doing the same with the resources available to us all. For more information on the services provided in Fairfax County visit their web site, <http://www.fairfaxcounty.gov/living/recycling/>.

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### February

2 Chapter Meeting:  
Best Business Practices  
Hyatt Regency  
Bethesda, MD

18 Book Club South

### March

2 Chapter Meeting:  
Envisioning the Future  
Westin  
Tysons Corner

24 Book Club North

### April

6 Chapter Meeting:  
Reduce, Reuse,  
Recycle, Rethink  
Hyatt Regency  
Bethesda, MD

22 Book Club South

29-  
May 2 NAPO National  
Conference  
Orlando, Florida

### May

4 Chapter Meeting:  
Annual Awards  
Dinner  
TBD

19 Book Club North

### June

1 Chapter Meeting:  
A Few of Our  
Favorite Things  
Hyatt Regency  
Bethesda, MD

17 Book Club South

### July

TBD Book Club North

**No chapter meetings  
in July or August.**

## Office Max Discount!



C. Lee Cawley  
Simplify You, Inc.  
[www.simplifyyou.com](http://www.simplifyyou.com)

Office Max is now offering NAPO members a Retail Connect Card. This card provides you with access to office supplies and printing services at a great discount. Since we don't have an Office Max store in the immediate DC area, NAPO-WDC members need to

go to [www.officemaxsolutions.com](http://www.officemaxsolutions.com) and search the catalog. You can find user name and password information in the member's only section at <http://www.napo.net/>. Go to the industry exchange tab and do a search for Office Max. Place an order for over \$50 and the shipping is free. One example of the savings is that Brother TZ label tape is \$19.99 at Staples and only \$12.60 when using the Office Max discount, a 37% savings. But as you can see below not everything is more cost effective.

PRODUCT	STAPLES COST	OFFICE MAX COST	NAPO OFFICE MAX COST	PERCENTAGE DIFFERENCE
Avery Labels 8253 (2"x4") 260 labels	\$ 16.49	\$ 16.99	\$ 9.29	- 45%
P Touch TZ 3/4" label tape	\$ 19.99	\$ 24.99	\$ 12.60	- 50%
Pendaflex Cutless Watershed File Folders 100 Box	\$ 15.29	\$ 18.29	\$ 19.32	+ 6%
HP Compaq 6715B Laptop Notebook	Not on line	\$ 999.99	\$ 1059.00	+ 6%

## PR Corner

Margaret Buco, represented *Cheryl's Organizing Concepts* at a presentation at the Silver Spring Drop-In Center on September 24, and a round table meeting for GROWS in Potomac on October 2, and as a vendor at the Weichert Realty office in Silver Spring on October 14.

Janet Schiesl, *Basic Organization*, taught a Paper Management class at the Patrick Henry Shelter in Falls Church, VA, September 30.

Scott Roewer, *Solutions by Scott*, appeared on WUSA9's Living Smart segment featuring "Products to Organize Your Home This Fall" on September 24.

Kim Mihalik, *Neat Life Organizers, LLC* and Kim Oser, *Put It Away!*, designed the layout and organized clothing for Dress for Success' new NE Washington, DC location. The Container Store donated, and the staff installed Elfa shelving and hanging rods. Lauren Halagarda, *The Organization Connection*, helped organize the clothing.

Heather Coccozza, *Coccozza Organizing & Design, LLC*, was interviewed on the subject of "Why Things are Disorganized" for the Internet radio station QTRadio.net. It will be broadcast on November 3, 1:00 pm ET.

Susan Kousek, *Balanced Spaces*, taught "Office Decluttering" for Fairfax County Adult Education, October 21.

Lynn Meltzer, *Clutter and Paperworks*, presented a workshop "Best Packing Tips" for the Brandeis National Committee Greater Washington Chapter on November 3.

