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Contact Us
www.airs.org

Time to renew your AIRS membership

The mission of AIRS is “to provide leadership and support to our members and affiliates to advance the capacity of a Standards-driven Information and Referral industry that brings people and services together.”

Noble words, found with minor variations, in most mission statements. In reality, as with the agencies of our members, it often boils down to a small number of people working very hard trying their best to do the right things in the right way. And usually the list of projects completed, is a shadow of the list of projects that people would like to see completed.

Over the past two years, AIRS has been engaged in attending to our core services. Significant work has taken place within the Standards, new accreditation criteria have been created, certification has expanded along psychometrical principles, the *ABCs of I&R* have undergone a major revision and online training is coming around the corner.

The most significant change has been with the integration of our membership with our 28 state and regional Affiliates. As a national organization, AIRS cannot consis-

tently impact local change and provide local support as effectively as a state/regional affiliate. And for that to happen, our Affiliates need to be stronger and this is what is being created through the new membership structure and fee-sharing arrangements.

In 2007, in addition to further strengthening the core, AIRS is providing additional funding and human resources to its Committees concerned with issues such as Public Policy, Disaster, Technology and Training in order to support I&R on a broader front and in specific areas.

There are many tangible reasons to renew your membership of AIRS in terms of products, services, discounts, cost savings, information and communication. For each individual member, the most intangible reason is probably the most important -- because the membership pledge of each agency allows AIRS to provide an international infrastructure of I&R that everyone can draw upon.

If you have not done so already (and thank you if you have), please go to the AIRS Web site at www.airs.org and return your membership renewal forms!

Officers of the Corporation

Caty Jirik, President

Kathy O'Connor, President-Elect

Georgia Sales, Secretary

Jamie Moore, Treasurer

The Alliance of Information & Referral Systems, Inc., was incorporated in 1973 to improve access to human services for all people through the mechanism of information and referral. It is a member organization serving I&R interests.

The AIRS Newsletter is provided as a benefit to all AIRS members. For information about annual dues for both agencies and individuals, contact us at (703) 218-AIRS (2477).

AIRS accepts paid advertising for inclusion in its publications for products and/or services which are related to the purposes of AIRS and its members. The products and services advertised in AIRS publications do not necessarily imply endorsement by AIRS or its membership.

For more information about placing an ad or article in the AIRS Newsletter, contact:

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Accreditation Committee makes progress in 2006

Faed Henry,

Accreditation Committee Chair

The AIRS Accreditation Committee has been busy on several fronts. The two new AIRS Standards, Crisis Intervention and Disaster Preparedness, have been written in to the new accreditation criteria and will come into effect on January 1st, 2007.

The Committee is also exploring ways to conduct the Accreditation Questionnaires online by using SurveyMonkey. This is a tool that will allow AIRS to design the survey, collect responses and analyze results in a more efficient manner. This will also make it easier for staff, board and community organizations to fill out the questionnaire and increase the response rate.

To date in 2006, 23 organizations have joined the growing family of AIRS Accredited organizations from both the United States and Canada. There are 72 organizations/programs that are currently accredited and another 59 in varying stages of the process. Three new site reviewers were recruited from accredited organizations.

See if you qualify for the federal telephone tax refund

Last spring, the Internal Revenue Service agreed to stop collecting the 3% federal excise tax assessed on long-distance telephone calls. The money will be returned to people via the 2006 federal income tax return.

The telephone tax refund will be a one-time payment and it will be available to anyone who paid long-distance taxes on landline, cell phone or Voice over Internet Protocol (VoIP) service. For those people who do not otherwise have to file a tax return, there will be a new simple form (1040EZ-T) that can be used to get the refund. Nonprofits must fill out the new Form 8913 and base their refund requests on the actual amount of tax they paid. The IRS is considering an estimation method that businesses and nonprofits could use for figuring the tax paid and is asking for public suggestions on potential methodologies that are both accurate and relatively easy for taxpayers to use.

For more information:

<http://www.irs.gov/newsroom/article/0,,id=161506,00.html>

Message from the AIRS Board President



Cathy Jirik,
AIRS Board President

Another year has come and almost gone, with a whirlwind of activity and seemingly endless challenges for the world of Information and Referral and Assistance and Crisis. Along with those challenges have come opportunities. Our field is now, more than ever, engaged and visible as a critical service system in communities. As our membership continues to grow, AIRS continues to raise the bar on quality standards for the industry. The credentialing and training tools are ever expanding to meet the needs of a changing field, and those tools have really become the benchmark for establishing the public's expectations for high quality I&R systems and services, including 2-1-1.

While much progress has been made, there is still much to do. Since this is a season of thanks, I want to take this opportunity to thank the membership for all of your continued contributions of time, talent and resource to AIRS. The level of commitment in this organization is extraordinary and to be applauded. All of the hard work that goes on locally, positively impacts, leverages and compliments the work being done nationally. It's like voting - your voice really does count!

I want to take this opportunity to deliver a very special thank you to Maribel Marin of 2-1-1 LA County and her extraordinary staff, two in particular, Marianne Galleon and Georgia Sales. These folks have contributed endless hours to AIRS, but also have been integral to putting AIRS at the forefront of the industry, including developing the InfoLine Taxonomy and forwarding the work of the XML protocol, among others.

Their collective talent, creativity, commitment and innovation are unsurpassed and the field owes them a great deal.

