



Capital News & Views

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www.NAPOWDC.com

November 2009

Ethics in Organizing

Monday November 2, 2009 6:30pm – 9:00pm

As a NAPO member, you are bound by the NAPO Code of Ethics. But what does that mean? What is unethical to someone may be considered ethically appropriate to others. Can the concept of ethics be subjective and based on individual perception? Do you ever feel as though your client is being unethical? What should you do about it?

Join us for an evening of thought provoking education as we explore the ethical dilemmas that professional organizers may face. Fellow chapter members will enact skits that will make you think through the implications of the decisions you make and how those

decisions could affect your clients and your colleagues.

Audience participation will be encouraged during this program. So please come ready to voice your opinion and listen to others.

Ask the Expert Focus Group

Come early (6:30 pm) to register, network and visit with NAPO-WDC Corporate Partners. 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.

In This Issue

Chapter Meeting Information	1
President's Message	2
NAPO Code of Ethics	3
Membership News	4
MARCPO Info	5
WDC T-Shirt Info	6
Website Report	6
Book Club Info	7
Golden Circle	8
Chapter Survey Results	9
NSGCD Conference-	10
Book Review	11
Meeting Review	12

November 2 Chapter Meeting Information

Location

Rock Creek Mansion
5417 W. Cedar Lane
Bethesda, MD 20814
301-530-0258

www.kofc2797.org/index.html

Corrected alternate directions to Rock Creek Mansion appear on page 4.

Agenda

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

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

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

Professional attire please.

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

This Issue

Ethics in Organizing

President

Judy Parkins
Judy@GentlyOrganized.com
703-548-1000

Vice President

Lauren Halagarda, CPO®
Lauren@2OrganizeU.com
703-282-2231

Secretary

Cris Sgrott-Wheedleton
Cris@OrganizingManiacs.com
703-969-8407

Treasurer

Susan Unger
sunger10@cox.net
703-864-1055

Communications/Technology

Nealey Levi
liveontrack@gmail.com
202-258-9040

Marketing

Deborah Lee, CPO®
Deb@DAllisonLee.com
301-502-3835

Corporate Partners

Julie Gray
Julie@Profound-Impact.com
703-517-2449

Membership

Jackie Kelley
Jackie@clearinghousenow.com
301-580-6895

Programs and Professional
Development

Janet Schiesl
Info@BasicOrganization.com
571-265-1303

Member-at-Large

Heather Coccozza
hcoccozza@CoccozzaOrgDesign.com
703-276-1243

President's Message



Judy Parkins
Gently Organized
NAPO-WDC President
Judy@GentlyOrganized.com

Who Are You When No One's Looking?

Professional organizers have, as a baseline, the [NAPO Code of Ethics](#). This code outlines our relationships with clients, colleagues, confidentiality, and fees. Each of us establishes our own personal and professional code of ethics, whether it's written or simply understood.

The core of our ethics comes from experiences over our lifetime – childhood interactions, playground fairness, junior high and high school social drama, school and college homework assignments, first job mistakes, career opportunities, volunteer activities, marriages, parenting, divorces, deaths, and so much more.

Early in my career, a colleague suggested how to deal with issues we struggle over. He said, "Ask yourself how your behavior would read as a headline in the morning newspaper." It was great advice then and it's helped me make better decisions on sticky issues throughout my life. As organizers, we make personal decisions about our business to reflect our core values. But even the most scrupulous practitioner will occasionally find him or herself on the horns of a dilemma. It is then that we can turn to the NAPO code for clarity. For example, we sometimes encounter clients with emotional or psychological problems that express themselves through hoarding or excessive collecting. As organizers, we can help them get control of their possessions and suggest ways for them to maintain order, but diagnosing the underlying problems that may have led to the chaos is not our job. Though it is tempting to want to help, we must provide only "services in those areas in which I am qualified." Maintaining a list of professionals to whom we can refer clients (if requested to do so) is more helpful than trying to moonlight as a mental health professional.

Occasionally we are asked to serve as the local representative for an organizing product. As long as we are transparent about such relationships, there is nothing inherently wrong with them. Personally, I have chosen to recommend a variety of products that meet the specific needs of each client rather than to "specialize" in any one product or manufacturer.