# Yard Sale or Estate Sale?



Helen H. Long  
*Long Solutions, LLC*  
[www.longsolutions.org](http://www.longsolutions.org)

You may have a client who has a lifetime of collectibles that need to be sold. How would you advise the client about whether to have a yard sale or an "estate" sale?

Many years ago only the rich and famous could claim to be having an "estate" sale. The term denoted that high-end antiques and collectibles would be sold on the grounds of a grand residence. Prices would usually be high and items would be purchased and placed in other "estates," thus keeping all the better pieces out of the reach of folk with lesser means.

Today, however, that has changed dramatically. Estate sales today most often happen when someone has died and left the clearing of their home to an heir or close friend. In addition, when people relocate or downsize they often relinquish all the treasures of their former life and begin again with a much smaller inventory. These are certainly two good reasons to hold an estate sale.

Generally speaking, the broad term "estate" sale would mean that the entire house (or at least a large portion of rooms) will be open during the time period of the sale and that the public will have an

opportunity to see the interior of the home. Obvious advantages of this would be weather (rain or shine as the saying goes), accessibility and a more formal atmosphere to display one's possessions as opposed to hauling them out to the garage or street side.

When trying to determine which kind of sale to suggest to a client, first take a look at the **volume** and **quality** of items they have for sale. Do the items have sufficient age to qualify them as antiques? Are the items rarely found in stores today? Are the items in good repair? Are there groups of items that may command a large audience (military items, old books, fine art, antique quilts, for example)? Would the number of items for sale fill up several rooms of a house as opposed to a few tables in the garage? Answering any of these questions with "yes" would indicate the need for an estate sale.

Having determined the need for either type of sale, it has been my experience that a client should be warned that up to **half of the items** up for sale will remain at the closing of the sale. Be prepared to donate leftovers because there are sure to be many. Suggesting an estate sale or yard sale for a client is an excellent way to generate funds. The outcome is nearly impossible to estimate, but with good advertising, fair pricing, a convenient location and proper display of items, one should be very successful having a sale, whether it is in an estate or a yard!

## Membership Directory

Detailed information about members can be found on our chapter web site, [www.DCorganizers.org](http://www.DCorganizers.org), in the Members Only section.

## Changes and Corrections

Once you join or renew chapter membership, you can update your own information at any time. Go to [www.DCorganizers.org](http://www.DCorganizers.org). From the "About Us" menu, select "Members Only Pages." Enter your NAPO National membership number and your unique password. Click "My Account" and make changes.

# Partnering for More Successful Donating



Linden Coyne  
Junk in the Trunk  
Removal Services  
[www.jitt.com](http://www.jitt.com)

Junk removal companies and professional organizers share the mission of de-cluttering the lives of our clients.

As professional organizers, you enter people's homes or offices and encourage them to simplify their lives. Sometimes, that means asking your clients to remove unneeded functional items that could be reused and, therefore, are worth donating.

There are many donation facilities in the Washington, DC region. There are so many that you can probably find a home for almost anything if you take the time to research it and then to travel to the different locations. One catch in this process is that our consumer culture has created a huge second-hand market that actually makes it more difficult to donate items. We hear over and over again from charities that they are overwhelmed, don't have enough space and are always weeks behind on their pick-ups. This envi-

ronment has forced many charities to be picky about what they'll take. We've taken the same, perfectly good item to multiple charities and been rejected every time.

In an effort to maximize efficiency here at Junk in the Trunk Removal Services, we have found that developing partnerships with donation facilities is very useful. Our relationship with Community Forklift—an organization that diverts building materials from the landfill—has become a win-win partnership. We know what they are looking for, they trust us a source, and they allow us to drop off items outside of their standard drop off times. Allowing us to email photos of possible donations, in advance, has become an incredible time saver. They allow us to give customers charity tax receipts on the spot. Also, they refer their clients to us. In return, we offer them junk removal at cost.

Partnerships like this can save time, gas, and money. Even if you can't create a similar partnership with your charities, try to get to know the people who work there. They will help you be much more productive and efficient. Now, isn't that being organized?