Finally, as we all count our blessings, I know we are all thinking about the men and women serving in Iraq and Afghanistan, of all of the families living in those countries and around the world, torn apart by war and violence. It is truly difficult to celebrate the holiday season without feeling deep sadness about the state of our very vulnerable and fragile planet. Yet, this is a season of hope and renewal. We can pray for peace, for tolerance, for the alleviation of hunger and poverty and disease. And we can renew our collective commitment to a better world for our children to inherit. On this, we can all agree.

I wish you all a safe and happy and peaceful holiday season.

AIRS secures project support from Dammann Fund

Two new online training courses -- one focusing on providing I&R for individuals with mental health issues and one for improving I&R services for young people -- will be created over the next 15 months with the help of \$26,000 from the Dammann Fund.

The courses will be developed and evaluated with the assistance of three AIRS Affiliates, each located in a geographic area served by the Dammann Fund and with each affiliate sharing some of the funding.

The New York City-based foundation has supported I&R in the past and, through connections with former 211 New York State Director, Linda Daily, was aware of the AIRS Standards and the importance, particularly with the growth of 2-1-1, in providing enhanced training to help all AIRS members meet those standards and further improve I&R services in their communities.

211s in the news across the country

California

“Largest Census Of Homelessness, Volunteers Needed.” The biennial head count of the county’s homeless population is part of the ongoing Orange County Homeless Continuum of Care program, a collaboration of the county’s Housing and Community Service Department, the 2-1-1 information and referral agency, the United Way and OC Partnership, a non-profit homeless services advocacy agency.

http://cbs2.com/topstories/local_story_352171740.html

Florida

“Holidays can deepen melancholy of loss: Most grieving people suffer silently, a help line director says, but there are other ways to cope.” For those grieving who aren’t comfortable talking with family members, the crisis center suggest calling 211 and speaking to a counselor.

http://www.sptimes.com/2006/12/15/Brandontimes/Holidays_can_deepen_m.shtml

Indiana

“2-1-1 service launches.” Lake and Porter County residents now have access to a new 2-1-1.

http://www.thetimesonline.com/articles/2006/12/19/updates/top_stories/eaf50a78ad2c3a468625724900634af1.txt

“Transportation, food hot topics for seniors: State worker makes

stop in Marion for advice.” The state is looking at using the public libraries to help promote 2-1-1.

<http://www.chronicle-tribune.com/apps/pbcs.dll/article?AID=/20061215/NEWS01/612150330/1002>

Iowa

“Kraft workers buy holiday gifts for kids.” Those who need help can call InfoLINK, United Way’s information and referral service, at (563) 355-9900 or from Iowa dial 2-1-1.

<http://www.qctimes.net/articles/2006/12/16/news/local/doc45838842e4aa6144796129.txt>

Kentucky/Indiana

“United Way needs help to help families.” The Christmas assistance program is coordinated by United Way’s 211, a free and confidential information and referral line. People needing help locating services or volunteer opportunities can dial 2-1-1 to get connected to local agencies.

<http://www.courierpress.com/news/2006/dec/06/united-way-needs-help-to-help-families/>

Michigan

“United Way’s 2-1-1 Celebrates First Year Serving Southeastern Michigan.” United Way for Southeastern Michigan celebrated a successful first year of its 2-1-1 call center today, which received 97,959 calls since its launch last December.

http://www.earthtimes.org/articles/show/news_press_release.31664.shtml

“Healthy financial prognosis for Huron Valley Ambulance: After 25 years, nonprofit keeps sharp eye on its bottom line.” Service contracts with the United Way of Washtenaw County for the 211 social service line that offers information on food and housing and volunteer opportunities.

http://www.mlive.com/mbusinessreview/stories/index.ssf?mbusinessreview/se/stories/20061213_4.html

New Jersey

“State would be overwhelmed by flu pandemic.” New Jersey has set up a “2-1-1” phone system with call centers where trained staff can give information during an emergency, to relieve the 9-1-1 system.

<http://www.courierpostonline.com/apps/pbcs.dll/article?AID=/20061216/NEWS01/61216004/1004/LIVING>

“Gift idea: Donate a mammogram for the holidays.” Residents can call 2-1-1 to see if they qualify for the free mammogram.

<http://www.c-n.com/apps/pbcs.dll/article?AID=/20061215/Front01/61215011>

Ohio

“Domestic violence: Safety planning helps victims reduce risk of injury.” People who work in the

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domestic violence field recommend that anyone who is in an abusive relationship get individualized safety planning from a trained professional - someone at a shelter such as the Cocoon or the YWCA or an agency such as Adelante, for example. People who are in non-emergency situations can dial 2-1-1 for information about agencies that can help.

<http://toledoblade.com/apps/pbcs.dll/article?AID=/20061210/ART16/612090336/-1/ART>

“Legislature, agencies focus on foreclosure.” “FirstLink, an information and referral agency for the United Way, has developed a convenient 211 telephone number that provides callers with a variety of community resources, including food, clothing and shelter.”

<http://www.thisweeknews.com/?story=sites/thisweeknews/120706/Grandview/News/120706-News-274733.html>

“United Way wins \$3M grant.” The United Way of Greater Cincinnati will receive a \$3 million U.S. Department of Education grant to teach parents how to become involved in their children's education. Some of the funds will be used to expand United Way 211 service to provide information for parents on district and school performance and how to access supplemental services like tutoring.

