



The LA Organizer

NAPO-LA's newsmothly

Volume 9, Issue 6

May 2002

The President's Message

Program Director's Note: Next Meeting

NAPO-LA MEMBERS ATTRACT MORE CLIENTS: Chapter Membership Continues to Gain Appeal

Dorothy Breininger, *Center for Organization and Goal Planning*

It is not surprising that those members who remain active with NAPO-LA reap the rewards of our cutting-edge technology, sound financial investments, product sales, local community attention, increasing job referrals, dedicated mentoring work assignments for our newer organizers and monthly programming to stimulate business and self improvement. This Chapter not only thrives; it has begun to achieve the goals set by our past presidents—to make our meetings, external image and overall industry more “business like.” Indeed, your Board of Directors has achieved much this term.

Financial Position: Solid. One of Treasurer Jessica Duquette’s goals was to invest a portion of our Chapter funds into an interest-bearing CD, so we might begin making money on our money. She did and it has. In addition, she streamlined nearly every aspect of the position, making it a more desirable position for our next volunteer at the completion of her term.

Historical Security & Integrity. In addition to faithfully keeping our Board minutes and safeguarding our Chapter’s history, Secretary Marianne Long was the voice of conscience and integrity in our discussions and decision making, not only for our own Chapter, but on behalf of our entire industry.

Education & Self-Growth. Director of Programs Lanna Nakone had a mission to outline a ten-month program plan and winter workshop before her very first meeting last June. Mission accomplished. Lanna sought balance in programming, providing us products and concepts, outside and inside speak-

ers, technological advances and, always, the human touch.

Getting the Word out. Unstoppable Communications Director Tanya Whitford led us forward in the field of technology, introducing NAPO-LA’s first-ever revenue-generating website. Now, our Chapter meetings no longer feature merely a podium and microphone, but include screens, projectors and PowerPoint® presentations. Tanya’s number one goal is to make us look good.

Membership. Quality, quality, quality. Under the shared leadership of Vice Presidents Mary Xanthos and Marilyn Crouch, the mission included slowly increasing membership while working diligently to increase the quality of members we accept into our Chapter. Done! In addition, a very thoughtfully-prepared orientation and mentoring program was created and implemented to ensure ongoing member quality.

Wisdom & Insight. Immediate Past President Dolores Kaytes continued her leadership role by guiding us, advising us, and bringing confidence to our decision-making process. She also spearheaded the consolidation of all past NAPO records, which had been collecting in storage for years. Now every piece of NAPO-LA documentation is accounted for and organized.

Vision. As President, my own vision for the Chapter was satisfied in several ways. I was able to encourage the individual leadership of each board member. We completed Dolores

continued on page 7

COMPUTER & INTERNET SECURITY: It’s Not Just about Viruses Any More

Lanna Nakone, *Perfection Prevails*

How many of you feel that the contents of your computer are safe?

According to our May meeting speaker, Tim Cashin, there is a lot to consider. In the old days of the internet—back in the 90s—the biggest threat to your personal computer was a virus. But that has changed. Tim Cashin will share with us the latest information—from the world’s leading maker of computer security software—on how to protect yourself by rebuffing those threats to your PC. His presentation will provide insight and useful information to computer users at all levels of experience. See, we are not *just* about organizing any more!



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Who's Who in NAPO-LA

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Associate Member Coordinator	Barb Schmit
Chapter Historian	OPEN
Client Referrals Coordinator	Diane Ridley
Database/Yellow Pages	Shawna Smith
Ethics Committee	Sheila McCurdy
Golden Circle Advisor	Ann Gambrell
Greeting Coordinator	Toni Scharff
Member-at-Large	Carolyn Strauss
New Member Coordinator	Marilyn Crouch
New Member Orientation	Jean Furuya Ann Gambrell
Prospective Member Coordinator	Robin Davi
Public Relations	OPEN
Special Projects Coordinator	Jean Furuya
Webmasters	Shawna Smith Tanya Whitford
Website Coordinator	Toni Scharff
Workshop Director	OPEN

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The LA Organizer

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DEADLINE The first of the month for any submission.

ADVERTISEMENTS

Size	Members	Nonmembers
3-line classified	\$5.00	\$10.00
Business card size	\$10.00	\$20.00
Quarter page	\$25.00	\$50.00
Half page	\$35.00	\$70.00
Full page	\$50.00	\$100.00
Full page insert	\$85.00	\$150.00



The mission of the National Association of Professional Organizers is to encourage the development of Professional Organizers, to promote recognition of and to advance the professional organizing industry.

