State-of-the-art HD Videoconference Suites
Video Depositions • Trial Playbacks • Trial Presentations
Certified LiveNote Trainers & Reporters on Staff
Realtime Reporters • PA, NJ & Nationwide Certified Reporters
Compressed Transcripts • E-Transcript Delivery
Free & Secure Online Scheduling, Calendar & Repository
Monthly Contests & Promos for Schedulers

Serving Philadelphia, Southeastern PA, New Jersey, and all of your worldwide needs 24/7

Philadelphia Region
215.985.2400
New Jersey Region
609.567.3315
Worldwide
800.447.8648

*** New Philadelphia Address ***
1500 Walnut Street
Suite 1610
Philadelphia, PA 19102

info@summitreporting.com
Principal Contact: Yvette Samuel

SUMMIT LONDON
We've expanded our services to include a Fully Staffed Office in London, UK – Covering Europe and Asia
The Philadelphia Forum is published Quarterly and is the official publication of the Philadelphia Association of Paralegals (PAP). The deadline for articles or submissions of any nature for Volume 10.4 will be December 10, 2010. The deadline for advertising space for Volume 10.4 is December 10, 2010. Annual subscriptions are included in PAP membership.

The Philadelphia Forum for non-members is $8.00 per issue. If you are a non-member and would like an annual subscription, the cost is $30. Please contact Barbara Nield at (215) 751-2101 for additional information.

PUBLISHING POLICY
Articles printed in The Philadelphia Forum express the opinions of the individual authors and do not necessarily represent the formal position of PAP. Letters to the Editor are welcome and can be sent to Maryanne Ebner at mebner@lawsgr.com. Acceptance of advertising does not constitute PAP endorsement. All materials are subject to editorial revision.

Any errors or omissions in the Philadelphia Forum should be reported as soon as possible to Maryanne Ebner, Editor-in-Chief, at mebner@lawsgr.com for correction in the next issue. The staff apologizes in advance for any errors.
Welcome Fall! It is hard to believe October is already upon us. PAP certainly had a busy summer. Many thanks to all members who attended our Paralegal Week events including our Member Lula Party on July 28, 2010 sponsored by Magna and McCarter & English. Members were treated to wonderful buffet as well as island music and the opportunity to network with other members of PAP. At our July bi-monthly luncheon, PAP awarded the annual Joan Weldon Scholarship to Darryle Moten, a Peirce student. PAP was also honored to have The Honorable John Milton Younge as our guest speaker at the July luncheon. Judge Younge spoke on role of the paralegal in the courtroom.

As we turn our attention to the fall and winter season, PAP has a number of events planned which we hope will interest you. Our various committees also continue to meet to discuss current paralegal events. In October, PAP turns its attention to hosting the National Federation of Paralegal Association 2010 Annual Convention in Philadelphia and Cherry Hill. Our association also continues its dedication to involvement in pro bono activities. Among these include the upcoming Support Center for Child Advocates 2010 Golf Classic on October 4, 2010 at the Huntington Golf Club as well as the annual Holiday Toy Drive. Please visit the PAP website at www.Philaparalegals.com for additional information on all upcoming events.

The crisp air of the seasonal autumn weather often lends a fresh edge to dreams and ideas, and with this newfound clarity of thought we introduce a new aspect to our newsletter, highlighting the lives of our members. Entitled “Membership Profiles” we focus more on the human aspects of the real people we call colleagues, recognizing both the sameness as well as diversity that makes us a whole. Autumn will also fill our lives with meeting colleagues from across the country, all convening in this historical city that we call home, to attend the National Federation of Paralegal Association’s Annual Convention, an event I hope many of you were able to attend. In this issue, Gail Ruggerio aims to sharpen our skills with a variety of fun and interesting submissions. Talk is Cheap, according to Judy Stouffer, and Kim Walker advises How to Practice Safe Text. And she should know. This issue’s Paralegal in the City hails from Washington DC. Meanwhile, we take a look back at our Joan Weldon Scholarship winner, and our annual Pro Bono Award recipient highlights the excellent work being done at Face to Face Legal Center. As always, we want to hear from you, the members, so if your crisp autumn eye has a clear vision to share, please contact me at mebner@lawsgr.com.

Welcome New Members

On July 13, the Philadelphia Association of Paralegals held its fourth bi-monthly luncheon of 2010. The host venue was the Sofitel Hotel located in Center City Philadelphia. The July luncheon was sponsored by Transperfect Legal Solutions, an industry leader in multilingual legal support services, headquartered in New York. Our guest speaker was Honorable John M. Younge. I would like to extend sincere thanks to Judge Younge for speaking at our July 13, 2010 luncheon where he discussed the Paralegal’s Role in the Courtroom.

Having Judge Younge was especially exciting for me because I was fortunate to have him as my professor in one of my paralegal courses at Delaware County Community College. Although I spoke with Judge Younge and other classmates many times about our association and the benefits of being a member, it was gratifying to show him our association first hand.

Paralegals provide an invaluable service to both the client and the attorney during the pre-litigation and the litigation phase of a case. We are a large part the litigation team as we take on the coordination of many of the case details and investigation both before and after suit is commenced.

I would like to take this time to reiterate some of the well received points Judge Younge shared with our association. Judge Younge often expressed in class that knowledge is power and power is knowledge. So before the Paralegal walks into the Courtroom, he or she should make sure they understand the case and the applicable law.

As Judge Younge related to us, the paralegal’s role in the courtroom is an important one. Although it is mainly the attorney that sets the tone for the judge and jury, the
paralegal acts as an extension of the attorney. When your attorney looks good, the judge knows it’s the paralegal’s meticulous preparation and organizational skills that aided in such a smooth presentation while the jury just thinks the attorney is the brilliant one. However, when the attorney fumbles and can’t find the correct exhibit, it’s the paralegal that failed to properly organize and prepare the attorney.

Judge Younge went on to discuss the importance of the paralegal’s understanding of the case as well as the liability and damages involved (both plaintiff and defense). He also reminded us how important it is to read the deposition transcripts, expert reports, and be familiar with the exhibits being presented, not to mention other seemingly mundane details as having a thorough understanding of the layout of the courtroom before trial begins. Most importantly, a competent paralegal should contact the court officer at least one day before trial to obtain an understanding of how that particular judge runs his or her courtroom.

To conclude his speech, Judge Younge reminded us that although the court does its best to instruct the jury concerning forming an early opinion of the case, they more likely than not already formed their opinion. However, by having presented yourself in a professional manner and exhibit a good understanding of the case and courtroom procedures itself, will aid the case in a smooth conclusion and help to reach the intended goal.

Immediately following our guest speaker was the Joan Weldon Memorial Scholarship awards ceremony. The winner of the JW Scholarship was Darryle C. Moten of Peirce College. You will learn more about Darryle C. Moten in the pages that follow. For more information about the Joan Weldon Memorial Scholarship, you may contact the chairperson of the Association’s Professional Development Committee, Tausha Major at taushamajor@yahoo.com. Also, Rebecca Young was the lucky raffle winner and the recipient of a pair of Philly tickets courtesy of our sponsor, Transperfect Legal Solutions. For more information about the dynamic and quality services offered by Transperfect Legal Solutions, please visit www.transperfect.com.

Elaine Sachs is a paralegal at GALFAND BERGER, LLP
As a part of my paralegal career it is important to join and participate in my professional paralegal association because doing so provides recognition to the profession of the paralegal. I believe that the paralegal profession is one of the fastest growing professions at this moment.

In the past several years, it has become a profession that deserves recognition for the work that is being done by the paralegals. By joining a paralegal professional organization it allows the paralegal to network with other paralegals and lawyers. The paralegal organization membership will allow the paralegal access to the workforce that may not be available to those who are not members. The membership to the paralegal professional organization will also be beneficial by allowing access to conferences that provide pertinent information that is not available to the general public. The membership also allows the paralegal to earn certification which adds more value to the position and respect by one’s peers and by the legal profession. By joining a professional paralegal organization it provides a forum for increasing understanding of what a paralegal does. It is important to become involved as a member of a professional paralegal organization because paralegals need the support system that is offered by the organization and because it provides continuing education and is a way of showing how viable the paralegal contributions are.

Looking ahead the future of the paralegal is going to be expanded through continued education, certification and a Master’s Program in paralegal studies. This program is already in the making at Peirce College with an expectation to begin in the near future. Ranked as one of the 20 best jobs in America by CNN and Money magazine the paralegal field is exploding. “NFPA’ recognizes that a two-year degree with an emphasis in paralegal studies is acceptable to employers in some markets as a minimum criterion for individuals to enter the paralegal profession. However, current trends across the country, as illustrated through various surveys, indicate that formal paralegal education has become a requirement to secure paralegal employment, and a four-year degree is the hiring standard in many markets.

Consequently, NFPA recommends that future practitioners should have a four-year degree to enter the profession, and individuals receiving a formal paralegal education should have 24 semester hours or the equivalent of legal specialty courses to enhance their ability to practice as paralegals”. The number of jobs for paralegals is expected to grow much faster than the average for all occupations through 2018. Law firms will hire more paralegals to help lawyers prepare their cases. More people and businesses will need legal help. Paralegals are not paid the same high salaries that lawyers are, but they are able to do the same tasks that lawyers have traditionally done. Naturally, employers are looking to cut down on costs: so this means that opportunities for paralegals are constantly on the rise. According to the Bureau of Labor Statistics, jobs within the paralegal industry are projected to grow by 22% between 2006 and 2016. Currently, some of the fastest-growing paralegal career fields are bankruptcy law, medical malpractice; real estate, and product liability. When financial times are difficult people are less likely to file wills or handle real estate transactions so I volunteer at the Davita Dialysis center where I am a patient. I help other patients who are new to dialysis in adjusting the changes in living with dialysis. I work directly under the center’s social worker.

It is my intent to become a member of the Philadelphia Paralegal Association before the summer's end.
As you know, Governor Edward G. Rendell proclaimed Paralegal Week in the Commonwealth of Pennsylvania from July 26, 2010 through July 30, 2010. In celebration of the declaration, PAP was honored to host a Paralegal Day Luau Party on July 28, 2010. The event took place at The Atrium at the Mellon Bank Center and was sponsored by Magna Legal Services and McCarter & English. Our PAP members were treated to an island buffet and music and also had the opportunity to network. Many thanks to all those who attended the luau as well as to our sponsors!
The Philadelphia Association of Paralegals held its September luncheon on Tuesday, September 14, 2010 at the Sofitel Hotel.

Judith Bardsley, the chair of the Pro Bono committee, presented the 2010 Pro Bono award to Patricia Pelletreau. Pat was recognized for her 15 years of volunteer experience at Face to Face Legal Center, formerly known as St. Vincent's Legal Clinic.

Pat was nominated by Niki Ludt, the Legal Center Director at Face to Face Legal Center. Niki spoke to the Association on behalf of Face to Face.

St. Vincent de Paul Catholic Church in Germantown began a soup kitchen open on Saturdays and Sundays as they realized that many of the area soup kitchens were closed on the weekend. The Legal Center was established by a career Community Legal Services lawyer, James Lafferty, and a small group of lawyers who were church members. While working at the soup kitchen, they realized that they people that they served were in need of legal help. With the help of Sandy Ballard, the director of the Philadelphia Bar Association’s Homeless Advocacy Project, St. Vincent’s Legal Clinic was established. In 1997, the soup kitchen, legal clinic and other social services were spun off from St. Vincent’s into a non-profit corporation – Face to Face.

The legal center’s clients are all poor and most are unemployed. The bulk of the legal work handled by...
the clinic is advocacy with corporate or agency personnel. Work includes obtaining birth certificates or legal identification, obtaining Supplemental Security Income and veterans benefits, handling landlord-tenant issues or referring family law and custody matters to firms that have agreed to handle these cases on a pro-bono basis.

Patricia Pelletreau began volunteering with Face to Face in 1995. She volunteers for intake on a regular basis and many of the clients have come to know and trust her. Pat is a great resource to the center in the field of SSI and Social Security disability law. When not volunteering, Pat works for the law firm of Pinnola & Bomstein.

For information regarding Face to Face Legal Center, please visit their website at www.facetofacegermantown.org.

At the luncheon, Barbara Nield, PACE ambassador, also awarded the PACE scholarship to Vicky Eugene, Senior Paralegal at Community Legal Services.

Our sponsor for the luncheon was Summit Court Reporting. Summit provided wine for the luncheon attendees and held drawings for a Coach wrist purse and Phillies tickets. Summit Court Reporting provides court reporting, legal videography and video conferencing. Please contact them at 800.447.8648 or by email at info@summitreporting.com or visit their website at http://www.summitreporting.com/index.php for more information.

Kimberly Bittinger is an intellectual property paralegal at Schnader Harrison Segal & Lewis LLP. She is a former board member and officer and the past chair of the Programs Committee.
The Philadelphia Association of Paralegals awarded its Annual Pro Bono Award this year to Patricia Pelletreau for her outstanding work in the legal community. Pat was nominated by Face to Face Legal Services, a non-profit located in Germantown that serves the Northwest area of Philadelphia. Following is the nomination letter authored by Face to Face, Inc.’s director, Niki Ludt, as well as an article reprinted from the *Legal Intelligencer* outlining the great work that this organization provides. Congratulations, Pat! Well done!

---

Dear Ms. Bardsley and Committee Members:

I am writing to nominate Patricia Pelletreau for the Association’s 2010 Pro Bono Award. Pat is a longstanding-volunteer at the Face to Face Legal Center, formerly known as St. Vincent’s Legal Clinic. Our legal clinic will celebrate its 20th anniversary next year.

Face to Face is a non-profit corporation whose mission is to support and help stabilize the Germantown community. It operates many varying programs to achieve this goal, including the legal center. In 2009 the legal center became a new grantee of the Philadelphia Bar Foundation. I have enclosed a copy of an article about the Face to Face Legal Center which was recently published in the *Legal Intelligencer*.

The legal center is staffed by volunteers on Saturdays during the hours that the Dining Room (soup kitchen) serves meals. Pat began as a volunteer fifteen years ago, in 1995. During my time as the Legal Center Director, Pat has been one of our most valuable volunteers. She has volunteered for intake on a regular basis and treats each client with professionalism and compassion. This is extremely significant because the clients of Face to Face are desperately poor, often homeless, and a large percentage are mentally ill. Pat is very patient with clients when she interviews them. She manages to elicit all of the information needed to address their legal problems, and, given the nature of our clients, this is often an exceptional accomplishment.

It has been my observation that our clients are quite fond of Pat. Because of her long tenure as a volunteer, they know her from past encounters or have become familiar with her simply because she has had a consistent presence in the building. Trust is an issue with many of our clients, and I believe that Pat’s consistent presence, her reputation for caring, and her professionalism encourages the clients to openly share their legal problems with her.