<http://cincinnati.bizjournals.com/cincinnati/stories/2006/12/18/daily39.html>

South Carolina

“Lonely Callers Slow 911.” “On top of the calls out of holiday desecration, people call 911 looking for phone numbers, insurance information and sometimes just looking for the time. People are urged to call 211 if they have a non-emergency issue. The number connects to the United Way.”

http://nwitimes.com/articles/2006/12/20/news/top_news/dd7b05dbfc5431338625724a000a782b.txt

Tennessee

“Police aim to keep all safe.” “Many police hours are spent handing out 211 literature advising of where shelter, bathrooms, food, mental and medical services are provided.”

<http://www.tennessean.com/apps/pbcs.dll/article?AID=2006612170364>

“Help Needed: Organizations offer a hand to those who need assistance.” “211/Contact-Concern of Northeast, TN is a telephone helpline that provides services to the community. They have comprehensive information and referrals on health and human services available to those in need; crisis intervention with trained volunteers who answer the phones 365 days a year, 15 hours a day.”

<http://hawkins.xtn.net/index.php?template=news.view.subscriber&table=news&newsid=135737>

Texas

“Smoke detectors being given away.” For information about the smoke detector distribution, residents may call the United Way of San Antonio and Bexar County at 2-1-1.

<http://www.mysanantonio.com/news/metro/stories/MYSA122106.detectors.e-n.2d3974c7.html>

“United Way line links callers with assistance.” The 211 office that serves Tarrant and seven other nearby counties recently moved from the United Way headquarters in Fort Worth to central Arlington. Between Jan. 1 and Nov. 1 this year, the 211 call center in Tarrant County handled more than 87,000 calls from Erath, Hood, Johnson, Palo Pinto, Parker, Somervell, Tarrant and Wise counties.

<http://www.dfw.com/mld/dfw/news/local/16113818.htm>

Utah

“Utah’s Special Needs Registry in Effect.” Governor Jon M. Huntsman, Jr. announced the creation of Utah’s Special Needs Registry. The registry is a collective effort by the Utah Division of Homeland Security, 211 Information and Referral Center, United Way of Northern Utah, Utah Citizen Corps, Utah Department of Health, American Red Cross of Northern Utah, and the Northern Utah Homeland Security Coalition.

<http://www.ksl.com/?nid=148&sid=711475>

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Washington State

“Power Restoration Update for Kitsap.” For more information, residents can call the Red Cross at (360) 377-3761, or call 211 or 911. http://www.kitsapsun.com/bsun/local/article/0,2403,BSUN_19088_5226444,00.html

“211 assistance center coming soon” The 211 network is designed to be a sort of one-stop “shopping center” to connect residents in Grays Harbor, Pacific, Thurston, Mason and Lewis counties to service providers.

http://www.thedailyworld.com/articles/2006/12/05/local_news/02news.txt

“Calling For Help Just Got Easier.” Overview of 2-1-1 service.

http://www.kndo.com/Global/story.asp?S=5759101&nav=menu484_1

United States

“Pandemic Preparations, State-By-State.” Listing of what each state is doing in way of preparations. New Jersey “has put together a 211 phone system, similar to the 911

emergency number, that would have trained staff answering pandemic questions from the public.” <http://www.happynews.com/news/12172006/pandemic-preparations-state-state.htm>

Canada – Ontario

“211 - Help for the Holidays.” “If you or someone you know needs help over the holidays, Toronto’s 211 telephone service is available 24 hours a day and seven days a week, 365 days a year.” <http://www.cnw.ca/fr/releases/archives/December2006/19/c8873.html>

REMINDER

As your contact information changes, please remember to let us know at the AIRS office by sending an e-mail to info@airs.org. We want to make sure you continue to get your newsletter and other important information.



The advertisement features a photograph of a man in a dark jacket sleeping with his head on the shoulder of a man in a suit and glasses sitting next to him on an airplane. The background shows other passengers in the cabin. The text is overlaid on the bottom half of the image.

 resource house

Why settle for coach when you could fly first with Resource House?

www.northlightsoft.com 

Make a New Year's resolution: Join an AIRS committee

Just like many other national associations, AIRS functions through Committees. AIRS Committees are all volunteer-based and supported by at least one staff person. The Chair is generally, but not always, an AIRS Board member.

The members of the Committees are drawn from a variety of sources, and over the past year, AIRS has attempted, with great success, to recruit additional members from Affiliates. But we want to remind all our membership that they would be most welcome to join an AIRS Committee. We can use all the help we can get!

All committees do their primary work by teleconference and e-mail - generally about a one hour a month. However, from time to time, committee members may be asked to do some specific work to further a committee goal.

Please note that the Accreditation and Certification Committees operate under their own confidentiality agreement as the nature of their work means that there is some separation from the main AIRS Board. But they still need volunteers!

If you are interested in joining a specific AIRS Committee or would like to have some more information, please email Charlene Hipes at charlenehipes@airs.org.