Finally, it may be tempting to swap or share "war stories" about particularly daunting organizing challenges. You must resist this impulse at all costs. One of the biggest obstacles confronting a person who needs our help is the threat of humiliation. It often takes great courage for our clients to overcome their own secrecy and shame to reach out to us. Honor them with your discretion and elevate the credibility and professionalism of organizers everywhere.

These are just a few examples of circumstances where the NAPO Code of Ethics can be helpful. You will have your own quandaries to negotiate from time to time, so be sure to rely on the NAPO ethical guidelines, and also check your internal barometer – ask yourself, "Who am I when no one's looking?"

NAPO Code of Ethics

This Code of Ethics is a set of principles to provide guidelines in our professional conduct with our clients, colleagues, and community. As a member of the National Association of Professional Organizers, I pledge to exercise judgment, self-restraint, and conscience in my conduct in order to establish and maintain public confidence in the integrity of NAPO members and to preserve and encourage fair and equitable practices among all who are engaged in the profession of organizing.

Clients

Working Relationships

- I will serve my clients with integrity, competence, and objectivity, and will treat them with respect and courtesy.
- I will offer services in those areas in which I am qualified and will accurately represent those qualifications in both verbal and written communications.
- When unable or unqualified to fulfill requests for services, I will make every effort to recommend the services of other qualified organizers and/or other qualified professionals.
- I will advertise my services in an honest manner and will represent the organizing profession accurately.

Confidentiality

- I will keep confidential all client information, both business and personal, including that which may be revealed by other organizers.
- I will use proprietary client information only with the client's permission.
- I will keep client information confidential and not use it to benefit myself or my firm, or reveal this information to others.

Fees

- I will decide independently and communicate to my client in advance my fees and expenses, and will charge fees and expenses which I deem reasonable, legitimate, and commensurate with my experience, the services I deliver, and the responsibility I accept.
- I will make recommendations for products and services with my client's best interests in mind.

Colleagues

- I will seek and maintain an equitable, honorable, and cooperative association with other NAPO members and will treat them with respect and courtesy.
- I will respect the intellectual property rights (materials, titles, and thematic creations) of my colleagues, and other firms and individuals, and will not use proprietary information or methodologies without permission.
- I will act and speak on a high professional level so as not to bring discredit to the organizing profession.

NAPO-WDC 2008-2009 Committee Chairs

Golden Circle

Helen Montfort

hsmontfort@mac.com

301-320-8970

Newsletter

Lauri Mennel

Lauri@BluebonnetPO.com

703-336-9231

Nominating

703-953-2594

Mid-Atlantic Regional

Conference

Cheryl Richardson

cherylrichardson@cox.net

703-869-3948

Points of Contact

Book Club Coordinators

Lynn Meltzer

arnielynn@verizon.net

301-530-3551

Judy Parkins

Judy@GentlyOrganized.com

703-548-1000

Lending Library

Mary Needham

maryneedham@verizon.net

571-283-9269

CPO® Liaison

Susan Kousek, CPO®

skousek@BalancedSpaces.com

703-742-9179

NAPO in the School

Flavia Campos

falviacampos@soothingspaces.com

202-285-4244

Quantum Leap®

Alisa Levy

alisa@embraceyourspace.net

301-651-1697

Webmaster

info@napowdc.com

Yahoo Group

Cris Sgrott-Wheedleton

Cris@OrganizingManiacs.com

703-969-8407

**NAPO-WDC Chapter
2009-2010 Calendar**

September

- 14 Chapter Meeting:
Lessons Learned
Rock Creek Mansion
Bethesda, MD
- 15 Book Club North

October

- 1-3 NSGCD Fall
Conference
Los Angeles
- 5 Chapter Meeting:
Tech Talk
Workshops
Kena Shriners
Fairfax, VA
- 17 MARCPO
- 21 Book Club South

November

- 2 Chapter Meeting:
Ethics in Organizing
Rock Creek Mansion
Bethesda, MD
- 14 New Member
Brunch
Invitation Only
Vienna, VA
- 17 Book Club North

December

- 7 Chapter Meeting:
How to Grow Your
Business and Make
More Money
Kena Shriners
Fairfax, VA
- 16 Book Club South

January

- 4 Chapter Meeting:
Organizing Specialty
Workshops
Rock Creek Mansion
Bethesda, MD
- 19 Book Club North

(Continued on page 5)

Membership News



Jackie Kelley
Clearing House, LLC
NAPO-WDC Membership
Director
Jackie@clearinghouse.com

NAPO-WDC Membership Renewal

Our membership renewal drive for the 2009-2010 program year has recently ended. We would like to thank you for your continued commitment to both your professional goals and to NAPO-WDC. We know that in this economic climate the investment in continued education is a stretch, but we believe it to be well worth your business dollars.

