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Tuscora Chapter IAAP
<http://www.tuscoraiaap.org>

October Meeting Details

Tuesday, October 25, 2011

Bistro 131 Conference Center
131 Bluebell Drive SW
New Philadelphia, OH 44663
Phone: 330-365-1172

Program:

The Importance of Certification & Membership Drive
(Presented by Carrie Blackwell & Chrissy Blackwell CPS/CAP)

Menu selection:

1. Greek Salad with Grilled Chicken
2. Geno's Meatballs with Rigatoni
3. Bacon, Lettuce, Tomato and Cucumber Sandwich with Fries

All meals include a beverage. Each meal price is \$15.00 and includes the tax and gratuity.

**Please contact Sherry Funk CPS with your menu selection.
Her phone number and email address are listed below.**

5:30 p.m. – Networking

6:00 p.m. – Dinner

6:30 p.m. – Business Meeting

Hostess: Carrie Blackwell
Tuscora Chapter Membership Chairman

*RSVP by 5:00 p.m. on Thursday, October 20
to Sherry Funk CPS*

Work: 330-834-3953

Email: sfunk@jacksontwp.com

No shows are responsible for the cost of their meal.

Tuscora Chapter Strategic Plan

IAAP Mission

Enhancing the success of career-minded administrative professionals by providing opportunities for growth through education, community building and leadership development.

IAAP Core Values

Integrity - We demonstrate this cornerstone of our profession through honesty, accountability and high ethical standards.

Respect - We create respect within our profession and association through listening, understanding and acknowledging member feedback.

Adaptability - We ensure the success of our association by embracing positive change and by nurturing diversity, creativity and visionary thinking.

Communication - We cultivate and maintain excellence by remaining approachable at all levels, communicating openly and building strong relationships.

Commitment - We are steadfast in our goals to develop learning opportunities for career-minded administrative professionals and to strengthen efficiency and effectiveness.

Objectives

1. Member Development

- Mentoring
- Interaction at Meetings
- Member Orientation

2. Chapter Development

- Committees
 - Goals/ Duties
 - Measurable Results
- Programs
 - Relevant Topics/Education
 - Balance of Education/Information/Activities
- Attendance
 - At Chapter Meetings
 - At Division Meetings
 - At LAN Meetings

3. Community Awareness/Recruitment

- Promotion
 - Information Sent to Local Media
 - Brochures/Literature to Local Companies/Schools
 - Partnerships with Businesses / Services
 - Chapter Presence in Social Media Outlets
- Recruitment
 - Speaker's Bureau
 - Recruitment Meetings
 - Local Events
- Events
 - APW/APD

4. Chapter Funding

- Fiscal Responsibility
 - Budgets
 - Financial Review
 - Financial Statement Detail
- Fundraising
 - Sustainable
 - Attainable

5. Succession Planning

- Consistency
 - Committee Chairs
 - Officers
- Leadership Training

President's Message

Hello Everyone!

As the fall season is upon us and we begin our first fundraiser it makes me excited for festivities ahead. Although many feel that this month is only the beginning to bad weather, crowded stores and Christmas décor in October, it is also a time of reflection. A reflection on our lives as we sit back and watch the leaves turn and fall off trees, we redirect our attention to the next few short months of the year and the memories that we have made over the spring and summer. October for IAAP is membership recruitment month. I am looking forward to the next meeting to see new faces coming to the chapter meeting and reflecting with them just how much this Chapter and IAAP has influenced the lives of its members. See you soon!

Lisa



Meeting Minutes

**TUSCORA CHAPTER IAAP
SEPTEMBER 27, 2011
UNION COUNTRY CLUB**

The Tuscora Chapter of the International Association of Administrative Professionals met at Union Country Club in Dover, Ohio for the regular meeting on September 27, 2011. President Lisa Schilling called the meeting to order at 6:00 p.m. with ten (10) members and one (1) guest in attendance. Lisa thanked our hostess for the evening, Christy Blackwell, who offered the invocation. Recess was taken for dinner.

Program:

Christy Blackwell presented a program "Leadership". She spoke that a leader must be trustworthy and has the qualities to guide, lead and inspire. Leaders have an impact on others and are aware of self and accept responsibility for their actions. The buck stops with the leader and leaders dream dreams.