A final note worth mentioning is Pat’s special value to the legal center as a resource in the field of SSI and Social Security disability law. Pat has worked for two decades as a legal assistant for a Social Security disability lawyer. Pat is a wealth of knowledge for our volunteers, and for me. She has direct experience in interviewing disability clients, ordering and reviewing their medical records, and helping to prepare their cases for hearing, to name a few of her responsibilities. Pat’s level of experience and willingness to share her knowledge with the other clinic volunteers has been of inestimable value to our clients.

I cannot imagine a more worthy nominee for the Philadelphia Association of Paralegals 2010 Pro Bono Award. I strongly urge you to select Pat Pelletreau as its recipient.

Very truly yours,

Veronica Ludt
Legal Center Director
“Meeting basic human needs to reduce suffering and empower lives.” That’s the mission of Face to Face Inc., a Pennsylvania nonprofit located in the Germantown section of Philadelphia, which pursues the mission through its variety of programs for the poor, including a free legal center. In 2009, Face to Face’s legal center became a new recipient of a grant under the Philadelphia Bar Foundation’s annual grant program for legal services organizations. The work and history of Face to Face’s long-running legal clinic may not be known by many outside of Northwest Philadelphia, but its development shows how helping the poor with their legal problems can fit into the larger mission of caring for their broader needs.

Face to Face has a holistic approach to providing services to the poor. It offers free meals on Friday evenings and on Saturday and Sunday afternoons; in addition to its legal center, it has a health center run by nurses, an after-school and summer camp program for children and offers social work services and arts and writing programs. It recently added a “washeteria” — a showering and laundry facility for neighbors who are homeless or lack water service.

The services offered by Face to Face evolved over a 27-year span that began with the initiation of a soup kitchen by St. Vincent de Paul Catholic Church. The legal center was established a few years later by the late James Lafferty, a career Community Legal Services lawyer, and a small group of lawyers who were St. Vincent’s church members. Lafferty and the other lawyers had been volunteering to serve meals to the poor in the soup kitchen. Alleviation of hunger, though, was not the soup kitchen guests’ only need; it became apparent that many of them had legal problems as well. To address these problems, Lafferty collaborated with attorney Sandy Ballard, then the director of the Philadelphia Bar Association’s Homeless Advocacy Project, to establish the St. Vincent’s Legal Clinic, operating under the auspices of HAP. Lafferty’s small group began seeing clients twice a month on Saturdays while the soup kitchen was open. Over time, the volunteer attorney base expanded to include lawyers from the Philadelphia legal community at large, not just St. Vincent’s church members.

In 1997 the soup kitchen, legal clinic and a few other social services offered by St. Vincent’s were “spun off” into an independent nonprofit corporation — Face to Face, which eventually changed the names of the soup kitchen and legal clinic to the Dining Room and Legal Center. In 2008, as part of Face to Face’s strategic plan, the organization expanded its legal services to meet increased client demand. It hired a part-time staff attorney to direct the legal center. The director is assisted by numerous volunteer attorneys, as well as law students from several area law schools. In 2009 the Legal Center became independent of HAP to achieve additional flexibility in serving its unique client base.

The legal center’s clients typically come to Face to Face for its biggest attraction — the free hot meals provided in its dining room. To make it convenient for guests in need of legal services, the legal center is now open during meal time every Saturday, with office hours on Tuesday mornings for additional intake and follow-up. This on-site convenience is important, as clients often can’t afford the public transport fares to go to more traditional providers of free legal services. Also, clients who are elderly, or physically or mentally disabled, prefer getting legal services in a neighborhood facility familiar to them.

In addition to serving the participants of the organization’s other programs, the legal center is open to members of the neighborhood and surrounding community who meet specified low-income guidelines. Saturday intake hours are important to clients who hold jobs,
whose work schedules make it difficult for them to meet with attorneys during the week.

While some cases must be litigated, the bulk of the legal work involves zealous advocacy with corporate and agency personnel at whatever level is necessary to solve clients’ problems. Most of the legal center’s clients are unable to navigate public-benefits systems on their own. All are poor and most are unemployed. Many are elderly, mentally ill, physically disabled or substance-dependent.

Obtaining a birth certificate or legal identification, seemingly simple, becomes complex when a client possesses neither of these documents, yet often they are the key to a client being able to obtain a job or public benefits. Legal identification issues are so significant in the legal center’s practice that it devotes a specific monthly clinic to helping clients obtain this vital documentation. This monthly “Birth Certificate/Credit Report Clinic” is run by the center’s volunteer law students. In addition, education regarding frequently encountered legal problems is provided in a group format to clients and potential clients.

The scope of matters handled by the legal center is dictated by clients’ legal needs, within practical restraints. The center represents clients in obtaining Supplemental Security Income and veterans benefits. It also handles landlord-tenant issues, utility issues, consumer credit issues including student loans and identity theft, driver’s license restoration and pension issues, to name a few. The legal center also has referred matters like tangled title, estate, grandparent custody, child support and collections to law firms that have agreed to handle them on a pro bono basis.

Beyond attending to subsistence and legal needs, all of Face to Face’s personnel and volunteers subscribe to its philosophy of “reaching across the table” to recognize and acknowledge the common humanity they share with their guests and clients, many of whom have been treated as invisible, sometimes for their entire lives. According them the dignity to which every person is entitled ensures that the Face to Face mission is fulfilled.

Niki Ludt, a 1983 graduate of Temple University School of Law, is the director of the Face to Face Legal Center and has been involved with this legal clinic for eighteen years.

HAPPY BIRTHDAY PAP MEMBERS

SEPTEMBER: Deborah Beausang, Regina Bodimer, Florence Kathleen Bristow, Lisa Cabnet, Darlene Carter-Peyton, Deborah Chaban, Theresa Coger, Theresa E. Colbert, Ana Conrado, Elaine Crothers, Yvonne Cruzado, Mary Culp, Mark D’Annunzio, Michele Dougherty, Sandra Franklin, Gerard Grandzol, Margaret Guthrie, Terra Hammett, Thomasina Howell, Christine Jensen, Jacqueline Jones, Donna Marie Knorr, Mary Anne Kowalczyl, Danielle Kush, Theresa Lynch, Robert G. Margolis, Alvin Martin, Christina Mathis, Renee Mazzeo, Kerry McDonald, Priscilla Natal, Moemi Rosado, Sophia Smalls, T onika Stenson, AnneMarie Urban, Mary Wagner, Paula Wright and Sara Zagone.


DECEMBER: Brian Anderson, Carolyn Barr, Valerie Bentz, Trina Brown, Carol Jean Casper, Diana Cook, Mary Creekmore, Pearl Duffy, Anna Evans, Chris Gregg, Julie Himbert, Amanda Meyers, Leslie Mooney, Jacqueline Parsio, Denise Porreca, Shari Radwill, Jane Salandria, Margo Smith, Raelena Taylor, Carol Vendetti, Tamika Way, Susan Heather Witte and Andrea Yannuzzi.
This year's conference was held in Washington, D.C. on June 5 & 6, 2010. The Philadelphia Association of Paralegals sent two of its board members, Renee Mazzeo and Sharon DeNofa, RP. Topics of the conference included “What Opportunities Do Changes in the Practice of Law Bring to Paralegals?”, Fiduciary Responsibility”, Powers of Persuasion: Building the Leader-Follower Relationship”, “Organizational Planning: The Roadmap for effective Leaders, How to Incorporate New Trends Into Membership Experiences and Ethics for the Paralegal Leader.”

WHAT OPPORTUNITIES DO CHANGES IN THE PRACTICE OF LAW BRING TO PARALEGALS?

There is no doubt the economic downturn in recent years dramatically changed the legal market. Cost pressures are driving corporations to demand alternative fee structures from law firms and also to consider bringing some legal work in-house. In response to changes in corporate legal departments’ expectations, law firms have had to modify their internal cost structure in order to provide the same services more efficiently. Some of them are also bringing services they previously outsourced to vendors in-house. In addition, there are movements in the legal community and recent case law that suggest more changes are coming, impacting how law will be practiced and how legal services will be offered in the near future. We learned trends in the legal market and outline some of the new opportunities for paralegals that will result. We reviewed how paralegals can prepare to embrace the changes anticipated in the practice of law.

FIDUCIARY RESPONSIBILITY

Fiduciary duty means more than just financial responsibility. It involves the duty of care and the duty of loyalty. We learned all that entails, and how to insure that the board members in your local association are aware of what to do and what to avoid in carrying out their responsibilities as board members in a non-profit professional association.

POWERS OF PERSUASION: BUILDING THE LEADER-FOLLOWER RELATIONSHIP

It has been said leadership is a process of “motivating people to work together collaboratively to accomplish great things” and is the ability of a person to imagine the greater potential for the organization s/he leads, to “envision, create the strategic path, and provide support for its achievement.” Leadership is the process of influence. However, without followers, there could be no leaders. Followers play a vital role at every level of an organization. Effective followers, like effective leaders, have certain essential qualities. Effective leadership can be inextricably intertwined with effective followership. We learned how to build an effective leader-follower relationship by employing the powers of persuasion and integration into your leadership style as a way to bolster follower satisfaction and effectiveness.

ORGANIZATIONAL PLANNING: THE ROADMAP FOR EFFECTIVE LEADERS

Have you ever worked incredibly hard on a project or event that didn’t accomplish what you originally intended or spent so much time in the planning stages that you didn’t have the time or resources to make the plan a reality? Most leaders have good ideas but great leaders can translate ideas into a cohesive action plan supported by the members of the organization. We learned how to take organizational planning from an abstract idea that you think about occasionally to an everyday tool that you use to set and accomplish goals, strengthen your Association and energize future leaders.

HOW TO INCORPORATE NEW TRENDS INTO MEMBERSHIP EXPERIENCES

One of the great challenges for associations today is to engage existing members. Associations that provide highly enticing experiences for members accelerate the value of belonging to the association. We learned the top trends facing associations today and the tips and tricks into turning them into valuable experiences for members.

ETHICS FOR THE PARALEgal LEADER

We discussed the applicability of Rules to Paralegals, Rule 5.3 District of Columbia Rules of Professional Conduct, Unauthorized Practice of Law (definition and history), context vis à vis expanding roles of paralegal, tasks specifically prohibited to paralegals, tasks commonly performed by or delegated to paralegals.
Vicky Eugene is a new member of PAP, and is Senior Paralegal at Community Legal Services in North Central Philadelphia, and has been involved with Social Security Disability Law for over 20 years. “This job has been very rewarding and it gives me a good feeling to be able to help my community in a significant way.” Outside of work, Vicky enjoys spending time with family and friends going to restaurants, movies, sometimes the Franklin Institute exhibits and occasionally, bowling.

Pat Pelletreau has worked for Peter J. Pinnola of Pinnola & Bomstein as a paralegal for 20 years. Peter Pinnola specializes in Social Security/SSI disability and Pat has learned all of the complicated details of this practice. “It is a rewarding area of the law because we help so many people who are sick and without income.” Pat also enjoys acting in community theaters around the city. She is a member of Old Academy in East Falls and the Drama Group in Germantown. Her last role was as the stuffy matron in the old favorite, You Can’t Take It With You at Old Academy.

Babette Pace is a Legal Assistant for the City of Philadelphia in the License & Inspections Code Enforcement unit. She’s been a paralegal for six years and enjoys bicycling, public speaking and playing the Wii where she’s trying to strengthen her bowling skills as she recently joined a bowling league and her competitive spirit is in full force.

Susan Witte works for Public Financial Management Company as a Paralegal. She enjoys running, hiking, tennis, Pilates, reading, art museums, music, traveling, volunteering and knitting. She also has a web based hair accessory business where a portion of profits get donated to different charities.

The first electronic digital computer called "ENIAC" (Electronic Numerical Integrator and Computer) was introduced in 1945 in Philadelphia and it consumed so much electricity that lights in the nearby town dimmed every time it was switched on!
Peter C. Bennett, Jr. has been a litigation paralegal in Washington DC since 1994. Peter works for Mayer and Brown LP, with a specialty in Antitrust Litigation. Peter is from Northern Virginia and graduated from college in 1992. In 1994 he obtained his certification from the Georgetown University Legal Assistant Program. Peter and his wife have been married for three years and they enjoy living in Arlington, Virginia.

During his college years, Peter recalled a desire to go to law school. At that time he had friends going into the paralegal field and the idea seemed like a good option. “The economy was tough at that time, so I decided to enroll in the paralegal certificate program.”

Peter believes that the paralegal role is to be the right hand person for your attorney. “Know everything about the case.” Peter feels strongly that paralegals need to be aware of everything happening with electronic discovery and new deposition technology. “Paralegals should keep abreast of new legal technology in the field they specialize in.”

When it comes to communication with your attorney, Peter stresses “being patient”. “Ask questions, but not too many questions. Keep the questions brief but concise. After speaking with your attorney, get him/her to pin down a due date”. Peter is also in favor of e-mail confirmations for all assignments. E-mails are essential to staying organized with your case. Communication and getting to know your attorneys is a key element to getting the job done. “Know your attorneys, so that down the road you know what they are thinking before they say it”.

As for stress, Peter tries to pause and take a moment to focus on what he is doing. “I stop and then make sure I am doing my job to the best of my ability. I do whatever it takes to make the team successful.” Staying late and bringing in extra help are options that Peter uses when needed.

On the subject of programs like PACE, Peter feels that most educational programs are a good thing for paralegals. “I work in a large DC firm with tons of federal cases. Continuing your education is a necessity when trying to keep up with this field.” At this time, Peter is not enrolled in supplemental educational programs, but he sees the personal and professional benefit for paralegals.

For the past two years, Peter has been extremely active with NCAPA- National Capital Area Paralegal Association. He serves on the Board of Director, and Co-Director of the Sponsorship and Job Bank Program.

When asked where the profession will be in the next 10 years, Peter replied “Litigation will turn into virtual litigation. Due to the E-Discovery phase, paralegals will need to keep up.” Everything has become electronic and paralegals need to mold themselves to what is happening in the legal system. We could be left in the lurch if we don’t keep up. You need to prove that you are valuable to your attorneys and clients.”

Peter is the true definition of paralegal dedication. He is an amazing example of what DC paralegals have to offer.