# How to Dispose of Unwanted Medicines

Alisa Levy  
Embrace Your Space  
[www.embraceyourspace.net](http://www.embraceyourspace.net)

## DON'T FLUSH UNUSED MEDICINES

Why? They can end up in our rivers and streams. To help protect our environment, throw unused, unwanted, or expired over the counter and prescription medicines in the trash. Don't flush medicines – except when specifically instructed by the label.

## DO THROW IN THE TRASH

The American Pharmacists Association recommends steps for safely disposing of pills and liquids. These steps will help prevent their misuse or accidental ingestion by children or pets.

- Keep the medicines in their original

container. This will help identify the contents if accidentally ingested.

- Cross out your name and prescription number for safety.
- For pills: Add some salt water to start dissolving them. For liquids: Add something inedible like cat litter, dirt or ash.
- Seal the container and secure with duct or packing tape.
- Put the container in the trash as close to pickup time as possible. Do not put in the recycle bin.

This information was supplied by the Fairfax County Health Department. For more information and updates, visit [www.fairfaxcounty.gov/hd/dontflush](http://www.fairfaxcounty.gov/hd/dontflush) or call 703-246-2411.

## NAPO-WDC Chapter Membership Dues

Regular Chapter membership requires membership in NAPO National (*see below*).

Regular chapter member (local)	\$165
Regular chapter member (non-local)	\$120
New member one-time processing fee	\$ 25
Corporate Partner	\$275
New Corporate Partner one-time processing fee	\$ 50

Membership year is from October 1 through September 30.

For NAPO-WDC Chapter membership information and application, visit [www.DCorganizers.org](http://www.DCorganizers.org) or contact the Membership Director, Karen Swain at [membership@dcorganizers.org](mailto:membership@dcorganizers.org). For Corporate Partner questions, contact Kim Oser at [CorpPartners@dcorganizers.org](mailto:CorpPartners@dcorganizers.org).

## NAPO National Member Dues

Provisional member annual dues	\$180
Active member annual dues	\$200
Corporate Associate member annual dues	\$550
One-time processing fee	\$ 20

Send NAPO National dues to:  
National Association of  
Professional Organizers  
15000 Commerce Parkway  
Suite C  
Mount Laurel, NJ 08054  
Tel: 856-380-6828  
Fax: 856-439-0525

Visit the web site to download a membership application or join directly at:  
<http://www.napo.net/joinnapo/regular.html>

## Newsletter Information

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## Newsletter Topic Schedule

Sept	Client Assessments
Oct	Technology for You and Your Client
Nov	Donation and Disposal
Dec	Coaching
Jan	Financial Organizing
Feb	Great Products
Mar	Special Interests
Apr	Home Staging
May	Organizing Generations
Jun	Growing Your Business

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# Book Review

## *The Hamster Revolution* by Mike Song, Vicki Halsey, and Tim Burress

Reviewed by Alisa Levy  
*Embrace Your Space*  
[www.embraceyourspace.net](http://www.embraceyourspace.net)

At our September Book Club meeting, we discussed “The Hamster Revolution” which aims to show you “How to Manage Your Email *Before* It Manages You”. The authors describe Harold, an HR Director, who is so overwhelmed by email that he feels like a hamster running in a wheel, going nowhere. Through meeting a coach who is a leading expert on email efficiency, Harold learns a simple system that helps him reduce emails, write better messages, and file and find information quickly.

The Hamster Revolution Plan is divided into four strategies. The first three relate to email and the final strategy relates to information storage.

### 1. Reduce the volume of email you send. Send less = get less.

Is it needed? Is it appropriate? Is it targeted?

Tips:

- Don't overuse “Reply All”, cc, or distribution lists.
- Use NRN – No Reply Needed.

