

The Official Publication of the
Montgomery County Paralegal
Association

www.montcoparalegals.org

NOVEMBER 2012

A Message from the President:

Many recent discussions revolve around the terms of Certified vs. Certificated Paralegal. If you have graduated from a paralegal school and received a certificate of completion, you are now a “certificated” paralegal. However, you are not a “certified” paralegal. The term “certified” has been mistakenly used when referring to a paralegal who has earned a certificate by completing a course of study. The technical definition of a certified paralegal is one who has completed the voluntary certification process including passing a competency exam. As paralegals we work in a profession that is without any real governance. We attempt to set our own rules and regulations through codes such as ethics and by-laws, but there are no “laws” for the paralegal profession. The National Federation of Paralegal Associations and many state courts are enacting or considering enacting regulations of the paralegal profession. These regulations could require paralegals to take certification exams in addition to the course work offered with degree programs. After attaining accreditation, a certified paralegal would also commit to a certain number of continuing legal education credits each year. Lifelong learning to “stay on top” of the laws and developments within the technical aspects of the legal field are highly recommended.

If you are currently a “certificated” paralegal and wish to pursue becoming certified, there are many exams available to you. The NFPA offers the CORE Competency Exam (CRP) and the Paralegal Advanced Competency Exam (RP). The Keystone Alliance of Paralegal Associations offers the Pennsylvania Certified Paralegal Exam (Pa.C.P.). Other organizations such as NALS, LAMA and IPMA also have exams available to become certified.

Currently, there is no single authority in the United States to oversee the paralegal profession. However, many states such as Texas, Florida, North Carolina and Ohio now have voluntary certification programs. In Florida, paralegals are “registered” with the Florida Bar, but are not members. In Philadelphia, paralegals can register as associate members and enjoy all privileges of association membership except the rights to vote and hold office. While the American Bar Association allows membership of paralegals at the associate level, the Pennsylvania Bar Association does not currently admit paralegals. I believe what we will eventually see is the licensure of paralegals much like that of the physician’s assistant. While paralegals will not be issued a license for the “practice of law,” the concept of licensure will ensure that the education and skill required to be a certified paralegal will be documented and that a particular person has complied with the terms of the regulation.

If you are interested in furthering the paralegal profession in Montgomery County, why not think about becoming a part of the various MCPA committees? If you have an interest in participating, please feel free to contact me directly at amlong83@gmail.com or any board member. We look forward to hearing from you!

MCPA Today’s Editing Team

Newsletter Committee Chair:	Contributing Editor:
Rachel Fineberg	April Solla
Rfineberg@goldblumhess.com	April.Solla@gmail.com

Layout Editor:
Kate Capanear
Kate8708@hotmail.com

Board of Directors-2012

Officers:

Annette M. Long, CRP

President

Harry Reichner, M.A.

Vice President

Ro Fedorka, Pa. C.P.

Treasurer

Lindsay Bean

Secretary

Board Members:

Sherry Barag, CRP, Pa.C.P.

Kathleen M. Zamorski, Pa. C.P. ~ Noreen Messmer, Pa. C.P.

Heidi Reiss-Tait, Pa. C.P. ~ Sheila Kees-Hayden

Student Liaisons

Lansdale School of Business

Pat Marburger

Peirce College

Erika L. Turner-Stokes

Manor College

Erin Murphy-Anastase and Quinn Houser

Villanova University

Lesley H. Aronson

SAVE THE DATE...

December 6 October Board Meeting

Time:

6:00 p.m.

Location:

Office of Fairlie and Lippy
North Wales, PA

December 5 Holiday Social

Time:

6:00 p.m.

Location:

PJ Whelihan's
799 DeKalb Pike
Blue Bell, PA 19422

Mark your calendar now.



Follow MCPA at our new location on Facebook:

<http://www.facebook.com/pages/Montgomery-County-Paralegal-Association/268109046565145>

Don't forget to

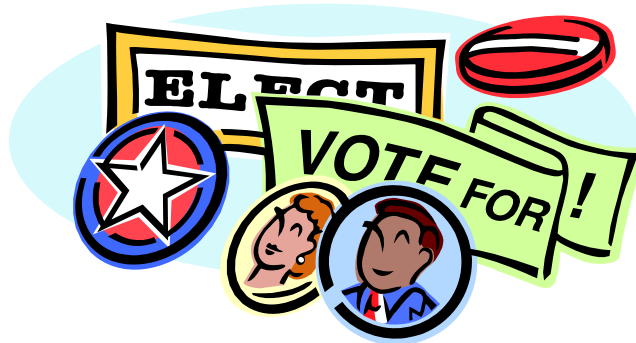


US and.....

Check back for photo, news, and announcement updates!

THE MONTGOMERY COUNTY PARALEGAL ASSOCIATION ANNUAL ELECTION MEETING

When:	November 29, 2012 6:00 p.m.
Where:	Giant Community Center Old York Road, Willow Grove, PA
Topic and Speaker	Avoiding Legal Malpractice: How to Help Protect Your Firm from Professional Liability Presented by <i>Paul C. Troy, Esquire</i> **Approved for 1.5 ETHICS CLE by NFPA and Keystone Alliance**
Cost:	<u>Free</u> for members \$20.00 for non-members
Collection:	Manna on Main Street While all donations are appreciated, some things that are especially needed right now are: frozen veggies; broth; canned fruit; canned meat, poultry & fish; 100% fruit juice; baby diapers (sizes 4, 5, 6)
RSVP:	By Monday, November 26, 2012 To Tracey L. Barnes, RP, Pa. C.P. Tbarnes@dischellbartle.com



Support those who support us!