Jamerra J. Cherry, has been a Paralegal in Philadelphia for 12 years. She recently accepted a litigation paralegal position with a Maryland Law firm. Her specialties include Constitutional, Civil Rights, Sexual Harrasment, Job Discrimination and Whistleblower Litigation. Jamerra is a staff writer for the Philadelphia Forum and serves as Co-Chair for the Technology and Health Care Issues Committees. Jamerra currently serves as a Board of Director for the Philadelphia Association of Paralegals, Advisor for the CCP Paralegal Studies program and faculty member for the Institute of Paralegal Education.
Attention: All Paralegal Students

The Peirce College® Paralegal Student Association will be hosting the…

Paralegal Studies Symposium and Networking Event

Tuesday, November 16, 2010
5:30 pm – 8:00 pm
Peirce College
Main Campus Building
Symposium Rooms 51 and 52

Event Focus:

Pro Bono Legal Assistance:
The Role of the Paralegal and Providing Legal Services
to those in Need

Guest speakers:
David Travaskis, Esquire, Pennsylvania Bar Association,
Pro Bono Director

Marissa Bluestine, Esquire, Legal Director,
Pennsylvania Innocence Project

Please join us for an evening of networking with colleagues, making new connections, and learning about opportunities in the legal community!

Kindly RSVP by November 12, 2010 to WCAE@peirce.edu
According to the United States Department of Labor, employment for paralegals is projected to grow at a much faster rate than the average for all occupations through the year 2014. This statistic combined with the rising unemployment rate has made the paralegal profession extremely desirable to new job-seekers from many different fields. These professionals have to now be trained in a whole new skill set. Regardless of what the stage someone has achieved in his or her former career it can be extremely challenging as well as financially terrifying to segue into a new profession.

These changes were not ones that most people anticipated and the transitions can be more challenging than when they started out in their previous career. This is one of the several types of individuals who are likely to seek out a mentor and will be the most receptive to having one. Starting out on a new path with no experience after having had job stability and a track record in another position can cause a great deal of anxiety for these new paralegals. The guidance these new paralegals receive from a mentor can help pave the way for a successful transition and ease the way while they adjust to the demands, challenges and rewards of this exciting career path.

Along with new paralegals entering into the job market, more seasoned paralegals have had to make changes within the profession. Regardless of what stage of your paralegal career you are in, you can definitely make a difference in the career of a new or experienced paralegal. The rewards of being a mentor can be very fulfilling. In this market, everyone knows someone who recently started a new job, often struggling to get that new chance. It is very satisfying to allay the fears and concerns that a new paralegal may have. These may be concerns that you had when you first started. Will I be able to do this? Will I be able to learn what I need to do a good job? The empowerment you feel when the guidance you have provided has had a direct impact on your mentee creates a very positive feeling. The role of the mentor in the paralegal profession can offer you an opportunity to enhance your leadership skills in a way that will contribute to both your personal and professional growth. Mentoring another professional looks very attractive on your resume indicating that you are a leader who could someone who could train others. Successful mentors inspire and influence others to be the best they can be. Having this experience will make you more of an asset to the organization you work for as well as in your paralegal associations. Mentoring offers you the chance to gain perspective into your own strengths and weaknesses along with the confidence you will build in yourself. The mentee is inviting you to provide guidance and wisdom so it is important to hold this role in a high regard. Their invitation is an indication that they value the feedback you provide them.

**HERE ARE SOME IMPORTANT TIPS FOR MENTORING:**

1. **Be receptive to mentoring someone who is different from you:** Think outside the box. Providing guidance to someone who is older than you can provide you with a way to challenge your leadership and teaching skills. It is imperative to be open to individuals of all backgrounds from a personal and a professional standpoint. This is important especially if you decide to become a manager or advance in your department into a managerial role since you will be leading other professionals of all ages and backgrounds.

2. **Being Patien**: Remember how you felt lost when you started a new career. Providing guidance to another professional means that there are times when they are not going to grasp a concept or get what you are explaining right away. They may also make mistakes that you, with your experience would perceive as a blunder. It is important to keep in mind that they are learning new concepts from many different directions and can be overwhelmed. Being impatient or condescending will alienate your mentee and damage your creditability.
3. Seek out mentees who are open-minded and really want to learn: These people are the ones who are extremely committed to their profession and will not waste your time.

4. Be reliable and available: Knowing that the mentee is depending on you, it is extremely important to be upfront about your availability and set specific meeting times.

5. Be a positive role model: Set an example for your mentee which means that you should not bad mouth, gossip or betray confidences as this will have your mentee questioning your creditability.

6. Be careful how you deliver constructive criticism: How constructive feedback is delivered how effective the feedback can be. Give feedback clearly but present it gently and constructively. The method that something is delivered can have an impact on the way your mentee learns from you. It is acceptable to have “healthy conflict” with your mentee and how you handle conflict can set the stage for a meaningful relationship.

7. Set goals: Set realistic goals for your mentee and make them accountable. Let them know by what date you expect something completed and keep the door open for questions.

8. Set a comfortable environment: This will provide the mentee to say what is on their mind and ask questions without embarrassment.

9. Value Confidentiality: Do not gossip or publicly criticize mentee and when they confide in you it is imperative to the relationship not to betray this. This is also important since as paralegals we uphold the attorney-client privilege as well as other confidences and this integrity should be carried over both in and out of the office.

10. Show a genuine interest in your mentee as a person: Get to know a little bit about their family, where they grew up, hobbies, professional and educational background and what led them to the career direction they have taken. This is an effective way to build trust and know how to guide them. Also, let them know a little about you. This rapport will help the relationship progress and last a long time.

11. Do not be afraid to refer them to other professionals for guidance: As a mentor you cannot always be an expert in a particular area and part of being a credible professional is to know when someone else will be able to more effectively guide your mentee.

12. Always encourage them to possess integrity and to resolve conflict: Guiding a mentee to take the high road in any situation will help that person be a better professional and help pave the way to gain more responsibility.

13. Be a good listener: Avoid being judgmental and try to have a full understanding of the mentee’s situation before giving feedback.

14. Build Confidence: Mentors can help build mentee’s confidence by acknowledging their progress and achievements while being supportive when they make a mistake. Continue to help them emphasize their strengths and weaknesses.

Mentoring is a commitment and if you can make the time the benefits are rewarding. Regardless of how long you have been working as a paralegal or a paralegal student you can always offer some guidance and valuable wisdom that can really put someone on the right path to success. Professionals who lack mentorship usually have a disadvantage to those who have been mentored in achieving success. Being a mentor can have a strong influence on the growth of the paralegal profession as helping make other professionals better will enhance the respect that paralegals receive.

Your mentee may have new and fresh ideas to provide, new and innovative ideas on how to accomplish something and may also be a valuable connection for you someday. “Be the change you want to see in the world.” - Gandhi

Bill Gates’ house was designed using a Macintosh computer.
One is a lonely number, as the movie/songs go. Although there was some previous interest before this committee was created in the Spring, there has been none since its formation. This is a low-key, laid back committee – I’ve offered short, bi-monthly meetings by phone. While it’s hard to forget the environmental impact of the BP oil spill with all those photos, it’s easy to forget the mountains of trash being sent to the dump. Law firms produce tons of waste – much of it in paper form. Do your firm shred regularly? Do you know whether your shredding is being recycled? The Philadelphia Bar Association will soon announce simple guidelines for becoming more “green,” and will offer firms Sustainability Partnerships. While making a positive impact on the environment, you can simultaneously increase your profile and value at your firm by helping your firm become a Philadelphia Bar Sustainability Partner. Please consider joining, or contacting me with any questions at jstouffer@bernerklaw.com. Two (or more) heads are definitely better than one. Please help. Thanks.

P.S.-In PAP’s effort to promote going green, we will begin publishing simple environmental tips scattered throughout future issues of the newsletter.

The newsletter held several meetings over the past few months developing editorial material for The Forum Issue 3, our Fall issue. We are discussing adding some regular features to the newsletter, such as a "Bulletin Board" to advertise members who may have a business on the side; for example: Mary Kay reps or real estate sales, and also for business-to-business postings. We have been receiving great feedback on our past issues, especially from our counterparts in other states and regions. We highlighted our newsletter at the recent NPFA National Convention held in Philadelphia/Cherry Hill in October. We have been fortunate to have several new writers contributing their work with great success. As always, we want the newsletter to be reflective of our membership and are always open to your ideas and input. All members welcome at our meetings to be held on the first Tuesday of every month. Please contact Maryanne Ebner at 215.241.8831 or by email at mebner@lawsgr.com.
2010 PAP Pro Bono Award

Congratulations to Patricia “Pat” Pelletreau, the recipient of the 2010 Pro Bono Award. Pat was presented with the award at September’s bi-monthly luncheon. She choose Face to Face Legal Center in Germantown to receive the $1,000.00 donation.

Pro Bono Meet and Greet

The American Bar Association is having a National Pro Bono Celebration from October 24, 2010 to October 30, 2010. To support this event, the Pro Bono Committee is planning a pro bono meet and greet with local Pro Bono Organizations on October 20th from 5:30 pm to 7:30 pm at Duane Morris. Refreshments will be provided. This is an opportunity for PAP members to meet and talk with some local pro bono organizations to help them find the right volunteer opportunity. Space is limited so, if you want to attend contact Judith Bardsley at: judybardsley2006@yahoo.com by October 15.

Pro Bono Volunteer Opportunity - Need Volunteers!

We continue to have bimonthly volunteer events with PILCOP and need more volunteers! PILCOP is dedicated to advancing the Constitutional promise of equal citizenship to all persons irrespective of race, ethnicity, national origin, disability, gender or poverty. They use public education, continuing education of our clients and client organizations, research, negotiation and, when necessary, the courts to achieve systemic reforms that advance the central goals of self-advocacy, social justice and equal protection of the law for all members of society. PILCOP needs help with a variety of tasks. If you are interested in volunteering, please contact Judy Stouffer at: Jstouffer@bernerklaw.com

What are You Interested In?

For 2011, we are planning to have a pro bono volunteer opportunity for paralegals every month with a different pro bono organization. We want your input on what organizations you want to volunteer with! If you would like to recommend a local pro bono organization for our 2011 monthly opportunity, please e-mail Judith Bardsley (address above).

Committee Meetings

The Pro Bono Committee meets the third Wednesday of every month at Duane Morris (Center City). If you are interested in participating, contact Judith Bardsley (e-mail address above). The remaining meetings for 2010 are:

- October 20 - 5:30 pm to 7:30 pm
- November 17 - 12:30 pm to 1:30 pm
- December 15 - 12:30 pm to 1:30 pm

Outside of the Office With Clients

SEND US YOUR STORY!

Our work involves more than research, meetings, and writing. Some of the most interesting and best client interactions occur outside the office at locations such as:

- Restaurants
- Sporting Events
- Sponsored Outings
- Community Activities (picnics, parades, graduations, volunteer events)
- Cultural/Entertainment Events

To demonstrate the diversity of our work and the social aspect/opportunities, we would like you to share your client experiences outside the office.

Send your submissions to mebner@lawsgr.com

We would especially like to hear from the surrounding counties/suburbs.
PACE CORNER
By Barbara I. Nield, RP, Pa.C.P., PACE Ambassador

PACE Track CLE Seminars at NFPA Convention

There will be 4 PACE Track CLE seminars at the NFPA Convention on October 7, 2010. These CLE seminars will be attended by paralegals who are studying for PACE, considering taking PACE or need their CLE credits for renewing their RP credential.

Congratulations to PACE Scholarship Winner!!

A PACE Scholarship was awarded at the September 14, 2010 bimonthly luncheon. Congratulations to Vicky Eugene. Vicky is a Senior Paralegal at Community Legal Services involved in Social Security Disability and SSI Disability law for over 20 years.

PACE Scholarship

PACE Scholarships will continue to be awarded at the March and September bimonthly luncheons. The amount of each Scholarship is $325. Scholarship entry forms are available on the PACE page on PAP’s Web site at www.philaparalegals.com. Example: subscribe PACEStudy Jane Doe

CLE’s For RPs

If you are looking for last minute CLE’s for renewal purposes, please check the NFPA website (www.paralegals.org) for on-line classes. There are other on-line vendors who offer CLE’s, including IPE and West.

RP LISTSERV

This is a listserv dedicated to PACE Registered Paralegals. RP’s can use this listserv as a format for networking, to find answers to work projects and share ideas with each other. There is a link to sign up for this listserv on NFPA’s homepage. This link will remain up for a limited time and then be relocated to the page where you sign up for the other listservs offered by NFPA.

Online PACE Review Course

The PACE Review Course is an on-line class offered by American Institute for Paralegal Studies (AIPS) which runs for seven weeks. The class includes discussion questions, e-lectures, assignments and readings in the PACE study manual each week covering one unit a week for a total of 7 units. An instructor posts the questions and leads the discussion and is available each day of the course. Average number of hours spent is about 2-3 hours per week. A mock test of PACE exam is given during the seventh week on the computer. Tuition cost for this 7 week course is $395.00 plus $77.40 (+ shipping and handling) for PACE Study Manual which can be purchased through NFPA®.

Courses scheduled for 2010:
• October 18, 2010

Additional courses may be added if sufficient interest is expressed.

AIPS also offers CLE’s for paralegals. You do not have to be an RP to take a CLE class. The classes are open to all paralegals. This is an easy way to learn about another area of law and not as time consuming. In addition, some of these CLE’s might be useful to paralegals studying for PACE who just need a refresher in a few areas or those that do not want to pay for the full on-line course.

For more information and registration form, please visit the PACE page on NFPA website at www.paralegals.org.

PACE Study LISTSERV

NFPA® provides a listserv for those who are studying for PACE. Anyone studying for PACE can sign up as follows:
• Send an email to imailsrv@list.paralegals.org
• In the message BODY (not the subject line) type > subscribe(the listserv name)YourFirstName YourLastName
Sample PACE Questions:

1. Use of the Internet or inter-office e-mail to keep the legal team and client informed about the status of a matter:
   a. Should be employed carefully with regard to client confidentiality, as such correspondence may become discoverable.
   b. Is an economical, paperless method to achieve effective communication by avoiding use of the tickler system.
   c. May be disallowed by the courts for violation of the best evidence rule requiring original documents.
   d. May be unacceptable to the client due to the high cost of installation and maintenance.

2. A letter sent to the defendant’s insurer that summarizes the plaintiff’s injuries, lost wages, medical treatment, and medical bills and requests monetary compensation is commonly known as:
   a. A statement of damages.
   b. A demand letter.
   c. A memorandum of law.
   d. An opinion letter.

3. Your key witness is a 12-year old child. When the child is called to testify, the opposing attorney objects on the grounds of competence. The court is likely to allow the child’s testimony if the witness:
   a. Takes the oath to tell the truth.
   b. Is assisted in testimony by the client’s legal guardian.
   c. Is the child of another party to the suit.
   d. Is so nervous that he or she cannot communicate effectively.