The minutes from the June meeting were approved as printed.

Committee Reports:

Carrie Blackwell, chairman of the membership committee, reported the recruitment meeting in October will be held at Bistro 131. Invitations will be sent to the attendees of the Administrative Professionals' luncheon and anyone else a member requests. Carrie made a motion to waive chapter dues for any member joining in the month of October. Sherry Funk CPS second - motion carried.

Chrissy Blackwell CPS/CAP, MOS moved to discount the guest's dinner by 50% - Carrie Blackwell second - motion carried.

Unfinished Business:

Daphne Milan, Vice President of the Ohio Division, installed Sherry Funk CPS as President-Elect of the Tuscora Chapter for 2011-2012. Sherry was presented with a pen and pin.

Financial Review:

The budget was discussed. When approved, a copy will be sent to Sharon Swinehart CPS/CAP, Ohio Division Treasurer.

Fundraising:

Chrissy Blackwell CPS/CAP, MOS reported on the Dutch Valley Sweet Success Fundraiser. They offer cookie dough, apple butter and peanut butter spread sold by the case, pie vouchers and bakery certificates. Vouchers and certificates are sold and product is picked up by the customer at Dutch Valley.

Carrie Blackwell moved to do the sweet success fundraiser for pie vouchers and bakery certificates with orders taken for the butter/spread. Sherry Funk CPS second. Cathy Houglan postponed to hear all options- Christy Blackwell second.

Lisa Schilling handed out corn bags for observation from the membership. Discussion was held on cost of bag, corn and fabric- a request was made for more information on this project. The chapter will bid in January with Buehler's for their fund raising project at both locations. Lisa reported on a spring project of bags from mixedbags.net.

An amendment was made to amend the initial motion to read with a timeline of Thanksgiving and Christmas with 2 order dates. A vote was taken to amend the motion - motion carried. A vote was then taken to vote on the amended motion - motion carried.

Chrissy Blackwell CPS/CAP, MOS will handle arrangements and the financial committee will assist.

NEW BUSINESS:

Sherry Funk CPS handed out the membership book update. If there are any corrections, please notify Sherry.

Strategic Plan- The membership read and offered additions/corrections for the 2011 - 2012 year. Sherry Funk CPS will complete changes/corrections and forward to Cathy Houglan for publication in the newsletter. Sherry Funk CPS moved to adopt the Strategic Plan, Carrie Blackwell second. Motion carried.

Discussion was held regarding reimbursement for ODAM and other member career development. The chapter has \$196.45 that should be distributed as reimbursement to members who attended ODAM. It was proposed that we need a formula to calculate the reimbursement. After discussion, Cathy Houglan moved that reimbursement should include registration only with the formula based on number of days in attendance. Judy Stull second. Motion carried.

Budget discussion was held. Cathy Houglan reported that bonding for three officers, the check signers, will cost approximately \$120 for coverage for 3 years. Chrissy Blackwell CPS/CAP, MOS will work with Emmy Antonelli to include bonding in the Bylaws. This addition to the budget will be approved at the October board meeting.

Lisa Schilling asked if our chapter would be interested in being a "Chapter Volunteer" for ODAM. No response.

ANNOUNCEMENTS:

Lisa Schilling reminded everyone to get on e-mail/e-groups on the IAAP website. If anyone needs assistance, please contact Lisa.

Christy Blackwell reported that Union Country Club will now be charging a \$50 room charge.

Door Prize was won by Carrie Blackwell.

Meeting adjourned at 8:10 p.m.

Respectfully submitted,

Cindy Frey-Roby
Secretary 2011-2012
Tuscora Chapter IAAP

TUSCORA CHAPTER IAAP BOARD MEETING OCTOBER 4, 2011 SUNNYSIDE STORE, DOVER, OH

Chrissy Blackwell CPS/CAP, MOS
Emmy Antonelli
Cathy Houglan

Sherry Funk CPS
Lisa Schilling
Cindy Frey-Roby

President Lisa Schilling called the meeting to order at 5:35 p.m.

Unfinished Business:

The budget was updated to reflect the bonding fee. Cathy Houglan moved to approve budget - Sherry Funk CPS second - motion carried. The budget will be brought to the regular meeting for membership approval. Chrissy Blackwell CPS/CAP, MOS provided the wording to update our bylaws to reflect the bonding of the check signers to Emmy Antonelli, Chairman of the Bylaws committee.