If you have not yet renewed, what are you waiting for? NAPO-WDC has a wealth of resources to offer and the depth of our

membership experience continues to expand. Direct connection and exposure to a strong network of professionals in our industry can help members grow their businesses. Members often develop relationships with colleagues who can offer support and knowledge. For reactivation of a lapsed NAPO-WDC membership, please contact Jackie Kelley, Director of Membership, at membership@dcorganizers.org.

New Member Brunch

NAPO-WDC will host a New Member Brunch on Saturday November 14 from 10 am until Noon at the Vienna, Virginia home of Susan Unger, NAPO-WDC Treasurer. All new members who joined NAPO-WDC after June 1, 2009 are welcome and encouraged to attend. For more information, please contact Jackie Kelley at membership@dcorganizers.org.

Beltway Alternative to Bethesda Meetings

Tired of sitting on the Beltway slogging along at 5 mph when you're driving from Virginia to the Maryland meetings? For the November meeting, try getting off immediately after the American Legion Bridge onto the Clara Barton Parkway.

Take Exit 41, the Clara Barton Parkway, toward DC.

Go 1.2 miles, passing two exit signs for parking areas, then take the next exit which is Cabin John. At the stop sign, turn left to cross over the Clara Barton Parkway. At the next stop sign, you've got two choices:

The slightly longer way, which is easier, is to turn left onto MacArthur Blvd.

Go 0.5 miles and at the first stop sign, turn right onto Seven Locks Rd.

Go 3.4 miles and turn right on Democracy Blvd.

Go 2.0 miles and turn right on Old Georgetown Road.

Go 1.6 miles and turn left at W. Cedar Lane.

The second option, which is a little shorter, is a little more complicated.

At the stop sign, turn right on MacArthur Blvd.

Go 0.4 miles and take the first left onto Wilson Lane.

Go 2.3 miles and turn left at Bradley Blvd

Go 0.5 miles and turn right on Huntington Parkway.

Go 0.6 miles and turn left on Old Georgetown Road.

Go 0.8 miles and turn right at W. Cedar Lane.

Either way, turn left into the parking lot for the Rock Creek Mansion, 5417 W. Cedar Lane, Bethesda, MD.

See you at the meeting!

NAPO-WDC Thanks Our MARCPO Sponsors and Exhibitors

(Continued from page 4)

Sponsors



BARNES & NOBLE
www.bn.com
Bookstore

Paolo Cardelli
Designer Binders & Accessories
Conference Binders

The Container Store
The Original Storage and Organization Store
Conference Bags



CD Jackets

Exhibitors

Blis
Chesapeake ADHD Center of Maryland
Clearly Noted
ClutterFreeBox.com
College Hunks Hauling Junk
Garage Design
Junk in the Trunk
Retirement Living Resources Directory
ShelfGenie
The Six O'Clock SCRAMBLE

February

- 1 Chapter Meeting:
Getting Measurable
Results With the
Residential Client
Kena Shriners
Fairfax, VA
- 17 Book Club South

March

- 1 Chapter Meeting:
Safety on the Job
Rock Creek Mansion
Bethesda, MD
- 16 Book Club North

April

- 5 Chapter Meeting:
What's New?
Kena Shriners
Fairfax, VA
- 21 Book Club South
- 21-24 NAPO National
Conference
Columbus, OH