### 2. Improve the quality of your emails.

- Strengthen the subject line. Use descriptive titles that eliminate uncertainty and make email easier to file and find.
- Use a brief greeting.
- Sculpt the body of the email using ABC:
  - Action Summary – one sentence
  - Background – key points, define attachments
  - Close – niceties, next steps, signature

Tip:

- Use appropriate capitals and spelling. Be clear and concise.

### 3. Coach others to send you more actionable email.

Make a list of your top 10 senders and areas of improvement. Get them talking. What do they think about their email? Chances are that many of them feel the same as you do. Share your story. Envision success.

### 4. File and find fast using COTA.

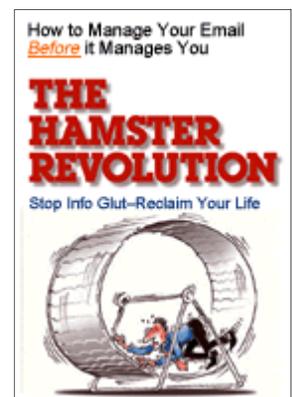
Use four primary folders or categories that hold all of your information or files.

- Clients – internal or external
- Output – products and services
- Teams – your team's information
- Admin – non-core job responsibilities

If a file can go into two possible folders, use the first folder in the file order. “General” folders are for documents that pertain to multiple items within a COTA category.

Tips:

- Address overlapping categories, too many primary folders and mismatched folder systems.
- Store less, find more.
- Prioritize with numbers, e.g. photos2.
- Use letters for grouping files, e.g. ZZ Smith.
- Hard copy files should follow the same categories.
- Store as much as possible in My Documents set up with COTA.



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## Book Review

(Continued from page 8)

### How to start, if overloaded:

- Sort by date and clear the oldest first.
- Sort by sender and clear the least important.
- Choose only Delete, File or To Do.
- Set a goal for the maximum number of emails in your inbox. When you go over, it's time to clean up!

The issue for most of us is not time management. It is information management. In the Information Age, too much information

can create disorganization and disconnection. Block out time for email. Multitasking really doesn't work. Consider that email can be addictive. It is often overused and sometimes abused because email can be exciting and fun. It's easy and non-confrontational.

Although some of us thought that the hamster references were a bit too "warm and fuzzy", we did like the book and the process used to realize the goal of becoming more efficient. Like Harold, reading this book and following its practical steps will help you or your clients "Stop the Info-Glut and Reclaim your Life".

(Continued from page 8)

The deadline for each newsletter submission is one week after each chapter meeting.

The NAPO-WDC Chapter is committed to providing information through the newsletter. Contributions from members are encouraged. All articles are subject to editing. Please include your full name, business name, email address and photo for possible publication.

If you would like to advertise in this newsletter, please contact Lauri Mennel, [ltarver@austin.rr.com](mailto:ltarver@austin.rr.com).

NAPO-WDC makes no endorsement of products or services advertised.

Advertising sizes and rates:

Small (3 1/2 x 2") \$30

Medium (3 1/2 x 4") \$50

Large (7 x 4") \$100

25% discount for members

25% discount for repeat ads (3 or more consecutive months)

All ads must be pre-paid. Rates subject to change at anytime.

## Privacy Request



Amy Goldberg Cutler  
The Runaround  
NAPO-WDC Director  
of Marketing  
[www.runaround.com](http://www.runaround.com)

If you are tired of extra "junk mail" or have clients who are; here

is a form letter that you can submit to three of the companies who compose and sell their database lists to other companies.

Any letter requesting your name be removed from their database should include:

- Date
- Name and address
- Email address
- Date of birth
- Name and address of company

InfoUSA Corporate Headquarters  
5711 South 86<sup>th</sup> Circle  
Omaha, NE 68127

US Search  
Opt-Out Program  
600 Corporate Pointe, Suite 220  
Culver City, CA 90230

Data Management, Inc.  
P.O. Box 2  
Stoneville, NC 27048

To: List Manager, Database Manager, Operations and/or Data Processing Manager,

I am writing to request removal of the following names, including variations, from your marketing lists, marketing and prospect databases, and directory products. In addition, please remove the following names, including variations, and addresses from any and all lists that your company aggregates, brokers, creates, manages, owns, sells, licenses and/or transfers to others, including owned companies, affiliates, non-affiliates or third parties for the purposes of marketing, communicating, fundraising, or other prospecting activity.