The following is a list of AIRS Committee, their chairs and current members:

Accreditation Committee

Chair: Faed Hendry
Members: Beth Pline, Debby Kimbrell, Georgia Sales, Lynne Engel, Roberto Armijo, Micki Thompson

Certification Committee

Chair: Cathleen Kelly
Members: Anne Fogoros, Diane Barrett, Georgia Sales, Greg Link, Jacky Roddy, Maurine Strickland, Steve Nagel, Theresa Lambert, Roberto Armijo

Conference Committee

Chair: Peter Hebertson
Members: Bernice Hutchinson, Debby Kimbrell, Gary Strickland, Karen Hyatt, Maurine Strickland, Sharon Doner

Disaster Committee

Chairs: Karen Hyatt and Larry Olness
Members: Debby Kimbrell, Faed Hendry, Jamie Moore, Alicia Jiron, Mary Maxwell, John Plonski

Marketing/Membership Committee

Chair: Doug Frank
Members: Jamie Moore, Mel Favor, Sharon Doner, Cathleen Kelly, John Plonski, Sharon Tierra, Tim Sylvia, Trisha Ferrell

Public Policy Committee

Chair: Richard Stahl
Members: Steve Wertheim, Linda Daily, Maurine Strickland, Theresa Lambert, Roberto Armijo

Standards Committee

Chair: Margaret Strachan
Members: Randy Nicklaus, Faed Hendry, Georgia Sales, Cathleen Kelly, Diane Barrett, Linda Daily

Technology Committee

Chair: Marianne Galleon
Members: Cathleen Kelly, Diane Barrett, Georgia Sales, Kathy O'Connor, Mary Damsgaard, Maurine Strickland, Richard Stahl

XML sub-committee

Chair: Marianne Galleon
Members: Carolyn Keyser, Diane Barrett, Georgia Sales, Nancy Shank

Web site sub-committee

Chair: Kathy O'Connor
Members: Cathleen Kelly, Diane Barrett, Marianne Galleon

Software sub-committee

Chair: Shadow Foster

Telecommunications sub-committee:

Members: Richard Stahl, Marianne Galleon, Mary Hogan, Steve Parker

Training Committee

Chair: Linda Daily
Members: Bernice Hutchinson, Beth Pline, Cathleen Kelly, Cathy Nellis, Eva McGinnis, Jayne Mullins, Mary Damsgaard, Michelle Pike, Rosanna Thoms, Shye Louis, Tim Sylvia

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Note from the editor:

Thank you to all of you who participated in the bi-monthly AIRS Standards tests. This past year we have worked through all the standards. I hope you learned a little and had fun as well. This year, we are going to go back through the Standards every other month, but this time your answers (fill in the blank)

will be clues to a crossword puzzle. You will need to send me the correct answers to the fill-in-the-blank questions to have your names printed in the newsletter. Happy puzzle solving!
-- Hannah Newton
newslettereditor@airs.org

2007 AIRS Conference details being finalized

Sharon Galler

AIRS Conference Coordinator

The date for the 29th Conference in sunny Jacksonville, Florida, is getting closer, and members of the Florida AIRS are looking forward to seeing you all there May 6-9, at the beautiful, scenic Hyatt Regency Hotel.

AIRS has negotiated special discounted hotel room rates of \$119 single/double at the Hyatt Regency Hotel in Jacksonville, Florida, located right on the scenic St. Johns river. In order to be able to bring you a conference of this magnitude, it is important that you stay at the headquarters hotel, so we can continue to insure the quality of our future programs and low hotel room rates. Call (800) 233-1234 and mention "AIRS" to make your reservations at this special rate. The deadline for this AIRS discounted rate is April 09, so be sure to make your reservations in plenty of time!

The committees are already hard at work planning and developing our best conference ever. This year we have more than 70 workshops and speakers on informative educational tracks including Aging, Basic I&R, Disaster Response and Planning, Management,



Sunshine, Sandals and Surf I&R's BREATH OF FRESH AIRS

Department of Defense, Resource Taxonomy, Technology and 2-1-1. For even more education, we are offering pre-conference intensives for the opportunity to explore several popular subjects in greater detail. We will also have The National Aging and Disability I&R/A Symposium including an all-day pre-conference retreat for staff of State Units on Aging (SUAs) and Area Agencies on Aging (AAAs). A full schedule will be available on our Web site www.airs.org by March, so please visit our Web site for the latest

breaking conference news.

This year we will combine the off-site event and "Friends of AIRS" auction and dance party. It will be held on Tuesday evening and the friendly folks at Florida AIRS (FLAIRS) and Sharon Donor are already planning the fun and festivities. Start collecting unusual and creative items for your donation as all of the proceeds benefit the Friends of AIRS Endowment Fund that provides scholarships to AIRS annual conferences for deserving individuals.

Call for Conference Presenters

It's time to share your solutions, experience, knowledge, novel approaches, new ideas and burning issues with your peers. If you are interested in becoming a conference presenter, now is the time to put together a proposal. Remember you can present on your own or form a panel with other colleagues to better illus-

trate a theme. Complete the application form at <http://www.airs.org/documents/callforpresenters2007-web.doc>.

Presenters whose proposals are received by Jan. 31 and selected for presentation will be entered into a lottery, and 50 will be selected to receive a complimentary room night at the conference hotel.

Standards Corner: The standard of hiring

Mary Hogan

Past AIRS Board President

The Standards Corner is a periodic feature which will discuss different aspects of the Standards for Professional Information and Referral. Wherever you are in the AIRS accreditation process, you may have a need for more in depth discussion of an aspect of the Standards. This column will take a section of the Standards and expand on either the whole standard or a part of a Standard. Information from accredited agencies will be used if needed. We welcome your input - if you have a burning question about an interpretation of a standard, or if you see a need for clarification, please send your Standards Corner request to editor@airs.org.

Section V of the AIRS Standards describes the governance and administrative structure an I&R service needs in order to carry out its mission. Included in this section is

Standard 18: Personnel Administration

The I&R service shall provide a framework and mechanisms for program and personnel management and administration that guarantee the continuity and consistency required for effective service delivery.