ODAM reimbursement- Checks were distributed to Emmy Antonelli and Cindy Frey-Roby.

Fundraising - Chrissy Blackwell CPS/CAP, MOS will get 30 regular/30 premium pie vouchers and 10 each of the \$10 and \$25 bakery certificates. Orders for the apple butter/peanut butter spread will be cut off on November 7 and December 12.

Lisa reported that she spoke with Fern and a 50 pound bag of corn costs \$10.50. Fern will be experimenting to see how many bags she can get from the bag. We will need to determine the material so the cost can be computed.

Cathy Houglan reported she has not received the bill from Union Country Club for dinner and advised she will call Mona. She will be sending the check to the American Red Cross.

Avery Box Tops- the school choice will be discussed at regular meeting.

Chrissy Blackwell CPS/CAP, MOS reported the menu for the October meeting will be Bistro Greek Salad with grilled chicken, Gino's meatballs with Rigatoni or BLTC (Bacon, Lettuce, Tomato, Cucumber) sandwich with fries. Cost is \$15.00 which includes tax, gratuity and beverage. Chrissy and Carrie will do invitations on October 5. No community project this month. The program will be a Recruitment Power Point presentation.

Announcements

Lisa reported that everyone should have received an e-mail from Mary Ramsey-Drow CPS/CAP, Chairman of the Committee on Nominations, regarding nominations for an international office or RTF trustee.

Meeting adjourned at 6:12 p.m.

Respectfully submitted,
Cindy Frey-Roby
Secretary 2011-2012
Tuscora Chapter IAAP





How many times have I said, I wish I knew then what I know now. Why didn't I plan better? I can retire next year, but where would I live? I have a 401K but due to the economic downturn, I am not sure I have enough to live on. I don't have a pension. It's funny. The people I have supported during my administrative career have the means to support themselves during retirement. What am I going to do...work forever?

If this sounds like you, there is help available. The Housing Subsidy for Admins in Need (HSAN) Program of the Retirement Trust Foundation is here for you. HSAN provides financial assistance toward housing costs for any retired administrative professional living in a retirement community and meeting the housing assistance criteria. The next deadline is November 15th. Go to www.iaap-rtf.org for more information.

THE RTF STANDS READY TO HELP ADMINS IN NEED!



The Housing Subsidies Program for Admins in Need
of the Retirement Trust Foundation

The Retirement Trust Foundation was created in 2000 from the Retirement Centers Trust of the International Association of Administrative Professionals. This independent, non-profit organization is administered by a six-member Board of Trustees, four of whom are elected at large from the membership of IAAP and serve with the IAAP International Vice President and IAAP Treasurer.

The RTF is a 501(c)(3) tax-exempt charitable organization. Contributions made to the Foundation are deductible as provided in Section 170 of the IRS code. Bequests, legacies, devises, transfers or gifts to or for use of the RTF are deductible for Federal estate and gift tax purposes.

Since its inception for charitable purposes in 1947, the RTF mission has been simple: to provide housing assistance for administrative professionals, age 55 and older, who are in need. The demand for comfortable, affordable housing for retired administrative professionals is growing, and along with the grants from the Housing Subsidies for Admins in Need (HSAN) Program, the RTF helps fill that need with Vista Grande.

IAAP, through the RTF, has been able to do something that very few associations have ever done: build and maintain its own retirement center. What's more, Vista Grande (the world's only retirement center for administrative professionals) was built entirely through donations to the RTF by the IAAP membership, with no corporate or association sponsorship.

However, the RTF realizes that not every administrative professional age 55 and older can (or wants to) live at Vista Grande. As a result, in 2003 the Foundation's Board of Trustees began a new program: the Housing Subsidy for Admins in Need Program. The cornerstone of the program is providing rental subsidies for those individuals who qualify for the program. Through this service, a retired administrative professional living in a retirement community can receive financial assistance to be used toward housing costs. To qualify, applicants must meet HUD financial guidelines. Assistance can be a part of or all of rent (depending on funds available and need). The Retirement Trust Foundation Housing Assistance and Vista Grande Grant policies were adopted March 20, 2010. To apply for HSAN one needs to download and fill out the Financial Assistance Application and follow the directions for submitting the form.