- List all names and addresses

I further request that you remove the above address from any bulk mail, "resident" and "occupant" lists that your company aggregates, creates, manages, owns, sells, licenses, and/or transfers to others, including owned companies, affiliates, non-affiliates, or other third parties.

Thank you for respecting my privacy.

Sincerely,  
Signature

### Board Meetings

The next board meeting is scheduled immediately preceding the November chapter meeting. Board meetings are open to all chapter members. To ensure enough space at the location of an upcoming board meeting, non-board members who wish to attend should contact Chapter President, Michelle Bogert, one week prior to the meeting.

**Invest In Your Future  
Success and  
Professionalism  
Join NAPO-WDC**

**Education**

NAPO-WDC offers educational opportunities to help you become more efficient, knowledgeable, and competitive:

1. Free admission to all monthly chapter education meetings.
2. Mentor program for new and aspiring organizers.
3. "Ask The Expert" program available to guests and members offering personal and professional support.
4. Enhanced membership identification for Golden Circle members and CPOs®.
5. Increased professional credibility.

**Professional Resources**

NAPO-WDC provides resources and services geared toward your professional growth and development:

1. Free electronic subscription to Capital News & Views, NAPO-WDC's monthly newsletter.
2. Tape/CD recordings from previous NAPO & NAPO-WDC conferences available to be checked out from the chapter lending library.
3. Book club meetings held bi-monthly.
4. Media exposure through

*(Continued on page 11)*

# Book Clubs

## Book Club North

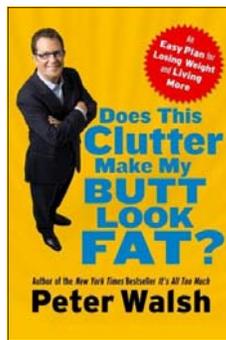
Coordinator: Lynn Meltzer  
*Clutter and Paperworks*

When: Tuesday, November 18, 7pm

Where: The Home of Lynn Meltzer  
Bethesda, MD

Book: *Does This Clutter Make My BUTT Look FAT?*  
by Peter Walsh

Peter Walsh again writes about clutter. The clutter around you and the clutter inside you that prevents you from living the life you want.



This book is also about you and your relationship to your body. What you think about it, what you put into it, how you treat it, and whether you are happy with it.

## Book Club South

Coordinator: Judy Parkins  
*Gently Organized*

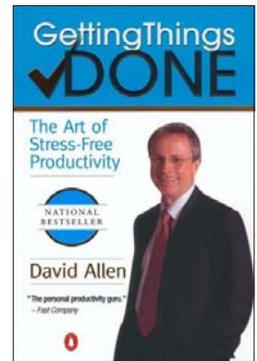
When: Wednesday, December 10, 7pm

Where: Gently Organized Office  
Alexandria, VA

Book: *Getting Things Done: The Art of Stress-Free Productivity*  
by David Allen

Allen writes for those who are overwhelmed with too many things to do, and too little time to do them.

He shows how rapid progress occurs when you take large tasks, break them down, and organize them into smaller, sequential steps for exactly what to do and when.



The NAPO-WDC Book Clubs meet every month and choose their own books. Take part in this great opportunity to get to know other members and to share your knowledge, thoughts and questions.

All chapter members are welcome to attend. Please check the chapter newsletter calendar (on pages 4 and 5) for future dates for both the North and South Book Club. RSVP to Lynn Meltzer at [arnielynn@verizon.net](mailto:arnielynn@verizon.net) or 301-530-3551 for directions to the Book Club North meetings. RSVP to Judy Parkins at [judy@gentlyorganized.com](mailto:judy@gentlyorganized.com) or 703-548-1000 for directions to the Book Club South meetings.