One of three sections that specifically deal with hiring is
5. Screening: The I&R service

shall objectively measure each candidate's application for both paid and volunteer positions against the position's requirements using a standardized form and screening procedure.

Thomas Jefferson said: "No duty the Executive had to perform was so trying as to put the right man in the right place."

To update Thomas Jefferson for the 21st century information and referral provider (and to make politically correct): "No duty the I&R Provider had to perform was so trying as to put the right I&R professional in the right place."

Effective hiring tools are essential for setting the groundwork for a high-performing information and referral agency staff. The right person in the right job ensures a motivated, committed staff and contributes to better service delivery. Getting the wrong person in the job impacts productivity, turnover rates, and absenteeism.

It is good practice to standardize the hiring process for all information and referral positions. Inconsistent or poor administration of the resume screening and interviewing process can hamper effective hiring. Also, documenting the hiring process, and ensuring that screening and interviewing are administered the same way every time, protects the agency from accusation of possible violations of

federal, state or provincial employment laws, especially those dealing with discrimination.

Before even attempting the interview process, it is important to have a clear definition of the duties and competencies that your position requires, and clearly defined education and experiences levels that must be met by all applicants. Use your baseline competencies, education and experience to measure each resume fairly and objectively. Some information and referral agencies have found it useful to create a grid or form that compares the applicant selection criteria against each submitted resume. A grid or a form helps to rate the applicants fairly by the same criteria and gives a clear list of the candidates who meet your baseline requirements and should be scheduled for interviews.

Check out the AIRS I&R toolkit: www.airstoolkit.org for hiring material samples from accredited agencies. Included are: New Employee Interview Form, New Employee Interview Guide, New Employee Phone Screening, New Employee Resume Rating Form, Non-Discrimination Hiring Guidelines, and Volunteer Screening Guide/Interview Form. If you are from an accredited agency and would like to submit samples related to your hiring process, please send to info@airs.org.

Child abuse hotline connects with callers

By Charlotte Anderson,
211 Director, Trident United Way, Charleston

211 Hotline staff in Charleston, SC is updating the Darkness to Light network -- those centers who are answering calls to (866) FOR-LIGHT. If you're wondering who answers it in your area -- try dialing it.

Darkness to Light (D2L) is a national child sexual abuse prevention campaign begun in Charleston, SC, in 2000. Their media messages and training programs focus on:

- ◆ Shifting responsibility for child sexual abuse prevention from children to adults
- ◆ Reducing child sexual abuse through adult-based education and awareness
- ◆ Providing adults with information to prevent, recognize and react responsibly.



Though much of their service is provided through the network's Web site and training programs, D2L knows that local helplines provide the best link to services and support when people are searching for help. When people call that number, they get routed to the nearest participating hotline or information line. Many of you agreed to take these calls for your area; however, it's been a while since anyone has been in touch.

As the first hotline to take these calls and the center that covers "uncovered" areas, we've been asked to communicate with helplines in the network. We are ready to answer your questions, offer some training and get you back in the information loop.

Hundreds of callers say thank you for helping them find the help they need and for your wonderful compassion that allowed them to address the tough issue of child sexual abuse. Once again, that core mission of linking people and services together is making a huge difference.

Director Anne Lee says, "We don't have to spend billions in laboratories to find a cure to child sexual abuse. The cure is here. The cure is awareness and common-sense proactive prevention steps that every adult can take. Every concerned adult can learn how to better protect children."

The callers sometimes start out a bit hesitant and it takes them a minute to get to their question, other times they go straight to the point. Some times they want help for themselves, once in a while it's for a family member or friend. You can hear them relax as they experience our compassion and acceptance; and begin to realize that they've called a "safe" place.

They don't seem to mind when we have to explain that we don't have all the answers or that we aren't the "experts" in this field. They're glad they found us and I'm glad they found us too.

So, a special thanks to those of you who have been responding to calls that come through the D2L helpline. And to every one of you that pick up the phone ready to help in your community - Thank you for caring and doing your part to break the cycle and reduce the incidence and impact of child sexual abuse every day. We DO make the world a better place!

Darkness to Light also offers many other services and products through their Web site at www.d2l.org. Their "Stewards of Children Training" and "7 Steps" booklet are professionally developed, evaluated and presented. Their media partners are names you'll know, like Time, Inc and Lifetime Television. Cyndi Lauper and Anne Heche are featured in two of the PSAs.

If you'd like to know more about this program or how you can be involved - contact Caroline Byrd, 211trainer@tuw.org or call (843) 566-7183.

AIRS certifies new specialists

Since the last newsletter, the following people have been awarded the Certified Information and Referral Specialist, Certified Information and Referral Specialist in Aging, or the Certified Resource Specialist designation in acknowledgement of their demonstrated competencies in the field of Information and Referral.

