New Season, New Resources and New COIs—For You This Fall!

By: Nadine Merker, Director of Member and Volunteer Engagement

It was wonderful to meet and reconnect with so many of you who attended the Annual Meeting and the MY AADE NETWORK leader events in Philadelphia. I continue to marvel at the enthusiasm, passion and joy that AADE volunteers exude as you share your experiences working with your CBs, LNGs, and COIs.

But after the Annual Meeting, I have that "back to school" mentality of starting a new season and looking forward to new beginnings. That being said, I would like to share with you some new MY AADE NETWORK beginnings coming your way...

**Two New COIs**—Based on the positive response we received from members interest in having a Post-Career COI, we now have formed this new COI! Peg Salonek has agreed to be their first leader and we are excited to have 25 members who expressed interest in participating in this COI already subscribed! If you are thinking of retiring or know a colleague who would be interested in hearing how other AADE members are continuing to use their DE skills in this next chapter, please have them go to Post-Career COI under the My Communities section of MY AADE NETWORK.

Our second new COI is actually the result of the continuing development of new diabetes technology tools and the need for DEs to keep abreast of this new information—we will have a new Diabetes Technology COI! To ensure that all diabetes technology discussions are conveniently located in one community for members to easily access, existing Continuous Glucose Monitoring and Insulin Pump discussions will be relocated and available in this new COI beginning October 1st.

**Volunteer Resource Center**—Your new Volunteer Resource Center is now open! Conveniently located in MY AADE NETWORK, the center provides links to training videos and instructions geared toward administrators for CB, COI and LNG leaders. You'll also find our archived webinars on a variety of leadership topics, resource documents and more. We will be discussing this new Volunteer Resource Center in more detail during our September and October MY AADE NETWORK leader quarterly calls. Start your new season with these new COIs and new resources!

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Your AADE Board Committee—Taking a Closer Look at the Stakeholder/Member Relations Committee

By: Donna Ryan, MPH, RN, RD, CDE, 2013 AADE Board of Directors
Hello, I am Donna Ryan, your Member Affiliate Liaison to the Board of Directors for 2012 and 2013. As an ex officio member of the Board, I have been active in working with the volunteer leadership of AADE. This means I support and communicate AADE Board activities to membership, and visa versa, I relate member views and concerns to the Board.

In addition to my liaison duties to the Board, during 2013, I also serve as Committee Chair for the Stakeholders and Members Relations Committee (SMRC). I thought you might be interested in what we have been doing on your behalf. The SMRC is responsible for maintaining effective relations with AADE’s members, constituents and key stakeholders.

There are 7 dedicated members on the SMRC committee: Hope Warshaw, Janine Freeman, Adeola Adikima, Anne Williams, Sandi Burke, Martha Rinker (AADE staff-Chief Advocacy officer) and myself. We meet eight times during the year (four by phone and four in person). We review proposals and recommendations from AADE members, AADE committees and staff that impact our organization. Some of the items we have focused on this year include:

1. **The Awareness Campaign** is a major focus for our committee. Our goal is to validate and increase awareness of the importance and impact of diabetes educators and AADE membership. The SMRC gives input and feedback to the Awareness Campaign and reports Campaign activities to the Board.

2. Advocacy initiatives and activities are reviewed and planned in our committee. State and federal initiatives are focused on garnering a legal scope of practice for licensed diabetes educators, to ensure that reimbursement for diabetes education includes diabetes educators as providers, and to support and protect the interests of persons with diabetes in the face of health care reform. We have a robust plan and a passionate and expert team of staff and volunteers in place. Our Public Policy Forum in May in Washington DC was a great success this year.

3. MY AADE NETWORK updates continue to be a focus and we are growing in member participation and activities. AADE online networking is in its 3rd year of growth and we are exceeding expectations that this communication platform will meet the needs of our members via virtual networking and support. As you may have heard, we continue to add relevant and needed Communities of Interests (COI): Diabetes Technology and Post Career COIs are being formed based on member needs and requests.

4. Leadership building is another main focus. We are a volunteer organization and without you, we could not meet our goals. The annual Leadership Forum provides training and inspiration for new and returning leaders. This is our second year with the grassroots model of the Members Affiliate Council (MAC) co-facilitators which provides increased communication and support for leaders. SMRC reviews and supports the Member and Volunteer Engagement activities by AADE staff.

5. Identifying key Stakeholders in the external diabetes community of providers and patients is an important activity we provide. With more than 200 organizations that intersect with AADE through our mutual focus and/or impact on patients with diabetes and diabetes educators, we prioritize which stakeholders with which we must need to interact closely, engage regularly and monitor.

How do we make our decisions? We use the Strategic Plan (2013-2016) as our template to guide us in our decisions. In doing so we ensure that AADE members’ interests are at the forefront, and that we are prepared for the changes that an uncertain future can bring us. We work diligently and dedicate ourselves to AADE so that we may continue to thrive, contribute and be leaders in the profession of diabetes education.