All of the sponsors appearing in the *MCPA Today*
provide financial support to keep
MCPA programs affordable to its members.
Remember our sponsors the next time you need a service.

Check the MCPA website (www.montoparalegals.org) for links to sponsors' websites.



WELCOME NEW MEMBERS!

Phillip J. Hoffmaster

Suzanne Hasty

PASTA FUNDRAISER CONTINUES ONLINE

Orders for the fun pasta fundraiser can be placed online until December 31, 2012.

The link to our fundraising page is:

<http://www.funpastafundraising.com/shop/montgomery-county-paralegal-association>

Although there is a \$6.95 charge for shipping for any orders placed online, the orders will be shipped directly to you.

All profits received from the sale of the fun pasta will be donated to Legal Aid of Southeastern Pennsylvania.

MCPA will also be making a matching donation.

**If you have any questions, please contact
Sherry Barag at sbarag@foxrothschild.com or
Noreen Messmer at nmessmer@fordbuckman.com.**

NFPA News

National Federation of Paralegal Associations Announces New Board

Edmonds, WA - November 2, 2012 - The National Federation of Paralegal Associations, Inc. (NFPA), *The Leader of the Paralegal Profession*, announced the 2012-2013 Board of Directors at its 2012 Annual Convention held in Anchorage, AK. The directors reside throughout the United States, and they benefit the association by sharing their regional knowledge and perspective as they work together to achieve NFPA's strategic goals. In addition to holding their volunteer positions on the Board, these paralegal professionals are leaders within their own associations and communities.

The NFPA Board of Directors is the leadership team that provides oversight and guidance to the association to ensure it achieves its mission of promoting a global presence for the paralegal profession and leadership in the legal community. The 2012-2013 Board members include:

- President, Robert Hrouda, RP
- Vice President and Director of Profession Development, Theresa A. Prater, RP
- Vice President and Director of Positions and Issues, Lisa Vessels, CP, FRP
- Vice President and Director of Membership, Cindy Welch, RP
- Vice President and Director of Paralegal Certification, Suellen Honeychuck, RP
- Vice President and Director of Marketing, Melissa Marquez Leslie
- Treasurer and Director of Finance, Karen A. Santagata, RP
- Secretary and Director of Operations, Valerie A. Dolan, RP, Pa.C.P.
- Director, Region I, Theda Yandell, RP
- Director, Region II, Allen Mihecoby, CLAS, RP
- Director, Region III, LaShonda Dillard
- Director, Region IV, Donna Huntermark, RP, Pa.C.P.
- Director, Region V, Beth Bialis, RP
- Board Advisor, Tracey L. Young, RP

NFPA is moving Pro Bono month from May to October

Edmonds, WA - November 2, 2012 - The National Federation of Paralegal Associations, Inc. (NFPA) is pleased to announce that the delegates of NFPA voted to move its celebration of Pro Bono Month from May to October beginning in 2013. The move coincides with the American Bar Association's "Celebration of Pro Bono Month." The change will allow NFPA and the ABA to continue to foster their relationship by the coordination of pro bono events and activities during the month of October.

Currently NFPA is the only national paralegal association to work with the ABA Standing Committee for Pro Bono and Public Service to advocate pro bono activities for the members of both associations.

NFPA News (Continued)

NFPA Elects its First Male President

Edmonds, WA - November 1, 2012 - The National Federation of Paralegal Associations, Inc. ("NFPA") is pleased to announce that Robert S. Hrouda, RP® of Philadelphia, PA has been elected the Federation's first male President. He will serve a two-year term ending in 2014.

Robert S. Hrouda, RP®, is a litigation practice paralegal with expertise in litigation support technology. Robert is a former three-term President of the Philadelphia Association of Paralegals, where he also served as a delegate to both the Keystone Alliance of Paralegal Associations and the National Federation of Paralegal Associations, Inc.



In 2006, he received the Outstanding Local Leadership Award from the NFPA and was elected Region IV Director. Robert passed the PACE exam in May 2008, designating him as a PACE Registered Paralegal. In 2010, he was elected Vice President and Director of Positions and Issues for NFPA.

In addition to his current NFPA position, Robert serves on the Philadelphia Bar Association's Committee on Judicial Selection and Retention. Prior to joining Hangle Aronchick Segal Pudlin & Schiller, he was a paralegal at two prominent Philadelphia law firms where he worked in the areas of personal injury, litigation, labor law, aviation law and family law. A 1992 graduate of Temple University, Robert received a Bachelor's of Business Administration in Law and Business.



ABELSON

Results Driven... Talent Acquisition Specialists

We have worked closely with law firms and companies of all sizes since our founding in 1990; providing paralegal talent to clients throughout the Philadelphia region. We can meet your hiring needs on a permanent or contract basis in every legal specialty.

Whether you are a job seeker or employer, using our team will get you the results you need. Call us today.



Cathy Abelson



Joyce Feinstein

(215) 561-3010 | www.AbelsonLegalSearch.com

Providing Quality Support Services to the Legal Community for Over 30 Years.