The Housing Assistance Policy which outlines the program parameters can be viewed by visiting the Trust website at www.iaap-rtf.org/programs/ain.html. If you feel you are qualified for program consideration (or know someone who is qualified), please complete the **Financial Assistance** Application form located on the same webpage and return it to the Retirement Trust Foundation at the address on the bottom of the application no later than November 15, 2011.

When Della Herring stood up at a meeting of NSA in 1947, she thought it was deplorable that secretaries had no retirement home to call their own. She contributed the first dollar toward such a cause, and today, the RTF has built and maintains just such a center. Through the HSAN Program, the RTF can ensure that Della Herring's dream lives on. Were she here with us today, certainly her vision would encompass helping retired admins live in retirement facilities where they choose. Della Herring was a visionary who gave the first dollar toward the dream of housing assistance for retired admins. [Like Vista Grande, the HSAN Program has been funded through contributions.](#)

For additional information about the Trust, please visit the Trust's website at www.iaap-rtf.org.

**Tuscora Chapter IAAP
Dutch Valley Bakery Sweet Success Fundraiser
October-December 2011**

Regular and Premium Pie Vouchers - \$10 Each, Immediately Available

Regular Pies	Premium
Apple	Pumpkin
Blueberry	Pecan
Cherry	
Double Crust Raisin	
Dutch Apple	
Peach	
No Sugar Added Apple	
No Sugar Added Cherry	
No Sugar Added Pineapple	

- Vouchers do not include date of purchase. When selling, write the current date on the voucher. The voucher will be valid for one year from date of purchase.
- If the purchaser wants to use the voucher close to Thanksgiving or Christmas Day, be sure to remind them that they should place their order at least one or two days in advance to ensure availability.

Bakery Gift Certificates - \$10 and \$25 Each, Immediately Available

- Certificates do not include date of purchase. When selling, write the current date on the certificate. The certificate will be valid for one year from date of purchase.
- Certificates can be used on pies or any other Dutch Valley Bakery items such as cookies, dinner rolls or donuts.
- If the purchaser wants to use the certificate close to Thanksgiving or Christmas Day, be sure to remind them that they should place their order at least one or two days in advance to ensure availability.

Apple & Peanut Butter Spreads - \$5 Each, Must Be Ordered for Delivery

- Two order deadlines have been set – Monday, November 7 & Monday, December 12. Orders must be received by the close of business on these days – no exceptions.
- Please use the provided order form to collect orders and return to Chrissy Blackwell prior to the two order deadlines.
- November orders will be available for pickup at the November chapter meeting on November 15. (Please keep in mind this meeting is one week early due to Thanksgiving)

Questions?

Please contact Chrissy Blackwell, CPS/CAP at (330) 827-2067 or e-mail clblackwell@frontier.com.

Tuscora Chapter Fundraising Projects

The Tuscora Chapter IAAP is conducting a drive selling The ULTIMATE Cloth

Price: \$6.00 each or 2 for \$10.00

Exclusive MiraFiber Technology cleans with just water.

IAAP Box Tops Project

Box Tops has helped
America's schools earn over
\$300 million since 1996.



Reminder ... Please turn in your box tops to Mary Jo Fragasse. She is collecting the box tops which the Tuscora Chapter will donate to New Philadelphia City Schools, West Elementary School.

Chrissy Blackwell CPS/CAP had sent everyone an email with the list of participating products.

62nd Ohio Division Annual Meeting June 22 - 24, 2012

Hyatt Regency Cincinnati

151 West Fifth Street

Cincinnati, OH 45202

Tel: 513 579 1234

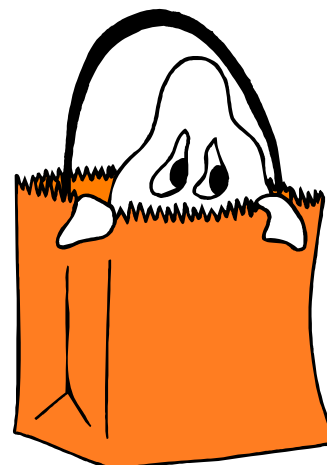
Fax: 513 354 4299

IAAP Conferences

FALL

2011 Sheraton San Diego Hotel & Marina, San Diego, CA

Starts October 9, 2012; Ends October 12, 2012



5 rudest office behaviors - and how to stop them

October 29, 2010 by Michele McGovern

Rudeness in the workplace doesn't just hurt feelings. It takes a serious toll on these two top priorities in a contact center:

Productivity and morale. They take a hit every time someone makes snide remarks, ignores others' suggestions or passively text messages, a recent study found.