If you have any questions or comments, please feel comfortable in contacting me or any of the SMRC committee members. We are here as your representatives and value your input.
Word-of-Mouth Can’t Be Beat

By: Peggy Hoffman, CAE

How do I get volunteers? How can I get members to contribute to the discussions in MY AADE NETWORK? How can I get more people to attend our events? How can I attract more members?

Whether you are marketing for new members, new volunteers or attendees, associations report that among the five best marketing channels, word of mouth ranks #1. The latest survey, Marketing General’s 2013 Membership Marketing Benchmarking Report found this finding true among its 690 association respondents. Marketing General provides membership marketing services to associations. Add to that, industry research conducted by McKinsey, a global management consulting firm, reports that word of mouth is the primary factor behind 20-50% of all purchasing decisions, and the only question left is how we can harness the power of word-of-mouth.

Powering your word of mouth (WOM) marketing takes activating the three critical Ts: Talkers, Topics and Tools. In fact there are five WOM marketing T’s (add Taking Part and Tracking) but for us, the first three can make the difference.

**Talkers.** Driving WOM in your group begins with identifying the talkers – those members in your group who are influencers and active already. You know them as the members who are already posting messages, tweeting, engaging on Facebook and attending events, and who are mentioned frequently. Take inventory. Identify these individuals and reach out to them. Tell them they have an important role in your group: to help others connect and succeed as diabetes educators. Ask them to be “talkers”. Be sure to make that ask personally – pick up the phone and talk with the member.

**Topics.** Members gather to have conversations. They will gather in your group if they see that cool conversations are taking place. Your talkers will of course generate conversations that are important to them. There may be additional topics though that you need to be talked about such as an upcoming event or a legislative issue in your state, a need to recruit volunteers, or a project your COI is undertaking. To help these conversations, consider crafting portable messages they can easily share. Give them, for example, an inside tour of your upcoming event with interesting notes about a speaker.

**Tools.** If you want someone to carry the water for you, give them a jug. You have at your disposal some great tools like the discussion area in MY AADE NETWORK where talkers can start conversations. Other tools include simple, one-page flyer for an event that they can share or draw from, talking points about an event, sample tweets or Facebook posts, and easy-to-share links to registration pages and the like.

If you want to learn more about the five T’s, check out this article from MarketingPros.

Go ahead, use these word of mouth tips to get things moving!

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Expanding Your Volunteer Pool

By: Molly McElwee-Malloy, Member Affiliates Council Co-Facilitator

AADE is made of hundreds of member volunteers that keep the...
organization well connected and running smoothly. At the 2013 AADE Annual Meeting in Philadelphia, I was struck by the thousands of members who showed up but who I don’t see volunteering. Granted, only one out of every four people volunteer (Lockhard, 2007), but still with that number there should be more of a “pool” to help. This struck me again during our last CB call when we were discussing electing people to take on leadership roles. I sensed some tentativeness with volunteering and I realized that the same people were being called on again and again and they were always saying “yes.” So I started to think about why and what we can do about that.

How do we recruit or rather attract new volunteers?

Let people know there are “positions” open. When a position requires a certain skill set or screening process there is a certain amount of clout that goes with it. The volunteer positions available at AADE offer phenomenal contacts to people with vast experience and knowledge. Specific advertisements on LinkedIn, Twitter or Facebook along with, of course, MY AADE NETWORK will catch people’s attention. Social media allows a FREE platform to get your message across. So make a page and start posting; you don’t know who you will attract until you try.

Rave about the benefits!!

Volunteering for AADE has many benefits. As a MAC and COI leader, I have attended both the annual leadership meeting and the AADE annual meeting with my expenses covered by AADE. I would not be able to attend otherwise as my position is grant funded with no extra money for travel unrelated to my research project. I consider that a great benefit!

Beggars can’t be choosers, or can they?

“Avoid the first ‘warm body’ syndrome” (Scott, 16 Tips in Recruiting Adult Volunteers). You need bodies, but you don’t need everybody. It’s important to screen volunteers to ensure that they meet the requirements to serve in an effective way. Does your organization (CB, COI, LNG) have a face-to-face interview? Do you check a few references or do some googling on an individual? Will this individual be able to fulfill the responsibilities needed? It’s important that you know you can rely on this person and their skill set to get the job done.

What are the responsibilities?

When evaluating someone for a volunteer position you should be aware and it should be very clear to the applicant that there are duties and expectations. Nobody can properly evaluate their own skill set against a blank canvas. Are there certain qualities or area of knowledge that this person should possess? How often are the meetings? Be clear, nobody wants to end up saying “yes” only to realize to late that there is no possible way they can meet the challenge.

Investigate opportunities!

Did you know there are descriptions of the volunteer positions at AADE available online? On the Get Involved page under the Member Center (www.diabeteseducator.org) you can search all volunteer opportunities and sort by topic. So if you haven’t encouraged your CB or COI members to investigate available opportunities, do so—we’d love to have them on board!