Records Retrieval

- Authorization Requests
- Subpoena Requests
- Process Service
- Online Repository
- On-Site Copying

Court Reporting

- Realtime Reporting
- Video Depositions
- Video Conferencing
- Video Text Synchronization
- Trial Presentation & Playback

www.theMCSgroup.com

Philadelphia, New York, Chicago, Los Angeles, Baltimore, Miami, Wilmington

Tel 877.246.3665 ext. 8143 E-Mail Kevin.Melfi@theMCSgroup.com

NFPA News (Continued)

NFPA Update—Convention News

Debbie Arbuckle, Pa.C.P. - NFPA Primary

The Alaska Association of Paralegals hosted the 2012 NFPA Convention this year in Anchorage, Alaska on September 27 – 30, 2012. Quite an adventure to “The Last Frontier” for all those who attended!

The Annual Convention follows a fairly standard format, with CLE seminars on Thursday, Region Meetings on Friday to discuss the agenda topics and any areas of concerns brought by an association for general discussion and then the actual policy meeting or convention all day Saturday and Sunday morning.

The CLE Seminars on Thursday were well-attended by an audience of about 100. The keynote lunch speaker was the Honorable Morgan Christen of the United States Court of Appeals. The CLE topics offered included environmental law, e-discovery, civil litigation, estate planning, advanced legal research, criminal law and family law. During the Thursday CLE seminars and the Friday Region Meetings, an adjacent hall was occupied by vendors and sponsors advertising products relevant to our industry. This year, there were also native Alaskan artisans invited to showcase their very unique crafts.



As you know from my e-mail survey, one of the topics of this year’s convention was a proposal to change the NFPA publication from the “*National Paralegal Reporter®*” to an electronic format as a cost-saving measure for NFPA. First, let me thank all of you who did respond to that e-mail survey. The votes were fairly evenly split between print versus electronic format preferences, with several having no real preference at all. As this topic was not a by-law amendment nor was it a resolution to change NFPA policy, it was considered an Administrative Topic, which was voted on at the Board meeting Thursday night by the Board as “not approved.” While the delegates had the opportunity to get this to the floor for discussion and voting by the delegates, it did not have the majority of votes required to do this. Therefore, the topic remains not approved by the Board and there is no change in the publication of the magazine. If you want more information or clarification on this, I’m happy to take your call or e-mail.

Other topics of interest from the convention include the NFPA’s celebration of Pro Bono Month, which will be moved from May to October starting in 2013 to coincide with the ABA’s Pro Bono Month activities. A press release from NFPA regarding this is contained in this newsletter.

The delegates also voted to change bylaw language to allow the Board the option to conduct mandatory board meetings either in person or electronically. Previously, the Board was required to conduct these meetings in person. This amendment gives them options and was seen as a cost-saving measure for NFPA.

MONTGOMERY COUNTY
PARALEGAL ASSOCIATION


Finally, NFPA has issued a press release showcasing your 2012-2013 Board of Directors, which is also contained in this issue. I've had the pleasure of working with many of these professionals over the last several years, and I know we are in good hands!

As always, should you have any questions or concerns about NFPA, please don't hesitate to contact either Sherry Barag, CRP, Pa.C.P. or me.



COMMUNITY OUTREACH AND
PRO BONO COMMITTEE

MCPA members and friends may donate used cell phones (with any accompanying accessories) and eyeglasses. Contact Ro Fedorka (rfedorka@obrlaw.com) for details about these ongoing collections for charity.



PHILADELPHIA BAR ASSOCIATION
The only official provider of discounted court reporting services exclusively for Philadelphia Bar Association members.

Leading Specialists In Court Reporting & Video Services

Love Court Reporting, Inc.

BEST of 2011

1500 Market Street
12th Floor, East Tower
Philadelphia, PA 19102
215.568.5599

2002 Sprout Road, Suite 100
Broomall, PA 19008
610.355.1948

888.462.6200 • Fax: 610.355.1540
E-mail: loveus@lovecourtreporting.com
www.LoveCourtReporting.com

Registered Professional and Certified Shorthand Reporters

Serving Pennsylvania, New Jersey & Delaware with Nationwide Coverage

YOUR FULL SERVICE COURT REPORTING SPECIALIST

MEMBER
National Court Reporters Association
Pennsylvania Court Reporters Association
Philadelphia Chamber of Commerce
Philadelphia Association of Paralegals

Recent Meetings & Events Recaps

Amy Montgomery Provides Tips to MCPA Members on Chart Evaluation and Medical Summaries/Timelines

Shawn Glancy

On Wednesday, September 19, 2012, the MCPA held its general membership meeting at the office of Dischell, Bartle, and Dooley in Lansdale, PA. President Annette M. Long presided over the meeting. Annette announced and welcomed a new MCPA member, Chris House from Post & Post, LLC. Annette then briefly discussed topics of interest.