May

- 3 Chapter Meeting:
Annual Awards
Dinner
Location: TBD
- 18 Book Club North

June

- 7 Chapter Meeting:
NAPO 2010
Kena Shriners
Fairfax, VA
- 16 Book Club South

July

- 20 Book Club North

August

- 18 Book Club South

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

Newsletter Information

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Committee Chair & Layout

Lauri Mennel
Lauri@BluebonnetPO.com

Editors

Amy Goldberg-Cutler
TheRunaround@att.net

Cheryl Richardson
cherylrichardson@cox.net

Mary Needham
maryneedham@verizon.net

Laura Caron
LLCaron@verizon.net

Deb Lee, CPO®
deb@dallisonlee.com

Advertising

Lauri Mennel
Lauri@BluebonnetPO.com

Newsletter Topic Schedule

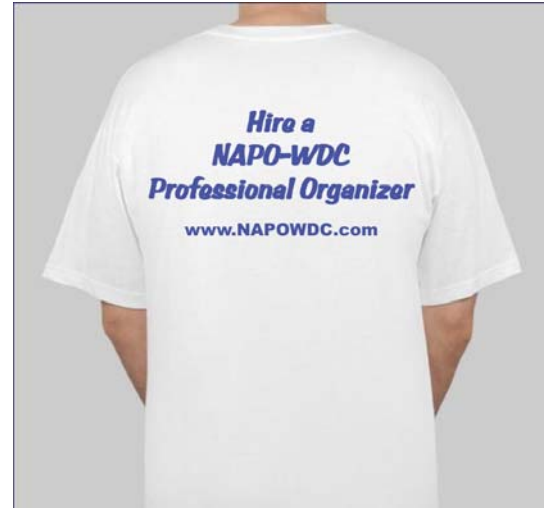
Sept Welcome Back
 Oct Tech Talk
 Nov Ethics in Organizing
 Dec Successful Marketing
 Jan Unique Business Models
 Feb Residential Highlights
 Mar Safety on the Job
 Apr What's New?
 May Organizing Students
 Jun NAPO 2010

The deadline for each news-
 (Continued on page 7)

Get Your NAPO-WDC T-Shirt!

NAPO-WDC has a T-shirt! First sold at MARCPO 2009, they are now available to chapter members. Show your affiliation with the organization by wearing the first Washington D.C. chapter T-shirt. Be prepared to participate in GO Month and other chapter activities by getting your shirt now. Act while supplies last!

The shirts are sold for \$12.00 each. They are white cotton unisex shirts with the NAPO-WDC logo on the front. The back of each shirt has blue lettering and tells the world who we are and how to find us. To arrange for a purchase of a T-shirt contact Susan Gilman at S.L.Gilman@att.net.



Website Report

Nealey Levi
On Track
 NAPO-WDC Director of Communication & Technology
liveontrack@gmail.com



Date	Unique Visitors	Number of Visits	Pages	Hits
September 2009	923	1868 (2.02 visits/visitor)	6783 (3.63 pages/visit)	57,318 (30.68 hits/visit)
September 2008	898	1609 (1.79 visits/visitor)	7006 (4.35 pages/visit)	70,411 (43.76 hits/visit)

TECH TIP *Spam Is Unethical. Period.*

Simply put, spam is an unsolicited email. Sending spam to your clients or anyone else is not ethical. No ifs, ands, or buts! Sending spam is in poor taste for business owners, especially organizers!

Here are a few reasons why you shouldn't spam:

- Cluttering people's inboxes goes against everything an organizer should stand for.
- Spam is worthless and could be harmful. Do you want to be associated with that?
- Small business success comes from earning your clients' trust. Spamming erodes trust.
- Organizers should be promoting things of value not doing the exact opposite.
- Angering your clients or potential clients is not a good way to get their attention.
- Most people delete spam before it even really gets their attention.
- Spamming is in violation of NAPO's Code of Ethics.

Book Clubs

Book Club North

Coordinator: Lynn Meltzer
Clutter and Paperworks

When: Tuesday, November 17, 7pm

Where: Home of Lynn Meltzer
10131 Ashburton Lane
Bethesda, MD 20817

Book: *What Every Professional Organizer Needs to Know About Hoarding*
by Judith Kolberg

Compulsive hoarding is a complex disorder. This book provides professional organizers, social workers, mental health practitioners and anyone who encounters people who hoard, with the basics about the disorder.