## Welcome Back Corporate Partners

**Ben Reynolds**

College Hunks Hauling Junk

**Denny Stotlmeyer**

Closet Factory Washington DC

**Dave Mora**

Capital Closet Design

**Erin Lawler**

Urban Referrals

**Mark Cavallaro**

Closet Creations, LLC

Corporate Partner membership in the National Association of Professional Organizers, Washington, DC Metro Chapter (NAPO-WDC) is available to companies affiliated with the organizing industry such as the design, manufacture, distribution, and/or sale of organizing products or services.

# October 6 Chapter Meeting Review



Sandra Merrigan  
Organizing Chaos  
NAPO-WDC Secretary  
[organizing-chaos@erols.com](mailto:organizing-chaos@erols.com)

Okay, so before the chapter meeting I thought, "Am I really

interested in more techno stuff?" I thought there is no way I will understand. I am too old to incorporate more technology in my brain. Boy, was I wrong!

Are you or are your clients in a "data cloud"? Are you or do you have clients that are overwhelmed with "digital" stuff? Are you or your clients drowning in electronic documents? If so, then Jocelyn Coverdale's presentation "Rescuing the Info-Junkie: Tech Savvy Strategies to Organize Digital Hoarders" was not to be missed. She made approaching the task of digital overload not only manageable but understandable.

Here is a short outline summary of the presentation:

- Computer hassles scale
- Signposts of digital hoarding
- Information fatigue recovery
- Eight "must have" skills for information workers

- Using technology tools as part of a broader organizing system to sort, store, and retrieve information
- Strategies to de-clutter and organize the virtual desktop
- Strategies to help clients organize/ Find what they have in digital format
- Creating portals and information mapping
- Personal knowledge management

Jocelyn demonstrated one on-line mind mapping tool called "Personal Brain". This tool can graphically display how a business plan (for example) is developed. Thought streams are developed from one thought and can be enhanced by information from any source, like an article, quote, etc. It was fascinating how one can start with a main theme and pull strands of information from a variety of sources to integrate and connect to that theme. You can try it for free at [www.personalbrain.com](http://www.personalbrain.com). She also named other mind mapping tools.

This information has intriguing application for clients with a variety of digital issues. Jocelyn Coverdale can be reached at [www.BallantraeSolutions.com](http://www.BallantraeSolutions.com) or [www.Techsavvyorganizing.com](http://www.Techsavvyorganizing.com).

## Benefits

(Continued from page 10)

- NAPO-WDC chapter promotions, print, and electronic media.
- 5. Online referral network generating business leads and connections with new clients.
- 6. Unique Members Only section for additional resources.
- 7. Participation in the NAPO-WDC Yahoo Discussion Group.
- 8. Public relations and cooperative marketing efforts.

## Networking

NAPO-WDC recognizes the importance of being able to interact with and learn from the leaders in the organizing industry:

1. Meet manufacturers and distributors of organizing products, and give them your input on product development.
2. Take advantage of volunteer opportunities that provide experience, exposure, and the opportunity to affect the future of the organizing industry.
3. Your business web site linked to the chapter web site [www.dcorpornizers.org](http://www.dcorpornizers.org)
4. Leadership opportunities through committee positions, board leadership, project, and event coordination.

## Welcome Our New Corporate Partners

Victoria Christie  
Eco-nize Closets



Please visit [www.eco-nize.com](http://www.eco-nize.com) or contact Victoria at 888-ECO-NIZE.

Linden Coyne  
Junk in the Trunk Removal Services

Please visit [www.jitt.com](http://www.jitt.com) or contact Linden at 877-548-8669.



For more information on Eco-nize Closets, Junk in the Trunk Removal Services and the NAPO-WDC Corporate Partners visit [www.dcorpornizers.org](http://www.dcorpornizers.org).