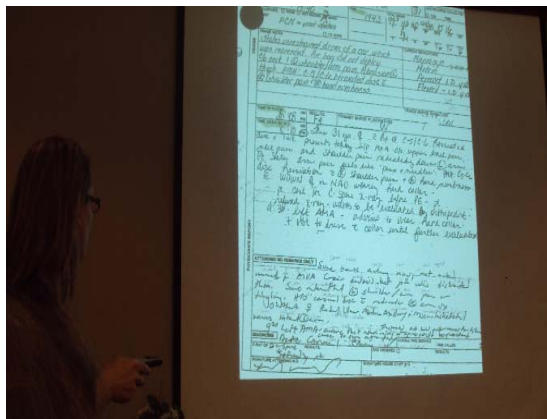
Having dispensed with announcements, Annette turned the spotlight over to Amy Montgomery, RN and Legal Nurse Consultant, from Mindy Cohen and Associates, Inc. Ms. Montgomery specializes in the review and utilization of medical records. In her presentation on “How to Best Review and Utilize Medical Records,” Ms. Montgomery addressed many topics, including EMS reports; pain assessment; logs (phone, equipment and labs); psychological records; rehabilitation records; home care evaluations; nursing home records; minimum data set records (MDS); care area assessments; medical summaries; timelines; and billing summaries. During her discussion, Ms. Montgomery stressed the importance of what someone should look for on medical records and how to check for consistencies. Ms. Montgomery also explained that when checking medical records, one should be aware of the following: (1) Medical records may not contain the most up-to-date information; (2) Physicians can access hospital records from home and the office in addition to the hospital, which means that the physician might not always be present with the patient when updating the medical record; (3) If there are repetitive assessments, but other documentation suggests otherwise, this may mean that a nurse might be copying from the previous nurses’ assessment; and (4) Be sure to check the audit trail, as that will let you know who and when someone changed the medical records. Ms. Montgomery also spoke to the paralegal’s role in procuring and evaluating many types of medical records. This included special requests for psychological records, which involves comparing a patient’s medical history before and after the stressor in question. Finally, Ms. Montgomery stated that electronic medical records are in transition and the goal is to have all records in the electronic-based system by 2015. The hope is that electronic records will decrease the room for error.



The MCPA is grateful to Ms. Montgomery for her interesting and informative presentation. Thanks are also extended to Love Court Reporting for providing refreshments and pizza for the meeting, and to the law offices of Dischell, Bartle, and Dooley for the use of their conference room for the meeting. It is this type of support that allows us to maintain our commitment of professional growth and development to our members and to the paralegal profession in general.

Recent Meetings & Events Recaps (Continued)

Photos from the September General Membership Meeting & CLE Opportunity



Recent Meetings & Events Recaps (Continued)

2012 Education Summit Review

Sue Wirchnianski, Pa.C.P.

On Saturday, October 13, 2012, the Keystone Alliance of Paralegal Associations held its 2012 Education Summit at the Harrisburg Area Community College (Lancaster Campus).

As a new associate of both Keystone Alliance and MCPA, I thought it would be a good idea to attend and I am glad I did. The day was very well-organized by the Summit Chairperson, Mr. Harry Reichner and his wonderful support staff/committee. All were warmly welcomed by friendly smiles and a delicious continental breakfast. Mark Dischell, Esq., presented the Keynote Address with wit and sincerity, a nice way to kick off an enjoyable day. What followed were breakout CLE sessions on a variety of topics including an Ethics CLE presented by Robert Davis, Jr., Esq., held during the lunch hour. All enjoyed Mr. Davis' thought-provoking talk and wonderful lunch.

The Summit was graciously sponsored by the following: CSI; YCPA (York County Paralegal Association); Harris Investigations, LLC; Love Court Reporting, Inc.; and Capital Copy Service. I personally would like to thank them all for their generosity and support. I also highly recommend attending the next summit as it was a great way to meet other paralegals, refresh your knowledge on certain issues as well as obtain your required CLEs.



Paralegal Associations Website Resources

The **MCPA** (<http://www.montcoparalegals.org/>) is a member of state and national associations:

- the **Keystone Alliance of Paralegal Associations** (<http://www.keystoneparalegals.org/>) and
- the **National Federation of Paralegal Associations** (<http://www.paralegals.org/>)

Access these websites for a wealth of information and helpful resources.



CREDIT CARD LAWSUIT DEFENSE

Debt Collector Abuse on Rise!

Have you been sued over a debt? YOU CAN'T AFFORD TO IGNORE IT!

Law Office of

Robert M. Fellheimer, P.C.

1494 Old York Road / Suite 200 / Abington, PA 19001

rfell@fellheimerlaw.com / T: (215) 885-8851 / F: (215) 885-8858

Recent Meetings & Events Recaps (Continued)

Steven Fairlie, Esquire Enlightens MCPA Members on DUI Cases

Kelly Smith

On Thursday, October 18, 2012, the MCPA held its general membership meeting at the Whitpain Township Building in Blue Bell. President Annette Long presided over the meeting. Annette and various committee members briefly reviewed topics of interest such as the Special Olympics, the NFPA national survey, the MCPA fundraiser and the Legal Expo.



The main speaker was Steven Fairlie, Esq., who specializes in handling DUI cases for the defense in Montgomery County. Attorney Fairlie is a former Assistant DA and has worked on both the prosecution and defense sides of DUI cases. He currently works at the Law Office of Fairlie and Lippy in North Wales. He has been designated a Pennsylvania “SuperLawyer” in both Personal Injury and Criminal Defense by *Philadelphia Magazine* and has been published in the *Wall Street Journal*, *Philadelphia Inquirer* and *Legal Intelligencer*. He is a 1995 Dickinson School of Law graduate. Mr. Fairlie is the only DUI defense attorney in Montgomery County to successfully use the medical condition GERD, also known as acid reflux, as a defense against a DUI on the grounds that a driver with this condition will register a higher blood alcohol content (BAC).

In his presentation on *Handling DUI Cases*, Mr. Fairlie addressed various points that are relevant not only to paralegals but to anyone who may encounter a DUI. Most notably, he informed us that the PA State Law for DUIs includes not only alcohol and illicit drugs but *any substance* that can impair your ability to drive, including medication prescribed by your doctor. You can receive a DUI if a police officer has reasonable cause to deem you “incapable of driving” even if your BAC is below the legal limit of .08.