ANSWERS:

1-a. To answer this question correctly, you must be alert to the ethical concept of client confidentiality. Option (b) is clearly incorrect because one never wants to avoid using a tickler system. Option (c) is not relevant to the questions. While option (d) may or may not be correct, depending entirely upon the client (and therefore not testable), choosing option (a) reflects your awareness of the ethical pitfalls of using e-mail indiscriminately.

2-b. The correct answer is Option (b). A memorandum of law is an internal memorandum written to solve a legal problem by applying pertinent cases and statutes. An opinion letter is a letter written by an attorney to the client giving a legal opinion about specific issues. A statement of damages, without a demand for settlement or payment, would be ineffective.

3-a. Federal Rules of Evidence do not disqualify a witness simply because he or she is a minor. If the 12-year old is mature enough to satisfy the judge that he or she understands the importance and gravity of an oath to tell the truth, the child’s age will not disqualify the child. Options (b), (c) and (d) are irrelevant, particularly (d), which, when coupled with the scenario, is clearly incorrect.

PACE Study Group
Please contact Donna McConnell, RP at dmcconnell@postschell.com if you would like to join a study group.

Barbara Nield, RP, PACE Ambassador, 215-751-2101, bnield@schnader.com

Paralegal Links

Legal Assistant Today magazine (www.legalassistanttoday.com) has placed a paragraph and a link to www.keystoneparalegals.org in their association link section.

Also, Paralegal Gateway (www.paralegalgateway.com) has also added the link to their site.
PACE Scholarship Entry Form

At the March and September bimonthly luncheons of the Philadelphia Association of Paralegals, a PACE Scholarship will be awarded in the amount of $325. You do not need to be present at the time of the drawing to win.

To be eligible for a Scholarship, you must meet the educational or experience criteria below, commit to take the exam within one year after winning the Scholarship and complete an Entry Form. One entry per person. One Scholarship per person per year.

Educational and/or practical experience requirement for PACE are:

- An associate’s degree in paralegal studies obtained from an institutionally accredited and/or American Bar Association approved program and six (6) years substantive paralegal experience OR
- A bachelor’s degree in any area obtained from an institutionally accredited school and three (3) years substantive paralegal experience OR
- A bachelor’s degree and completion of a paralegal program with an institutionally accredited school (*the paralegal program may be included in the bachelor’s degree*) and two (2) years substantive paralegal experience OR
- Four (4) years substantive paralegal experience completed on or before December 31, 2000.

ENTRY

I would like to apply to be eligible for the PACE Scholarship. By submitting this Entry, I acknowledge that I meet the criteria stated above and commit to take the exam within one year of winning the Scholarship. If I do not take the exam within one year, I will forfeit the Scholarship and am not eligible for future Scholarships.

Signature: __________________________________________________________________________

Printed Name: _______________________________________________________________________

Phone Number: _______________________________________________________________________

Email Address: _______________________________________________________________________ 

Change from Within

By Jessica A. Giraldo, Special to the Forum

In order to create real change in the utilization of paralegals and paralegal students in providing pro bono services, a change must start from within, commencing with revising the written policies of the governing bodies of the profession. The following is by no means an exhaustive list of areas of exploration for the encouragement of utilization of paralegals to assist in providing pro bono services, however, it is meant to cover these main areas: (a) Policy Changes; (b) Funding Support; (c) Collaborative Efforts; (d) Incentives and (e) Local Assistance.

I. Changing Existing Rules of State Bar’s Pro Bono Committees to Include Paralegals

The Florida Bar has a Standing Committee on Pro Bono Legal Service, created by Rule 4-6.5 of the Rules of Professional Conduct. This Standing Committee is charged with reviewing and evaluating the pro bono plans put in place by the Circuit Pro Bono Committees as well as proposing any amendments to the pro bono rules to the Supreme Court. The composition of this committee does not include a paralegal member.

The Circuit Pro Bono Committees exist in each judicial circuit (20 in total). The circuit committees are composed of at least one member of each voluntary bar association, one representative of each pro bono provider in the circuit, one public member and one client-eligible member. Again, the composition does not include a paralegal member.

Clearly, the Standing Committee has the authority to implement a rule change. This rule change could include the addition of a paralegal member, in the composition of both the Standing Committee and the Circuit Committees. This paralegal member could be a Florida Registered Paralegal, already underneath the Florida Bar’s governance, who could provide a voice for the paralegal profession on pro bono services from within.

Moreover, Rule 4-6.5, section (c)(2)(e) specifically states that each circuit committee shall “…encourage more lawyers to participate in pro bono activities.” This particular language can be expanded to provide for the encouragement of lawyers and paralegals to participate in pro bono activities. In short, once the rules change, the rest will follow.

Lastly, the following is an excerpt from some of the pro bono opportunities that the Florida Bar suggests that each circuit committee include in their pro bono plan:

…interviewing of prospective clients…participation in pro se clinics and other clinics in which lawyers provide advice and counsel…providing legal research…providing guardian ad litem services…providing assistance in the formation and operation of legal entities for groups of poor persons…”

These responsibilities are either already performed by paralegals or can be performed by paralegals!

1 The author intends to use the term “paralegals” throughout the remainder of this piece, but by no means wishes to exclude the use of paralegal students in any of the suggestions contained herein.

2 See Rule 4-6.5(b), Voluntary Pro Bono Plan, Rules Regulating The Florida Bar

3 See Rule 4-6.5(d), Voluntary Pro Bono Plan, Rules Regulating The Florida Bar
II. Allocate Paralegal Dues for Necessary Costs in Implementing Rule Change and Use Funds to Provide Incentive for Pro Bono Programs to Utilize Paralegals

Undoubtedly, rule and policy changes require financial support. A potential, untapped source of funds already exists in Florida -- Florida Registered Paralegal dues. This way, the costs associated with the integration of paralegals in providing assistance with pro bono services is reduced.

In addition to providing financial support for necessary costs incident to implementing the proposed rule changes, a portion of the dues can be allocated toward supporting pro bono projects that include paralegals. This would provide an added incentive for existing providers and programs to either expand or create projects that can utilize paralegals. Moreover, these programs would receive additional funding while reaching a wider audience for volunteers.

III. Cooperation of State Bar with Paralegal Committee on Pro Bono Efforts

After cutting through all the red tape regarding rule changes, a collaborative effort between the state bar association and its paralegal division is the next logical step. For instance, in 1998, the Texas State Bar collaborated with its Legal Assistants Division to create the Pro Bono Partners Program, where attorneys and paralegal volunteers are teamed together to provide pro bono services. The reasoning is that more attorneys would participate in pro bono work if they knew that they would have the support of paralegals to assist them. Needless to say, incorporating such a program in each state can greatly benefit the state's citizens as well as the profession.

IV. Provide an Incentive via Credit for Pro Bono Hours Performed by Paralegals

Many firms already have existing pro bono committees and corresponding budgets. This committee usually creates and enforces the firm's pro bono policy, manages the pro bono projects, annual hourly goals, case referrals, etc. Incorporating a senior paralegal(s) in the existing firm's pro bono committee will enhance the existing use of paralegals in pro bono work. As an incentive to the firm, the pro bono policy could provide for a partial (or full) credit to the attorney toward their billable hours for pro bono work performed by their paralegal. Of course, paralegals with billable hour requirements can be credited for their pro bono work as well. Additionally, pro bono work should be taken into consideration for performance reviews.

This incentive can be applied at the state bar association level as well by partially crediting attorneys for paralegal's time on their pro bono cases. Doing so would encourage the smaller firms and solo practitioners who do not have the resources of a larger firm to implement pro bono projects. Alternatively or in addition, the paralegal division within the state bar association could implement either a voluntary or mandatory pro bono hour requirement.

V. Create Pro Bono Coordinator for all Local Paralegal Associations

Local paralegal associations can largely influence the utilization of paralegals in pro bono services at the community level. Local paralegal associations can appoint a pro bono committee whose purpose is to establish relationships with pro bono providers, agencies and perhaps even sit on the state bar's or ABA's pro bono committee. The main goal of the committee should be to offer its members a variety of pro bono opportunities focused on the needs of the community.

To be clear, the purpose is not to have one or two paralegal associations who have such designations, but rather, that all local paralegal associations implement some form of a pro bono committee. Most local paralegal associations are affiliated with a national association, and as such, the national association could (and often does) encourage local associations to create this type of position.

Despite the foregoing, the biggest challenge to change remains the status quo. The "big idea" is to keep a fresh perspective so as not to remain stagnant while maintaining the wisdom of the ages. Let us not forget that the roots of the paralegal profession stemmed from a need to increase access to justice to those in need.


Jessica Geraldo is currently a paralegal student at Miami Dade College and her article was chosen as the top student submission to the National Federation of Paralegal Association's student contest, resulting in a scholarship award to attend NFPA's Annual Convention in Philadelphia this past October.

4 The undersigned recognizes that there are exemplary firms who already implement policies that include paralegals in the firm's pro bono efforts, but is speaking to the general population of firms who have not.
A

s the elevator ascended to the sixth floor, where I was scheduled to meet Michael Galbraith, I wondered what he had in store for me. I anticipated meeting with a legal professional such as Michael; but at the same time, I was analyzing every contingency. Subconsciously, I thought about our personalities. I was hoping they would be compatible enough that the interview wouldn't be awkward or choppy. Right before entering the suite, I wanted reassurance that my aesthetics appeared pleasing and professional. Focusing on one of the walls that were surrounding me, I used my reflection in the exquisite marble walls to make sure my hair and make-up were still neat and intact.

The friendly secretary at The Dispute Resolution Institute assisted me to a conference room that had a table for six, a mini-fridge, and an immense glass window overlooking Philadelphia. On the table there were Snickers, Skittles, a pen, and a pad of paper. I observed the buildings surrounding me and the different people outside as I waited for my interviewee to enter the room.

"Would you like any sweets?" Michael casually asked me before we started our interview. I gratefully denied and then we comfortably took a brief moment to discuss things that were and were not relevant to my interview with him. Within a short moment of being in Michael's company, it was easy for me to understand how he made it to his position as Deputy Director at The Dispute Resolution Institute. And it was mostly dedication.

He attended The University of Maryland and tried majoring in engineering. He eventually took a six-question test and wasn't aware of any of the answers, and that's when he dropped engineering as his major. Prior to that, he took a criminal justice course which boosted his interest in law. He decided to go to Pace Law School in New York for two years. He then transferred to Villanova to complete his third year of law school. Michael did well, but generally disliked law school.

One of my biggest curiosities was if Michael had ever experienced any doubts during his journey. It was to my surprise that he actually did have doubts—and they were about him. He sometimes questioned himself and wondered if law was the right fit for him. What was even more surprising was that Michael told me that it is very common for first-year law students to reconsider their career goal. He explained that while he was in law school, there weren't any tests; there was only one exam at the end of each semester. That specific way of testing was overwhelming for Michael. He compared it by stating: "It's like playing a game of poker; if you lose the hand, you lose all the chips. Contrary, you could always win all the chips too."

Another time Michael was in doubt was when the person he worked for showed malicious behavior towards him and other people. He eventually gave that boss his two weeks and continued moving forward. He landed a position that was only supposed to be three months; however, he made connections and turned the three short months into his seven year career. Michael obtained a position as Deputy Director at The Dispute Resolution Institute and still works there today.

After discussing Michael's doubts and achievements, I wanted to know what kept him motivated during the difficult times. He told me how he already devoted so much time (three years in law school) so he wanted to give it another chance. Deciding to quit law school would have deterred him from his aspirations and to Michael, it wasn't worth quitting.

As soon as I mentioned the role of legal ethics to Michael, he didn't hesitate to emphasize the importance of ethics. He strongly dislikes dishonesty and he despises people who are dishonest to him. He mentioned that ethical issues do affect most attorneys. He stated that attorneys may sometimes "sugarcoat" certain things to their clients. He confirmed that communication and honesty play an
essential role in legal ethics. He ended it off by lucidly stating: "Some attorneys may not represent facts adequately to clients or the judge. After one lie your reputation could be ruined. How is anybody ever supposed to be taken seriously after displaying dishonest conduct?"

After discussing ethical issues, I asked Michael if he was ever in a position where he felt compelled to lie. At that point, he underlined the importance of a positive work environment. He spoke very highly of his associates and explained that when one person has good ethical values, it provides a good example to the other associates. In other words, the people Michael surrounds himself with are very influential; and I believe they would say the same about him.

When I asked Michael if there was anything else he would like to share with me, he discussed job satisfaction. He told me not to be motivated by money. He works in a small firm, which typically pays less money than a large firm. However, every day at 5:00PM Michael is able to go home and enjoy spending time with his family. On the other hand, the people that work in larger firms often have to assert a lot of overtime. He also told me about the relationships between him and the other associates in his firm. "They are all really close," he told me, "and it’s hard to have that in a large firm."

I kept asking questions, and Michael kept answering. But there was one thing that Michael said that made law even more intriguing to me. He stated: "In law everything is always changing, like a living organism, and it's cool to be a part of that." The Constitution of the United States is often described as a "living document." Michael highlighted that our constitution is able to be changed. Unlike mathematics, where numbers are just numbers, it’s exciting to be involved in law because people have the potential to leave an indelible mark on our country.

Caitlin Quattrone is currently attending Philadelphia Community College as a paralegal student.

---

The Community College of Philadelphia
Fox Rothschild Center for Law and Society
Cordially invites you to a
Paralegal Studies Program Networking Event
In honor of our ABA Reapproval
Thursday, November 4, 5:30-8:00 pm

Featured Guest Speakers: Honorable Sandra Mazer Moss, Coordinating Judge of the Complex Litigation Center, First Judicial District and Stephanie Resnick, Esq., Chair, Litigation Department, Fox Rothschild LLP

THE CENTER FOR BUSINESS AND INDUSTRY
1751 Callowhill Street Philadelphia Pa 19130

Please join us in the celebration and get a chance to network with students, faculty, alumni, and members of the legal community

Graciously sponsored by:
Summit Court Reporting, Harris Investigations and the MCS Group

RSVP to Maxine Shaw at mshaw@ccp.edu or call 215-751—8771 x0084
James DeCrescenzo Reporting, LLC

Serving The Legal Community For Over 30 Years

JDReporting.com
(215) 564-3905

- Nationwide Scheduling
- Transcripts with Synchronized Audio
- Video Depositions Synchronized with Transcripts
- Online Transcript and Exhibit Repository
- Realtime Reporting
- InterNETDEPositions® (Attend depositions by computer from any remote site)
- Conference Suites for Depositions, Arbitrations & Meetings
- Video Conferencing

TRIAL TECHNOLOGIES, INC.