These rude office behaviors bothered employees most:

- texting during meetings
- spreading gossip
- taking credit for someone else's work
- ignoring e-mails and calls, and
- failing to say "please" and "thank you"

Social graces still mean a lot in the workplace - especially contact centers where customers can be tough and work can be stressful.

These tactics to squash rude behavior can help maintain morale and productivity in your contact center:

1. **Set parameters.** Create "cell phone friendly zones" where employees can use their phones to make personal calls and text to their hearts' content (or at least until their breaks are over!) Everywhere else, it should be off limits.
2. **Set the example.** If someone starts to speak ill of a co-worker or the company, say, "I hadn't heard that. I'll check with him or her to verify what you're saying." That should stop gossip in its tracks. Use cordial language early and often: Please, Thank you, My pleasure, etc. And give sincere compliments when warranted.
3. **Document.** Give agents the credit they deserve by having them document their contributions to group projects and everyday tasks.



TUSCORA CHAPTER IAAP 2011-2012 OFFICERS

President:

Lisa Schilling
E-Mail: lschilling@ohiotimelessadventures.com

President-Elect:

Sherry Funk CPS
Email: sfunk@jacksontwp.com

Secretary:

Cindy Frey-Roby
E-mail: freyroby@tusco.net

Treasurer:

Cathy Houglan
E-Mail: catherine.houglan@zimmer.com

Past-President:

Carrie Blackwell
E-Mail: mommahorse6901@yahoo.com

*"We make a living by what we get,
but we make a life by what we give."
~ Unknown*

*"The best leader is the one who has
sense enough to pick good people to
do what he/she wants done, and self-
restraint enough to keep from
meddling with them while they do it."
~ Theodore Roosevelt*

*"Most of the important things in the
world have been accomplished by
people who have kept on trying when
there seemed to be no hope at all."
~ Dale Carnegie*

*"Deal with the faults of others as
gently as your own."
~ Chinese Proverb*

Tuscora Chapter IAAP 2011 - 2012 Hostesses

September 27, 2011 – Christy Blackwell
October 25, 2011 – Carrie Blackwell
November 15, 2011 – Cindy Frey-Roby
December 20, 2011 – Mary Jo Fragasse
January 24, 2012 – Tara Lengler
February 28, 2012 – Emmy Antonelli
March 27, 2012 – Chrissy Blackwell CPS/CAP
April 25, 2012 – Board Members
May 22, 2012 - Judy Stull
June 26, 2012 – Donna

Tuscora Chapter IAAP 2011 - 2012 Board Meetings

Tuesday, September 6, 2011
Tuesday, October 4, 2011
Tuesday, November 1, 2011
Tuesday, December 6, 2011
Tuesday, January 10, 2012
Tuesday, February 7, 2012
Tuesday, March 6, 2012
Tuesday, April 3, 2012
Tuesday, May 1, 2012
Tuesday, June 5, 2012

Meetings held at Sunny Side Store located at
5495 North Wooster Avenue, Dover, OH
44622. Time: 5:30 p.m.

**Tuscora Chapter IAAP
2011 - 2012 Committees**

AP Week - Chair - Officers
All Members

By-Laws and Standing Rules - Chair - Emmy Antonelli
Cathy Houglan
Donna Walker CPS

Certification – Chair – Sherry Funk CPS
Chrissy Blackwell CPS/CAP

Chapter Commitment Award/Chapter of Excellence: - Chair – Tara Lengler
Christy Blackwell

Education and Program - Chair – Carrie Blackwell
Sherry Funk CPS

Financial Committee - Chair – Cathy Houglan, Treasurer
Cindy Frey-Roby
Tara Lengler