One major discussion point was the fairness of the field sobriety tests. Mr. Fairlie had our own MCPA VP, Harry Reichner, run through the tests to show they can be confusing and difficult even for the sober person. Harry attempted three tests and although it appeared he passed, a police officer would have been able to find several “points” to hold against him. The most common point noted in a DUI report is that the driver started the test before the officer said to begin. This is the very first instruction given to the driver and in most cases, the police officer is ambiguous about when he or she should begin.

Paralegals working in the criminal field will likely encounter clients who are eligible for the Accelerated Rehabilitative Disposition (A.R.D.) program. This program is available for first-time offenders, allowing them to get no jail time and have the DUI expunged from their record. Depending on their BAC, they could lose their license for 0-2 months. Once the DUI has been expunged, it is considered a “legal fiction” and the driver can report that he or she has never been arrested. PennDot keeps a record for 10 years to prevent drivers from getting A.R.D. again.

The MCPA is grateful to Steven Fairlie, Esq. for his interesting and informative presentation. Thanks are also extended to Whitpain Township for the use of their conference room. It is this type of support that helps us to maintain our commitment of professional growth and development to our members and to the paralegal profession in general.

Recent Meetings & Events Recaps (Continued)

24th Eastern Pennsylvania “Journey ThroughThe Jungle” Special Olympics Villanova University, November 4, 2012

Richard A. MacNabb, Paralegal

I stood courtside at the Volleyball Event, Court 2, in the Villanova Sports Pavilion, along with members of the Montgomery County, Delaware County and Philadelphia Paralegal Associations and Manor College Paralegal Students, watching the incredible athleticism of a group of amazing people, the Special Olympians. As in years past, those who attended witnessed the strength, inspiration and commitment of a group of special people -- those in life who are physically and mentally challenged.

In a short time, I found myself transported back in time to the deep jungles of Central and South America to the amazing times of four great cultures: the Maya, Toltecs, Aztecs, and Incas. One place in particular that I visited in the past that left me spellbound was the Mayan city of Chichen Itza. Beside the beautiful temples and Mayan pictographs, one venue reminded me of the Special Olympics -- the Mayan Great Ball Court at Chichen Itza, once presided over by the Royals from the Palace of Palenque. Many of the Mayan city-states had ball courts, as this represented one of the highlights of their culture.

Despite the ruins, you can still imagine the warriors running up and down the court with only one purpose. The warriors would carry a heavy ball with the aim of getting it through a high stone ring on the side wall. They played with fierce, reckless abandon for the glory of their city-state.

Back in the present time, our event saw the warriors of the Royal Blue, Red, White, and Gold Shirts battling it out for the championship of 2012. They stood their ground even in the face of a missed strike and a rally of points from the opposing warriors. There were amazing serves, over-the-net hits, and dives for the ball that brought spectators to their feet with applause. Even the referees were amazed. The coaches couldn't have been prouder. Also in the crowd were their parents, friends and other supporters, especially Villanova students.



Along with the members of the White Shirts and their coaches, attending this year from the Montgomery County Paralegal Association was Ro Fedorka and husband Larry, Harry Reichner, Debbie Arbuckle, Richard MacNabb, Lynn McCort, Eliud Otieno and her work associate Donald Rehman, and Mary West and her children. From Delaware County Paralegal Association was Cathy Marshall and friend Dennis. From Manor College Paralegal Studies Program was Erin Murphy-Anastase, a member of MCPA; and Christine Yacko, a member of PAP. On the way out to

our cars, we couldn't stop talking about what we had just witnessed. It gets better every year. Later that afternoon, the closing ceremonies were held and the winners were honored. In our view, they were all winners.

Student Affairs and Mentoring News

Student Affairs and Mentoring Committee Needs You

Lisa M. LaPenna, Pa.C.P.

The Peirce College® Paralegal Student Association will be hosting the Paralegal Studies Symposium and Networking Event on Tuesday, November 13, 2012 from 5:30 pm – 8:00 pm at Peirce College, Main Campus Building, Symposium Rooms 51 and 52. Keynote Address Focus: A View from the Bench: The Judicial Perspective of our Legal System and the Role of the Paralegal. Keynote Speakers: The Honorable Nathaniel C. Nichols, Court of Common Pleas of Delaware County, Pennsylvania and The Honorable Mark S. Vavala, Commissioner, Superior Court of Wilmington, Delaware.

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

MCPA will be participating in this event by having a table to answer any questions about our association. If you would like to help out, please contact Lisa LaPenna at [\(610\) 941-2523](tel:6109412523) or llapenna@kaplaw.com.

On another note, if your company or law firm is willing to provide an externship or internship to our student members, please contact me. Our student members are always willing to gain more “hands on” experience.



Student Liaison Program

If you would like to become a student liaison – the middleman/woman between your school and the Montgomery County Paralegal Association, the time has come. Prospective candidates must be enrolled in a paralegal studies program and able to attend one Board Meeting a month held in Montgomery County. Although student liaisons do not have voting power, they can provide input to the Board on behalf of their fellow students regarding their needs and how the Association can better serve them. Student liaisons also assist with coordinating speaking events and informational sessions between the MCPA and their respective schools.

If you are interested, please submit a short bio/resume to me, Lisa LaPenna at [\(610\) 941-2523](tel:6109412523) or llapenna@kaplaw.com, no later than November 19th. Please include the name of your school, expected graduation date, job (if you have one), any legal experience, and any other organizations with which you may be affiliated. I will review and submit to the Board for final approval. The appointment of Student Liaisons to our Board of Directors has not only been a huge success, but it has piqued interest with other local associations. This is a networking opportunity, which can benefit your career search as a paralegal. Your voice as a student needs to be heard!

