

THE Legal Secretary®

February 2011



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THE Legal Secretary®

February 2011

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BROOKE ATHERTON
LSI PRESIDENT

Brooke Atherton is a member of Butte County LPA and currently serves as LSI's President. She has served her local association as Governor, Secretary, President and various other chairman positions. Brooke is the office manager/paralegal at her husband's law office in Paradise, California.

Education, Leadership, Mentoring

BY BROOKE ATHERTON, CCLS

San Fernando Valley LSA did an amazing job of hosting our Second Quarterly Conference (November 12-14, 2010), in North Hollywood, California. In addition to our six Legal Specialization Section seminars (Transactional, Probate/Estate Planning, Family Law, Law Office Administration, Civil Litigation and Criminal), we had an opportunity to get moving with Beatrice Ballance, certified Personal Fitness Trainer. Our minds and bodies were both well fed!

If you attended the November Quarterly Conference you may have noticed your Officers and Chairmen wearing blue or white **LSI Experience it!** buttons. Our Vice President, Sandra T. Jimenez, CCLS, encourages each of us to share the LSI experience and invite new members to our organization. What is the LSI experience? Each of us answers this question differently. Do you remember how you first heard about your local association? Do you recall the first meeting that you attended? Certainly, attending any conference is an educational experience on many different levels. Where else can you obtain literally hours of continuing education at little or no cost, meet up with old friends over toilet paper and plungers, or hob-nob with an Avatar, or Marilyn Monroe? The answer: An LSI Conference, and this is just six months into our fiscal year! Rumor has it that in February we will meet "Women Through The Ages." Togas are appropriate attire at the Friday Night Reception and at least one member of the Executive Committee has been searching online for just the right pair of shoes to go with her toga.

The **LSI Experience it!** membership contest ends January 31, 2011. It is vital that you submit your Per Capita Reports to our LSI Treasurer, Jennifer L. Page, CCLS so that it is received timely.

Our Eula Mae Jett Scholarship Program can be what your association needs to bring in new members. The deadline to submit applications to our LSI Scholarship Chairman, Diana Dempsey, CCLS, is April 1, 2011. We have money to give away and for those who are re-entering the work force or seeking a career change, a scholarship can be a very valuable asset. Applicants under Plan A or Plan B may not qualify for full membership to LSI, but most associations have Student or Associate memberships available. Our future paralegals and legal support staff can be found in the local high schools, community colleges, and trade schools. We need to invite them to share the LSI experience. As my local association's Scholarship Chairman, I submit press releases to several local newspapers, call local high schools and our community college, and invite myself to their campus to share information about LSI's Eula Mae Jett Scholarship Plan. I encourage you to do the same. Information and forms can be downloaded from the LSI website, www.lsi.org.

We cannot forget our existing members the lifeblood of LSI. Remember back to your first meeting and why you attended. Was it the speaker? Be sure to promote your upcoming events in your bulletins as far in advance as possible. Are you sending reminder notices or making reminder phone calls? This is extra work, but the pay off is priceless. Most of us need our continuing education credits for either the California Certified Legal Secretary or paralegal continuing education requirements. Your monthly meetings are a great resource to provide your members and guests with this valuable asset. If you are not sure of the correct procedures to provide MCLE approved programs, I encourage you to obtain a copy of our publication, *Guidelines for Prepa-*

ration of A Legal Educational Program, available from Corporate Office via our website. For more information, contact our Educational Program Coordinator, Doro Nesbitt, CCLS.

Our membership has dipped in recent years. I know we can bring our numbers up again. No one person can do this alone. LSI has fantastic programs to offer its members: our California Certified Legal Secretary (CCLS) certification program, our Legal Specialization Sections, and our publications are outstanding and well recognized in the legal community. Be proud of your membership in LSI and encourage others to **Experience it!**

Our February Quarterly Conference will be hosted by Southern Butte County LPA. This small but mighty group of ladies is working hard to give you a great LSI experience at the Gold Country Casino and Hotel in Oroville, California. Invite your friends to attend and encourage your members as well. There will be plenty of opportunities to attend the Legal Specialization Section seminars, meet with vendors, re-connect with your business professionals and see friends. The Official Notice will have information on the themes for various events at the February Quarterly Conference. You'll want to be sure to pack a toga for the Friday Night Reception. Saturday Night Banquet will honor women of the Renaissance era and Sunday Brunch will acknowledge the women of the American Revolution. **LS**

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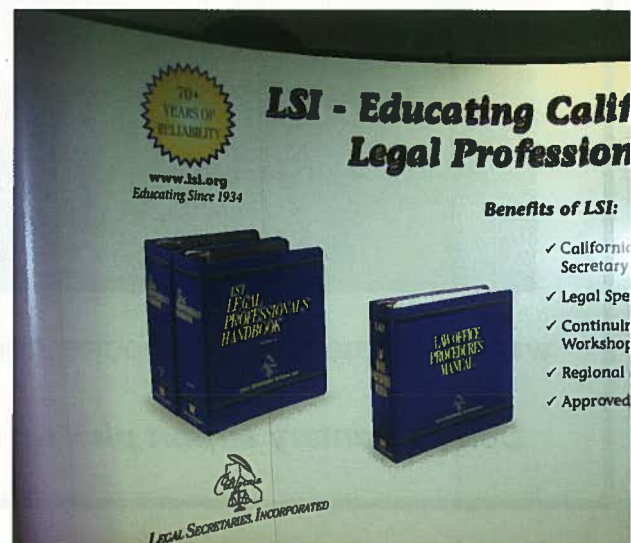
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RENEE GREIF

Renee Greif is a Specialist Reserve with the Los Angeles Police Department. Since being assigned to the Counter-Terrorism and Criminal Intelligence Bureau, Ms. Greif has been instrumental in the development and implementation of the iWATCH program. Queries about the program can be emailed to R6071@lapd.lacity.org.

iWATCH, iREPORT, iKEEP US SAFE (iWATCH)

Los Angeles Police Department's TERRORISM Suspicious Activity Reporting Program

BY RENEE GREIF—SUBMITTED BY LOS ANGELES LSA

IWATCH is a public education and reporting program developed by the LAPD, a 21st century version of *Neighborhood Watch*, designed to enable members of the public to help protect their communities by identifying and reporting suspicious behaviors and activities known to be used by terrorists or those providing material support to terrorists. Why is this of interest to a statewide Legal Secretary magazine? iWATCH has been developed not only for local use by the LAPD and the Los Angeles Joint Regional Intelligence Center, but also for any public safety agency that is looking to engage

its community in the fight against terrorism. All of the iWATCH marketing materials were created so that other agencies can easily modify the program for their specific needs. The Legal Secretaries Association can assist the LAPD in two very important ways. First, secretaries in Los Angeles can help the department increase awareness of the iWATCH program. For example, brochures and posters can easily be downloaded from the iWATCH website and posted in breakrooms and common areas. They can also be provided to your building's security or management company for distribution throughout the building. Second, secretaries outside of the city of Los Angeles can voice support for an iWATCH program in their city or town. The ultimate goal is a national program under the iWATCH umbrella that will be known by every-

one in the country as the community program to report suspicious behaviors and activities that may have a nexus to terrorism. The program specifically encourages community members to report suspicious behaviors and activities. People are discouraged from making reports based on a person's race, ethnic origin or religious affiliation.

iWATCH is an iconic logo that is easy to remember, and symbolizes by the use of the letter "i", that it is by and for the community. iWATCH, iREPORT, iKEEP US SAFE, using the red, white and blue colors of the United States,



engenders a feeling of personal empowerment to protect and take action in the fight against terrorism. It does not command people to act, but fosters the responsibility to act in partnership with local law enforcement. Learning more about suspicious activities and behaviors also decreases fear as people feel safer knowing there is something they can do to help keep our communities safe.

We all travel and it is often the tourists who see something in an area that is highly trafficked by a lot of people. Think mass transit, iconic landmarks, and tourist attractions. Additionally, who better to know if something seems out of sync than those members of a community that travel the same path to work or home on a daily basis? This is why local law enforcement is viewed as a key component in

the fight against terrorism. Local police officers know the community and the community knows the officers. Communication between the two in this age of community policing is as critical as communication between the public and federal agencies. In fact, an individual may be more likely to report something to their local officers than to contact someone in a federal agency.* In this day and age, it is crucial that if someone wants to report something suspicious, they know how to do it. Whether you are traveling or in your community, knowing there is an iWATCH program, with trained professionals ready to take your information, will alleviate confusion or non-reporting because of a lack of knowledge on how and where to report.