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NATIONAL MEMBERSHIP ANNUAL DUES

Individual (renews on member's anniversary)	\$200
Associate-Corporate	\$550
Associate-Branch	\$150
Associate-Local	\$250
New Member (one-time processing fee)	\$20
National NAPO Name Badge	\$10

MISSION STATEMENT—NAPO-LA

NAPO-LA is an organization dedicated to bringing Southern California Area Organizers together through networking, education, professional growth, industry updates, support, and public awareness.

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CHAPTER MEMBERSHIP

National Membership required
 Includes electronic newsletter

ANNUAL DUES

Individual (Oct. 1st-Sept. 30th)	\$75
Out-of-State Individual (Oct. 1st-Sept. 30th)	\$50
Associate Member (Oct. 1st-Sept. 30th)	\$150
New/Lapsed Member Processing Fee	\$10
Meeting Fee	\$7

NONMEMBERS

Newsletter Subscription (annual)	\$25
Meeting Visitor Fee	\$15



CONFERENCE QUOTES

Compiled by Tanya Whitford, Communications Director
Organizing Wonders

“Your stuff doesn't love you back,’ as Kathy Waddill said during her session *How To See What Your Client Really Needs*. I thought that was a good phrase to have on hand when a client talks about how they love their “stuff” and don't want to part with it.”

—Marci Alpert, *Essential Organization*

“There were many Conference highlights; I can hardly list just one. I loved the pre-conference classes; the Board Meeting; the Keynote Speaker, Dan Thurmon; our Chapter display; visiting with other organizers; the Awards Banquet; and watching Barry Iszak receive the President's Award. Going to Conference is a priority in my life!!”

—Glorya Schklair, *The Practical Organizer*

“Again this year, I learned how supportive NAPO members can be toward one another and the Expo exhibitors. Amazing relationships are formed during Conference. Our Golden Circle booth was a success, and Quantum Leap and the Tips Booklet Committees are grateful for the volunteers and support from Conference attendees.”

—Donna McMillan, *McMillan & Company Professional Organizing*

“The most significant thing I learned at conference was proper use of copyrights. When an article appears in a publication, such as in Readers Digest®, it cannot be used or copied for any purpose without permission from the writer. I've been using articles since I've been in business but had no idea how close I could have come to being sued! Always get permission to copy articles or photos before re-using them anywhere!”

—Sheila G. McCurdy, *CLUTTER STOP®*

“My favorite time was staying up until 3:00 AM, goofing around with my two roommates. I loved getting to know fellow chapter members better, away from our usual surroundings. At Donna and Karen's workshop, I learned that you could make new fields in QuickBooks® to track all kinds of things—such as advertising methods and their effectiveness—that will make my financial reports more useful to me in the future.”

—Jessica Waters Duquette, *In Perfect Order*

“I really enjoyed the amazing keynote speaker, Dan Thurmon; the expanded and impressive Expo; the NSGCD conference;

meeting new organizers; and spending quality time with my fellow Chapter members.”

—Tanya Whitford, *Organizing Wonders*

“Going to conference was a moving experience. What I gained is quite opposite from what I anticipated initially. Although meeting Judith Kolberg and having her autograph my book was a special moment, the most valuable thing I learned was that the friendship and kindness of attendees, especially from our chapter, outweighs the importance of career advancement or knowledge. I appreciated the compassion and sincerity from my chapter and will think of you on the fourth Monday of every month.”

—Lanna Nakone, *Perfection Prevails*

“Sometimes you have to spend money to make money. Attending NAPO's annual conference is one sure way to achieve the goal of generating more money in our own businesses. Big ideas, new attitudes, cutting-edge products, external motivation, education, answers to difficult questions, referrals, recognition, and personal growth are the returns for attending such a conference. Implement at least five of these new concepts and your business will “take off” in new directions, bringing more revenue. Atlanta was fantastic! I strongly encourage our mem-

bers to calendar the Denver Conference, which will be April 30, 2003.”

—Dorothy Breinger, *Center for Organization and Goal Planning*

“What I learned at conference is that there is always something new to learn, and that caring, giving members are willing to share it. I am always amazed at how giving NAPO members are. And they're fun too!”