HighTechTrial.com
(215) 963-9798

Courtroom Presentations That Make Your Case

- High-Definition SuperDepositions™ (Patent Pending)
- 3D Animation and Graphic Design Experts
- Interactive Timelines
- Fetal Strip® Presentations
- Microscope Projection
- Digitized X-rays
- Video Settlement Brochures
- Day-in-the-Life Documentaries
- Courtroom Equipment and Support
- State-of-the-Art Mock Jury Facility

Complimentary Consultations

SEEING IS BELIEVING

1880 JFK BOULEVARD - 6th FLOOR, PHILADELPHIA, PA 19103
Next to email, texting is the most popular form of electronic communication in use today. Initially popular among school aged children, texting has mainstreamed into the adult community. Adults now carry on entire conversations via text messages or SMS (short message service) much like teenagers do. It’s quick and it’s easy.

So if you can subpoena cell phone records and request a party produce emails can you do the same for text messaging? It’s a complicated answer.

For instance, the text messages of public officials are considered “records” and are subject to the same disclosure laws that paper records are under the Freedom of Information Act. The problem is that the wireless providers don’t keep text messages on their servers. Or let’s say they don’t keep them very long, it varies among companies but the average is 48 hours. The cellular service will keep a message on their server until it is delivered (which is usually instantly) and not much longer thereafter. The cellular service may keep a record of the date/time and the to/from details of the message but each carrier is different and the service is not required by law to keep the information. They are, however, required to protect it under the Electronic Communications Act.

Reprinted with permission from The Legal Intelligencer.

© 2010 ALM Media Properties, LLC. Further duplication without permission is prohibited. All rights reserved.
Law enforcement agencies can get the text messaging information pretty quickly, that’s why it looks so easy on CSI and Law and Order, but in real life it’s much more difficult, closer to impossible. Sometimes even law enforcement agencies run into issues with the Electronic Communications Act which protects this information, in some courts. The courts’ decisions vary wildly from state to state regarding what is actually considered an electronic communication and how much protection each communication deserves. Although in most civil cases, by the time you finish your initial research the text messages have been deleted from the providers servers. It is believed that the cellular company has the capability to begin to save text messages if served with a Preservation Notice, although none of the cellular services will confirm this as gospel or garbage.

Can you get deleted text messages from the device itself? Again, the answer is sticky. Yes, you can hire a crackerjack computer forensic expert who would use some of the same techniques used to recover data from a computer to retrieve data from a cellular device. The text message data is stored, saved and deleted on your cellular device the same way it is on a computer. When you delete something from your computer it isn’t instantly gone. It goes to a space on the hard drive where it stays until the space the document formerly occupied is taken up with more data. Did you ever run a compression or defrag on your computer? Recall the bars that come up in different spaces on the line? Some fat, some thin? The spaces in between is where your deleted data is hanging out until its completely overwritten, like a document purgatory. OK now that you have the picture… the same thing happens to text message on a cellular device on the SIM card. The sooner you try to retrieve a deleted text message from the device itself the better chance you have of getting it.

If you think you’re going to catch that cheating husband in a big divorce case or the sleazy corporate embezzler with a “smoking gun” text message – its probably not going to happen. I’m surprised we don’t see more mobsters texting.

What about Tiger Woods? How was his house of cards brought down by the elusive text message? He failed to erase the text messages he sent to other women, and even more importantly the recipients failed to erase the text messages, or chose to keep them. The SIM card on a cellular device can store a text message forever if you don’t delete it. Some cellular devices allow you to forward the text message to an email account or another cellular device. In essence a text message can take on a life of its own.

A text message is anything but private, can take on a life of its own and yet so difficult to retrieve once deleted, quite an enigma.

I am going to assume for the sake of argument that those of you reading this article are not criminals and suggest some tips for using text messaging safely. Some you may of have heard them before but certainly bear repeating.

- Never ever say anything incriminating in a text message. If you wouldn’t put it on a billboard in your neighborhood – don’t text it;
- Never threaten anyone in a text message, even jokingly. Text messages are not perceived by the recipient always as intended by the sender because of short nature of a text message and frequent misspellings and text shorthand;
- Only text to people that you trust;
- Be wary of texting to strangers; some cellular devices have GPS capabilities that can track where you are located;
- Be wary of texting to numbers that are not phone numbers, for instance to have your horoscope delivered to your phone each day. They are costly and the charge will show up on your cellular bill;
- Never send compromising photos via text messaging. You may think you’re sending it to someone special and the next thing you know – its all over the internet.

For some reason texting doesn’t seem to have the same common sense attached to it that a paper communication would. People randomly pick up a cellular phone and text as if it were a Vulcan Mind Meld between two people that no one else can ever see. While laws and regulations are being enacted and interpreted to ensure the privacy of electronic communications, texters are absent mindedly putting themselves in harms way. For now it appears that texting is a pretty quick, easy and safe means of communicating a short message with someone you can trust. But that’s about the extent of its usefulness to adults anyway.

Kim Walker is a litigation paralegal With Berger & Montague. She has been a paralegal in Philadelphia for 27 years. Walker serves on the Board of Directors, as the chairwoman of the technology committee of the Philadelphia Association of Paralegals, the chairwoman of the medical/legal committee of the Philadelphia Association of Paralegals and is a staff writer for the Philadelphia Forum.
Work Personalities

By Kim Walker

I view the new school year like I view New Year’s Day. A new beginning, and a time to shed the past and start fresh.

In today’s economy we have to put our best face forward and do the best we can to ensure that the office we work in is efficient and profitable. One way to do that is to really look at ourselves and how we deal with our coworkers.

If you think about it we spend more time with our work families than we do our actual families. And we all know how difficult actual families can be. We need to put the same effort in to keeping our work families cohesive as we do our actual families.

First we have to take a look at ourselves and determine which work personality category we fall into. So take a look at the list and chose the personality that best suits you, maybe ask a friend (a really good friend who won’t lie) to help you pick.

1. Two-faced Gossiper
2. Sabotager
3. Work Skirter
4. Savior
5. Martyr
6. Whiner/Complainer

I realize that the list is void of any complimentary personalities but hey, none of us are perfect. So take the time to think about it and pick one. Hopefully by learning some tips on how to deal with each personality you will be able to improve your own work personality.

**A Two-Faced Gossiper** can spread grief and despair through a law office like a cancer.

In an office environment it is so easy to get caught up in the gossip. Especially if someone is gossiping about something they heard from an office manager or partner. Gossipers thrive on creating conflict between others and sit back and watch the drama from afar. Gossipers think they

Reprinted with permission from The Legal Intelligencer.
© 2010 ALM Media Properties, LLC. Further duplication without permission is prohibited. All rights reserved.
are giving you much needed information and/or advice - hoping you will be the one that will do something about it. While they sit in the shadows as an Innocent bystander. If a Gossiper is repeating something that a manager or partner told them, obviously they cannot be trusted. When you hear gossip and rumors ask yourself why would an office manager or partner tell this one person such important and secret information and keep everyone else in the dark? I'm not really sure why people would ever spread gossip and rumors but it is always wise to just ignore it. If the information is that important - you'll find out soon enough.

Gossipers often lie about what they “heard” to try and get more information. Don't fall into their trap. If you know personal information about someone else, keep it to yourself. Never share personal information or opinions with a Two-Faced/Gossiper.

All gossipers are two-faced. If they are talking to you about someone else, I can assure you that they are talking about you to someone else. The best way to handle a gossiper is to simply say “I don't think that this information is any of my business and I don't think so and so would want you repeating it.” The Two-Faced/Gossiper won’t be offended, they'll just move on to their next victim, because unfortunately the Two-Faced/Gossiper will always have a captive audience.

If you are a Two-Faced Gossiper - you need to think about how damaging your behavior is to others. Besides, why wouldn't you just want to keep all the super secret information that you have to yourself?

The Sabotager is the person in the office who can never, no matter what, take responsibility for a mistake. It's NEVER them, it's ALWAYS someone else.

The first time you encounter a sabotager you may be shocked at how bold and believable a sabotager can be while clearing their name of an error, even a small one. If they miss a deadline - not their fault, the deadline was not clear. If they miss a meeting - not their fault, their clock stopped. If they miss case law that is no longer valid in a brief - not their fault, they're satisfied just knowing you needed it! Only those that actually produce work will be left standing.

a mistake. You're not fooling anyone, for we all make mistakes.

Work Skirters all have B.A. degrees from the School of Looking Busy. They are always busy doing nothing and it's frustrating to watch them day in and day out and you wonder... why/how are they still employed? The sad truth is that it's none of your business. If the firm wants to pay the work skirters that's the firm's business and they are entitled to pay anyone they like, whether or not they actually do in fact, produce work.

Surely you have the good sense not to get involved in a project with a work skirter. If you don't have the good sense or have been unfortunately teamed with a work skirter it is wise to make sure that each duty for each person on the team is clearly defined with a clearly defined deadline. You are not responsible for what the work skirter does or does not do. You are only responsible for your actions, the work you do.

If you are a work skirter - now may be the time to change your lazy ways. Firms are down-sizing or right-sizing and only those that actually produce work will be left employed.

The Savior, I went to Catholic school for 12 years - I can see a savior coming from a mile away!

Here they come to save the day! Without the savior the project would never have been finished on time. The filing would have been a disaster. Every exhibit would have been incorrectly marked. Often they mention just how much they helped you right in front of the boss. You know this type. If you really need the savior’s help then you’ll just have to suck it up. If you don’t need the savior’s help than politely thank them for their offer and be on your merry way. Saviors are insecure and need to think that they are needed, they don’t really care if you appreciate their help, they’re satisfied just knowing you needed it!

If you are a savior - don’t bother helping if you can’t do it with a good heart and expect nothing in return. It will get done on time and correctly, without you!

A Martyr does their fair share of work but they let you know it. If they stay late you know it, if they come in early you know it, if they worked over the weekend you know it. A martyr may or may not have a life outside the office but they give alot to their work life and sometimes feel that others are not giving enough. Which of course, is none of their business.

If the martyr's signature is not on the bottom of your paycheck just let them ramble. Often a martyr feels under-appreciated, overworked and underpaid. If a martyr helps you on a project or helps you solve a problem it’s always good to let them know you appreciate their time and assistance. The martyr simply wants to be acknowledged. Mar-
tyrs are usually good people that overextend themselves because they have difficulty saying no.

If you are a martyr - knock it off. If you don't want to work late than don't, if you don't want to come in early than don't. If you feel you're underpaid than ask for a raise. If you feel people don't appreciate you than stop doing so much. It's your responsibility to balance your life and it's your responsibility to make sure you are happy. Learn to say N-O! Let's practice - NO, NO, NO!

If there is one work personality that can suck the life out of you like a vampire (and I mean no offense to vampires) – it’s the Whiner/Complainer. I think of all the work personalities this is the worst. We all whine, we all complain at one time or another, but this personality never has anything nice to say and never sees the glass half full. This can be a real problem in a law office where the glass is barely sitting upright, always ready to tip over.

OK - the best way to deal with this critter is to get away as fast as possible, while still being polite. If you don't have to work directly with the whiner/complainer it’s easier to make a fast get away with a “good morning” while you’re still walking. If you have to deal with a whiner/complainer all day - that’s a little tougher, and take as an enormous amount of self restraint. The best thing to do is just ignore their whining/complaining while looking like you paying attention with a couple of head nods and “uh huhs” while offering a quick explanation of why you can’t stay and torture yourself any longer - like “oh I have to run I have a million things to get done today.”

Don’t try to help a whiner/complainer change their negative ways. This personality is so wrapped up in themselves you’re just wasting your time. The most important thing is don’t get sucked in by their negativity.

If you are a whiner/complainer seek help because no matter how many people nod and “uh huh” you - nobody really wants to listen to your complaining. No matter how bad things are constant whining isn’t going to make it better, but a positive attitude can go a long way.

Whining and complaining is not to be confused with the occasional venting to a trusted colleague, which is perfectly acceptable and encouraged.

Hopefully you have gained some insight in to your own work personality and have learned some tips to deal with all the different personalities that you will encounter during your work day.

Hmm? I think I have my work personality pegged and I am going to get started right now correcting it.

Kim Walker is a litigation paralegal With Berger & Mon-tague. She has been a paralegal in Philadelphia for 27 years. Walker serves as the chairwoman of the technology committee of the Philadelphia Association of Paralegals, the chairwoman of the medical/legal committee of the Philadelphia Association of Paralegals and is a staff writer for the Philadelphia Forum.
Document and Print SERVICES

for everyday business

25th anniversary

scan
- Litigation Scanning - OCR - EDD Process - Blowbacks - Trial Support
- CD/DVD Duplication and Creation - Electronic Numbering - Coding/Indexing
- Document Conversions to PDF/TIFF/JPEG & Word - B/W and Color Scanning

copy
- Litigation Copying - Color Copying - Custom Tabs - Bindery - Transcripts
- Blueprints - Trial Posters - Briefs and Reproduced Records - Bates Numbering
- X-Rays & MRI Duplications - Digital Tape Conversion - VHS Duplication

print & design
- Business Cards - Letterhead - Envelopes - Announcements - Logos - Brochures
- Newsletters - Postcards - Corporate Presentation Materials - Raised Printing
- Large Format Posters - Mounting - Laminating - Court Room Graphics

facilities management
- Cost Effective In-House Mailroom Services - Data Management - Copying
- Scanning - Faxing - Mail Processing - Shipping - Equipment Leasing
- High Energy Team Members - Dependable - Efficient and Organized

impressing you
- Our goals are simple: deliver all jobs back to you early - communicate clearly
- at all times - offer services and solutions that fit your workflow and always
- create a positive interaction each time you call on us.

CONANT
www.econant.com

215.557.7466

42 South 15th Street, 9th Floor, Philadelphia, PA 19102
Talk is cheap. We have all heard this expression and know that most clients would never equate it with talking to their lawyers. We also speak through written works, although many writings produced in the legal field come off as cheap – of inferior quality or worth – because of poor presentation.

In this computer age, many attorneys write and produce documents with little or no staff assistance. In addition, everyone has had the experience of the emergency pleading or letter that the client wants out within the hour. Regardless of whether a client or boss is demanding a quick turnaround, they expect and deserve accuracy. No matter how well something is stated in writing, we all know the impressions of the writer that come to mind while reading a document laden with typos. Are “sloppy,” “lazy” and “careless” traits anyone desires to have associated with them?