Despite law enforcement efforts to identify and disrupt terrorist activities, the planning and attempts to create chaos continues. In England, Dhiren Barot is serving a life sentence for planning a series of bomb attacks on the New York Stock Exchange, the World Bank and landmark London hotels as part of a plot to create what prosecutors described as a "memorable black day" of terror. Barot, a former airline ticket clerk, pled guilty to conspiring to commit mass murder on both sides of the Atlantic. In May 2010, an observant street vendor stopped an attempted car bomb attack in New York's Time Square when he reported to a police officer that he saw smoke coming from an SUV. These examples of attempts to plan and carry out terrorist attacks underscore the importance of the iWATCH program. It educates the public on the types of suspicious behaviors and activities they might see and report. It is not just about the moment in time when an active plot is taking place. It includes learning about the various ways that individuals provide material support for terrorism by committing crimes to fund terrorist plots, or involvement in activities that take place before an attack. For instance, surveillance, creating fraudulent documents, purchasing supplies or gathering information on potential target locations.

If your city or law enforcement agency wants to know more about the iWATCH program and how it can be adapted for an agency's local use, the LAPD is available to help. The iWATCH marketing materials are available for download, and the LAPD will provide information on setting up an internal reporting structure. The program has been unanimously adopted by the country's Major City Chiefs Association as a critical and timely initiative, and the association actively supports the implementation of the national adoption of the iWATCH program.

So how does the LAPD iWATCH program work? Online reporting and information on the types of behaviors and activities to watch for can be found on the iWATCH page on www-LAPDOnline.org or by going to www.iwatchla.org. Reporting within the city of Los Angeles is easy by calling 1-877-A-THREAT (1-877-284-7328) or filing a report on the iWATCH website. You can still call 911 if it is an emergency or a crime is occurring. All reports are kept confidential; every piece of information

adding to the department's enriched view of what is happening in Los Angeles and extending the LAPD's predictive capability of potential threats.

Please take a moment to look at the www.iwatchla.org website to learn more about iWATCH. The six minute community training film and the pamphlets on potential indicators of terrorist threats for your industry or profession, along with the list of suspicious activities and behaviors to watch for, will help you become a well-informed member of the iWATCH community.** Law enforcement needs the support of an alert community, and iWATCH needs you. **LS**

**iWATCH is not meant to supersede reporting to the FBI or other federal agencies but to provide an additional layer of support.*

***The viewer can also click on a flag to translate the website to the language they prefer.*

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The Little LSI Position With The Longest Name

LSI Liaison To The Law Practice Management And Technology Section Of The State Bar Of California

BY HEATHER EDWARDS — LIAISON TO THE LPMT OF THE STATE BAR OF CALIFORNIA

I have been fortunate to serve as your LSI Liaison to the Law Practice Management and Technology (LPMT) Section of The State Bar of California for the past two years, but did you know that this little LSI position with the very long name will celebrate thirty years in 2011?

The LPMT Section of The State Bar of California is one of sixteen sections of The State Bar. This section was established in 1979 and its mission is to help attorneys run their law practices more efficiently. The Liaison to the LPMT Section was established in 1981 during the term of LSI Past President, Joan M. Moore, PLS, CCLS. President Moore served

attending the State Bar Annual Meeting, and serving on *The Bottom Line* Committee.

The Bottom Line Committee consists of 8 members and is responsible for putting together 6 issues per year. As a member of this committee, I manage one issue per fiscal year. We obtain approximately five to six interesting articles related to the practice of law and one article to serve as the MCLE article. The MCLE article appears on the cover and there are 20 true false questions to take and submit. To take the MCLE test is free for members of the LPMT section and \$20 if not a member.

You do not have to be an attorney to join the

"You do not have to be an attorney to join the LPMT Section of The State Bar and there are many benefits in becoming a member."

as LSI's first Special Advisor (Liaison) to the LPMT and this position has continued for almost thirty years. The position has been held primarily by LSI past presidents.

The Law Practice Management & Technology is the only section of the State Bar of California exclusively devoted to the practical aspects of starting, growing, and prospering in a law practice. The section does this by providing exclusive access to time-proven methods and the latest innovations in law office administration, financial management, legal ethics and time management, among numerous other subjects. The section offers advice on how to market a law practice, the latest office systems and procedures and law office technology.

As the Liaison to the LPMT Section of the State Bar of California, it is my responsibility to represent LSI in an advisory capacity. The LPMT Executive Committee consists of attorneys, paralegals, legal secretaries, and other members of the legal community. My responsibilities include attending all monthly LPMT Executive Committee meetings,

LPMT Section of The State Bar and there are many benefits in becoming a member that would benefit you as a legal professional. Enrollment is only \$75 for both attorneys and non-attorneys (associate) members.

As a member, you receive a subscription to *The Bottom Line* bi-monthly newsletter, subscription to Law Technology News, discounts for Legal Tech Conference, discounts for Glasser Legal Works Conference, special discounts and offers from leading legal software and hardware vendors, share and exchange ideas on law practice management with other members, participate in one of the largest California State Bar Sections, and free CLE in *The Bottom Line*. A membership application is in this issue of *The Legal Secretary*.

It has been a pleasure serving LSI for the past 2.5 years as your Liaison to the Law Practice Management Technology Section of The State Bar of California. The little LSI position with the longest name!

LS



HEATHER EDWARDS

Heather Edwards is a member of the San Fernando Valley Legal Secretaries Association serving as its President from 1996-1998 and 1999-2000. She has served LSI as its Probate Legal Specialization Section Leader, Legal Specialization Sections Coordinator, Director of Public Relations, and currently as the Liaison to the Law Practice Management Technology Section of The State Bar of California.



MICHELLE RODGERS

Michelle Rodgers is the Chairman of the CCLS Certifying Board. She is a legal assistant with Stern, Van Vleck & McCarron, LLP. Michelle has been a legal secretary for 22 years, earned her CCLS in 2001, and holds a paralegal certificate as well. She is a member and current president of Capitol City Legal Professionals Association. Michelle can be reached at mrogers@lawpolicy.com.



KATHY NELSON

Kathy Nelson is the California Certified Legal Secretary Chairman for Legal Secretaries, Incorporated. She has been employed by the law firm of Harris, Sanford & Hamman in Gridley as a paralegal/bookkeeper for 13 years. She is a member of Butte County Legal Professionals Association where she has served as treasurer, secretary, and vice-president. Kathy can be reached at Kathy@sacvalleylaw.com.

Who's Who In CCLS

BY MICHELLE RODGERS, CCLS AND KATHY NELSON, CCLS
CHAIRMAN OF THE CCLS CERTIFYING BOARD AND CCLS CHAIRMAN

There is often confusion about who is who when it comes to CCLS within Legal Secretaries, Incorporated. This article is written to help clarify the matter.

CCLS: CCLS stands for California Certified Legal Secretary. I bet you already knew that. There are currently 258 active CCLSs and 88 retired CCLSs.

CCLS CERTIFYING BOARD: The CCLS Certifying Board is an autonomous board established by Legal Secretaries, Incorporated, a California nonprofit mutual benefit corporation ("LSI") to develop, implement, and administer the CCLS program. The CCLS Certifying Board consists of seven members, five of whom shall be members of LSI who have been certified as CCLSs and two of whom shall be attorneys and/or educators. This also includes the recertification process. Each person who attains California Certified Legal Secretary ("CCLS") status shall complete required continuing education programs which present material that has significant practical content for legal support staff.

The CCLS Exam is given every year in March and in October (generally on the third Saturday) at locations in Northern California and Southern California. Any person who has a minimum of 2 years' full time experience as a legal secretary, or equivalent as approved by the Certifying Board, may apply to take the examination.

THE EXAMINATION COVERS: Ability to Communicate Effectively, California Legal Procedures, Skills, Legal Computations, Legal Terminology, Law Office Administration, and Reasoning and Ethics. The CCLS Certifying Board has adopted and utilizes books, manuals and other sources listed at www.lsi.org in determining the correct answers for the examination.

For more information about the CCLS program, visit www.lsi.org; under the "Programs" tab you will find "CCLS Certification." This is the first place you should go for up-to-date information about the CCLS program.

CCLS CHAIR: The CCLS Chair is appointed by the LSI President to promote and encourage participation in the CCLS Program, keep members informed of when applications to take the examination must be received and the requirements that must be met by applicants to be eligible to take the examination, and to furnish to members application forms to take the examination. The CCLS Chairman is also a member of the Continuing Education Council ("CEC"). The CEC is responsible for all sorts of educational programs and the publishing of all sorts of educational materials for LSI. Some of the materials that the CEC publishes are the CCLS Mock Exam and the CCLS Study Kit.

QUESTIONS AND ANSWERS: Some common questions that the CCLS Chair and/or the CCLS Certifying Board receive are listed below with answers.

1. How do I apply to take the exam?

ANSWER: First, you should visit www.lsi.org to obtain the information. All applications are processed through the CCLS Certifying Board, including the test fees.

2. How do I find a study group?

ANSWER: Study groups are listed on LSI's website, www.lsi.org. If you have any questions, contact the CCLS Chair with your inquiry.