—Ann Gambrell, *Creative Time-Plus*

“After that wonderful opening presentation by the amazing juggler/gymnast/speaker, Dan Thurmon, I met Kristin, his first volunteer. She is a juggler too! She told me what she does, how she does it, and made it sound easy. Her organizing niche is building shelves and closets herself; she even has her own table saw. That was my favorite moment, because we really connected: I can juggle, have my own tools, and always wanted a table saw. I might start with my own closet. Hmmm...what about that table saw?”

—Toni Scharff, *The Simplicity Project*

“Here are a couple of quotes that I wrote down: ‘You don't own a vision until you write it down.’—Dan Tiani, *Vision Into Action Workshop* and ‘What you charge has

continued on page 7



Happy Conference 2002 attendees sending big smiles back to the rest of us.

Calendar for May

International Business Image Improvement Month

- 5 Meeting Planners Appreciation Day
- 1-7 National Connecting Week
- 5-11 Small Business Week
- 20 1:45 NAPO-LA Board Meeting
6:15 NAPO-LA Chapter Meeting



Agenda Monday, May 20, 2002

- 5:50 Registration: Please wear badge
- 6:15 Meeting begins promptly
 - President's Remarks
 - Silent Auction
 - Member Spotlights
 - Announcements *
- 7:00 Break
- 7:15 *Computer and Internet Security*
- 8:30 Silent Auction
- 8:40 Meeting adjourned

Fourth Monday except April (this year) & December

Olympic Collection Conference Center
11301 Olympic Blvd. at Sawtelle

Parking: \$5 Look for signs to meeting.
Meeting: \$7 NAPO-LA members
\$15 Visitors/prospective members

We welcome all Professional Organizers and those interested in entering the field (no clients please). Business attire is appreciated. Networking table is available to display brochures and flyers.

* To make an announcement, please notify Justine Miceli prior to the meeting at JustineMiceli@earthlink.net (310) 576-6043.

WEBSITE UPDATE

Tanya Whitford, Communications Director, *Organizing Wonders*

As you may have noticed, our Membership Directory is up and working! To clarify: our website has *two* directories. One is called "Find an Organizer," where the public can search our database of paid subscribers to find an organizer for them.

The second directory is the "Membership Directory," which includes all NAPO-LA members and can be accessed only by logged-in members. If you updated your profile, now is the time to see how it looks and fix any errors. In random sampling, we noticed a few errors: for example, only one specialty was checked when the individual had more; or the phone number was not entered as the work number, so it does not appear in the profile. This directory is extremely useful when trying to contact other chapter members and for learning a little bit more about our members. All profiles contain links to individual email accounts, making our website an invaluable communication

tool. Please help by keeping your own information current.

We have also started to add to our "Sponsors & Resources" page. Stay tuned for more improvements!

If you need any assistance, it is readily available by contacting the website committee: Shawna Smith, Toni Scharff or Tanya Whitford at admin@napola.org

Here is the report on the number of hits to www.napola.org for March 2002.

Becoming a Member	283
Calendar	279
Find an Organizer	348
Find an Organizer	678
(clicks on specific members after search)	
Home Page	4,441
Cumulative Hits	12,638

CREATIVE TABLES

Tanya Whitford, Communications Director, *Organizing Wonders*

This year, the hospitality suite at conference held a contest among Chapters for the best table display. Conference attendees voted for their favorite. Our San Diego neighbors brought sand and seashells, pictures of their city and photos of members participating in various events. Minnesota used a Barbie® theme to showcase their state's many wonderful offerings. Chicago and Philadelphia gave away yummy snacks and showed off special things from their areas.

Our Chapter's display, put together by Robin Davi and Tanya Whitford, was the winner!! Its theme was a "Hollywood Award Show." The approach featured a red carpet and lights. There was a "NAPO-LA Awards" section, which showcased photos of each Chapter conference attendee holding an actual Emmy and winning an award such as "Best Organizer in Corporate Offices" or "Best Organizer in Filing Systems." Each award was unique and chosen from

the specialties they listed on the website. We had signed photos from cast members of "The West Wing" and "Malcolm in the Middle." Actors Bradley Whitford (West Wing) and Jane Kaczmarek (Malcolm) were kind enough to autograph headshots with "NAPO-LA Rules" or "Go NAPO-LA." They also donned our "Get Organized" T-shirts for a photo, which may have helped sell out our remaining inventory in less than a day! The table was completed with a pretend Oscar that was renamed "Best Organizer," pictures of a star on the Walk of Fame that said NAPO-LA, a drawing to give away some souvenirs, and several pounds of the movie snack foods.