Proofreading for both content and accuracy can be time-consuming. Surely we have all experienced proofing a document on a computer screen, only to have the printed version reveal typos that magically appear on paper. While I am certainly not advocating the printing of documents for proofreading purposes, there has to be a better way. Attorneys need to ask for assistance, perhaps borrowing the eagle eye of a paralegal. Paralegals need to use the spelling and grammar check functions, which aren’t perfect – all documents should have a final proofreading by a human being each and every time, and even

---

Reprinted with permission from The Legal Intelligencer.
© 2010 ALM Media Properties, LLC. Further duplication without permission is prohibited. All rights reserved.
if the letter or praecipe is a one-liner. This responsibility will continue to increase as the days of paper are dwindling. Many courts accept and even encourage or demand e-filings, and snail mail can no longer compete with the speed and ease of e-mail.

Speaking of e-mail – to quote Tom Paradise, general counsel at Fox Rothschild – e-mail is evil mail. The true axis of evil is putting the “reply” and “reply to all” buttons next to each other; oh, and let’s throw in automatic address books. Have you ever e-mailed the wrong document to the wrong person, realizing this after the e-mail was already sent?

The safest way to handle e-mail is to draft texts of e-mails in a word processing document, using the spelling and grammar functions before cutting and pasting the text to a blank e-mail. Next, insert any attachments to avoid having to send a second e-mail with an “oops – I forgot the attachment.” Another safety check is to open your attachment within the e-mail to make sure it is the document you intend to send. The last item of business should be to type in the addressee(s), double checking that they are the intended recipient(s) before hitting “send.” Like rock and roll, e-mail is here to stay, which means everyone needs to practice safe sending.

As for the written content of e-mails and other documents, there is no question that lawyers and paralegals are educated wordsmiths. However, the days of being paid by the word are long gone and even the SEC has had a “Plain English” requirement since October 1998. Legalese is simply no longer in style.

With regard to Plain English, the lexicographers at Merriam Webster update their word list annually to include words that have become routine in use. Although, realistically speaking, when is the last time any of us held a book form of the dictionary? Another reality is that we all use computer software and the Internet when seeking correct spellings, definitions and synonyms. Although it is easy to add a word to a word processing dictionary when running a spell check, if the spelling was inaccurate your word processor would register the word as correct until someone brings this to your attention (hopefully not a client or boss using unkindly adjectives, or expletives). Additionally, while the Internet contains an abundance of information, there is also an overabundance of misinformation. Wouldn’t you consider Merriam Webster a more trusted source than a search engine? Many words are frequently misspelled because most people tend to use a search engine’s spelling instead of a dictionary. For example, do you know which of the following is the correct usage in computerese: “Website/Web site, on-line/online, internet/Internet, email/e-mail, bandwith/bandwidth, eth-
ernet/Ethernet, firewall/fire wall, homepage/home page, listserv/listserv”?

As for accuracy, let’s face it: Most lawyers are often too busy to proofread a document put under their nose for signature, especially if a more senior member of their team is placing the document in front of them. I will never forget the time I handed a letter to an associate – she won’t either – with “Hugs and Kisses” substituted for “Very truly yours” (to an extremely litigious opponent, I might add), which was signed without question. To her benefit, she not only trusted me implicitly, but also was talking on the phone when I pulled off this stunt. I did so just after she complained that letters she had already typed, which needed simple merging onto stationery by a staff member, contained several errors within the subject line and salutation. Of course, I showed this mistake to the lawyer as soon as she was free to prove my point that the signer needs to take the extra time to make sure what they are signing is error free.

Extra time? There is little regular time let alone extra time. This is where an experienced paralegal comes into play – someone who can review final letters to judges, pleadings, appellate briefs, etc. for accuracy, both in content and grammar. Consider using your paralegal to draft letters and fact-based pleadings in the first place, thereby negating the need for extra proofing on the end product. Without a doubt, both clients and judges will appreciate a well-thought-out document that is presented clearly, concisely and accurately. I’ll bet your opponent will too.

The bottom line is that a signature on any pleading or communication – whether by a lawyer or paralegal – is indicative of reputation. Don’t cheapen yours.

Judy Stouffer, RP is the law firm administrator and senior paralegal at Berner Klaw & Watson LLP. She also sits on The Philadelphia Association of Paralegals’ board and chairs its environmental committee.
The words you use convey your message and your professionalism. Getting it right is important. Some words sound alike, some look alike, and sometimes Word’s autocorrect function does not always pick the correct word.

<table>
<thead>
<tr>
<th>Ado</th>
<th>Fussing over trivial things</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adieu</td>
<td>Farewell</td>
</tr>
<tr>
<td>Adverse</td>
<td>Harmful; hostile; unfavorable</td>
</tr>
<tr>
<td>Averse</td>
<td>Opposed to; having a feeling of distaste for</td>
</tr>
<tr>
<td>Advice</td>
<td>Information; recommendation</td>
</tr>
<tr>
<td>Advise</td>
<td>To recommend; to give counsel</td>
</tr>
<tr>
<td>Affect</td>
<td>To influence; to change; to assume</td>
</tr>
<tr>
<td>Effect</td>
<td>Result; impression; to bring about</td>
</tr>
<tr>
<td>Allot</td>
<td>To assign or distribute a share of something</td>
</tr>
<tr>
<td>A Lot (not allot)</td>
<td>A great deal; a large quantity</td>
</tr>
<tr>
<td>Almost</td>
<td>Nearly</td>
</tr>
<tr>
<td>All most</td>
<td>All very much</td>
</tr>
<tr>
<td>Already</td>
<td>Previously</td>
</tr>
<tr>
<td>All ready</td>
<td>All prepared</td>
</tr>
<tr>
<td>Altar</td>
<td>Part of a church</td>
</tr>
<tr>
<td>Alter</td>
<td>To change</td>
</tr>
<tr>
<td>Altogether</td>
<td>Entirely</td>
</tr>
<tr>
<td>All Together</td>
<td>All in a group</td>
</tr>
<tr>
<td>Always</td>
<td>At all times</td>
</tr>
<tr>
<td>All Ways</td>
<td>By all methods</td>
</tr>
<tr>
<td>Amount</td>
<td>Use for things in bulk, e.g., a large amount of lumber or a large amount of interest</td>
</tr>
<tr>
<td>Number</td>
<td>Use for individual items, e.g., a large number of inquiries or phone calls</td>
</tr>
<tr>
<td>Anxious</td>
<td>Nervous; worried; concerned; fearful, uneasy</td>
</tr>
<tr>
<td>Eager</td>
<td>Excited, enthusiastic, keen; impatient</td>
</tr>
<tr>
<td>Anymore</td>
<td>Any longer, e.g., we don’t go there anymore</td>
</tr>
<tr>
<td>Any More</td>
<td>Any additional, e.g., do you have any more</td>
</tr>
<tr>
<td>Term</td>
<td>Definition</td>
</tr>
<tr>
<td>----------------------</td>
<td>-----------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Appraise</td>
<td>To set a value on</td>
</tr>
<tr>
<td>Apprise</td>
<td>To inform</td>
</tr>
<tr>
<td>Attorney</td>
<td>Someone empowered to serve as another person's legal agent</td>
</tr>
<tr>
<td>Lawyer</td>
<td>Someone licensed to practice law.</td>
</tr>
<tr>
<td>Between</td>
<td>Referring to two persons or things</td>
</tr>
<tr>
<td>Among</td>
<td>Referring to more than two persons or things in pairs &amp; groups</td>
</tr>
<tr>
<td>Biannual</td>
<td>Occurring twice a year; semiannual is preferred usage</td>
</tr>
<tr>
<td>Biennial</td>
<td>Occurring every two years</td>
</tr>
<tr>
<td>Semiannual</td>
<td>Occurring twice a year</td>
</tr>
<tr>
<td>Biweekly</td>
<td>Every two weeks</td>
</tr>
<tr>
<td>Bimonthly</td>
<td>Twice a month or every two months. Preferred usage is semi-monthly, every two weeks, or every two months</td>
</tr>
<tr>
<td>Caret</td>
<td>A wedge-shaped mark (ˆ)</td>
</tr>
<tr>
<td>Carat</td>
<td>A unit of weight for precious stones</td>
</tr>
<tr>
<td>Karat</td>
<td>A unit of fineness for gold</td>
</tr>
<tr>
<td>Carrot</td>
<td>Bait, lure, incentive, a vegetable</td>
</tr>
<tr>
<td>Celebrity</td>
<td>Fame</td>
</tr>
<tr>
<td>Notoriety</td>
<td>Fame but of a disreputable nature</td>
</tr>
<tr>
<td>Convince</td>
<td>Change another person's mind</td>
</tr>
<tr>
<td>Persuade</td>
<td>Getting another person to act</td>
</tr>
<tr>
<td>Dilemma</td>
<td>Having to choose between two or more unpleasant alternatives</td>
</tr>
<tr>
<td>Problem</td>
<td>Any question or matter involving doubt/difficulty; a question proposed for solution or discussion</td>
</tr>
<tr>
<td>Predicament</td>
<td>An unpleasantly difficult or perplexing situation</td>
</tr>
<tr>
<td>Disc</td>
<td>Disc brakes; disc jockey; medical anatomy (per Stedman's); optical media such as CDs and DVDs</td>
</tr>
<tr>
<td>Disk</td>
<td>Magnetic media such as disk drives, disk space, and disk operating system</td>
</tr>
<tr>
<td>Disinterested</td>
<td>Unbiased, impartial</td>
</tr>
<tr>
<td>Uninterested</td>
<td>Not interested</td>
</tr>
<tr>
<td>Economic</td>
<td>Referring to economics; monetary; fiscal; financially viable</td>
</tr>
<tr>
<td>Economical</td>
<td>Inexpensive, reasonably priced; efficient; thrifty</td>
</tr>
<tr>
<td>Each Other</td>
<td>Referring to two persons or things</td>
</tr>
<tr>
<td>One Another</td>
<td>Referring to more than two persons or things</td>
</tr>
<tr>
<td>Everyday</td>
<td>Ordinary; commonplace</td>
</tr>
<tr>
<td>Every day</td>
<td>Daily; each day</td>
</tr>
<tr>
<td>Ex</td>
<td>Designates the person who immediately preceded the current titleholder</td>
</tr>
<tr>
<td>Former</td>
<td>Designates a previous title holder</td>
</tr>
<tr>
<td>Expatriates</td>
<td>Those who no longer live in their native land</td>
</tr>
<tr>
<td>Ex-Patriots</td>
<td>Those who no longer support their country</td>
</tr>
<tr>
<td>Term</td>
<td>Definition</td>
</tr>
<tr>
<td>-------------</td>
<td>-----------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Farther</td>
<td>At a greater distance referring to actual distance</td>
</tr>
<tr>
<td>Further</td>
<td>To a greater extend or degree referring to figurative distance; moreover</td>
</tr>
<tr>
<td>Formally</td>
<td>In a formal manner; in accordance with procedures</td>
</tr>
<tr>
<td>Formerly</td>
<td>Before; previously; in the past</td>
</tr>
<tr>
<td>Former</td>
<td>The first of two persons or things</td>
</tr>
<tr>
<td>First</td>
<td>Used when more than two are mentioned</td>
</tr>
<tr>
<td>Fortuitous</td>
<td>Accidental; happening by chance; unexpected</td>
</tr>
<tr>
<td>Fortunate</td>
<td>Lucky, being rewarded beyond what one deserves; privileged</td>
</tr>
<tr>
<td>Guarantee</td>
<td>An assurance of some kind</td>
</tr>
<tr>
<td>Guaranty</td>
<td>A promise to answer for another’s debt</td>
</tr>
<tr>
<td>Historic</td>
<td>Important or momentous, e.g., historic event</td>
</tr>
<tr>
<td>Historical</td>
<td>Relating to the past, e.g., historical account</td>
</tr>
<tr>
<td>Inane</td>
<td>Senseless</td>
</tr>
<tr>
<td>Insane</td>
<td>Of unsound mind</td>
</tr>
<tr>
<td>In behalf of</td>
<td>For the benefit of, e.g., the benefit is in half of Sarah’s family</td>
</tr>
<tr>
<td>On behalf of</td>
<td>Acting as the agent of, e.g., I want to thank you on behalf of the company</td>
</tr>
<tr>
<td>Incredible</td>
<td>So extraordinary as to seem impossible or unbelievable</td>
</tr>
<tr>
<td>Incredulous</td>
<td>Skeptical, unable to believe something; doubtful</td>
</tr>
<tr>
<td>Indict</td>
<td>To charge with a crime</td>
</tr>
<tr>
<td>Indite</td>
<td>To compose; to write</td>
</tr>
<tr>
<td>Indifferent</td>
<td>No interest; not caring one way or the other; e.g., she was indifferent to the offer</td>
</tr>
<tr>
<td>In Different</td>
<td>In other (words, times, or manner), e.g., he expressed it in different words</td>
</tr>
<tr>
<td>Indigenous</td>
<td>Native</td>
</tr>
<tr>
<td>Indigent</td>
<td>Needy</td>
</tr>
<tr>
<td>Indignant</td>
<td>Angry</td>
</tr>
<tr>
<td>Individual</td>
<td>Someone distinguished from a larger group of people, e.g., the individual</td>
</tr>
<tr>
<td>Party</td>
<td>Someone involved in a legal proceeding, e.g., the parties to the agreement</td>
</tr>
<tr>
<td>Person</td>
<td>A human being in all other contexts, e.g., the person in charge</td>
</tr>
<tr>
<td>People</td>
<td>More than one person or a large group, e.g., the five people or all the people</td>
</tr>
<tr>
<td>Inequity</td>
<td>Unfairness</td>
</tr>
<tr>
<td>Iniquity</td>
<td>Wickedness; sin</td>
</tr>
<tr>
<td>Ingenious</td>
<td>Clever; resourceful</td>
</tr>
<tr>
<td>Ingenuous</td>
<td>Naïve; free from deceit; innocent; open</td>
</tr>
<tr>
<td>Disingenuous</td>
<td>Insincere; lacking in candor; pretending to be naïve</td>
</tr>
<tr>
<td>Instants</td>
<td>Short periods of time</td>
</tr>
<tr>
<td>Instance</td>
<td>An example</td>
</tr>
<tr>
<td>Intents</td>
<td>Aims; goals</td>
</tr>
<tr>
<td>Intense</td>
<td>Extreme; deeply felt</td>
</tr>
<tr>
<td>Interstate</td>
<td>Between states</td>
</tr>
<tr>
<td>------------</td>
<td>----------------</td>
</tr>
<tr>
<td>Intrastate</td>
<td>Within one state</td>
</tr>
<tr>
<td>Intestate</td>
<td>Dying without a will</td>
</tr>
<tr>
<td>Lapse</td>
<td>To become void; a trivial slip or error; a decline to a lower condition</td>
</tr>
<tr>
<td>Elapse</td>
<td>Of time - To slip or pass by</td>
</tr>
<tr>
<td>Relapse</td>
<td>Slip back into a former condition</td>
</tr>
<tr>
<td>Latter</td>
<td>Refers to the second of two persons or things</td>
</tr>
<tr>
<td>Last</td>
<td>Used when more than two are mentioned</td>
</tr>
<tr>
<td>May/Might</td>
<td>Permission or possibility, e.g., You may send them or You might be right</td>
</tr>
<tr>
<td>Can/Could</td>
<td>Ability or power, e.g., He can do that or The board could change the policy</td>
</tr>
<tr>
<td>Majority</td>
<td>More than half the total, e.g., She received a majority (&gt; 50%) of the votes.</td>
</tr>
<tr>
<td>Plurality</td>
<td>More than the next highest number, e.g., She won the election by a plurality. (She received 43% of the total votes cast; her opponents received 31% and 26%).</td>
</tr>
<tr>
<td>Period Ended</td>
<td>Refers to a period of time already in the past</td>
</tr>
<tr>
<td>Period Ending</td>
<td>The period of time in question has not yet ended</td>
</tr>
<tr>
<td>Premier</td>
<td>Prime minister; first in importance</td>
</tr>
<tr>
<td>Premiere</td>
<td>The first performance</td>
</tr>
<tr>
<td>Prescribe</td>
<td>To designate</td>
</tr>
<tr>
<td>Proscribe</td>
<td>To outlaw</td>
</tr>
<tr>
<td>Reluctant</td>
<td>Disinclined; unwilling; hesitant, e.g., reluctant to agree</td>
</tr>
<tr>
<td>Reticent</td>
<td>Inclined to be silent, e.g., he was reticent when you asked what he thought</td>
</tr>
<tr>
<td>Tare</td>
<td>An allowance for weight</td>
</tr>
<tr>
<td>Tear</td>
<td>A rip; a secretion from the eye</td>
</tr>
<tr>
<td>Trustee</td>
<td>A person to whom something is entrusted</td>
</tr>
<tr>
<td>Trusty</td>
<td>A convict who is considered trustworthy; dependable</td>
</tr>
<tr>
<td>Unique</td>
<td>One of a kind; unparallel; having no equal; sole</td>
</tr>
<tr>
<td>Unusual</td>
<td>Uncommon; abnormal; atypical</td>
</tr>
<tr>
<td>Waiver</td>
<td>The giving up a claim</td>
</tr>
<tr>
<td>Waver</td>
<td>To hesitate</td>
</tr>
<tr>
<td>Willfully</td>
<td>In a determined manner; intentionally; on purpose</td>
</tr>
<tr>
<td>Willingly</td>
<td>Cheerfully, happily, with one's free will</td>
</tr>
</tbody>
</table>