Book Club South

Coordinator: Judy Parkins
Gently Organized

When: Wednesday, December 16, 7pm

Where: Gently Organized Office
Alexandria, VA

Book: *Organizing Solutions for People with Attention Deficit Disorders*
by Susan Pinsky

Pinsky brings real-life experience to her topic. Not only is she a professional organizer and NAPO member, but she is also the parent of a child with attention deficit disorder. These two roles led to her creating simplified organizational systems specific to the needs of those with ADD.



(Continued from page 6)

letter 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, Lauri@BluebonnetPO.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 (three or more consecutive months)

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

Board Meetings

The next board meeting is scheduled immediately preceding the October 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 Judy Parkins one week prior to the meeting.

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

All chapter members are welcome to attend. The clubs read organizing books or books related to business. We discuss the aspects of each book and how the book relates to our work as organizers and small business owners.

Please check the chapter newsletter for future dates for both the North and South Book Club. RSVP to Lynn Meltzer at arnielynn@verizon.net or 301-530-3551 for directions to the Book Club North meetings. RSVP to Judy Parkins at judy@gentlyorganized.com or 703-548-1000 for directions to the Book Club South meetings.

NAPO-WDC Enhanced Website Listings

Sign-Up for an Enhanced Listing on the *Find an Organizer* section of NAPO-WDC's website to make your business **stand out**. Enhanced listings include your photo, special color background to display your information and headings in a bold, red font.

A current Enhanced Listing user says: *"The enhanced listing has made a huge difference to my business. The clients who decide to contact me are a better match for my business because of the additional information provided in the listing. For me, the enhanced listing is a bargain compared to more costly marketing and advertising campaigns."*

Enhanced listings are \$50. Sign up in the membership renewal process by selecting the "Upgrade my listing for \$50" box in the "Upgrade to an Enhanced Listing" section.

Golden Circle Report

Alisa Levy of *Embrace Your Space* and Judy Tiger of *Just That Simple* presented a time management class on September 23. This Quantum Leap® presentation was given at the Silver Spring Drop-In Center which provides resources and socialization for adults who have experienced mental health concerns.

On October 7, Susan Unger of *ClutterSOS, LLC* was interviewed on Channel 8's "Let's Talk Live." They discussed why closets become overfilled and how to approach the issue.



Helen Montfort
Making Space for Life
NAPO-WDC Golden Circle Liaison
hsmontfort@mac.com

New Golden Circle Member

Please help me welcome our newest Golden Circle member, Karen DeLoy Swain of *Space Matters*.

Remember to let me know once you've been accepted as a Golden Circle member through National. It may take awhile for the information to reach me and I want to be sure to include you right away.

Golden Circle Gatherings

The next Golden Circle gathering will take place at my home in Bethesda at 4:00pm on Sunday, November 8. This will be a true potluck — bring whatever you'd like! Just email me so I know how many will be attending.

Golden Circle Listserv

If you are part of the NAPO national chat, then you know that this membership benefit provides a wealth of information on a daily basis. But are you aware that there is also a Golden Circle Member listserv?

This is another venue for more seasoned professional organizers from around the country to network, to ask each other for

advice, to get a referral for a vendor or product and to share knowledge about a variety of topics with other Golden Circle members. Find more information about this listserv at:

<http://lists.napo.net/listmanager/listinfo/golden-circle>

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 folks an opportunity to ask questions of more seasoned organizers and for GC members to give back to the organizing community. Volunteers are still needed for upcoming dates. Please let Helen know at which meeting you'd like to be the "expert!"

Thank you to C. Lee Cawley and Victoria Robinson for being the experts at the "Ask the Expert" table for the October meeting. There were four visitors in attendance.



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 600 members throughout the country and 48 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 http://napo.net/members/gc/golden_circle_application.pdf for an application.

There are no membership fees or dues and new members receive a GC certificate and a 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 Golden Circle member.

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

Chapter Survey Results



Janet Schiesl
Basic Organization
NAPO-WDC Director of Programs and Professional Development
janet@basicorganization.com

At the beginning of September a survey was sent to chapter members and we learned a few things about the make up of NAPO-WDC's membership. We wanted to share the findings with you.