Our big win was announced at the Saturday luncheon. We received a blue ribbon and a NAPO banner that we can proudly display at our meetings and other Chapter functions. GO NAPO-LA!

Editor's note: GO Robin and Tanya!

CLICK HERE

Jessica Duquette, Treasurer
In Perfect Order Organizing Solutions

Greetings. In the March issue of *The LA Organizer*, I recommended onebox.com as a free site; however, a few days later, onebox began charging for services. I apologize for any inconvenience. This month, I want to highlight four wonderful sites that have been of value to me recently.

Have you ever seen a font on the internet that you liked but couldn't name? What the Font is a nifty site where you can upload an image of the font, and it will try to recognize or match it for you.

Click here. <http://www.myfonts.com/WhatTheFont/>

If you attended Michelle Quintera's Marketing Workshop at conference last year, you may remember one of her tips: get yourself personalized license plates that will stimulate passersby to ask you about your business. She additionally suggested having license plate holders made with your business phone number. That way, people can call you right away. It's free advertising. I ordered new plates and it really works! Here's the California DMV website, where you can see if your desired plates are available.

Click here. <http://plates.ca.gov/search/>

After choosing your new identity, you can download an application form from <http://www.dmv.ca.gov/forms/reg17.pdf>

Got good stuff to donate? Here is the website for Dress for Success LA, where we can donate some of our female clients'—and our own!—business attire. Dress for Success is a nonprofit organization that helps low-income women transition into the work force. Each Dress for Success client receives one suit when she has a job interview and another when she gets the job.

Click here. http://www.dressforsuccess.org/where_we_are/affiliate.asp?sisid=38&pageid=1

Through the wireless industry's CALL TO PROTECT program, victims of domestic violence receive donated wireless phones and airtime. These phones are preprogrammed to dial 911 and one nonemergency number, enabling a victim to summon help. The program also assists in the transition from a life of fear to one that feels protected. For drop-off locations for used cell phones,

Click here. <http://www.wirelessfoundation.org/12give/index2.cfm>

You can also download and print a receipt.

ASK THE ORGANIZER

Glorya Belgrade Schklair
The Practical Organizer

This is a repeat column, but very timely following the NAPO Conference in Atlanta.

Q: Why should I take time away from my clients and spend money for a NAPO Conference in another city?

A: Here are the top reasons why going to a NAPO Conference is the best investment for your business as a Professional Organizer. You will:

- Meet and befriend other organizers
- Advance your skills to better perform your services
- Spread the word about your business and your expertise
- Build professional relationships that transfer to excellent client relationships
- Build bridges with Associate Members
- Learn how to mentor others or find a mentor for yourself
- Learn techniques to build your business as a self-employed entrepreneur
- Support the Professional Organizing industry
- Add to your skills by exchanging information with organizers whose specialties are similar to yours
- Be able to notify your clients that you have "just returned from a National Conference," enhancing their respect for your professionalism
- Increase your feelings of self-worth by associating with successful organizers who, in turn, respect you
- Return to your business dramatically energized and enthusiastic, ready to succeed on every level
- Be able to take the trip as a business deduction on your Schedule C

Open a separate account *now* for the specific purpose of saving for next year's Conference. Get into the habit of depositing \$10.00 or more each week at the same time you are making a deposit to your checking account. Just tell yourself that you've earned \$10.00 less and the money will accumulate painlessly. Promise yourself not to withdraw funds for any other reason.

Please e-mail any comments about this month's question for publication in the next issue of the *LA Organizer* to Glorya Belgrade Schklair, The Practical Organizer, glorya@schklair.com

Abbreviated Minutes March Board Meeting

Marianna Long, Secretary
Spatial Consultants

1. Motion to buy Susan Pitcher, immediate past editor of the newsletter, a thank you gift was approved.
2. Motion to sell T-shirts (with label pins) for \$12.00 at the National Conference was approved.
3. Some promotional materials to help secure sponsors for the website will be created.
4. The Yellow Page updates will be delayed until all members have updated their own profiles on the website.
5. Dolores Kaytes agreed to be Fundraising Coordinator for the 2002–2003 year. Fundraising ideas were discussed as well.

SILENT AUCTION

Jean Furuya, Special Projects Coordinator
Office Jeanie

Beverly Clower is "office smart." She began her organizing business, Office Overhaul, in 1982, after twenty-plus years as an executive secretary and office manager for large and small businesses. She is one of NAPO's founding members, which formed in Los Angeles in 1985.