Gayle Ruggeri (rug5000@aol.com) is an IT professional specializing in project management/implementation; business analysis, processes, policies, and procedures; service management; and documentation, training, and technical communications.

When the CD was invented, it was decided that a CD should be long enough to hold Beethoven's Ninth Symphony at any tempo which was precisely 72 minutes.
Internships offer the best opportunity to get a paying job by giving you the real-life job experience you may lack if you are a student or a career changer setting out in a new field. Probably the easiest way to get an internship is through a course offered by your school for credit or non-credit. Schools vary in what they may term this external work experience, varying from co-op, externship or practicum just to name a few, but they generally offer the same opportunities. The differences are some may offer college credit for the course, some may not and some schools actually assist you in selecting the work sites while others have you search them on your own. It is great job search and networking experience to be charged with the responsibility of finding your own internship, but obviously a lot easier if your school can make arrangements for you. Where to look? First, go to your own network and see if anyone you know can refer you to possible leads then expand your network through local associations such as the Philadelphia Association of Paralegals and/or the Philadelphia Bar Association which offers paralegal memberships as well. See if your school has a Career office and/or website as many times employers do seeks out schools and these positions are not posted anywhere else but your schools’ career website.

While our school generally arranges the internship sites for the students, some students choose to find their own through a combination of the networking techniques described and through websites like craigslist and idealist.com. You should also check out a national student website called College Central our school subscribes to and see if your school has access as it has a lot of good leads.

Now, let’s assume you have found an internship either through your own efforts, or those of your school. What to do now? What to wear? How to act? Who to talk to? All these questions may go through your head on the first day as you arrive at the internship. The short answer is to treat this experience no differently than you would a job, in other words, if you act like you really work there, maybe you will get hired! Hopefully you will have an interview where you could see the workplace first and get a feel for the dress code or perhaps it has been discussed by your supervisor on the job. If not, you need to always dress up at least at the beginning since you cannot take a chance to be underdressed. Business casual may be appropriate down the line but at least at the outset, dress to impress is in order. And if business casual is the norm, please don’t take it to the beachwear style of dressing with tank tops and flip-flops even if others dress like that. Your role is to stand out as someone who takes themselves and their job seriously at the utmost professional level. The good news is that Philadelphia has plenty of good resale shops to buy this type of wardrobe very inexpensively. One block from our campus is Career Wardrobe on 18th and Spring Garden where all students get discounts with student ID.

Once your attire is worked out, you can concentrate on your job performance. As stated before, treat this as a real job and you will hopefully be treated like a real employee with a chance to be hired at the end of the internship. Get to work early, offer to stay late if needed and always ask for more work. Some employers may not understand the role of an intern and be hesitant to give students “real work” so that is when need to let them you are ready for a “real” assignment and can take it on. Don’t be afraid to ask questions however, as you are not expected to know and understand everything from Day one. It is the way that you ask questions appropriately that will distinguish you from others by showing you have some understanding of the issues and need further

Jane Breslin Jacobs, Esq., is Associate Professor of Paralegal Studies, Community College of Philadelphia.

How to Gain Employment through an Internship

by Jane Breslin Jacobs, Esq.
clarification, never “I am clueless-help!” That may work for friends and family but not in the workplace ever.

Who to talk to? Obviously engage your supervisor and co-workers in respectful conversation in line with the particular workplace you find yourself in but be careful about crossing the line to over-friendliness. Some of my interns find this a difficult balance since they feel not really a part of the office environment and somewhat awkward and others may find themselves inordinately pulled into “office politics”. In both cases, the key is to maintain your professionalism; you have a life outside the internship that should be private to you while keeping up an upbeat and friendly demeanor. And whatever you do, don’t take personal calls on the job and/or emails unless you have been told you may do so. Even then, keep that to a minimum. If you find yourself with extra time even after you have searched all possible avenues for work to do, do your school work or research an interesting legal topic you have always wanted to learn about.

Follow this advice and you just may get hired—four of my current interns have received job offers this term even in an “iffy” economy. But even without a job offer at the end of the experience, you will have hopefully come away with a solid experience to add to your resume, a good reference to rely on and networking opportunities you did not have before. Good luck!
Recently, I started to heed my friend’s advice and decided I needed to take a ‘real’ lunch to re-energize myself. So, I know I can’t spend too much time away from the office, nor do I want to spend a fortune. Here is a list of some good ways to de-stress:

1. Take a walk. If you work in the city, walk down to the Parkway and back. If in the suburbs, walk around the building or find a walking trail outside the office. Most buildings now have them.

2. Head over to your favorite makeup store such as Sephora. Now this does work for men too as some stores have a men and women’s section. Get a free sample of a new fragrance, try on a new shade of lipstick or get a mini makeover usually free.

3. Go to the bookstore. You can sit and read a magazine or browse to see what books interest you.

4. Visit the nearest park. In center city, Rittenhouse Square always has something going on, so walk over and check it out.

5. Head over to the chocolate store (such as Godiva) and ask for a free sample. There is nothing like chocolate.

6. Try one of the earth products stores such as Aveda for a free hand massage and cup of tea.

7. When was the last time you windowed shopped? Go by your favorite stores and check out the displays. Alternatively, browse a gallery.

8. While at one of your favorite stores, try on an outfit that you love or shoes!

15 Quick Ways to De-Stress During your Lunch

By Jaqueline C. Caza
9. Ice cream?? Most places will afford you a free sample. So head over and taste a new flavor.

10. Tea or coffee anyone? Treat yourself to a hot cup of gourmet tea or coffee. Decaf recommended :)

11. Catch up with a friend. Call a friend you haven’t spoken to in awhile.

12. Stop by the nearest animal rescue center and offer to feed a baby cat or dog or take them out to play. You will feel good and so will the animal. It is therapeutic to pet animals. (This is not a good option, though, if you are allergic to animals).

13. National Historic site. When was the last time you visited one of the touristy spots in your town or city?

14. Put on your favorite song. Sit back (preferably outside in the fresh air) listening to your favorite song on your mp3, or if you lack one of these gadgets, head to your favorite book store which have a music section where you can listen to whatever you like on their headsets.

15. Last but not least: Just relax, whether that means putting your head down for a few minutes or just having your lights turned off in your office. The darkness and silence will allow you to calm down and rejuvenate.

The point is that you are more productive when you give your body and mind a chance to separate from the work day and take a break. You’ll be surprised how effective an hour break can be.

Jacqueline C. Caza has over 17 years’ experience, and is currently a Senior Trial Paralegal practicing primarily in commercial litigation matters at Spector Gadon & Rosen, PC. She holds a BS in Marketing & Finance from Drexel University and a post-BA in Paralegal Studies. Jackie now reports that she dutifully takes lunch breaks whenever possible.

---

The Philadelphia Association of Paralegals’ 2010 Sponsors

**GOLD SPONSORS**

Summit Court Reporting, Inc.
Conant Document & Print Services
Peirce College
James DeCrescenzo Reporting, LLC

**SILVER SPONSORS**

MCS e-Document Services

**CORPORATE SPONSORS**

Document Technologies, Inc.
Quiz on the Origins of Phrases

Submitted by Gayle Ruggeri

1. The phrase ‘taken aback’ derived from:
   - Nautical language
   - Surprise at being stabbed in the back
   - Being led backwards in a blindfold

2. ‘Off with his head’ was coined by:
   - Lewis Carroll
   - William Shakespeare
   - King Henry VIII

3. The nonsense phrase ‘A Spaniard in the Works’ was coined by:
   - Lewis Carroll
   - Reverend Spooner
   - John Lennon
   - Salvador Dali

4. ‘He who can does; he who cannot, teaches’ is a quotation of:
   - Oscar Wilde
   - George Bernard Shaw
   - Margaret Thatcher
   - Charles Dickens

5. ‘Heinz’ 57 varieties’ was coined by Mr. Heinz after the number of varieties of canned food he sold:
   - True
   - False - Heinz had 60 varieties at the time
   - False - it was coined by someone else

6. The phrase ‘Salad Days’ was coined by:
   - Noel Coward
   - William Shakespeare
   - Mrs Beeton

7. ‘Baker’s Dozen’ originated as:
   - The title of a 1930’s film
   - Thirteen - the number of ounces in a standard loaf
   - Thirteen - the extra loaf added as bakers’ insurance against giving short weight

8. ‘Rack and ruin’ derives from:
   - A variant of ‘wreck and ruin’
   - A reference to sunken ships, which became covered with bladderack seaweed
   - The names of the two jesters at the court of Henry VIII

9. ‘In the offing’ derived from:
   - The name of the outer ring of an archery target
   - A short form of ‘in the offering’
   - The name of the area of sea outside a harbour

10. ‘Never-Never land’ was:
    - A region of Australian desert
    - An invention of J M Barrie
    - Derived from ‘not Netherland’ - a 17th century English term meaning ‘far away’.

11. ‘Drat it’ comes from:
    - A euphemistic version of ‘God rot it’
    - A curse uttered on seeing a rat
    - The translation from Latin of ‘All is lost’

12. The phrase ‘Catch 22’ was in common use before Joseph Heller’s 1961 novel:
    - True
    - False
13. ‘The green-eyed monster’, referring to jealousy comes from:
   - The Incredible Hulk
   - Shakespeare’s Othello
   - One of the seven deadly sins
   - Thomas Hardy’s Far From the Madding Crowd

14. The word ‘posh’ derives from ‘Port out, starboard home;’
   - False
   - True

15. A ‘whipping boy’ was:
   - The Malayan term for victim - ‘wai ping’
   - A corruption of ‘weeping boy’
   - A boy who took the punishment when an English prince did wrong

16. ‘Umbrage’ was first:
   - A shady area
   - A type of medicine
   - A town in the west of England

17. ‘Sprucing up’ derives from:
   - A variant of ‘spicing up’
   - The wearing of fashionable leather jackets
   - Decorating a Christmas tree

18. ‘Flotsam and jetsam’ were:
   - A 19th century music hall act
   - The spots seen after looking at a bright light
   - The debris remaining after a shipwreck

19. ‘Namby Pamby’ was:
   - A nursery rhyme character
   - A parodying name for the poet Ambrose Philips
   - A soft cheese

20. ‘At loggerheads’ originated from:
   - A fight using a weapon called a loggerhead
   - The English coastal town of Loggerheads
   - Fights between head-butting stags

21. The first person described as a ‘living legend’ and ‘a legend in her own lifetime’ was:
   - Marlene Dietrich
   - Queen Elizabeth I
   - Florence Nightingale

22. ‘Hook, line and sinker’ refers to:
   - Fishing tackle
   - The three pirates in Peter Pan
   - A cocktail made from honey, orange and gin

23. ‘The beast with two backs’ became part of the language in:
   - The 19th century
   - The 18th century
   - The 20th century
   - The 17th century

24. ‘The first water’ referred to:
   - The first bottle of brandy taken from a barrel
   - The practice of offering water first to the King in the English court
   - Highest quality diamonds

25. A ‘dead ringer’ was originally a horse substituted in order to gain advantage in a race:
   - True
   - False

26. ‘Humble pie’ was:
   - Named after the Victorian stable keeper James Humble
   - A variant of ‘umble pie’, i.e. a pie made from innards
   - The first meal served to monks after Christmas

27. ‘Run Amuk’ comes from:
   - The Old English for ‘run a mile’
   - The Norse word ‘runieamic’ meaning pillage
   - The Malayan word ‘amok’, meaning frenzy

28. A ‘tinker’s damn’ derived from the repairing of pots and pans:
   - False
   - True

29. ‘Brass monkeys’ were the stacks of cannonballs used on marine fighting vessels:
   - True
   - False

30. ‘Doolally’ derives from:
   - ‘Druel Alley’ - the address of the Bedlam Clinic in London
   - A sanatorium in Deolali, India
   - The Irish eccentric George Dooley

Answers to be found on page 50
You may know ASAP, FYI, PDQ, SNAFU and TGIF but today’s email, tweets, and mobile applications/devices use a lot of shorthand typing such as BFF, LOL and TMI to make things easier. If you don’t keep up with the lingo you will be left behind and not be able to follow the conversation. 
FYI - Here is a link to an exhaustive list: http://www.webopedia.com/quick_ref/textmessageabbreviations.asp