When asked how many years you have been in business:

7% of respondents said less than 1 year
36% of respondents said 1 to 3 years
32% of respondents said 4 to 6 years
4 % of respondents said 6 to 10 years
21% of respondents said 10 plus years

When asked how many hours a week, on average, do you bill clients:

48% of respondents said 10 hours or less
15% of respondents said 10 to 15 hours
11% of respondents said 15 to 20 hours
19% of respondents said 20 to 25 hours
7% of respondents said above 25 hours

When asked whether you consider yourself to work part-time or full-time:

50% answered part-time and 50% answered full-time.

When asked what is the most successful way you market your company to find clients:

10 participants said that they market by word of mouth
6 participants said that the Internet or their website was their best marketing tool
5 participants said that referrals from other professionals and clients
3 participants said volunteering
3 participants said networking

Thank you to all who took the time to participate in the survey. We learned some interesting facts!

Please take a moment to answer the next NAPO-WDC survey that is sent to you. The board of directors takes into account the findings of each survey and learns a great deal from the responses that the membership gives. It is the best way to comment on programming and chapter events.

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 Standard	\$325
Corporate Partner Premium	\$500

Membership year is from October 1 through September 30.

For NAPO-WDC Chapter membership information and application, visit www.napowdc.com or contact the Membership Director, Jackie Kelley at membership@napowdc.com. For Corporate Partner questions, contact Julie Gray at corppartners@napowdc.com.

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

Need An Updated Headshot?

NAPO-WDC is pleased to offer its members a special rate for the professional portraiture services of B. Morales Photography during the November chapter meeting. Betty will be offering ten minute appointments from 6:30—8:00 pm on Monday, November 2, 2009.

Betty will provide a corporate headshot package for \$40 which includes a choice of profile, 2/3 face from both sides, full face or full body shot.

You will receive an online gallery posting for image preview, light professional re-

touching on selected images, an electronic version of photos in high resolution (ready for print) and low resolution (ready for the Web), and an unlimited reprint license.

Please contact Betty Morales at 703-913-0091 or betty@bmoralesphotography.com to schedule your appointment.



Welcome New Members!

Joy Kollhoff
Lorton, VA
ejoyandco@hotmail.com

Mindy Jeppesen
Arlington, VA
mindy@rejuv.org

Jodie Jacobs
Alexandria, VA
jodiecj@gmail.com

There are currently 97 members and 10 Corporate Partners in NAPO-WDC. There were 38 members and three guests in attendance at our October meeting.

Membership Directory

Detailed information about members can be found on our chapter website, www.napowdc.com, in the Members Only section.

Changes and Corrections

Once you join or renew your chapter membership, you can update your own information at any time. Go to www.napowdc.com. 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.

NSGCD 2009 Conference Report



Cris Sgrott-Wheedleton
Organizing Maniacs
NAPO-WDC Secretary
Cris@OrganizingManiacs.com

This year's conference was held at the Omni Hotel in downtown Los Angeles, California. It was an intense two days filled with great speakers. The conference kicked off with the subscriber's annual meeting, where an overview of the organization was given. NSGCD will be pursuing a name change to better reflect the organization's vision and mission statements. This was followed by a casual reception and networking with fellow professionals.

In the first session, Catherine Roster, PhD discussed the importance of and some relevant research being done in chronic disorganization. She mentioned April Benson, PhD who has spent many years researching shopaholics. She mentioned research by Sharon Grossman, PhD, Catherine Ayers, PhD and David Ekerdt, PhD, all of whom are involved in chronic disorganization research. The clutter hoarding scale will be revised in the near future to be more detailed. NSGCD will be working in collaboration with New York artist Corinne Botz on the "Secret Lives of Object".

Tracey Green Mintz, MA, MSW, LCSW spoke about Relocation Stress Syndrome (RSS). RSS has a devastating impact on seniors. It can cause mood, behavior and physiological symptoms. She reminded us to treat seniors as adults and with respect, and to not make assumptions based on their age. We should make their life transition process a positive one and be sensitive to their quick life transitions.