**Information & Referral Line**

202-362-NAPO (6276)

[www.DCorganizers.org](http://www.DCorganizers.org)

## Golden Circle

Golden Circle originated in 1990 as a way to recognize our veteran members with a special designation for their dedication to the organizing profession and to NAPO. There are more than 300 members throughout the country and 40 in our area.

If you've been in business as an organizer for at least five years, and a NAPO member for at least one year, you may qualify for GC membership. To apply, go to [www.napo.net/members-only/golden\\_circle\\_application.pdf](http://www.napo.net/members-only/golden_circle_application.pdf) for an application.

There are no membership fees or dues and new members receive a GC certificate and gold membership pin. The GC logo can be used on your marketing collateral and you are designated in the National and Local NAPO Membership Directories, and websites, as a GC member.

GC members attend many outstanding events at the NAPO national conferences – including luncheons, special lectures and roundtable discussion groups – as well as local get togethers.



**Chapter Mission:**  
To develop, lead and promote professional organizers and the organizing industry.

# Golden Circle Report



Jessica Williams  
Clutter Doctor  
NAPO-WDC Golden Circle Liaison  
[clutterdr@earthlink.net](mailto:clutterdr@earthlink.net)

Nine Golden Circle members met for our quarterly gathering at Bill Rolph's home on October 19. We had a terrific discussion about "next steps" for each of our businesses. Topics included new marketing efforts, the types of clients we hope to work with in the future, incorporating speaking engagements into our business plan, getting involved in new networking opportunities, and more. Each attendee was asked to commit to at least one goal they hope to achieve before the next

Golden Circle gathering in January (date TBD).

## Ask the Expert Table

At the beginning of each chapter meeting, an "Ask the Expert" table is hosted by Golden Circle members. This gives new members and guests an opportunity to ask questions of more seasoned organizers and for GC members to give back to the organizing community.

Many thanks to Cheryl Larson and Sally Reinholdt for hosting our tables at the September meeting and Ellen Newman and Vernestine Laughinghouse for hosting in October! Volunteers are still needed for upcoming dates. Please let Jessica know at which meeting you'd like to be the "expert!"

NAPO-WDC is looking to grow our Corporate Partner (CP) program. We need your help! The Corporate Partner committee is in need of volunteers to assist with our recruitment efforts and serve our current CPs. Do you want to help shape the future of NAPO-WDC? Volunteer today! Contact NAPO-WDC Director of Corporate Partners, Kim Oser at [corppartners@dcorganizers.org](mailto:corppartners@dcorganizers.org) or 240-350-9091.

# Recycling Drop Off Locations

Janet Schiesl  
Basic Organization  
[www.basicorganization.com](http://www.basicorganization.com)

**The U.S. Post Office** provides free postage-paid mailers for recycling small electronics. Cell phones, PDAs, digital cameras, MP3 players, inkjet cartridges and other small electronics are accepted.

**Home Depot** accepts compact fluorescent light bulbs for recycling, free of charge. Take the unbroken, expired bulbs to the returns desk of any store.

**Best Buy** accepts used televisions, computers, phones, cameras, and other electronic devices and peripherals. Customers can bring in no more than two units per day, per household, free of charge. Not

accepted: televisions or monitor screens greater than 32", console televisions, air conditioners, microwaves, or large appliances. Kiosks in the front of all Best Buy stores accept ink cartridges, rechargeable batteries, cell phones, CDs, DVDs, and PDAs for recycling.

**Staples** accepts used computers, monitors, laptops, printers, and faxes. The items do not need to be purchased through Staples. There is a \$10 charge per large item.

**LensCrafters** accepts used eyeglasses and sunglasses, including non-prescription lenses. Donation receipts are available.

See local stores for more information.