<table>
<thead>
<tr>
<th>WORD</th>
<th>CODE</th>
<th>WORD</th>
<th>CODE</th>
<th>WORD</th>
<th>CODE</th>
</tr>
</thead>
<tbody>
<tr>
<td>About</td>
<td>BT</td>
<td>The</td>
<td>DA</td>
<td>It Is</td>
<td>ITZ</td>
</tr>
<tr>
<td>Are You Serious?</td>
<td>RUS</td>
<td>Details</td>
<td>DEETS</td>
<td>In My Opinion</td>
<td>IMO</td>
</tr>
<tr>
<td>As Far As I Know</td>
<td>AFAIK</td>
<td>Definitely</td>
<td>DEF</td>
<td>In My Humble</td>
<td>IMHO</td>
</tr>
<tr>
<td>As Soon As Possible</td>
<td>ASAP</td>
<td>Direct (Private) Message</td>
<td>DM</td>
<td>(Honest) Opinion</td>
<td>IMHO</td>
</tr>
<tr>
<td>As You Know</td>
<td>AYK</td>
<td>Email</td>
<td>EM</td>
<td>In Real Life</td>
<td>IRL</td>
</tr>
<tr>
<td>At Home</td>
<td>@HM</td>
<td>Email Address</td>
<td>EMA</td>
<td>In Reply To</td>
<td>RE</td>
</tr>
<tr>
<td>At School</td>
<td>@SCHL</td>
<td>Email Me Later</td>
<td>EML</td>
<td>Joint Venture</td>
<td>JV</td>
</tr>
<tr>
<td>At Work</td>
<td>@WRK</td>
<td>End Of Day</td>
<td>EOD</td>
<td>Just Kidding</td>
<td>JK</td>
</tr>
<tr>
<td>Background</td>
<td>BGD</td>
<td>Enjoy</td>
<td>NJOY</td>
<td>Just Saying</td>
<td>JS</td>
</tr>
<tr>
<td>Be Back Later</td>
<td>BRB</td>
<td>Fabulous</td>
<td>FAB</td>
<td>Just So You Know</td>
<td>JSYK</td>
</tr>
<tr>
<td>Be Right Back</td>
<td>BRB</td>
<td>Favorite</td>
<td>FAV</td>
<td>Know What I Mean</td>
<td>KWIM</td>
</tr>
<tr>
<td>Because</td>
<td>B/C</td>
<td>Face To Face</td>
<td>F2F/FTF</td>
<td>Late</td>
<td>L8</td>
</tr>
<tr>
<td>Before</td>
<td>B4</td>
<td>For You</td>
<td>4U</td>
<td>Laugh Out Loud</td>
<td>LOL</td>
</tr>
<tr>
<td>Believe</td>
<td>BLIEVE</td>
<td>For Your Information</td>
<td>FYI</td>
<td>Let Me Know</td>
<td>LMK</td>
</tr>
<tr>
<td>Best</td>
<td>BST</td>
<td>Forward</td>
<td>FWD</td>
<td>Linkedin</td>
<td>LI</td>
</tr>
<tr>
<td>Best Friends Forever</td>
<td>BFF</td>
<td>Hat-Tip (To Give Credit)</td>
<td>HT</td>
<td>Meet For Coffee</td>
<td>M4C</td>
</tr>
<tr>
<td>Best Regards</td>
<td>BR</td>
<td>Facebook</td>
<td>FB</td>
<td>Million</td>
<td>MIL</td>
</tr>
<tr>
<td>Boss Is Back</td>
<td>BIB</td>
<td>Friend</td>
<td>FRND</td>
<td>No Problem</td>
<td>NP</td>
</tr>
<tr>
<td>By The Way</td>
<td>BTW</td>
<td>Go For It</td>
<td>GFI</td>
<td>No Way</td>
<td>NW</td>
</tr>
<tr>
<td>Bye For Now</td>
<td>BFN</td>
<td>Got To Go</td>
<td>GTG</td>
<td>Not Much You?</td>
<td>NMU</td>
</tr>
<tr>
<td>Cause</td>
<td>CZ</td>
<td>Great</td>
<td>GR8</td>
<td>Not Safe For Work</td>
<td>NSFW</td>
</tr>
<tr>
<td>Check</td>
<td>CHK</td>
<td>Hi There</td>
<td>HT</td>
<td>Okay</td>
<td>K</td>
</tr>
<tr>
<td>Check This Out</td>
<td>CTO</td>
<td>Hope That Helps</td>
<td>HTH</td>
<td>Oh My Gosh</td>
<td>OMG</td>
</tr>
<tr>
<td>Click</td>
<td>CLK</td>
<td>I Don’t Know</td>
<td>IDK</td>
<td>Oh Really</td>
<td>ORLY</td>
</tr>
<tr>
<td>Congratulations</td>
<td>GRATZ</td>
<td>If I Remember Correctly</td>
<td>IIRC</td>
<td>Out Of Control</td>
<td>OOC</td>
</tr>
</tbody>
</table>

Gayle Ruggeri (rugg5000@aol.com) – IT professional specializing in project management/implementation; business analysis, processes, policies, and procedures; service management; and documentation, training, and technical communications.
Cozen O'Connor provides a Day of Service and Donations to “Cradles to Crayons”

Cozen O'Connor held a community service day at Cradles to Crayons, a nonprofit organization. Cradles to Crayons mission is to help all children in need (ages infant to 12 years old) safe, warm, ready to learn and a valued human being.

Cozen O'Connor donated over 60 boxes of clothes, baby items, coats, socks, shoes, art supplies, school supplies, toys, books and other necessary items for children.

They assembled 62 stylish clothes packs, 125 book bundles, and 45 complete order for individual children. Cozen O'Connor also cleaned and sorted toys and 54 pieces of equipment which all means they served at least 374 needy children in this area.

For more information about Cradles to Crayons, you can access their website at http://philadelphia.cradlestocrayons.org/node/2
Answers to A Quiz on the Origins of Phrases:

1. The phrase ‘taken aback’ derived from: Nautical language.
2. ‘Off with his head’ was coined by: William Shakespeare.
3. The nonsense phrase ‘A Spaniard in the Works’ was coined by: John Lennon.
4. ‘He who can does; he who cannot, teaches’ is a quotation of: George Bernard Shaw.
5. ‘Heinz’ 57 varieties’ was coined by Mr. Heinz after the number of varieties of canned food he sold: False - Heinz had 60 varieties at the time.
6. The phrase ‘Salad Days’ was coined by: William Shakespeare.
7. ‘Baker’s Dozen’ originated as: Thirteen - the extra loaf added as bakers’ insurance against giving short weight.
8. ‘Rack and ruin’ derives from: A variant of ‘wreck and ruin’.
9. ‘In the offing’ derived from: The name of the area of sea outside a harbor.
10. ‘Never-Never land’ was: A region of Australian desert.
11. ‘Drat it’ comes from: A euphemistic version of ‘God rot it’.
12. The phrase ‘Catch 22’ was in common use before Joseph Heller’s 1961 novel: False.
14. The word ‘posh’ derives from ‘Port out, starboard home’: False.
15. A ‘whipping boy’ was: A boy who took the punishment when an English prince did wrong.
16. ‘Umbrage’ was first: A shady area.
17. ‘Sprucing up’ derives from: The wearing of fashionable leather jackets.
18. ‘Flotsam and jetsam’ were: The debris remaining after a shipwreck.
19. ‘Namby Pamby’ was: A parodying name for the poet Ambrose Philips.
20. At loggerheads’ originated from: A fight using a weapon called a loggerhead.
21. The first person described as a ‘living legend’ and ‘a legend in her own lifetime’ was: Florence Nightingale.
22. ‘Hook, line and sinker’ refers to: Fishing tackle.
23. ‘The beast with two backs’ became part of the language in: The 17th century.
24. ‘The first water’ referred to: Highest quality diamonds.
25. A ‘dead ringer’ was originally a horse substituted in order to gain advantage in a race: True.
26. ‘Humble pie’ was: A variant of ‘umble pie’, i.e. a pie made from innards.
27. ‘Run Amuk’ comes from: The Malayan word ‘amok’, meaning frenzy.
28. A ‘tinker’s damn’ derived from the repairing of pots and pans: False.
29. ‘Brass monkeys’ were the stacks of cannonballs used on marine fighting vessels: False.
30. ‘Doolally’ derives from: A sanatorium in Deolali, India.

Gayle Ruggeri (rugg5000@aol.com) – IT professional specializing in project management/implementation; business analysis, processes, policies, and procedures; service management; and documentation, training, and technical communications.

Outside of the Office With Clients
SEND US YOUR STORY!

Our work involves more than research, meetings, and writing. Some of the most interesting and best client interactions occur outside the office at locations such as:

- Restaurants
- Sporting Events
- Sponsored Outings
- Community Activities (picnics, parades, graduations, volunteer events)
- Cultural/Entertainment Events

To demonstrate the diversity of our work and the social aspect/opportunities, we would like you to share your client experiences outside the office.

Send your submissions to mebner@lawsgr.com

We would especially like to hear from the surrounding counties/suburbs.
## BOARD OF DIRECTORS

<table>
<thead>
<tr>
<th>Position</th>
<th>Name</th>
<th>Contact Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>President</td>
<td>Christine Flynn</td>
<td>(215) 299-4387 <a href="mailto:cflynn@swartzcampbell.com">cflynn@swartzcampbell.com</a></td>
</tr>
<tr>
<td>1st Vice President</td>
<td>Sharon A. Denofa, RP</td>
<td>(215) 751-9192 <a href="mailto:sdenofa@lucascavalier.com">sdenofa@lucascavalier.com</a></td>
</tr>
<tr>
<td>2nd Vice President</td>
<td>Tausha Major</td>
<td>(856) 524-3540 <a href="mailto:taushamajor@yahoo.com">taushamajor@yahoo.com</a></td>
</tr>
<tr>
<td>Secretary</td>
<td>Kimberly Walker</td>
<td>(215) 875-4657 <a href="mailto:kwalker@bm.net">kwalker@bm.net</a></td>
</tr>
<tr>
<td>Treasurer</td>
<td>Maryanne Ebner</td>
<td>(215)-241-8831 <a href="mailto:mebner@lawsg.com">mebner@lawsg.com</a></td>
</tr>
<tr>
<td>Assistant Treasurer</td>
<td>Open</td>
<td></td>
</tr>
<tr>
<td>Assistant Secretary</td>
<td>Judy Stouffer, RP</td>
<td>(215) 790-8800 <a href="mailto:jstouffer@bernerklaw.com">jstouffer@bernerklaw.com</a></td>
</tr>
<tr>
<td>Board Member</td>
<td>Jamerra Cherry</td>
<td><a href="mailto:jcherrydefenseparalegal@yahoo.com">jcherrydefenseparalegal@yahoo.com</a></td>
</tr>
<tr>
<td>Board Member</td>
<td>Kirsten Fullerton</td>
<td>(215)-979-3871 <a href="mailto:kfullerton@mccarter.com">kfullerton@mccarter.com</a></td>
</tr>
<tr>
<td>Board Member</td>
<td>Diana Cook</td>
<td>(215) 656-3359 <a href="mailto:diana.cook@dlapiper.com">diana.cook@dlapiper.com</a></td>
</tr>
<tr>
<td>Board Advisor</td>
<td>Lyndora Patterson Tiller</td>
<td>(215) 241-3556 <a href="mailto:lyndora.patterson@ibx.com">lyndora.patterson@ibx.com</a></td>
</tr>
</tbody>
</table>

## COMMITTEE AND SECTIONS

### Education
- Lyndora Patterson Tiller
  - (215) 241-3556
  - lyndora.patterson@ibx.com

### Employee Benefits
- Open For New Chairperson(s)

### Environmental
- Judy Stouffer, RP
  - (215) 790-8800
  - jstouffer@bernerklaw.com

### Estates and Trusts
- Karen Daemer
  - (215)-972-7848
- Kathy K. Massimo
  - (215) 972-1971
  - Kmassimo@saul.com

### Family Law
- Shannon Braun
  - (215) 751-2515
- Terri Enright
  - (215) 665-3252
  - terri.enright@obermayer.com

### Financial Reorganization
- Open For New Chairperson(s)

### Immigration
- Rebecca Young
  - ryoungparalegal@gmail.com

### Intellectual Property
- Kathy Merlino
  - (215) 665-4697
  - mmerlino@cozen.com

### Litigation
- Christine Flynn
  - (215) 299-4387
  - cflynn@swartzcampbell.com

### Health Care Issues
- Kimberly Walker
  - (215) 875-4657
  - kwalker@bm.net
- Jamerra Cherry
  - jcherrydefenseparalegal@yahoo.com

### Keystone Alliance
- Christine Flynn
  - (215) 299-4387
  - cflynn@swartzcampbell.com
- Jamerra Cherry
  - jcherrydefenseparalegal@yahoo.com

### Member Services
- Sharon A. DeNofa, RP
  - (215) 751-9192
  - sdenofa@lucascavalier.com

### National Affairs
- Kimberly A. Walker
  - (215) 875-4657
  - kwalker@bm.net

### Newsletter
- Maryanne Ebner
  - (215)-241-8831
  - mebner@lawsg.com

### NFPA
- Kimberly Walker
  - (215) 875-4657
  - kwalker@bm.net
- Maryanne Ebner
  - (215)-241-8831
  - mebner@lawsg.com

### PACE Ambassador
- Barbara I. Nield, RP
  - (215) 751-2101
  - bnield@schnader.com

### Pro-Bono/Community Service
- Judith Bardsley
  - judybardsley2006@yahoo.com

### Professional Development
- Tausha Major
  - (856)-524-3540
  - taushamajor@yahoo.com

### Programs
- Rebecca Young
  - ryoungparalegal@gmail.com

### Public Relations/Marketing
- Clarettta Bambrick
  - (215) 762-0400
  - bambrick@nationwide.com

### Technology
- Kimberly A. Walker
  - (215) 875-4657
  - kwalker@bm.net
- Jamerra Cherry
  - jcherrydefenseparalegal@yahoo.com

### Job Bank
- Kirsten G. Fullerton
  - (215) 979-3871
  - kfullerton@mccarter.com

### Website Coordinator
- Kirsten G. Fullerton
  - (215) 979-3871
  - kfullerton@mccarter.com

### Legal Intelligencer Coordinator
- Christine Flynn
  - (215) 299-4387
  - cflynn@swartzcampbell.com

### Legalman Project Coordinator
- Kimberly Walker
  - (215) 875-4657
Cover 4
Ad to be placed by
Document Technologies