It was her years of experience working with entrepreneurs that gave her the idea for professional hands-on organizing services as a business. After becoming an entrepreneur herself, Beverly discovered as much demand for her talents in home offices as in business.

Beverly organizes offices and workstations, emphasizing paper management. She works with clients to meet their needs for comfort, accessibility and efficiency. As a troubleshooter of "disaster zones," managers call upon her to put in order years of paper and records mismanagement. Beverly's consulting and technical services include creating custom file systems and procedures for paper flow. She trains clients to manage and process their paperwork through simple disciplines and to maintain the file system or other procedures she has implemented. She also consults with managers and their assistants in effective teamwork and communication.

Clients include corporations, lawyers, actors, doctors, designers, homemakers, consultants and entrepreneurs in numerous fields.



Member Spotlights at the May Meeting

Carolyn Strauss
Sandra Ateca
Marilyn Crouch

Happy Birthday to You!

May

Marilyn Crouch	8th
Jan Benadom	11th
Susan Lasater	16th
Mark D. Nedleman	21st
Sherry Kelly	28th
Lanna Nakone	29th
Estelle Kates	30th



WE DID IT!



Marianna Long,
Secretary
Spatial Consultants

Our Chapter is blessed with two current members of the Board of Directors who are willing to participate for another year and with four new members willing—and most able—to fill the remaining spots. Our Chapter will not only benefit from these more-than-capable people working in these important positions, but it will continue to progress toward the goals set by the previous Board. A big THANK YOU to all of you, our precious volunteers!

The new Board of Directors for the 2002-2003 term is as follows:

EDITOR'S NOTE



Lynne Gilberg, Editor
Lynne Gilberg Organizing

NAPO-LA wishes to extend a great big "thank you" to our immediate past editor, Susan Pitcher, for the many hours that she devoted to the *LA Organizer* and for her many wonderful ideas, her persistence and her patience with the rest of us. Her voluntary contribution has been of enormous benefit to our chapter. So, thanks Susan.

As your new editor, I look forward to working closely with some of you and getting to know many of you better. During my years with Sunset Publishing, I edited forty how-to books, but *never* a newsletter: bear with me. As time goes by, you may notice some subtle—and other not-so-subtle—changes to our newsletter. I hope you like them.

If you have any announcements, comments or suggestions, please feel free to contact me at lgedit@sbcglobal.net. There is always room in my heart for improvement and room in the *LA Organizer* for sharing your thoughts.

WELCOME TO OUR NEW MEMBER

Julie Vieillemaringe
Crystal Clear
3325 Bagley Ave #208
Los Angeles, CA 90034
(310) 628-8198
vieillemaringe@hotmail.com



Julie spent four years organizing animators at Disney Feature Animation. She has transferred her expertise from working with groups to working with individuals in the areas of space, time or project management. Although she's always been organized, Julie had a clear breakthrough when she began studying the principles of Feng Shui.

Here's how she can help: Organizing space or events, clearing clutter, paying bills, reconciling checkbooks, and arranging memorabilia.

President	Tanya Whitford
VP/Membership	Marilyn Crouch
Program Director	Justine Miceli
Communications Dir.	Kathleen Klein
Secretary	Robin Davi
Treasurer	Jessica Duquette
Past President	Dorothy Breinger

Membership Report

Marilyn Crouch, Interim VP Membership <i>Avenues to Organization</i>	
March Meeting Attendance	35
Members	31
Guests	3
New Members	1
Total Membership NAPO-LA	81
Inquiries About Membership	22

ORGANIZE YOUR KITCHEN



Esther Simon
The Traditional Home Organizer

This is Part I of a two-part series. Next Month: Quick & Easy Meals.

Before you begin preparing family meals, you must ask yourself some basic questions that will give you some insight into the task at hand. Here are some questions to ask yourself. Do you eat out or order in most of the time? Do you cook at home but use a lot of prepared foods? Do you cook at home, largely from scratch, using fresh ingredients? What exactly did you do for supper each night last week? Is your diet healthy?

Examine the way you eat now and think about changes you would like to make. Evaluate your kitchen space and set your goals. You may come up with a plan to shop, prepare, eat and clean up after your daily meals differently. Decide if you need to make a budget and/or save money by changing your eating and cooking habits. Whatever you decide your food goals are, write them down and keep them fresh in your mind. Make a master list in your planner/organizer so you can refer to it daily. You're ready for the next step.