3. I am currently a CCLS and I am moving out of California. Who do I contact to inquire about

...Continues on page 33

Volunteering - I'm Just A Girl Who Can't Say No

DENISE MCNEIL — SUBMITTED BY SAN MATEO COUNTY LSA

At our last meeting we were told to "get those articles in" to LSI by December. Article? You mean anyone can submit one? Hmm... What could I possibly write about, I wondered. So I decided to write about one of my favorite activities, and the reason I am now serving as the Recording Secretary of our Association. Volunteering.

"By becoming a member, I knew that I would be getting lots of benefits, but what could I possibly give back?"

According to Wikipedia, volunteering is the practice of people working on behalf of others or a particular cause without payment for their time and services. Volunteering is generally considered an altruistic activity, intended to promote good or improve human quality of life, but people also volunteer for their own skill development, to meet others, to make contacts for possible employment, to have fun. Bingo!

Life throws curve balls at you, and you better be ready to move. So there I was, at 52 and looking for a new job. By chance, a good friend told me of a law firm looking for a secretary. "What?" I said, "I'm not a legal secretary!" "They will train the right person," she said, "send your resume, give it a chance." So I sent it and had my interview and was hired. Uh oh, I'm thinking. Overwhelmed, a tad shaken, but thankful for my two terrific bosses, who, as estate planning attorneys, were extremely patient and ever so helpful, and not litigators! (I did not really understand until I had my class on litigation and calendaring.) I needed more training, and right there in the "San Mateo County Bar Association newsletter, the *Hear-Say*," was an ad for a legal secretary class being offered by San Mateo County Legal Secretaries Association. I could get

training, my own Legal Secretary Handbook, and a one year membership. So I became a member, and all I can say is what a great group of women I have met. At my first meeting I was warmly welcomed, had a delicious meal, and was even invited to be a "model" for the annual vendor night.

By becoming a member, I knew that I would be getting lots of benefits, but what could I pos-

sibly give back? I knew that in order to make my experience more rewarding, I was going to need to get involved, offer my time, and just jump in where needed. And jump I did. Thank goodness for the strength of the members to catch me as I stumbled along, their willingness to guide me as I learned the workings of this association. With their encouragement and faith in me, I was given the opportunity to serve as the Parliamentarian and was elected as the Recording Secretary.

By giving our time, our knowledge, and friendship, everybody wins. By sharing our stories and experiences, we understand our jobs and even our bosses better. We are not alone. And this is a comforting thought. Our association is such a bountiful resource of knowledge. One just has to tap into it and see the response.

When I am thanked for my time and effort in one of my latest volunteering endeavors, one thought always comes to mind: "Thank you for the opportunity." **LS**



DENISE MCNEIL

Denise McNeil is the Recording Secretary for San Mateo County Legal Secretaries Association. She currently works with Helen Baumann and Mary Ann Hurlimann, estate planning attorneys from the Law Firm of Baumann & Hurlimann in Redwood City.



RON BODENMANN

Ron Bodenmann has more than 17 years of experience managing and providing litigation support services.

Ron cut his teeth in the litigation document industry in San Francisco experiencing the birth of scanning and electronic discovery.

Formerly the owner and president of a leading document solutions company, he joined Capitol Digital in February of 2010 to help Capitol Digital stay on the front line of technology. As a certified Summation and Concordance trainer, Ron also heads up Capitol's training department teaching several classes on efficient document management and database software. Ron can be reached at ron@capitol-digital.com.

Protect Your Computer Against Keyloggers

BY RON BODENMANN— SUBMITTED BY SACRAMENTO LSA

WHAT IS A KEYLOGGER?

A keylogger is a computer program that logs each keystroke a user types on a keyboard and saves this data into a file or transfers it via the Internet to a predetermined remote host. It also can capture screenshots of user activity, log passwords, record online chat conversations or take different actions in order to find out what a user is doing. A keylogger poses the most dangerous threat to user privacy.

WAYS OF INFECTION

Keyloggers differ from regular computer viruses. They do not spread by themselves and usually must be installed as any other software with or without user consent. There are two major ways unsolicited keystroke logging program can get into the system.

1. A legitimate keylogger can be manually installed by a system administrator or any other user who has sufficient privileges for the software installation. A hacker can break into the system and set up their own keylogger. In both cases a privacy threat gets installed without the monitored user's knowledge and consent.
2. Malicious keyloggers often are installed by other parasites like viruses, trojans, backdoors or even spyware. They get into the system without user knowledge and affect everybody who uses a compromised computer. Such keyloggers do not have any uninstall functions and can be controlled only by their authors or attackers.


CONSEQUENCES OF A KEYLOGGER INFECTION

Nearly all keyloggers are very difficult to detect. They can violate user privacy for months and even years until the user will notice them.

During all this time a regular keylogger is able to find out everything about the user. Someone who controls a keylogger gets priceless information including the monitored user's passwords, login names, credit card numbers, exact bank account details, contacts, interests, web browsing habits, and much more. All this information can be used to steal victim's valuable personal documents, money, use his name, address, and other identity data for criminal offenses.

HOW TO REMOVE A KEYLOGGER

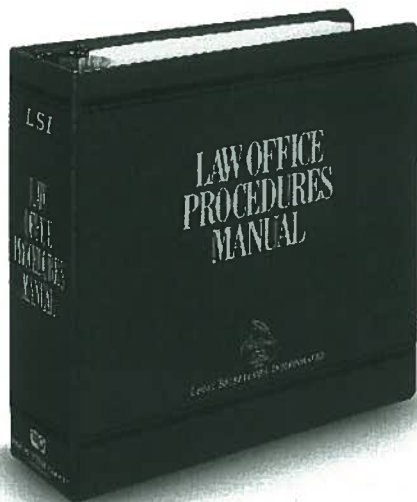
Most keyloggers work in the same manner as the computer viruses and therefore can be found and removed with the help of effective antivirus products like Symantec Norton AntiVirus, Kaspersky Anti-Virus, McAfee VirusScan, eTrust EZ Antivirus, Panda Titanium Antivirus, and AVG Anti-Virus. Some advanced spyware removers, which are able to scan the system in a similar way antivirus software does and have extensive parasite signature databases can also detect and remove keyloggers and related components. Powerful anti-spyware solutions such as Microsoft AntiSpyware Beta, Spyware Doctor, Ad-Aware SE, SpyHunter, eTrust PestPatrol or Spybot - Search & Destroy are well-known for perfect keylogger detection and removal capabilities.

In some cases even an antivirus or spyware remover can fail to get rid of a particular keylogger. That is why there are Internet resources such as 2-Spyware.com, which provide manual malware removal instructions. These instructions allow the user to manually delete all the files, directories, registry entries and other objects that belong to a parasite. However, manual removal requires fair system knowledge and therefore can be a quite difficult and tedious task for novices. 

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EDITOR LAW OFFICE
PROCEDURES MANUAL

What Is The PRC? What Is A LOPM And LPH?

BY BY LUGENE BORBA, CCLS, MARIA BISHOP, CCLS, ANN BOCCIA ROSADO, CCLS
SUBMITTED BY EDITOR-IN-CHIEF, EDITOR LEGAL PROFESSIONALS HANDBOOK,
EDITOR LAW OFFICE PROCEDURES MANUAL

If you are new to LSI, you probably have noticed that LSI's members like to use lots of acronyms. You probably scratch your head and wonder what everyone is talking about. Well, we would like to tell you about some of those acronyms and introduce you to the Publications Revision Committee.

PRC

PRC is the acronym for Publications Revision Committee. The PRC is a committee of eight LSI members consisting of an Editor-in-Chief (EIC), Editor of the *LSI Legal Professional's Handbook*, Editor of the *Law Office Procedures Manual*, and five Assistant Editors. The members of the PRC are appointed by the LSI President and approved by the Executive Committee, and serve a three-year term.

"The hard work of the PRC in maintaining these two publications has served to enhance the image of LSI."

The main responsibility of the PRC is to edit two important publications – the *Law Office Procedures Manual* (LOPM) and the *LSI Legal Professional's Handbook* (LPH). These books are currently published by The Rutter Group for LSI, which is a division of West, a Thomson Reuters business.

The PRC meets at each Quarterly Conference of the Board of Governors of LSI and yearly at the Annual Conference. They also meet, as needed, at least one other time during the year. Each member of the PRC (Assistant Editor) is assigned chapters from each publication to review and edit. Each chapter is also routinely reviewed by an attorney or paralegal specializing in that chapter's particular area of law. Every code, rule, citation and form is checked. After each Assistant Editor reviews his/her assigned chapters, they then go

through two additional Assistant Editors for an additional review before it goes to the Editor of that Publication. The Editors of the LOPM and LPH then make a final review of each chapter, prepare it for publication, and then send it to the Editor-In-Chief (EIC). The EIC then gives each chapter one more review, makes sure it is in the proper format for the publisher and then ships it off to the publisher for printing and distribution.

The PRC first came into existence during the presidency of Diana E. Estabrook, PLS, CCLS, in 1985, when editing of the LPH went from a handbook edited by one person to a team concept used today. The twelfth edition of the LPH was edited by this first team and first supplemented in 1986 and yearly thereafter.