CERTIFIED INFORMATION & REFERRAL SPECIALISTS

Acord, Maggie - DETCGOG

AAA, Kirbyville TX

Adams, Debra - AAAC, Belton TX

Blizard, Jennifer - People for People, Yakima WA

Brewington, Kristye - United Way 211, Cincinnati OH

Bruce, Mark - TCOG Information and Access Center, Sherman TX

Buycks, Crystal - 211 United Way, Arlington TX

Cabanillas, Maria - 211 LA County, San Gabriel CA

Castilla, Ana - People for People, Yakima WA

Castro, Rafael - Switchboard of Miami, Miami FL

Coons, Madelyn - Warren Co Community Services Inc, Lebanon OH

Coronado, Susana - Switchboard of Miami, Miami FL

Costa, Andrea - Switchboard of Miami, Miami FL

Dahlberg, Kirsten - Crisis Clinic-Seattle, Seattle WA

Delys, Dana - Crisis Clinic-Seattle, Seattle WA

Duncan, Peggy - United Way of Laredo Inc., Laredo TX

Escobar, Ricardo - NC Family Health Resource Line, Durham NC

Farnum Rendino, Cheryl - United Way of Chittenden

County/Vermont 211, Burlington VT

Farnum-Donk, Christine -

Switchboard of Miami, Miami FL
Fernandes, Joaquim - Switchboard of Miami, Miami FL

Fischer-Kamenick, Jennifer - Dane County Human Services, Madison WI

Flores, Dora - El Paso City - County Health and Environment District, El Paso TX

Galeano, Anthony - United Way of the Texas Gulf Coast, Houston TX

Gonzalez, Elizabeth - Switchboard of Miami, Miami FL

Harper, Mitchell - United Way of Metro Atlanta, Atlanta GA

Heindel, Michelle - Dane Co. Dept. of Human Services,

Middleton WI

Hines, Sharon - United Way 2-1-1, Asheville NC

Hollis, LaJuan - 2-1-1 East Texas United Way of Tyler/Smith County, Tyler TX

Huisheere, William - Dane County Human Services, Madison WI

Huschka, Ronni - Community Living Alliance, Sun Prairie WI

Hutson, Jennifer - United Way of Greater Cincinnati, Cincinnati OH

Juliao, Yocasta - Switchboard of Miami, Miami FL

Kaiser, Shelly - United Way's 2-1-1, Wausau WI

Kelly, Zoe - United Way of Asheville-Buncombe, Asheville NC

Kinard, Theresa - United Way of Greater Cincinnati, Cincinnati OH

Krueger, Nancy - Calumet Co. Aging and Disability Resource

Center, Chilton WI

Lasaga, Ana Maria - Switchboard of Miami, Miami FL

Legg, Kimberly - Vermont 2-1-1, Burlington VT

Lehman, Marie - , Montello WI

Leverette, Carolina - 211 LA

County, San Gabriel CA

Luna, Elizabeth - United Way of

Laredo Inc., Laredo TX

MacLeod, Anne - FIRST Line-Information Referral, Winston-Salem NC

Mendl, Mary Ellen - United Ways of Vermont, Burlington VT

Miles, Laura - Care Connection Area Agency on Aging,

Warrensburg MO

O'Sullivan, Dulcie - Crisis Clinic-Seattle, Seattle WA

Paez, Deborah - 211 of LA County, San Gabriel CA

Phillips, Jo An - SARPC/AAA, Mobile AL

Purcell, Joseph - Dane County Dept. of Human Services, Madison WI

Ray, Sandra - United Way of the Texas Gulf Coast, Houston TX

Reed, Stephanie - United Way, Tyler TX

Riebe, Jamie - Area Agency on Aging of Dane County, Madison WI

Root, Leslie - Great Rivers 211, Lacrosse WI

Rosario, Maria - Montgomery County Child Care Resource and Referral Center, Kensington MD

Running, Laura - Great Rivers

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211, Onalaska WI
Schwab, Kelly - United Way of Kitsap County, Bremerton WA
Simon, Marlene - Switchboard of Miami, Miami FL
Sims, Angela - United Way Texas Gulf Coast, Houston TX
Straus-Bowers, Erika - Crisis Clinic-Seattle, Seattle WA
Theodore, Debbie - United Way, Mason OH
Thompson, Lena - United Way of the Midlands/211, Omaha NE
Tijerina, Maria - United Way TX Gulf Coast, Houston TX
Umentum, Kathryn - St. Vincent Hospital Children and Youth with Special Health Care Needs, Green Bay WI
Weiland-Heiden, Susan - ADRC Sheboygan County, Belgium WI
Weir, Adrienne - United Way's 2-1-1 of Western North Carolina, Asheville NC

CERTIFIED INFORMATION & REFERRAL SPECIALISTS-Aging

Ansah, Henry - Harris Co Area Agency on Aging, Houston TX
August, Jo Marie - Harris County Area Agency on Aging, Missouri City TX
Bloedorn, Lucy - Ozaukee County Aging Services Dept., West Bend WI
Bosilevac, Donna - WY/Lev AAA, Kansas City KS
Bottila, Marjori - Arrowhead Area Agency on Aging, Duluth MN
Camarillo, Roxanne - Middle Rio Grande Area Agency on Aging, Carrizo Springs TX

Cline, Karen - Area Agency on Aging of East Texas, Kilgore TX
Davis, Helen - City of Los Angeles Department of Aging, Los Angeles CA
DiLeo, Monique - United Way of the Gulf Coast, Houston TX
Dorsey, Bailey - Heart of Texas Council of Governments, Waco TX
Edwards, Annie - Neighborhood House, Seattle WA
Ellis, Paul - Heart of Texas 211, Waco TX
Gaumer, Megan - Info Spherix, Cumberland MD
Hardy, Nawita - Harris County Area Agency on Aging, Houston TX
Hellman, Mary - Arrowhead Area Agency on Aging, Duluth MN
Jeske, Christine - Division of Aging, Sheboygan WI
Jun, Shannon - ACRS, Seattle WA
Kamenetz, Jill - MAP of Howard County, Columbia MD
Kerr, Sarah - Info Spherix, Cumberland MD
Leard, Kathleen - Crawford County Senior Resources, Prairie du Chien WI
Liss, Valerie - Howard County Office on Aging, Columbia MD
Miller, Maureen - Aging and Disability Resource Center of Portage City, Stevens Point WI
Mitchel, Jane - Central AL Aging Commission, Wetumpka AL
Nguyen, Bao - ACRS, Seattle WA
Paige, Carolyn - Harris Co Area Agency on Aging, Houston TX
Pena, Jose - Harris County Area