Membership and Recruitment- Chair – Carrie Blackwell
Chrissy Blackwell CPS/CAP

Nominations - Chair - Cindy Frey-Roby
Cathy Houglan

Retirement Trust Foundation – Chair – Cindy Frey-Roby
Chrissy Blackwell CPS/CAP

Scholarship - Chair – Tara Lengler
Chrissy Blackwell CPS/CAP
Cindy Frey-Roby

Web Master and Publications - Chair - Cathy Houglan
Chrissy Blackwell CPS/CAP



Important Dates To Remember

<p>Ohio Division 62nd Annual Meeting (ODAM) June 22-24, 2012 Hyatt Regency Cincinnati 151 West Fifth Street Cincinnati, OH 45202 Tel: 513 579 1234</p>		<p>EFAM July 22-25, 2012 Gaylord Texan Hotel & Convention Center Grapevine, TX</p>
<p>IAAP Fall Conference October 9-12, 2011 San Diego, CA (See information in this newsletter)</p>		<p>IAAP 2012 Spring Conference March 4-7, 2012 Harrah's – Las Vegas, NV</p>

IAAP Future Educational Events

April 2012

April 22-28 Administrative Professionals Week
 April 25 Administrative Professionals Day

June 2012

June 22-24, 2012
 Ohio Division Annual Meeting
 Hyatt Regency Cincinnati
 Cincinnati, OH 45202

International EFAM

July 22-25, 2012 - Grapevine, Texas
 July 28-31, 2013 - Anaheim, California
 July 27-30, 2014 - Milwaukee, Wisconsin





Membership

The International Association of Administrative Professionals is a not-for-profit professional association for office professionals with approximately 40,000 members and affiliates and nearly 600 chapters worldwide. The association founded in 1942 as the National Secretaries Association to provide a professional network and educational resources for secretarial staff. The association's name was changed in 1998 to the International Association of Administrative Professionals to encompass the large number of varied administrative job titles and recognize the advancing role of administrative staff in business and government.

What are IAAP's Core Values?

Integrity: We demonstrate this cornerstone of our profession through honesty, accountability and high ethical standards.

Respect: We create respect within our profession and association through listening, understanding and acknowledging member feedback.

Adaptability: We ensure the success of our association by embracing positive change and by nurturing diversity, creativity and visionary thinking.

Communication: We cultivate and maintain excellence by remaining approachable at all levels, communicating openly and building strong relationships.

Commitment: We are steadfast in our goals to develop learning opportunities for career-minded administrative professionals and to strengthen efficiency and effectiveness.

Our Mission

Enhancing the success of career-minded administrative professionals by providing opportunities for growth through education, community building and leadership development.

IAAP Web sites

International: www.iaap-hq.org

Ohio: www.iaap-ohio.org

Tuscora Chapter: www.tuscoraiaap.org

Publications Committee:

Cathy Houglan, Chair

Chrissy Blackwell CPS/CAP

Address for Cathy Houglan:

2273 Johnstown Road NE

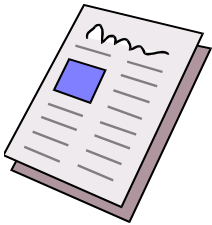
Dover, OH 44622

Phone: 330.364.9485 (Office)

330.364.1812 (Home)

Fax: 330.343.0995

Email: catherine.houglan@zimmer.com



Online Chapter Newsletters Project

We have completed Phase I of the Online Chapter Newsletter Project. Newsletters from all chapters that have produced a publication have been uploaded into the Document Library on the Web Community under Ohio Division.

While we are still working on Phase II, and to lessen the actual newsletter file sizes being e-mailed to chapter presidents, below are links to the respective chapter newsletters in the document library. All a member needs to do is be logged in to the Web Community, then go to this e-mail – select a link, which will automatically direct them to the chapter's newsletters for the 2011-2012 chapter year. All the chapter presidents need to do is forward this to their chapter members (who might be interested in reading them) in an HTML format so that the links will still function.

- [ASESIBA](#)
- [Athens](#)
- [CCHMC](#)
- [CODI](#)
- [Columbus](#)
- [Delaware](#)
- [Downtown Cleveland](#)
- [Dublin](#)
- [Forest City](#)
- [Glass City](#)
- [Heart of Ohio](#)
- [Indian Trails](#)
- [Medina](#)
- [Metro West](#)
- [North Coast](#)
- [Queen City North](#)
- [The Harding](#)
- [Tuscora](#)
- [Western Reserve](#)
- [Wings](#)
- [Yo-Mah-O](#)