LPH

The LPH was first published in 1940 by Parker and Baird, and later its successor Parker & Son Publications, Inc. and was formerly the *Legal Secretary's Handbook*. The first seven editions were edited by Inez Ingram, the eighth through eleventh editions were edited by Patricia S. Brady (Beverly Hills LSA) with help on the eleventh edition by Marian R. Freeman (Stockton-San Joaquin Co. LSA.) By May 1942, there were approximately 1,500 Handbooks in use, relied upon not only by legal secretaries but by members of the legal profession. In September 1948, the University of Southern California began its administrative course for legal secretaries and the *Legal Secretary's Handbook* (California) was chosen as its text. In 1997, the Board of Governors voted to change the name of the publication to *LSI Legal Profession-*

al's Handbook. The title was selected through a contest won by Diane Madison-Jones of Northern San Diego County LSA.

The LPH is currently published by The Rutter Group. It is updated yearly and consists of 23 separate chapters covering various areas of law. The LPH gives you step-by-step instructions and deadlines on what to do and how to do it.

LOPM

The LOPM was first published in 1979 and was formerly the Legal Secretary's Resource. The name of the manual was changed to its current name in 1992 when LSI changed publishers to The Rutter Group. Rutter suggested changing the name of the publication in order to win a broader based subscribers list.

The LOPM consists of 15 chapters covering various areas of law plus a Glossary of legal terms. The LOPM is a teaching tool to be used as a companion to the LPH and is used in CCLS

(California Certified Legal Secretary) study groups, by local LSI Associations in their educational workshops, and used by many colleges and universities in their training classes. LSI also provides an Instructor's Guide to use with the LOPM, and the Guide is also updated to keep it current with the changes made in the LOPM. The Instructor's Guides are updated as needed by the Continuing Education Council (CEC).

The hard work of the PRC in maintaining these two publications has served to enhance the image of Legal Secretaries, Incorporated. In addition, these publications have produced revenue in excess of \$1,000,000 which has enabled LSI to keep its dues at a minimum and to participate in many varied and worthwhile programs. **LS**



LEGAL SECRETARIES, INCORPORATED CALIFORNIA CERTIFIED LEGAL SECRETARY WORKSHOP REGISTRATION FORM

"Pass That Exam!"

Third Quarterly Conference, February 25-27, 2011

Gold Country Casino & Hotel, Oroville, CA

Friday, February 25, 2011, 5:00 p.m. – 6:30 p.m.

Speaker: Kathy Nelson, CCLS

Guest Appearance by: Michelle Rodgers, CCLS

Cost: \$5.00 for LSI members/\$10.00 for non LSI members

This workshop will include last minute tips for taking the CCLS exam and mini mocks covering each of the exam sections. A question and answer session with Michelle Rodgers, CCLS (Chairman of the CCLS Certifying Board) will be held at the conclusion of the workshop. NOTE: Michelle cannot answer questions regarding contents of the exam; however, she can answer general and procedural questions.

REGISTRATION DEADLINE: February 18, 2011

Name: _____ Email: _____

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Please make check payable to LSI. Mail registration to Kathy Nelson, CCLS, 5 Bencairne Drive, Oroville, CA 95966 and email registration to: Kathy@sacvalleylaw.com



DARIO DE GHETALDI

Dario de Ghetaldi is a partner at the law firm of Corey, Luzaich, Pliska, de Ghetaldi & Nastari, LLP in Millbrae, California. Dario's practice concentrates in civil litigation and appeals with extensive experience in class action, securities, elder abuse, and consumer fraud cases. He often serves as a court appointed arbitrator for cases in the San Mateo County Superior Court. Since 1988, Dario has taught Introduction to Law as an adjunct professor for Cañada College.

First Impressions

BY DARIO DE GHETALDI (ONE OF "THEM")—SUBMITTED BY SAN MATEO COUNTY LSA

The lawyers, I mean. Where did all the lawyers come from?

Once upon a time in the Old West, a young lawyer moved into town and hung up his shingle. He was the only lawyer in town and thought he could do pretty well. After a year, though, he was almost broke and was about to give up and move back home to live with his parents. He only had one "client" – a washerwoman who did his laundry in exchange for getting her husband out of jail every Sunday morning after he slept off his weekly visit to the saloon. Then one day another lawyer moved into town. The young lawyer almost packed up and left but decided to stick it out. It's a good thing he did, too, because in just two short years of hard work the two lawyers owned half the town.

Yes, they are all over the place now. They infest everything. If you are reading this, you probably work for one.¹ Maybe you are one. What did we do to deserve them? I'll tell you.

Every country has their own story about where their lawyers came from. Being among the English speaking people of the world, we can blame the English.

Now, the English started off with the right idea. After the Romans left England to go back to Italy in 407, they took all of the lawyers with them.² Then for almost 900 years, there were no lawyers in England, not even back when some of the English were French.³

So imagine what going to court in England would be like with no lawyers around. Great, right? Not! Everything the judges wrote was in Latin. They demanded that all of the papers that were filed had to be written in Latin. A lot of the time the judges only spoke French. So, as Mick Jagger sang, what's a poor boy to do?⁴

Then came the Crusades. You go off to your Holy War and you get sued. What are you to do? Schlep back to London from Jerusalem or

Constantinople or Acre or wherever to try to explain why you don't owe your neighbor 50 pigs in exchange for his 100 sheep, most of which were half dead anyway when he delivered them? Hardly.

These are the sort of problems that caused fits of progressive thinking to occur in what passed for brains of the judges in England in the 12th and early 13th centuries.⁵ In the 12th century, English judges took pity on the parties and finally allowed them to hire someone who had actually learned Latin to write all of the complicated papers they had to file in court. Then in the 13th century, courts began allowing certain people to act as agents with the power to make binding agreements on behalf of others, and then began letting certain people come to court and speak for others. These last people were sometimes called "responsalis" which is, of course, one of those Latin words, and sometimes called "narrator" or "pleader."⁶

Things really started to get very ("tres") modern in 1292 when Edward I directed the Court of Common Pleas to choose a group of "attorneys and learners" who would have the exclusive right to appear in court and engage in legal business. The creation of this "legal monopoly" was when the legal profession was officially born in England.⁷

Not only did Edward I give us lawyers, he gave us a particular and peculiarly English brand of lawyers. By 1292, the most exciting thing going in the legal profession on the continent of Europe was the study of some really old Roman law books that a crusader had dug up somewhere in the Middle East, the Corpus Juris Civilis, a comprehensive compendium of Roman law that had been assembled at the direction of the Emperor Justinian back in the 6th century. So while all of the law students on the Continent were going to univer-

...Continues on page 33

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Complete and mail with your check made payable to LSI, for \$20 for each section, or a total fee of \$75 per year to join all SIX sections simultaneously if an LSI Member, or \$40 for each section or a total fee of \$150 per year to join all sections simultaneously if joining as a non-LSI member.

Mail to: **LESLIE AMES, CCLS, Legal Specialization Coordinator,**
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JUDITH WILLIAMS

Judith Williams is an Independent Paralegal, aka Legal Document Assistant, who has been in business for herself for over 28 years.

She has been a member with her association since 1989, held the office of President and Governor several times, and Chaired three conferences.

Women Thru The Ages

BY JUDITH WILLIAMS—CONFERENCE CHAIR

Southern Butte County LPA is extremely excited to host our third conference in the last nine years.

Our extremely successful quarterly conference in 2002 brought out the Old West in many of us when Butte County's DA and some of his "boys" displayed their cowboyish prowess in a staged shoot-out which pre-empted the dance hall girls who entertained everyone at the Saturday night banquet. It was great fun and the memories were captured in the photos taken by our expert photographer.

When February 2006 rolled around, "Dorothy and the Wizard of Oz" walked on the scene to another successful weekend with the rainbow of multi-colored balloons at this quarterly conference while our busy workers ran around in our blue aprons and red shoes doing our best to accommodate everyone.

Now that February 2011 is just around the corner, our Association, once again, welcomes everyone to journey into the past where we ramp up the fun by stepping back in time to experience just how important and wonderful women were in Ancient Rome at the Friday Night Reception, leading into the Medieval Renaissance all day Saturday thru to the exciting banquet feast while reveling in period entertainment, and culminating the weekend by honoring women from the American Revolution. We encourage our conference guests to dress in period garb, and those who dare, will thus be judged on their finest wares that night with a vast reward in coin!

Our location may be "remote," but we are going to make it worth your while with affordable accommodations at \$89 per night and a scrip ticket which beckons your attendance at \$106. This fabulous location is Butte County's outstanding Gold Country Casino &

Hotel featuring a four star steakhouse restaurant, Espresso Bar, luxurious rooms - 53 with Jacuzzis, Free WIFI, exciting entertainment at the tables and slots, not to mention a modern 24-lane bowling alley with a snack bar next door, free parking and of course, Valet service.