Newsletter Committee News

Is there an APP for that?

Harry A. Reichner, Vice President of MCPA, recommends the *Burton's Legal Thesaurus* for iPhone, iPad and iPod Touch.

Paralegals are many things, but above all else they are writers. Whether it's a legal brief, memorandum or motion, or day-to-day correspondence between legal professionals, getting the right word the first time can save more than money – it can vouchsafe a client's rights. At \$39.99, *Burton's Legal Thesaurus* is not cheap, but it is comprehensive. It contains 8,000 synonyms, terms and definitions, and can increase the efficiency and accuracy of any paralegal.



"Prepared by lawyers, comprehensive, up-to-date, easy to use." -American Bar Association Journal

Notable Sites

Harry also recommends an Internet site that he finds interesting: **The Empowered Paralegal**
<http://theempoweredparalegal.com/>

This site is a comprehensive online blog by Robert E. Mongue, an Assistant Professor of Legal Studies at the University of Mississippi. Prof. Mongue's primary area of research is the perception of paralegals as professionals by attorneys, paralegals and the public, methods of changing that perception and methods of improving paralegal pedagogy regarding professionalism. He is also researching programs utilizing paralegals as a means of solving access to justice problems.



You Don't Need One More Translation
and Interpretation Vendor...
You Need the Right One

7804 Montgomery Ave., Suite 10 • Elkins Park, PA 19027 • USA • 215.635.7090 • 888.281.WORD • fax 215.635.6610 • WWW.CETRA.COM

Translation Services:

- International contracts
- Life sciences practice
- International patents & intellectual property materials
- Foreign language transcription of court hearings and judicial proceedings
- Pro bono translations
- Mergers and acquisitions
- Public finance and tax law

Interpretation Services:

- Depositions and court hearings
- International litigation
- Trials, arbitrations and mediations
- Interviews and independent medical evaluations
- Simultaneous conference interpretation
- Immigration law

To learn more about CETRA, call us toll-free at 888.281.9673 or visit us on the web at www.cetra.com.

MONTGOMERY COUNTY
PARALEGAL ASSOCIATION

BOOKS/APPS/WEBSITES – We NEED You!

by Shari Weber Bradley, Pa C.P.



BOOKS: What book have you read recently that is enlightening, inspiring, or just plain helpful to paralegals? (It *does not* have to be non-fiction.) We are collecting book recommendations for our list: 30 Books Every Paralegal Should Read.

Please fill out the following information and email it to me at sweber@bortlaw.com.

Book Name:

Author:

Description on why paralegals would like it:

APPS: What Smartphone/Driod/Iphone apps do you find helpful to your job or just plain interesting?

App:

Description:



WEBSITES: Reliable Internet sites can be so helpful to paralegals in our jobs. What website do you find yourself going to time and again for information?

Site:

Description:

I look forward to collecting your ideas and recommendations! Stay tuned for the next issue of MCPA Today for the results.

.....

USA-ServeSM "Expediting The Process of Service"
888-778-8721

- Serve Process To Any Address In The U.S.A.
- Easily Request & Track Service Online 24/7
- Automated Email Service Status Updates
- Electronic Copies of Signed Affidavits Online
- Online Skip Trace Reports

Click **HERE To Register FREE Online Today!**



Local (Up To 250 Miles) - \$55
Remaining Continental USA - \$70





Harris Investigations, LLC

Licensed, Bonded and Insured Investigators

Partial Listing of Services:

Michele and Charles Harris, Members

- | | | |
|--|---|--|
| <input checked="" type="checkbox"/> Household Checks | <input checked="" type="checkbox"/> Asset Searches | <input checked="" type="checkbox"/> Police Reports |
| <input checked="" type="checkbox"/> Scene Photos | <input checked="" type="checkbox"/> Product Liability | <input checked="" type="checkbox"/> Background Checks |
| <input checked="" type="checkbox"/> DMV Nationwide | <input checked="" type="checkbox"/> Surveillance | <input checked="" type="checkbox"/> Litigation Support |
| <input checked="" type="checkbox"/> Vehicle Photos | <input checked="" type="checkbox"/> Process Serving | <input checked="" type="checkbox"/> Statements |

Call Toll Free: 1-888-484-9827 E-Mail: harrisinvestigations@verizon.net

PENNSYLVANIA

1001 N. Broad St., Suite A
Lansdale, PA 19446

NEW JERSEY

P.O. Box 5182
Deptford, NJ 08086

DELAWARE

2101 West 6th St., Suite 3
Wilmington, DE 19805

www.HARRISINVESTIGATIONS.net

A Recommended Read

Improving Your Relationship with Clients

By Carole A. Bruno
Reprinted with permission

How to Gain Clients' Confidence and Respect

The paralegal has significant contact with the client. It is very important that he or she immediately establish rapport with the client. The initial contact is usually through the telephone. Paralegals should make certain that their telephone communications are clear, precise, and friendly.

In all relationships and communication that you have with clients and in all work that you do on behalf of clients, you should always maintain the highest ethical standards of your profession. Exhibit a professional manner at all times in each communication with clients, whether by telephone or in person, and you will gain their confidence and respect.

Clients must have confidence in you and know that you are dependable, trustworthy, and loyal. Remember that they are entrusting you with their personal legal problems. Attorneys are bound to the attorney—client privilege that requires them to keep clients' matters confidential. You should develop that same bond of trust between yourself and the clients. You can do this by always preserving and respecting clients' confidences.