Organize your pantry and kitchen, by starting with any food you have stored in your kitchen cabinets, pantry, refrigerator, freezer or any other food storage area. Clean out your refrigerator and freezer, and throw out food that is bad or stale. Put remaining food back, grouping similar things wherever possible. Label and date all frozen food. You will be surprised to see so much food in your pantry that you don't use and you don't know how it got there!

Group packaged and canned goods into categories: staples, baking ingredients, vegetables, fruits, meats, sauces, beverages, etc. This may be a good time to add storage space to your cabinets and drawers.

Add shelving, inserts and dividers or baskets and the like. Get rid of kitchen tools you don't use. Replace them with ones that work well. Buy quality kitchen equipment and learn how to take care of it. A few excellent knives kept sharp are more useful than a drawer full of the other kind. This goes for good pots and pans, too. Get rid of containers you never use or containers that have lost the lids. After you pared down to the bare essentials, you can focus on the kitchen layout.

The preparation center is for cutting, and mixing ingredients. Lack of counter space is the most common problem. Store appliances that aren't used every day in cabinets or on shelves. Consider mounting items under cabinets, where they are out of the way. If you still lack space, you can buy a plastic cutting board to place over the sink or you can add an island or movable cart with a butcher-block top.

The cooking center includes the stove and nearby counter space. A triangular layout between preparation area, stove and refrigerator works best. If you can't arrange things in a triangle, then a rolling work cart may be the only solution. Place all your necessary items out on the counter before beginning to make a meal. This should save you some steps and spills along the way. Arrange your spices near where you cook and prepare your food. My favorite place is a drawer near the stove.

The serving center is best situated near where you actually sit down to eat. Your dishes, eating utensils and serving pieces should be nearby also. Just notice how far away your dishes and serving bowls are from where you serve. They should also be near the dishwasher for easy storage after you empty the dishwasher.

The cleanup center should be designated near one side of the sink. If you are making too many trips from the eating area to the kitchen during the cleaning process, you may have re-think how you have arranged your kitchen. Keep one side of a double sink or dishpan full of hot soapy water, ready to put dirty utensils in as you cook. This avoids clutter and the soaking makes them easier to clean later on. If you keep up the dishes, they will be less of a problem.

Advances in kitchen storage can save you steps and make the most of your space. If your cabinets don't have adjustable shelves, there are all kinds of racks, step shelves and slide out drawer units for deep cabinets and drawers. A step shelf along the back, a Lazy Susan or a slide-out unit might help. Baskets in cabinets are also a nice way to keep like items together. Door backs, walls or ceilings are possible storage components. A small space above a door might be used for cookbooks or other smaller items.

Members in the News

Rachel Sparks of Sparks Organizing Services was mentioned in the *Orange County Home Magazine*® March 2002 issue in an article titled, "Home Organizers For Hire."

On the front cover of the May 2002 issue of *Reader's Digest*® is the title "Clutter Free Stress Free." Our own Sheila G. McCurdy is mentioned a few times, beginning on page ninety-two, under the title "The Clutter-Stress Syndrome." You will recognize the names of a number of other NAPO members, though NAPO is never mentioned.

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Conference Quotes continued from page 3
more to do with how you feel about you than the amount you charge.'—Barbara Hemphill, *Competition—Handling the Issue Panel*
—Mary Anne Lessley, *Creative Organizing*

"We had a good laugh at ourselves at the last luncheon, when we all participated in "You Know You're an Organizer When..." What I learned: The most important part of conference for me is the networking. The camaraderie in our industry is fantastic. It keeps me motivated; I've made great friends; I've learned so much from my colleagues; and I have already received referrals from friends on the East Coast whom I've met at the last three conferences."
—Lisa Sarasohn, *Hire Order*

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President's Message continued from page 1
Kaytes' original idea for a community outreach program; twenty members volunteered their services to the LA Free Clinic, a \$13,000 donation on behalf of NAPO-LA. Finally, we explored the possibility of hiring administrative staff to relieve volunteer burnout, thereby reserving our own creative and productive energies for the projects that most deserve our attention.

Thank you, members, for your praise and support of this Board. Thank you, volunteers, for your countless hours of lugging, collecting, copying, planning, calling, writing, editing, and sharing. Your efforts are appreciated. Thank you, one and all, for your investment in NAPO-LA. As we rededicate ourselves to creating added value to our membership each year, our Chapter continues to grow.