For those who want to wander "off campus" to visit the sites, the famous Lake Oroville Dam is two miles away. Downtown Oroville has marvelous Historical Victorian homes, museums, the Feather River salmon fish hatchery, two 18-hole public golf courses, movie theatre, a myriad of local artisan shops, and numerous restaurants.

Along with the presentation of superior LSS legal classes in various locations in the hotel will be a large assortment of local vendors located in the Showroom area, many of which will be offering unusual wares to remember your stay in this area.

To arrive at our lovely location from the Sacramento area or airport, you will travel approximately one and a half hours, and from Chico airport, about 30 minutes.

In sum, if you were not able to attend either one of our previous hosted conferences, you won't want to miss this February as this one will be the best yet! And if you have visited us in the past to enjoy our area and our association's hospitality, we look forward to welcoming you back and sharing our enthusiasm to educate and entertain you.

So please don't let the fact we are off the beaten' track keep you from coming to the Gold Country Casino & Hotel to have an outstanding and rewarding weekend.

See you there !! You'll be glad you did. **LS**

LEGAL SPECIALIZATION SECTION WORKSHOPS**3rd Quarterly Conference – February 2011 – Gold Country Casino & Hotel, Oroville –****Host: Southern Butte Co. LPA****REGISTRATION FORM - DEADLINE IS MONDAY, February 21, 2011**Registration **MUST** be **RECEIVED** by each Section Leader **on or before the deadline.****Please make advance reservations so materials may be prepared. Please check appropriate boxes below.**Mail, Fax or E-Mail a copy of this form to **each** corresponding Section Leader.

Send a self-addressed, stamped envelope if you wish confirmation of your reservation.

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Handout Only: \$15.00**Friday, February 25, 2011 -- 7:30 p.m. to 9:00 p.m.****CIVIL LITIGATION / LAW OFFICE ADMINISTRATION:**Topic: **Ethics**

Speaker: Judge Robert Glusman

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 (H) 714-670-0210 (F) 714-670-0285
 Email: daguilar57@att.net
Saturday, February 26, 2011 — 10:30 a.m. to 12:00 p.m.**FAMILY LAW:**Topic: **Intriguing Community Property Pitfalls for the Unwary**

Speaker: Les Hait, Esq., Family Law Specialist

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 2368 Lincoln Street, Suite A, Oroville, CA 95966
 (O) 530-534-8973 (F) 530-534-6551
 Email: pwplgl2@yahoo.com
TRANSACTIONAL LAW:Topic: **Real Estate Transactions**

Speaker: Sara Knowles, Esq.

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 (W) 858-410-8951 (C) 619-261-9323 (F) 858-410-8928
 Email: bowens0913@aol.com
Saturday, February 26, 2011 — 4:00 p.m. to 5:30 p.m.**PROBATE/ESTATE PLANNING:**Topic: **Proper Financial Planning – Peace of Mind v. Probate**

Speaker: Jory Wolf and Chris Dorazio, Modern Wealth

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CRIMINAL LAW:Topic: **TBA**

Speaker: TBA

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BY MICHAL PRAGER — SUBMITTED BY SAN FERNANDO VALLEY LSA



MICHAL PRAGER

I can remember as far back as March 2004 when I took the exam to become a California Certified Legal Secretary ("CCLS") for the first time. It was being given at the State Bar Office in Riverside, California. Before the exam began, I was looking at the bulletin board of announcements. I remember seeing something about the State Bar and substance abuse. I don't remember what the notice said, but I knew I was interested. Once the exam commenced, I promptly forgot about this notice, but rather was fully focused on doing well in the hopes of passing the exam. Though I didn't pass it on that first try (I did pass four of the seven sections), I did pass when I took the remaining sections in October 2004. How excited I was when I received a letter - actually several letters - of congratulation in the mail in early November 2004. It was official: I was now a CCLS!

As a result of passing the CCLS exam, I began attending LSI Conferences. One such conference took place in November 2008 at the Mission Inn in Riverside. I attended the banquet at that Conference. There was a retired judge who spoke at the banquet, and I listened intently to what he had to say. His message was profound. He said that each of us should find something we were passionate about and devote our time and energy to that passion.

Without even thinking about it, when the judge was done speaking and the Banquet festivities were over, I approached the podium to speak with him. I introduced myself and told him that I was in recovery from the effects of other people's alcoholism and drug addiction. (See my article published in the February 2007 Issue of The Legal Secretary Magazine entitled "How I Became A Legal Secretary" which sets forth my near - death experience of being hit

head-on at 60 miles an hour by a man driving "under the influence"), and would love nothing more than to combine my standing as a CCLS with my experience in recovery. The judge wrote down a name and said "Call this man!"

Shortly after returning to work a week or two following the conference, I called James Heiting, the attorney whose name the judge had given me. I introduced myself, told him a little about who I was and my history with being affected by another person's addiction, and explained to him how I had gotten his name. During that phone call, Mr. Heiting asked if I would be interested in presenting with him at an MCLE event in Riverside on January 24, 2009 - just two months away. I was very excited and said yes, I would absolutely love to. We scheduled a telephone conference for Friday, January 23, so Mr. Heiting could tell me about the presentation and my participation in it. I couldn't believe I was actually going to have an opportunity to do something that really meant something to me, something I had thought about since March 2004!

I left the San Fernando Valley Friday night with plans to stay overnight at a hotel in Riverside. I was nervous and excited all at the same time, and felt it would be best if I didn't have far to drive the day of the event. The morning of January 24, I woke up early and went for a walk to get myself focused, centered, and most of all, calmed down from the excitement. Though I got a little lost on my way to the event, I did arrive on time for the presentation. (Since we had never met, I told Mr. Heiting what I would be wearing so he would recognize me.)

Mr. Heiting spoke, then another colleague of his spoke, and then it was my turn. I had been sitting in the audience during the first

...Continues on page 35

Michal Prager has worked in the legal field as a legal secretary - primarily in litigation - since May 1976. As of October 31, 2004, Michal passed the CCLS (California Certified Legal Secretary) exam.

Michal has been employed at Lewis Brisbois Bisgaard & Smith LLP in their Los Angeles office since March 2002, currently working with three employment law attorneys. Michal belongs to the San Fernando Valley Legal Secretaries Association and lives in Reseda. She can be contacted by e-mail at prager@lbbslaw.com.



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MAY S. CHIN

May S. Chin is a member of Los Angeles LSA, a past LSI Historian (2000-2002), and a litigation secretary at Gibson, Dunn & Crutcher LLP in downtown L.A. She has a B.S. degree in Business Administration from Cal State Los Angeles, and a paralegal certificate from University of Maryland University College.

On The Road With E-Directions

BY MAY S. CHIN, CCLS—SUBMITTED BY LOS ANGELES LSA

Getting driving directions from the Internet is absolute heaven. Enter your starting and ending points, click on "Get Directions," and bing. Exactly what you need, no more and no less. No more wrestling with klutzy multi-folded road maps. No need to fear being unfamiliar with a distant city. Print the directions out, and you're ready to hit the road to anywhere.

Well, almost.

In our current Wild Wired World, following these directions still ultimately comes down to the person behind the steering wheel. In any circumstance you've got to have the directions, preferably at hand when you're rolling down the highway. Behind every business traveler today is a responsible assistant who makes sure the traveler has a printed copy of any needed directions before a trip. But those printouts become useless if the traveler then leaves them in the office. Or at home. Or in the briefcase which is in the car trunk or back seat, or even within reach on the front seat.

While multi-tasking at the wheel is nothing new, rooting through one's bag while still watching the road doesn't seem to fall into that category. Instead, the traveler calls his assistant on his cell phone when he's near his destination. Then the assistant has to get the directions and guide him the rest of the way, turn by turn.

Even if the traveler has the directions at hand, he must be able to follow them. A businessman flew to another city, then drove to several different places for meetings. His assistant armed him with printed directions for each step of the way: Airport to Point A, Point A to Point B, and so on. Later he called her from the rental car, saying the directions didn't seem right. Being wise as well as responsible, the assistant had kept a copy of everything she gave him. With her help the

businessman determined that while he was driving from Point A to Point B, he was looking at the directions from Point B to Point C.

After discovering the limits of hard copy, I learned to e-mail directions as well. Travelers can then access them on their cell phones or Blackberries. This is a great backup, not to mention convenient if something new or unexpected comes up during the trip.

However, here technology still has its limits. Blackberries and cell phones can be forgotten. Batteries can run down. Network service can be spotty in some areas. In any of these scenarios, e-mailed directions can become as useless as their forgotten or tucked-away print counterparts.

As a responsible assistant myself, I've routinely covered both bases by providing driving directions in both print and e-mail format. Still, a traveler on my watch got stuck once when I forgot to give him printed directions, and his cell phone was on the blink. That time he had to contact me from the airport using a land-based method of communication known as a pay phone, and write down the information I gave him with time-tested reliable pen and paper.