How to Gain Clients' Cooperation

In order to do an efficient and timely job, it is essential that you have the cooperation of the clients. With the clients' cooperation, you will accomplish your tasks more efficiently, your job will go more smoothly, and you will have less difficulty in obtaining necessary information and documents.

The following pointers should assist you in obtaining the cooperation of clients.

1. Be friendly, courteous, and polite at all times. Your attitude toward clients should always be positive. Your personal feelings should never affect your relationship with clients. Always call the clients by their surname, e.g., Mr. Bowen or Mrs. Bowen, unless they request you to do otherwise.

2. Practice the art of conversation. In your communications with the clients, remember to spend a little time with them conversing about subjects other than business to establish a friendly rapport with them. In other words, begin your conversations with common pleasantries to break the ice.

Do not try to impress clients with big words and stuffy conversation. The clients will be more impressed if you are at ease and conduct yourself in a businesslike manner. Often clients will look to you to interpret in layman's language what the attorneys have told them. The clients will be relieved when you explain seemingly complicated legal points in simplified terms.

3. *Exude confidence.* Acting and being confident will give clients the impression that you know what you are doing. If clients feel comfortable with you and are confident in your abilities, they will be more apt to cooperate with you and relate confidences to you. This close relationship with clients is essential for you to perform your job thoroughly, expeditiously, and efficiently. If the clients feel free to reveal their personal business to you, then they will spend less time with the attorneys, and you will succeed in saving the client legal fees, and in saving your attorney's valuable time.

4. *Maintain a good attitude.* If you maintain a positive and cooperative attitude toward clients, you will most likely engender the same response from them. By assisting the clients in every way you can, they will recognize your desire to be helpful and will realize your value to them; as a result, they will be more cooperative with you.

Four Simple Ways to Keep Clients Happy

In addition to the numerous suggestions given, here are four guaranteed ways to keep clients happy.

1. *Keep the clients informed.* Since the attorneys have an exorbitant amount of matters to which they must attend as part of their professional and ethical responsibilities, you should act as their confidant. Clients do not realize that attorneys handle numerous cases and they naturally tend to believe and act as if their cases were the only ones the attorneys are handling. Therefore, you should endeavor to make the clients feel that their cases are very important and that you and your attorneys want to do everything you can to let them know what is happening on their cases.

2. *Follow up on every reasonable client request.* Frequently, clients will contact your office to ask seemingly simple questions or to make what may seem to be foolish requests. Always attempt to answer every question that the clients may have regardless of how simple they may seem and attempt to fulfill every reasonable request that the clients may have within the parameters of your job. If you are unable to answer any of the clients' questions or fulfill any of the clients' requests, consult with your attorney or another attorney in the office to ascertain how you may assist the clients. If you find that you cannot help the clients, inform them that you will consult with your attorney or other proper authority on the clients' matters and that either you or the attorney will get back in touch with them as soon as possible.

3. *Acknowledge receipt of correspondence, documents, or other information sent to you by clients.* It is a good business practice to acknowledge by letter or by telephone the receipt of correspondence, documents, pleadings, or other information clients have sent to your office. As may be expected, most clients tend to worry about important things that they send through the mails. A simple telephone call or short letter will ease their minds tremendously.

4. *Make clients feel that they are important.* Clients feel that they are very important and that the legal matters they brought to your attorney's office are extremely important, or they would not have bothered to do so. Therefore, you should make every effort to treat clients as if they are one of the most important clients and as if their case is one of your attorney's most important cases.

How to Handle the Emotional Client

In a few areas of law, such as domestic relations and probate, you may have occasion to deal with an emotional client. Most likely, it will be in a domestic relation action. In most instances, it will be an upset wife; however, you may well have a husband who needs some reassurance and guidance.

In your role as a paralegal, you can act as a temporary comfort to an emotionally upset client. Usually, clients just need someone who will listen to their problems and are not really looking for any advice or sympathy.

The trauma of a divorce is very hard for some people to handle, especially those who have been married many years. In addition, numerous problems arise when children are involved in the divorce. In this situation, the best thing you can do for the client is be a good listener. Simply tell the client that you are sure everything will work out. Do not try to solve the client's problems or give specific direction, as it may be construed as legal advice. Merely try to be a comfort to the client and assist in any way that you can by giving general information. If the attorney is unavailable, assure the client that your attorney will call as soon as he or she can. Tell them to relax and not to worry.

If you work in a large office, the attorneys for whom you work are not available, and the client seems unreasonably upset, you might want to call in one of the other partners and have them talk with the client. Use your best judgment. A well-known divorce lawyer once said that domestic relations work is 99% psychological and 1% legal. As you work with domestic relations clients, you will realize that this is usually the case and in most instances, the lawyer acts as either a mediator or a pseudo-psychologist.



Proven results since 1995

Let our 30 years of healthcare experience help you effectively utilize your time and resources for the medical issues in your cases.

<http://www.medical-legalconsultants.com/>

Call Mindy Cohen first, for your free medical and nursing case consultation/expert witness needs!

Mindy Cohen, RN, MSN, LNCC

Villanova, PA 19085 *** (610) 520-9350 *** mcohen@medical-legalconsultants.com



VOLUNTEERING OPPORTUNITIES IN THE MCPA

Below are the names and contact information for the Chairpersons of the various MCPA committees. If you have an idea or would like to volunteer, please contact a Chairperson! The Fundraising and Public Relations Committees are newly formed and are actively seeking new committee members.