Dr. Daniel Amen, author of "Change Your

Brain, Change Your Life," talked about the importance of feeding your brain properly. In his afternoon presentation, he explained the complexities of the brain and how to better take care of it. He suggested social connections, learning something new, eating a healthy diet, consuming vitamins and fish oil, exercise, dancing, keeping a gratitude journal, meditation and lovemaking. He was a fascinating speaker. With several best sellers available on the topic, there is a lot we can learn about the brain and how simple things might help our clients. Dr. Amen has a clinic in Reston, Virginia if you have any questions about his programs.

Nancy K. Schlossberg, EdD spoke about transitions. She spoke mostly of the impact of events and non-events. By her definition, non-events are expected events that never happen. She wrote the book "Overwhelmed: Coping with Life's Ups and Downs." She presented several transition theories and how to use them to help anyone in a transition process.

Mark Odom, LCSW, the founder of the Orange County Hoarding Task Force, talked about the process of starting the task force, the challenges and how it has helped the county. He was then joined by other members of the task force including Marie K. Lee, PhD, Margaret Riley, Sheryl Vito, MSW and Michelle Yerke. The panel answered questions from the audience and discussed how we can all be involved in a similar fashion. To find your local adult protective services office call 1-800-510-2020.

In between sessions there was also lots of eating, networking and fun! See you next year in Austin, Texas for the 2010 conference to be held September 23 – 25.

Suggested Reading on Ethics

A fellow NAPO member, Debbie Stanley of *Red Letter Day*, has written an entire book on the ethics surrounding professional organizing: "Ethical Pitfalls for Professional Organizers." Of the book, Stanley writes that, "Ethics is something we know we should uphold, but trying to grasp it feels a lot like herding cats. In "Ethical Pitfalls for Professional Organizers", we discover a strategic and, of course, organized approach to understanding ethics, mitigating risk, avoiding harm, and encouraging honor in ourselves and each other."

Book Review

“The New Messies Manual “ by Sandra Felton

Alisa Levy
Embrace Your Space
NAPO-WDC Quantum Leap Liaison
alias@embraceyourspace.net

Book Club North met at Lynn Meltzer’s home in September. We discussed the revised version of Sandra Felton’s classic book “The New Messies Manual – The Procrastinator’s Guide to Good Housekeeping.” This book is thoroughly enjoyable and practical for the client as well as for the professional organizer.

Felton is down to earth, compassionate and non-judgmental.

The author describes Messies as those who never seem to get control of their housework or their time. “They live in dread of opening a closet door, for fear they will be buried under an avalanche.” Readers can relate to the fact that Felton is a Reformed Messie. Even though her mother was a Cleanie, she was never to follow in those footsteps. Her goal is to be The Successful Average Housekeeper. That is quite an accomplishment for a Messie.

Among the many things that Messies have in common are absentmindedness, distractibility and disorganized thinking. Many may have ADHD (Attention Deficit Hyperactivity Disorder) and/or OCD (Obsessive-Compulsive Disorder). No matter. Whatever the cause, there is always hope for the Messie.

As Felton writes, “The mind is the key to what we do.” You can turn things around by developing organizing attitudes. The author explains organizational strategies that will work for you such as

- If it is easier, it will be faster.
- Unclutter your life.
- Take breaks when things get spacey.
- Take time to refuel your spirit.
- Use “little minutes.”

Messies keep things for three reasons. They save things they love from the past, things they might need in the future or possessions that define who they are. Messies need to break these habits and live in the present. Start with goal setting and, then, welcoming the three C’s into your life: Change, Commitment and Control.

When touring Mount Vernon, George Washington’s estate, the author was so impressed with the maintenance that she spoke to the head of housekeeping to find out her secrets. “The cleaners start at the door and work their way around the periphery of the room. When one room is finished, they proceed to the next doing everything that needs to be done so the rooms are clean and organized. Each day they begin where they left off.” This method can be used by Messies but they must be careful to pace themselves and not overdo. Start with an hour at a time. The important thing is to pick up where you left off and to keep going toward your goal. You **can** become a “Successful Average Housekeeper”.

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Check out the official [CPO® website](#) to 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.

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- Listing on the BCPO web site.
- Authority to use the CPO® designation on letterhead, business cards and all marketing materials.