With laptop computers and airport Wi-Fi connections and now smart phones, 21st-century travelers have mobile Internet access that would have been unimaginable only a generation ago. But now I have visions of a tech-savvy traveler, not slowed for a nanosecond by a forgotten Blackberry or a dead cell phone battery, seamlessly accessing Mapquest from his laptop in the airport shuttle bus to the rental car agency. If this is ever you, please take a moment to jot the driving directions on paper before you get on the road. Don't think we won't figure out the truth if it happens: you got that traffic ticket because you were trying to read the directions on your laptop screen when the police officer busted you. **LS**

LSI will be exhibiting at the following meetings in

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January 22, 2011 - Changes in the Law - Bay
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April 9, 2011 - 45th Annual Seminar - Bay
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EFOLI EKOT

Efoli Ekot is a Public Administrator and Personal Assistant with over nine years experience.

He began his secretarial career with a law firm but currently works as PA to the Group Deputy Managing Director of a leading bank in Africa. He is a prolific writer, qualified Legal Secretary and Legal PA as well as Certified Secretary and Reporter. He is currently studying to qualify as a Chartered Secretary and Administrator. Efoli is a dedicated Member of the Institute of Legal Secretaries and PAs.

The Distinguished Profession

BY EFOLI EKOT—SUBMITTED BY SAN DIEGO LSA

The word "Secretary" is derived from the Latin word *secrenere* meaning "to distinguish" or "to set apart" and the passive participle (*secretum*) meaning "having been set apart," with the eventual connotation of something private or confidential. Therefore, a *Secretarius* was a person overseeing business confidentially, usually for a powerful individual (a King, Pope, etc).

The secretarial profession is one of the oldest professions that ever existed, though we cannot tell the precise date the profession came into existence. History has it that it predates 1868, being the year Christopher Latham Sholes, a U.S. mechanical engineer, invented the first practical modern typewriter, and that for centuries the profession was dominated by educated, economically lower-class males, until 1873, when young women were employed into the profession to demonstrate the typewriting machines produced by E. Remington and Sons. This demonstration brought about the eventual takeover of the profession and consequent association with females.

Epochal transformations in the profession began in the 1950s when it (or "Business Education" as it was then called) migrated into colleges and universities, a development which brought about sweeping changes in technologies in the business world and now E-commerce, which has caused a move-away from traditional secretarial skills to office automation and ICT, accounting programs, court reporting programs, paralegal training, administrative training, legal (secretarial) programs and medical (secretarial) programs, etc.

There are various professional bodies in existence today, some of which are self-restricting. However, Legal Secretaries and Legal PAs are skillfully trained and can consequently fit into almost any organization since law, as it were, touches almost all aspects of human life. A Legal Secretary or Legal PA is

experienced in working for law firms or in-house legal departments, assists in giving administrative support to lawyers and is a significant member of a team of professionals who work together. They will have a sound knowledge of the law and deal with a wide range of challenging legal and business issues, combining their skills with modern technology. They will efficiently manage their bosses' time by scheduling appointments and managing conferences and travel arrangements. The best Legal Secretaries or Legal PAs have the ability to anticipate their employer's needs and take care of them before they are asked to do so. Usually, I consider these as the conceptual skills which distinguish the Legal Secretary or Legal PA from traditional Secretary; proficient in typing, filing, answering the telephone, attending to customers/clients, with a good command of English.

Secretaries generally are expected to possess excellent organizational and management skills, tact, diplomacy, discretion, good customer service and interpersonal skills, initiative, effective communication skills, ability to maintain confidentiality in sensitive matters and display excellent judgment. They must be intelligent, smart, versatile, loyal and dependable, and the ability to work independently is especially important for higher-level administrative positions.

The legal secretarial profession is indeed the distinguished profession in that all professions are regulated by law, and you are not just a Secretary or PA but a Legal Secretary or Legal PA - double honor! This accounts for why no government, institution, corporation or organization ever functions effectively without a Secretary. It accounts for why the first appointment almost all newly installed governments make is that of the Secretary. You know what? Out of the 44 Presidents the United States has produced, 25 were lawyers. This is not to say other disciplines are not as equally important,

but reveals how pivotal our chosen profession is and the enviable heights it can take us to, provided we remain collected and focused.

Undoubtedly, Legal Secretaries and Legal PAs are now key players in major corporations and organizations globally with enormous responsibilities. Consequently, the onus is on us to distinguish ourselves in our various organizations by discharging our duties creditably. We must stick to the rules and do things professionally. We must make ourselves a reference point, not just to preserve our jobs or gain promotions, but dignify our profession and noble institution. Let's thus be guided as we set our personal developmental goals.

What am I saying? I went to a law firm a few days ago to transact business on behalf of my boss, and upon arriving there I met the Managing Partner (MP) in a meeting with his staff. There I was seated in the MP's lounge waiting, when suddenly I heard the MP yell at one of the staff, "but you are qualified while she is not, so you should know better!" Immediately it dawned on me that when you say you are a professional in your chosen career, people see and view everything you do in that light. They expect you to exhibit certain characteristics and qualities worthy of a professional, hence my submission that wherever we are, and whatever we do, we must not just aim to keep our jobs and gain promotions in our various organizations, but protect the dignity of our profession and noble institution, for therein shall we have even greater recognition. If we can

distinguish ourselves as Legal Secretaries and Legal PAs to the admiration of all around us, we shall get to enviable heights we have never dreamt of because we are indeed the products of the distinguished profession.

See you at the top! **LS**

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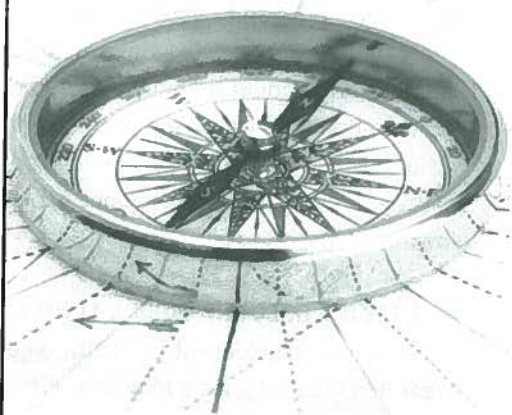
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BEATRICE BALLANCE

Beatrice Ballance has been working in the fitness industry for more than 20 years. As a Personal Fitness Trainer, she is certified with the American Council on Exercise, Aerobics and Fitness Association of America, American Red Cross, CPR. She is also a Certified Nutritionist with American Health Science University, and a Certified Nutrition Specialist with Lifestyle Management Association.

Beatrice is recognized as a "Master Level" Personal Fitness Trainer with International Association of Fitness Professionals. She writes a monthly newsletter, Skin & Tone and writes about health and fitness for the award winning California State Bar magazine, Big News. Her health and fitness columns appear in the California State Bar yearly conference magazine. Beatrice teaches jazz dance, body sculpt and advanced cardio/jam aerobics classes. She can be reached at ballancebodyworks.com

Noise And Rudeness In The Workplace Can Make You Sick

BY BEATRICE BALLANCE

Legal Secretary members, how about launching your new year with thoughtfulness and consideration? Your very health lies in the balance.

As a personal fitness trainer, many of my clients are legal secretaries, attorneys and paralegals and I hear a variety of stories about their busy lives. More than often, you work under a great deal of pressure; meeting tough deadlines, for example. But the pressure is not the main grumble you report. No it's not. It is the serious stress from unnecessary loud noise and general rudeness you must endure on a daily basis.

would dictate that you hang up and take the call in private.

2. USING CRUDE LANGUAGE.

Of late, there is a proclivity for people to use offensive language in the workplace, as if it's so familiar nowadays that it should no longer rankle anyone within earshot. Four-letter words are commonplace when people are on their cell phones, in the law libraries, conference rooms, and in the hallways, elevators and restrooms. Those using crass language are deluding themselves if they think that language is their own property. It is not. This rude-

"The unrestricted and reverberating effects of disrespectful behavior has a damaging impact on you."

Each has told me tales of loud, offensive, impolite and abrasive behavior taking place at work. What happened to basic workplace etiquette? At present, there appears to be a general change in the level of rudeness. It is escalating! Here are a few of your complaints.

1. TALKING LOUDLY WHEN ON CELL PHONES OR HEAD SET DEVICES.

It is irritating when people shout into their phones, talking to someone on the other end of the line as if they were hearing-impaired. Or when in a crowded elevator, someone just shouts into his cell phone while standing less than 3 feet from you, while seemingly unperturbed by the dirty looks people throw at him (or her). Eavesdropping is going on. Vital information may be compromised because this person is conducting business in public with everyone privy to it. Smart business practice and down right common courtesy

arises from an exaggerated sense of personal freedom. In fact, language is our uniting element and should be polite, courteous and accommodating. Dropping the f-bomb and other blasts of swearing resonates in people's psyches and shows an indifference to one's fellowman. Plus, it's toxic.