Membership

Coordinate membership drives and membership matters

- Tracey L. Barnes, RP, Pa. C.P.
TBarnes@dischellbartle.com

Newsletter

Solicit and write articles; layout and editing for the bi-monthly newsletter, MCPA Today

- Rachel Fineberg, Editor
rfineberg@goldblumhess.com

Job Bank

Solicit, accumulate, and distribute current job postings to the general membership

- Kelly Smith
ksmith@kanepugh.com

Marketing

Solicit sponsors and advertisers for MCPA

- Deborah A. Long, Pa. C.P.
deblong420@gmail.com
Deborah A. Arbuckle, Pa. C.P.
darbuckle@kaplaw.com

Public Relations

Promote the MCPA in the legal and general Community

- Annette M. Long, CRP
amlong83@gmail.com

Hospitality & Events Planning

Plan and schedule upcoming MCPA presentations, meetings and social events

- Kathleen M. Zamorski, Pa. C.P.
kmz@elliottgreenleaf.com

Community Outreach & Pro Bono

Plan and schedule MCPA charitable and community events

- Roberta Fedorka, Pa. C.P.
rfedorka@obrlaw.com

Fundraising

Organize and hold fundraisers for the Association and/or charitable organizations

- TBD

Student Affairs & Mentoring

Provide a range of services and support to students interested in a paralegal career

- Lisa LaPenna, Pa. C.P.
llapenna@kaplaw.com

Do what you can, with what you have, where you are.

Theodore Roosevelt



MONTGOMERY COUNTY
PARALEGAL ASSOCIATION

How to Contact Us-2012

Officers	Board Members
President: Annette M. Long, CRP amlong83@gmail.com 610-275-2000	Noreen Messmer, Pa. C.P. 215-628-9000 nmessmer@fordbuckman.com
Vice President: Harry A. Reichner hreichner@groundworklaw.com 610-205-1560	Kathleen M. Zamorski, Pa. C.P. kmz@elliottgreenleaf.com
Treasurer: Roberta Fedorka, Pa. C.P. rfedorka@obrlaw.com 610-834-8800	Sheila Kees-Hayden 215-643-0941 srkshamrock9@yahoo.com
Secretary: Lindsay Bean lindsay.tait@gmail.com 610-505-8694	Heidi Reiss-Tait, Pa. C.P. 215-658-1890 hrt33@comcast.net
Website: www.montcoparalegals.org	Sherry Barag, CRP, Pa. C.P. sbarag@foxrothschild.com 2012 Student Liaisons Lesley H. Aronson lesleya34@yahoo.com Erin Murphy-Anastase erin@das-kitten.com Quinn Houser quinn.e.houser@hotmail.com Pat Marburger pmarburger@verizon.net Erika Turner-Stokes estokes@kanepugh.com
2012 Committee Chairs	
Hospitality & Events Planning: Kathleen M. Zamorski, Pa. C.P. kmz@elliottgreenleaf.com	
Marketing & Public Relations: - <i>Marketing Co-Chairs:</i> Debbie Long, Pa. C.P. deblong420@gmail.com Debbie Arbuckle, Pa. C.P. darbuckle@kaplaw.com - <i>Public Relations Chair:</i> Annette M. Long, CRP amlong83@gmail.com	
Student Affairs & Mentoring: Lisa LaPenna, Pa. C.P. llapenna@kaplaw.com	2012 Representatives and Coordinators
Newsletter: Committee Chair: Rachel Fineberg rfineberg@goldblumhess.com Contributing Editor: April Solla april.solla@gmail.com Layout Editor: Kate Capanear kate8708@hotmail.com	Bar Liaison: Annette M. Long, CRP amlong83@gmail.com
	NFPA Primary Delegate: Debbie Arbuckle, Pa. C.P. darbuckle@kaplaw.com
	NFPA Secondary Delegate: Sherry Barag, CRP, Pa. C.P. sbarag@foxrothschild.com
	Keystone Alliance Primary Delegate: Harry Reichner Hreichner@groundworklaw.com
Membership: Tracey Barnes, RP, Pa. C.P. TBarnes@dischellbartle.com	Keystone Alliance Secondary Delegate: Tracey Barnes TBarnes@dischellbartle.com
Community Outreach & Pro Bono: Ro Fedorka, Pa. C.P. rfedorka@obrlaw.com	Certification Ambassador (PACE & PCC): Sherry Barag, CRP, Pa. C.P. sbarag@foxrothschild.com
Fundraising: TBD	CLE Coordinator: Tracey Barnes, RP, Pa. C.P. TBarnes@dischellbartle.com
Social Media: Christopher Gregg cdgregg@gmail.com	Job Bank Coordinator: Kelly Smith ksmith@kanepugh.com
	Webmaster: Harry A. Reichner Hreichner@groundworklaw.com

ADVERTISING OPPORTUNITY AVAILABLE TO MCPA MEMBERS

Do you own your own business? Consider advertising in the MCPA Today.

Advertising rates offered to MCPA members are as follows:

¼ page \$15 per issue

Business Card \$8 per issue

Commit to a full year and receive one ad for free!

Complete the information below and submit along with your advertisement to Heidi Reiss-Tait, hreisstait@belleskatz.com (Word or JPEG format preferred, PDF format accepted). Payments should be mailed to MCPA, PO Box 1765, Blue Bell, Pennsylvania 19422.

Member Name _____
Member E-Mail _____
Member Phone _____
Business Name _____
Number of Issues _____

*All submissions are subject to Board review and approval.

◆◆◆◆◆◆◆◆◆◆