# Web Site Report



Theresa McDonald  
Precisely Right Organizing  
NAPO-WDC Director of Communication & Technology  
[www.preciselyrightorganizing.com](http://www.preciselyrightorganizing.com)



Month/Year	Unique Visitors	Number of Visits	Pages	Hits
September 2008	898	1,609 1.79 visits/visitor	7,006 4.35 pages/visit	70,411 43.76 hits/visit
September 2007	885	1,460 1.46 visits/visitor	4,843 3.31 pages/visit	51,314 35.14 hits/visit

## Welcome New Members!

Kerry Thomas  
An Organized Home  
703-669-8393  
[anorganized-home@verizon.net](mailto:anorganized-home@verizon.net)

Ashley Woodward  
410-274-4957  
[ashley\\_calkins@msn.com](mailto:ashley_calkins@msn.com)

Colette Tokarz  
703-575-8450  
[colette12@cox.net](mailto:colette12@cox.net)

Rita Ramirez Terrell  
Answer Ma'am  
972-342-2741  
[answermaam@gmail.com](mailto:answermaam@gmail.com)

There are currently 118 members and 10 Corporate Partners in NAPO-WDC. 46 members attended the October meeting and the chapter hosted 8 guests.

Fun Fact: September 30 was the busiest day of the month. Since the membership drive ended on that day, this tells us that there were plenty of people on the website viewing information on renewing their membership.

## Become a Certified Professional Organizer® (CPO®)

<http://www.certifiedprofessionalorganizers.org/>

Find eligibility requirements, answers to commonly asked questions and other details to help you decide if you are ready to sit for future CPO® examinations.

### Benefits of Certification

- Recognition of achievement within the industry.
- Competitive market advantage.
- Professional development and increased knowledge gained through preparation for the BCPO examination.
- Listing on the BCPO web site.
- Authority to use the CPO® designation on letterhead, business cards and all marketing materials.



## Organizing Classes for New Organizers



How to Start An  
Organizing Business  
and  
Organizing Techniques &  
Working with Clients

Classes in Clarksburg MD on Nov 15 & Jan 17  
Cheryl Larson (301) 916-9022

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Visit [containerstore.com/NAPO](http://containerstore.com/NAPO) to complete your profile and start taking advantage of this offer today!

### The Container Store®

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8508 Leesburg Pike (west of Tysons Corner) (703) 883-2122

**Rockville**  
1601 Rockville Pike (at Congressional Plaza) (301) 770-4800

**Arlington**  
2800 Clarendon Blvd. The Market Common, Clarendon (703) 499-1500

**Washington, D.C.**  
Wisconsin Ave. & River Rd. (202) 478-4000

STORE HOURS: Monday - Saturday 9 am - 9 pm; Sunday 11 am - 6 pm  
[containerstore.com](http://containerstore.com) 1-800-733-3532

\* Offer only valid for provisional and active NAPO members and cannot be redeemed by non-member contractors or clients. Offer not valid on sale merchandise.

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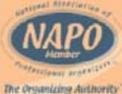
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Save clients money, time and problems by putting their affairs in administrative order.  
*Be prepared—a disaster can occur at any moment.*  
Tell your clients about our services to identify, locate and record finances, wills, insurance policies, information, valuables and other important documents. **Referral fees given.**

**Norman Zalfa**  
**Organize Your Estate, Inc.**  
Tel: (703) 522-5813 Fax: (703) 522-1713  
E-mail: [oye@comcast.net](mailto:oye@comcast.net)

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Class will be held in Arlington, VA on  
**NOV 19th 2008**

For more information, please contact  
**Karen Swain at (703) 534-5450**  
[karen@myspacematters.com](mailto:karen@myspacematters.com)


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*Where you go for ideas that make work easier. How you feel about yourself and your work is directly related to how organized you are. But there is no “right” way to get organized. That’s why we’ve developed Smead Organomics, a set of tools you can use to determine what will work best for you. Visit us at [Smead.com/MyOrganomics](http://Smead.com/MyOrganomics)*



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Ideas that make work easier



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