3. A LITTLE COLOGNE GOES A LONG WAY.

Cologne can be pleasant but truly, when you wear it, a little bit goes a long way. On a scale of one to ten, keep at a three or four. There is a subset of the population that gets sick, sometimes really sick, from the chemicals that are used to make cologne and other scented products. It would be considerate to others to inquire if anyone is allergic to cologne before you slather it on and wear it to work.

4. DON'T SLAM THAT DOOR!

Another huge complaint refers to your office

door. When you slam your door instead of paying attention and simply closing the door, it can send the secretaries and others working in cubicles outside your office into a state of constant anxiety. Are you aware of that? It's a little like waiting for the other shoe... or in this case, big boot to drop. Will they slam the door? Wait. Will they shut it? When someone is on a business call directly outside your office, the slam bang can really make a person jumpy. And while on the subject, a polite tap/knock on the side of the cubicle before addressing the person inside is appreciated.

5. PLEASE DON'T YELL.

Do you know what they say is the worst thing about prison? Not the deprivation, the awful physical surroundings, or the smells, but the unceasing noise. Too much noise is punishment. You may not be aware of the volume of your voice so tone it down. You can speak in a moderate tone at work. I know you can.

The unrestricted and reverberating effects of disrespectful behavior has a damaging impact on you through anger, depression and a multitude of health problems. It has been proven over and

over again that stress results in anxiety, nervousness, high blood pressure, hives, headaches, food cravings, certain cancers, heart disease, emotional eating, insomnia, and weight gain. Also this stress can blunt the immune system response, increasing the risk for colds and flu. And then you can develop what I think is just about the worst disorder in the whole wide world, a slow-burning bitterness towards life.

Start the New Year with patience, courtesy and respect for your co-workers. Your health depends on it. **LS**

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MARIA BISHOP

Maria Bishop, is a member of Mt. Diablo LPA and currently serving as its Governor. She has been employed as a legal secretary and paralegal for the past 35 years, working for the same attorney, Richard Perez of Perez & Miller, for the past 33 years. Maria is currently a member of LSI's Publications Revision Committee and is the Editor of the Legal Professionals Handbook.

Mt. Diablo LPA Bowl-O-Rama

BY MARIA BISHOP, CCLS—SUBMITTED BY MT. DIABLO LPA

On August 28, 2010, Mt. Diablo LPA hosted its first Bowl-O-Rama fundraiser. There were approximately 30 bowlers in attendance along with a few fans in the cheering section. Food, fun, prizes and bowling were the order of the day, but the main purpose of the gathering was to raise funds for the East Bay Community Law Center (EBCLC).

The EBCLC is a non-profit organization founded in 1988 by students at the University of California, Berkeley, School of Law. Staff attorneys of the EBCLC have supervised over 1,000 law students through a clinical internship program, and have assisted more than 50,000 clients. EBCLC staff members have language capacity in Cantonese, English, Spanish, and Vietnamese, and provide counsel and advice, case representation and case management, information and referral, outreach and community education, policy advocacy, and technical assistance to low income individuals, families, and communities. EBCLC has an excellent reputation among community members and the many organizations with which it collaborates. EBCLC has received multiple awards at the local, state, and national level for client service and clinical teaching. With a diverse staff of 29 members, including 19 attorneys, EBCLC is now the largest provider of legal services for poor people in the East Bay and a nationally recognized poverty law clinic. Low income clients receive services in five clinical practice areas: Clean Slate, Health, Housing, Income Support, and Neighborhood Justice Clinic. These programs leverage the volunteer assistance of more than 100 pro bono attorneys and dozens of first-year Berkeley Law Students each year to address the non emergency legal needs of thousands of low-income clients.

The mission of the EBCLC is:

A core value of our society is equal access to justice. However, the complex nature of the legal system limits equal access, especially for people in poverty and those faced with language and cultural barriers. Ideally, well-trained legal advocates should be available to all, regardless of economic status. EBCLC addresses these issues in two ways: (1) by providing hands-on educational training to law students to make these future legal practitioners aware of and skilled in addressing the needs of indigent communities and (2) by providing desperately needed legal services to the low-income community. The impact of EBCLC's work is to help make the lives of community members more secure, productive, healthy, and hopeful.

For more information about the East Bay Community Law Center, visit their website at www.ebclc.org.

MDLPA member Lauren Ferrara organized the entire event and, with the help of members and friends, raised almost \$600 for the EBCLC. The competition was fierce as the bowlers bowled two games to gain the top spot. Prizes were awarded for the highest single score and the lowest single score, team high series and team low series, turkeys (3 strikes in a row), and many other categories. Everyone who bowled won something. There were also many wonderful raffle prizes to be won.

Bowling Trivia: Bowling is one of the oldest and most popular games in the world. Bowling is a sport that can be dated back to circa 3200 BC. In the 1930s, a British anthropologist named Sir Flinders Petrie discovered a collection of objects in a child's grave in Egypt that appeared to be used for a primitive form of

...Continues on page 35

Who's Who In CCLS

Continued from page 10

my CCLS recertifications while I am out of state?

ANSWER: You would contact the CCLS Certifying Board for any recertification issues.

4. I received the CCLS Mock Exam through LSI, and I took the CCLS Exam. I did not pass a section and I have questions regarding the Legal Computations section of the Mock Exam. Who do I contact to address those questions?

ANSWER: Contact the CCLS Chair who is in charge of publishing the CCLS Mock Exam.

CONCLUSION: We hope that this information helps to clarify who is who in regards to CCLS in LSI and what each of us do. Please remember that all of us are volunteers and we have volunteered for these positions because of our passion for the CCLS program. We are here to help and if you are not finding answers to your questions on the LSI website, please contact us and we will get you connected to the right person for the information you seek. **LS**

First Impressions

Continued from page 16

sities and studying Roman law, the "learners" in England⁸ got to hang out in the hotels where all of the lawyers and judges stayed while court was in session (the "Inns of Court" and "Inns of Chancery") and learn about English law which was a lot more fun.⁹

"Learners" started with two years of learning elementary law at the Inns of Chancery and then spent the next four to five years at the Inns of Court training in answering legal questions and arguing issues. Upon completion of those studies, the "learners" could be certified as an "inner barrister" and could act as what is now called a "solicitor" in England. It took eight more years of training to become an "outer barrister" and qualify to practice before the Court of King's bench.¹⁰

Of course, it was not all stuffy studies for those early "learners" who not only learned about law but were also taught music and dancing.

So that is the true story of where "they" all came from. That is also the story of where "they" all learned that song and dance, the "old soft shoe." ¹¹ **LS**

END NOTES

1. If you do work for one of them, here's a fun game. Lie in wait for the moment he/she refers to a "verbal contract." What he/she really means is "oral contract" and is just being either lazy or dumb. There are "oral contracts" and "written contracts" and both are "verbal contracts" because both use words. Duh. You can now feel superior to he/she because you'd never make that kind of mistake. You might even try asking he/she which kind of "verbal contract" he/she means. Then again, he/she might fire you for being a sarcastic jerk. So maybe it's better that you keep the feeling of superiority to yourself.

2. The Romans left because Rome was being threatened by barbarians and there were two emperors fighting each other and England had become a luxury they couldn't afford any more, sort of like Cuban cigars. The lawyers left because they couldn't take the English winters any more, sort of like your grandparents when they moved to Arizona or Florida.

3. We can thank William the Conqueror for bringing the French to England in 1066. After the Norman conquest, the French that came over with William became the nobility and the native Anglo-Saxon-Dane mongrels became the downtrodden and oppressed masses. That is why we are actually speaking French when we use words for the meat the French nobility ate - beef ("boeff"), veal ("veau"), pork ("porc"), and mutton ("mutton") - and we are speaking English when we use words for the animals the Anglo-Saxon-Dane mongrels raised for the French to eat - cow, calf, pig, and sheep.

4. Answer: Sing for a rock and roll band.

5. Then, as now, judges wore black. There are terrible rumors passing for scientific studies that are being spread by lord knows who about the effects of wearing black on mental abilities of judges. These rumor mongers tell people that wearing black heats the blood because black absorbs heat and then the hot blood goes to the brain and kills brain cells. Supposedly that is why judges do dumb things. At least they have an excuse - what's yours? I myself do not believe such rumors should be spread.

6. Being English words, they are much easier to understand which maybe explains why nobody uses "responsalis" anymore.

7. Even though I've now answered the question ("So, Really, Where Did 'They' All Come From?") with "Blame Edward I" do you think I'll stop there? If you believe that, will you lend me \$10,000 until next Tuesday?

8. Okay, so I admit to indulging in a bit of hyperbole. Reading the Corpus Juris Civilis is about as exciting as reading the Uniform Commercial Code or the Medicare statutes.

9. Sort of.

10. If my math is correct, that's 14-15 years to become what Americans might call a "lawyer" and here I thought three years of law school was bad.