Agency on Aging, Houston TX
Rankin, Alice - HOT 2-1-1, Waco TX
Reed, Gretchen - Senior Services, Edmonds WA
Royal, Tabitha - EARPDC, Anniston AL
Terry, Suzanne - Harris County Area Agency on Aging, Fresno TX
Ustach, Leah - Seniors Plus AAA, Lewiston ME
Verbel, Linda - Senior Services, Bellevue WA

CERTIFIED RESOURCE SPECIALISTS

Badke, Anthony - 211 Texas South Plains, Lubbock TX
Baluja, Maryllis - Switchboard of Miami, Miami FL
Cooksey, Mary - United Way of Abilene, Abilene TX
DuBose, Eliza - Family Support Network-NC, Chapel Hill NC
Gardner, Fern - Family Support Network of NC, Carrboro NC
Kirkpatrick, Paul - Community Crisis Services, Inc., Hyattsville MD
Kulish, Roland - SETRPC Area Agency on Aging of Southeast Texas, Beaumont TX
McGill, Darlene - 2-1-1 Info Line / United Way of Tyler, Tyler TX
Miller, Jennifer - Heart of America United Way, Kansas City MO
Schumacher, Brooke - Crisis Clinic-Seattle, Seattle WA
Serby, David - 211 LA County, San Gabriel CA
Vallejo, Tina - Safe Haven, Racine WI

The Alliance of Information & Referral Systems 2007 Affiliate Agreement

AIRS MISSION

The mission of AIRS is “To provide leadership and support to the membership to advance the capacity of a Standards-driven Information and Referral industry that brings people and services together.”

PURPOSE

The purpose of this agreement is to broadly define the relationship between The Alliance of Information and Referral Systems (AIRS) and AIRS Affiliate organizations. The agreement generally defines AIRS Affiliate purpose, services, organization and governance. This Agreement may be revised as needed.

PARTIES

The Alliance of Information & Referral Systems (AIRS) is a membership organization dedicated to improving access to health and human services via the mechanism of comprehensive and specialized information and referral services. AIRS provides national leadership and support to build the capacity of local affiliates and their members.

AIRS Affiliates are statewide (or District of Columbia) membership organizations representing comprehensive and specialized information and referral providers within a defined geographic area. Multi-state affiliates (also membership organizations representing comprehensive and specialized information and referral providers within a defined geographic area) will be recognized only when there is not a statewide organization to facilitate the work of AIRS. In addition, there will be only one recognized organization per state (or District of Columbia).

Affiliates shape, inform and carry out AIRS mission at the local level in order to support and build excellence in the profession of I&R/A.

AFFILIATE DESCRIPTION

Organization: Affiliate organizations agree to meet the following organization requirements.

- ◆ 501 [c] (3 or 4 or 5 or 6)
- ◆ A democratically elected and active Board of Directors that represents the diversity of its membership.
- ◆ Financial policies and practices that support the financial obligations related to active participation.
- ◆ A resource development plan that meets the goals of the Affiliate membership.
- ◆ The Affiliate name will incorporate the geographic area served and will contain the word “AIRS.” Where possible, the state or region should be listed first (i.e. Arizona AIRS).

Governance: Affiliates will develop and adopt organizational bylaws consistent with the AIRS bylaws. The bylaws will address, at a minimum, each of the organization requirements described above.

Relationship: The relationship between AIRS and the Affiliates will continue to be defined and developed mutually through the AIRS Affiliate Council and AIRS Board of Directors. The AIRS Board and the Affiliate Council will strive to ensure that the relationship is non-competitive with mutually beneficial roles and responsibilities. Affiliates will provide a representative to the council and agree to actively support the work of the council. The Affiliate Council will nominate a representative(s) to serve on the AIRS Board of Directors.

RESPONSIBILITIES

Together we will develop guidelines, policies and standards for the field.

- ◆ AIRS will provide affordable and high quality certification and accreditation resources and services.
- ◆ Affiliates will provide certification and standards

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implementation assistance and actively encourage member accreditation.

Together we will create, communicate and implement a national public policy agenda that addresses resource issues in the field.

- ◆ AIRS will coordinate the national public policy agenda.
- ◆ Affiliates will implement public policy strategies at the local level and coordinate outreach efforts with local service providers and government agencies.

Together we will ensure sufficient resources at the affiliate and national levels.

- ◆ AIRS will coordinate a national resource development plan including foundation and federal funding requests.
- ◆ Affiliates will identify and actively participate in opportunities to raise resources, not limited to funding, at the local and state level.

Together we will implement a consistent 2-1-1 service in all communities.

- ◆ AIRS will create and implement a national 2-1-1 business plan and provide access to technical assistance.
- ◆ Affiliates will support and create or participate in local/regional/state 2-1-1 planning and serve as a conduit for 2-1-1 technical assistance and other specialized consultation services.