Upcoming NAPO in the Neighborhood Meetings

Rockville Pike

November 23
LaMadeline - Rockville Pike
6:30—8:30 pm
Contact: Alisa Levy
alisa@embraceyourspace.net
301-651-1697

Route 66

November 24
Sandra Forbes' Home
7:00—9:00 pm
Contact Janet Schiesl
janet@basicorganization.com
571-265-1303

Route 7

December 2
Borders Books - Sterling
6:00—8:00 pm
Contact Cris Sgrott-
Wheedleton
Cris@organizingmaniaks.com
703-969-8407

Organizing Assistants

Are you interested in letting other chapter members know you want to work as an organizing assistant?

Advertise in the monthly Constant Contact. This publication comes out approximately one week before chapter meetings.

The list will consist of your name, phone number, email address and photo. You will be able to purchase space on the list for \$45 for a three month ad. Sign up now!

Contact Lauri Mennel for more information.

October 5 Chapter Meeting Review



Cris Sgrott-Wheedleton
Organizing Maniacs
NAPO-WDC Secretary
Cris@OrganizingManiacs.com

On October 5, we met at Kena Shiners in Fairfax for Tech Talk! Technology is the most requested topic for the educational part of our chapter meetings. NAPO-WDC Program Director Janet Schiesl prepared an awesome program for the meeting.

Lauren Halagarda started the meeting with the ice breaker. The game was simple; write your name on a blank card and give it back to Lauren who then redistributed the cards. We asked three questions of the colleague whose name was on our card. A few members shared what they learned and we had fun getting to know each other a little better. A celebrity-in-underwear sighting and a plane hijacking were just a couple of the surprises!

Jackie Kelley gave an overview of the membership drive. She reminded attendees that we will be pro-rating membership dues for the first time this program year. If you have an upgraded enhanced listing, please take the time to complete the process on our website. We had three guests and three new members. Welcome to our new members Mindy Jeppesen, Yvette Davis and Kirk Halgren.

Five volunteers of the month were recognized: Nealey Levi, Lauri Mennel, Cris Sgrott-Wheedleton, Scott Roewer and Jody Al-Saigh. Please contact Judy Parkins for current volunteer opportunities.

The educational portion of our meeting was formatted in a roundtable fashion. Chapter members lead 20-minute workshops on topics that could enhance our business. Lauri Mennel lead the Yahoo Group table and talked about staying connected with chapter members and news with the Yahoo Group, Nealey Levi talked about using Facebook as a tool for your business, Scott Roewer showed us how to use Twitter for social and business networking, Deb Lee gave us some helpful hints on blogging, Lauren Halagarda talked about utilizing task management features on your computer and Janet

Schiesl talked about email marketing.

We had several updates following the educational program. Deb Lee gave us an update on "GO Month" where we will be partnering with IKEA to present 15-minute workshops at their store. Janet Schiesl reminded us that we will have a photographer on site at the October meeting for headshots. Cheryl Richardson gave us an update on MARCPO. There is a very talented line up of speakers and we need every member to come and volunteer. This is an important revenue stream for the chapter. We will be selling chapter t-shirts at MARCPO for \$12.00 (cash or check only). Julie Gray introduced Re-Sale Solutions as a new corporate partner. Please remember to support all of our corporate partners whenever possible.

Erin Lander, store manager of the Wisconsin Ave. Container Store, gave us a few reminders. NAPO members receive 10% off everything in the store and 20% off all Elfa products. Please remember to use your membership card at check out regardless of any non-NAPO sales discounts so that Container Store can better track NAPO member usage.

Ron Goodes, owner ReSale Solutions gave us his five minute spotlight presentation. ReSale Solutions is located in Ashburn, VA. They can help our clients with selling their unwanted book, CDs, DVDs and VHS tapes. Items not sold are donated to charity. They also accept donations of other items like furniture and small appliances for his partner thrift shop. Please contact Ron with questions. I have personally seen his warehouse and it is impressively organized. If you are in Ashburn, take a minute to visit ReSale Solutions.

Lastly, we will be adding new materials to our lending library. The 2009 NSGCD conference audio CDs will be available for check out very soon. The Yahoo Calendar reminders have been turned off and an event digest will be added instead.



Space Planning for Organizers

Take Your Client's Space to the Next Level

Saturday, November 7 - 1 to 5 pm
for information contact
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