11. Thank you Gram Parsons and RIP (1946-1973).

GUIDELINES FOR SUBMISSION OF ARTICLES TO THE LEGAL SECRETARY

DEADLINES FOR RECEIPT OF ARTICLES BY EDITOR

1. August issue (First Quarter) June 1st
 2. November issue (Second Quarter) September 1st
 3. February issue (Third Quarter) December 1st
 4. May issue (Annual/Fourth Quarter) March 1st
-

SUGGESTED TOPICS FOR ARTICLES

1. Legal procedures
 2. Law office management procedures
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 10. Any Specialization area (Civil Litigation; Criminal Law; Family Law; Law Office Management; Probate/Estate Planning; Transactional Law) and appellate articles as well
 11. Photographs and/or articles regarding the success of association(s) event(s) (how, when and why successful)
 12. Other topics of general interest to the legal community
-

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1. Articles must be submitted by email as an attached document using word processing programs such as Microsoft Word or WordPerfect and saved as "doc", "txt", "wpd" or "ASCII" file. When sending email, include in subject line: "[Last Name of Author] and [contents], " i.e., Smith - Article, Bio and Photo.
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 5. Type all copy in Times New Roman 12 point type to fit across an 8-1/2" x 11" page, single spaced. Avoid using style attributes such as bold, italic, centering, columns or tabs.
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PHOTOGRAPHS

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CCLS Participation In State Bar-Sponsored Event Continued from page 21

part of the presentation. So I stood up, walked to the front of the room, and gave my presentation with confidence – this was a topic I knew quite a lot about. When I was done, I returned to my seat and sat down, still shaking from the experience. Mr. Heiting asked if there were any questions from those in attendance. There were quite a lot of questions, and a good amount of them were directed to me, and I was able to answer them all. A few of the attorneys spoke with me after the presentation and told me what a great speaker I was.

On the way home that afternoon, I was all smiles and full of excitement. I had “arrived” and was doing as the retired judge had charged us to do at the LSI Conference back in November. I have since had another opportunity to present with Mr. Heiting and his colleague, and it appears that I will have more opportunities at future MCLE events.

Just as the retired judge delivered his message at the LSI Conference in November 2008, I am now being allowed to deliver mine – that addicts affect the lives of others, and I am but one of those “others” with my own story to tell. **LS**

Mt. Diablo LSA Bowl-O-Rama Continued from page 22

bowling. There was a crude version of the bowling ball and pins that were all sized for a child and were very primitive. This find was discovered along with a couple of artifacts that could actually be dated back to 3200BC. This makes the origin of bowling more than 5000 years old! **LS**



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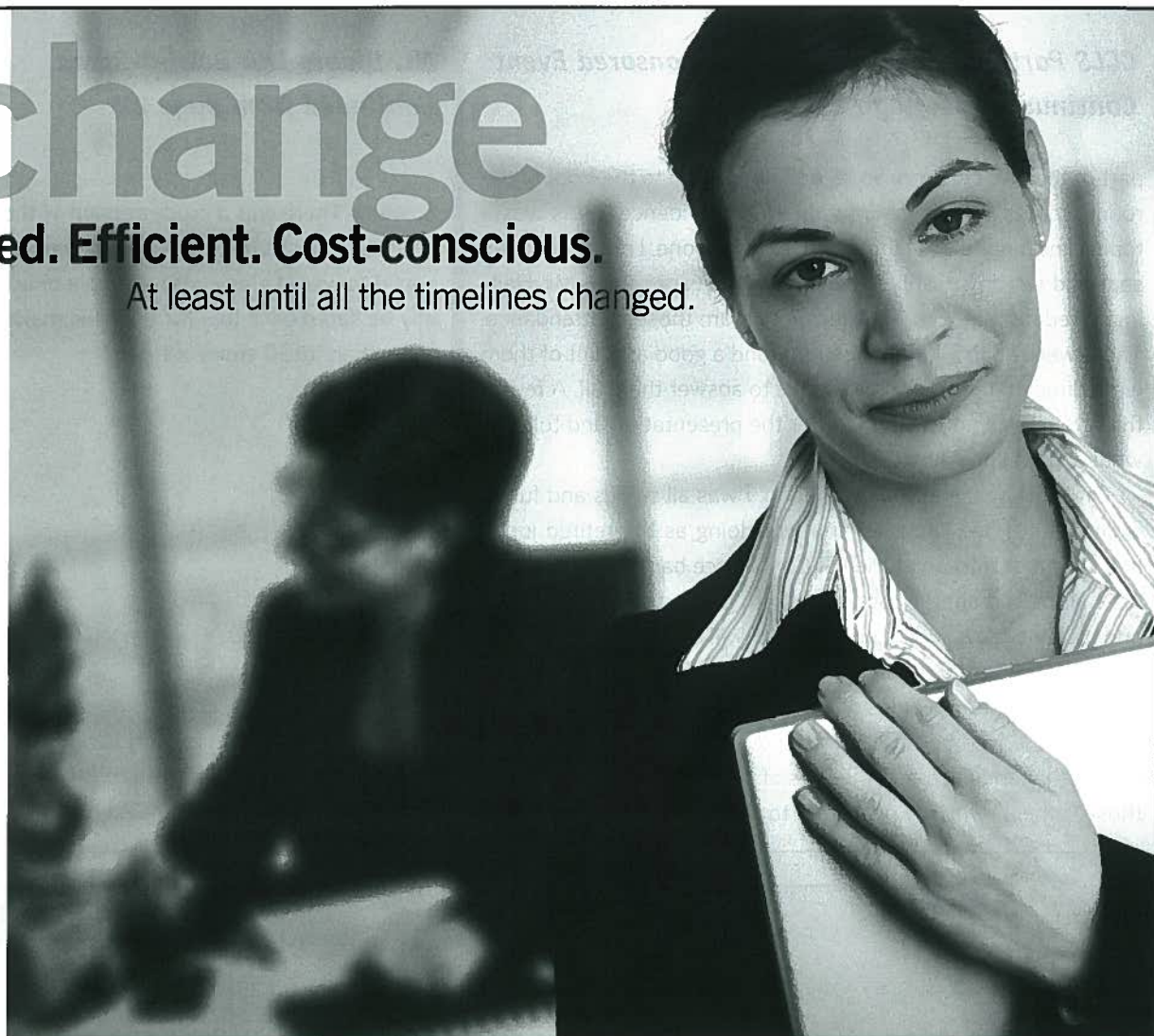
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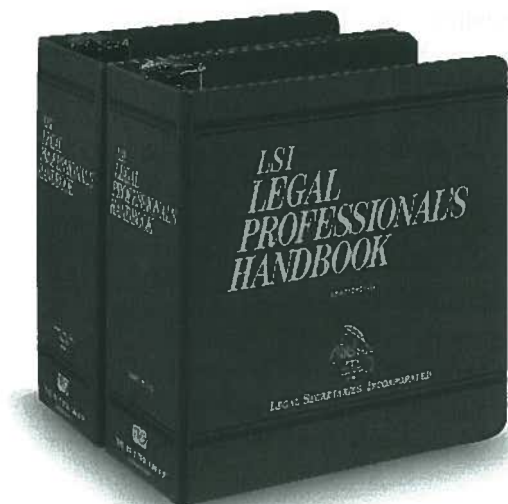
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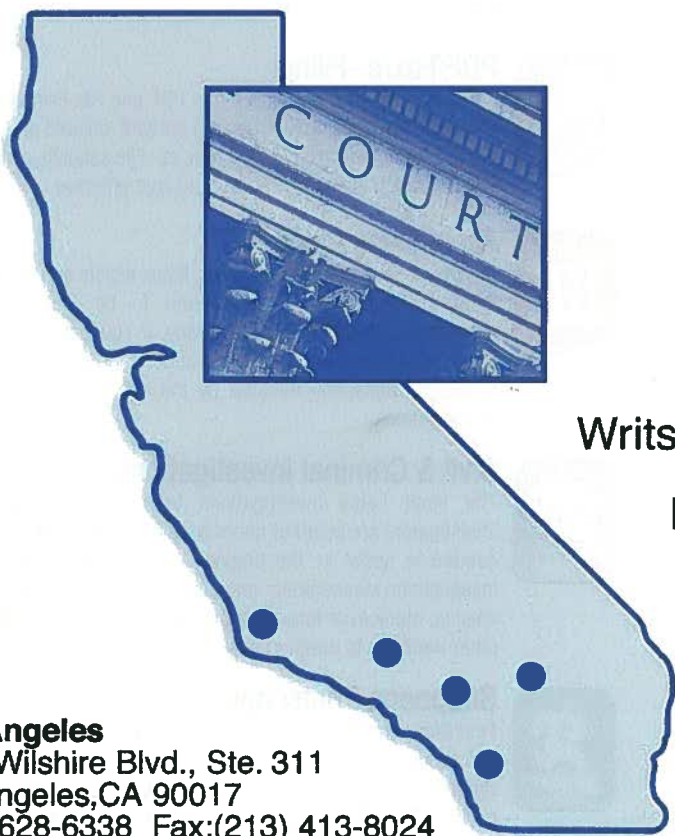
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