Together we will ensure high quality training materials are available to the field.

- ◆ AIRS will provide high quality I&R/A training products and services.
- ◆ Affiliates will identify and coordinate affordable training opportunities and professional development opportunities at the local level and actively promote national products/services.

Together we will provide members with relevant and timely information.

- ◆ AIRS will provide and maintain a national information and communication network.
- ◆ Affiliates will provide and support information sharing and communication network at the state and local level (e.g. newsletters, website, listserv).
- ◆ Affiliates will endeavor to keep AIRS informed of activities at the state and local level.

Together we will support the development of the Affiliate Council.

- ◆ AIRS will provide leadership in building the local affiliates.
- ◆ Affiliates will actively participate in Affiliate Council activities.
- ◆ Affiliates will use the AIRS logo on all promotional materials, following the AIRS Logo Style Guide.

Together we will work to build national partnerships.

- ◆ AIRS will ensure that within 48-hours (two business days) of becoming aware of a partnership opportunity, that the chair(s) of the Affiliate Council will be informed.
- ◆ Affiliate chair(s) will ensure that within 48-hours (two business days) that each affiliate is notified of the opportunity.
- ◆ Affiliates will ensure that their membership is made aware of the opportunity and ask each member to inform AIRS, copying their respective affiliate, within 72 hours (three business days) of their interest in participating or not.

Terms: This agreement will be in effect from January 1, 2007, through December 31, 2007. The agreement will be renewed annually. Either party may terminate the agreement with 60 days' notice and according to procedures to be developed by the Affiliate Council.

Certification test dates

Testing sites must first be approved by a state/regional/provincial I&R association. AIRS must receive notification at least 90 days in advance. The Certified Information & Referral Specialist (CIRS), Certified Resource Specialist (CRS) and Certified Information & Referral Specialist-Aging (CIRS-A) exams will be offered at each test site.

Applications to take an exam are due in the AIRS office 30 days prior to a test. (Applications are available for download on the AIRS Web site.)

The contacts listed for each site can provide information such as directions to the test site, whether training or a study session will be available before the exam, and if there are additional charges from the hosting organization. For an up-to-date list of tests visit the AIRS Web site at www.airs.org.

For additional questions, or to schedule a test, contact the AIRS Headquarters at (703) 218-AIRS (2477) ext. 201 or certification@airs.org.

FEB. 9 - MIAMI, FL

10 a.m.-Noon
Alliance for Aging
9500 S Dadeland Blvd.
Karlene Peyton (305) 670-6500
peytonk@elderaffairs.org

FEB. 22 - EAU CLAIRE, WI

1-3 p.m.
Eau Claire County Courthouse
721 Oxford Ave, Room 2550
Maurine Strickland
(608) 266-4448
strikma@dhfs.state.wi.us

MARCH 6 - CLEARWATER, FL

9-11 a.m.
2-1-1 Tampa Bay Cares, Inc.
50 S Belcher Road, Suite 116
Micki Thompson
(727) 210-4240
micki@211tampabay.org

MARCH 13 - ST. LOUIS, MO

1-3 p.m.
United Way of Greater St. Louis
910 N 11th Street
Margi Valleroy
(636) 207-0847 ex. 110
mvalleroy@mid-eastaaa.org
A \$25 fee will be charged for administrative costs, lunch, downtown parking and morning conference: Disaster Preparedness and I&R, I&A. Check made payable

to United Way of Greater St. Louis should be submitted by Feb. 14 and mailed to 910 N. 11th St, St. Louis, MO 63101, ATTN: Kay Archer. For more information contact Margi Valleroy.

MARCH 14 - JOLIET, IL

10 a.m.- Noon
251 N. Center St
Marge Zajicek
(815) 723-9713
mzajicek@agingspecialists.org

MARCH 15 - HOUSTON, TX

1-3 p.m.
50 Waugh Drive
Sandra Ray (713) 685-2469
sray@uwtgc.org
There is a \$20 administrative fee due prior to the test, payable to TAIRS c/o La Juan Hollis, United Way of Tyler/Smith County, 4000 Southpark Drive, Tyler, TX. 75703.

MARCH 30 - COLUMBIA, SC

9 -11 a.m.
United Way of the Midlands
1800 Main Street
Barbara Link (803) 734-9919
linkbf@aging.sc.gov
ABCs of I&R 2-day course, March 28-29, 9 a.m. - 4 p.m. at United Way of the Midlands, 1800 Main Street, Columbia, SC.

APRIL 19 - ATLANTA, GA

10 a.m. - Noon
Atlanta Regional Commission
Area Agency on Aging
40 Courtland Street NE
Joy Lankford (404) 463-3233
jlankford@atlantaregional.com
There is an administrative fee of \$25 per person that must be paid by March 15. Make checks payable to Atlanta Regional Commission and mailed to: Atlanta Regional Commission, AAA - 40 Courtland Street NE - Atlanta, GA 30303 -ATTN: Joy Lankford
Training on the ABCs of I&R will be presented on April 17 from 9 a.m. - 4 p.m. at Atlanta Regional Commission.

APRIL 20 - TORONTO, ONT

1-3 p.m.
Findhelp Information Services
543 Richmond Street West, Suite 125
Cristina Umana (416) 392-4558
info@informcanada.ca
Certification Preparation Workshop, April 13, 9 a.m.- 4 p.m.
Findhelp Information Services, 543 Richmond Street West, Suite 125, Toronto. Fee of \$149.00 + GST.