My AADE Volunteer Story

By: Kathleen Guy, RD, LDN, CDE

I first got involved with AADE when the Western Pennsylvania Local
Networking Group (WPLNG) was about to dissolve. The members who had been attending WPLNG meetings were the only ones who attended for years and years, and I never knew or thought about these meetings. We only paid our dues and were invited to a continuing education program now and again.

Once I got involved and learned more about the function of LNGs as well as the mission of the AADE National and State Board. I began to understand that these meetings and Boards are very important in leading our profession to another level and that the networking is very valuable if you have a passion to help others with their diabetes.

At first, I felt out of my element, but very quickly understood and got involved with others who also have that same passion. You have a lot of say in how we move forward and there is always someone at the State and National Level who can mentor and help to educate and support you. If I hadn’t made the commitment, I would still be at my place of employment in my own little environment, not fully understanding why I am a Diabetes Educator.

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**What's your story?** We'd like to hear how you got involved with AADE as a **MY AADE NETWORK Volunteer Leader**. Send [Kathleen Schroeder](mailto:) a few paragraphs to include in future issues of the newsletter.

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**Catching Up with AADE Science and Practice**

*By: Ruth Lipman, Chief of Science and Practice*

AADE’s Department of Science and Practice is a small piece of the organization which takes a critical appraisal of what is going on in the field of diabetes care, patient empowerment, and the work in which diabetes educators engage. What follows is a broad overview of four larger scale projects we are working on.

We are currently conducting a systematic review of the literature examining the impact of DSME on clinical outcomes from 1997 when it became a reimbursable benefit through Medicare until the present. This study will include data from more than 100 papers and should provide some interesting insights about where we need to delve a little deeper to learn more about how best to affect change that will help people with diabetes have better clinical outcomes.

Over the past year, with phones, data plan minutes and a state of the art operating system donated by AT&T, we are now able to allow a diabetes educator in an urban setting to provide DSME via cell phone. This is an effort at assessing whether addressing the barrier of having to get to a specific location is sufficient to engage people who might otherwise not participate in DSME. The diabetes educator is working from her office with a computer; each participant has been given a cell phone and can be at home or wherever. Proprietary software from AT&T allows the educator to see 4 participants at the same time; the system is encrypted and so is HIPAA compliant.

A third programmatic area we are working on is funded through AHRQ, the Agency for Healthcare Research and Quality. This is a project to help members understand and use two types of research information—comparative effectiveness research (CER) and patient centered outcomes research (PCOR). Comparative effectiveness studies take a measured look at how two approaches to treatment work when compared to one another. And patient centered outcomes
research is similar but focuses on outcomes that are of importance to people. For example, a CER study might provide information on the amount by which two different drugs reduce A1c. A PCOR study might provide information about GI side effects of those same two drugs. Putting those insights together can be very helpful when working with patients.

So our AHRQ project seeks to educate members about what CER and PCOR are, how it can be used, and then to share good resources for you to use. We have created a **Comparative Effectiveness Research** webpage where we are developing a library of podcasts, articles we've written for **AADE in Practice**, and links to other materials that may be useful. We did a presentation at AADE Annual Meeting 2013 and also held a member focus group to hear directly from members about using information and materials in practice, what topics they are interested in, and how we can best help.

Last is the CDC grant which is cooperative agreement between AADE and CDE for scaling up the National DPP. Basically we are making use of our network of members and accredited diabetes education programs (DEAP) to increase availability and access to the National DPP. Together with CDC and the other grantee, we are working towards making participation in the National DPP a reimbursable benefit. In this first year, we put out an RFP for sites in 12 target states to take part in the program. We had over 100 applications and selected 30 sites. The sites have all applied for DPRP recognition, have sent 2 individuals for lifestyle coach training, and have all begun enrolling cohorts of participants for the year long intervention.

As you can see, the work of Science and Practice though quite varied has work of the diabetes educator as its focus. This work is wholly consistent with the mission of AADE with respect to empowering our members with the knowledge and skills to deliver exceptional diabetes education, management, and support!

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**In the Spotlight: Oregon**

We all know that recruiting volunteers can be a challenge. Jacque Corey, RN, MPH, CCM, CNS, CDE, is the Co-Leader for the Oregon CB and offered some ideas they have implemented to increase their volunteer pool.

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For the past 27 years, Oregon has held an annual diabetes education meeting which a majority of our members attend. For those readers who have been involved in putting on a large educational program, you know it is a monumental task and we, like many, were in a situation where just a handful of people were taking on all of the responsibility. Two years ago, using an idea from a church volunteer recruitment effort, we identified volunteer opportunities and created a "**Time and Talent Sheet.**"

We administered the Time and Talent sheet during a working business meeting lunch at our 2012 annual education meeting after a short power point presentation on why it is important to volunteer. We had a drawing for a Starbucks's coffee card for each person who completed and turned in the sheet.

Our efforts were successful in getting many people to volunteer however when the time came to call upon the volunteers, many had forgotten they volunteered or current life demands precluded the volunteer from being able to help. As a result, our tireless professional education leader, Dona Thornton, created a piece entitled "**Join the Party**" that included job descriptions and areas where we needed help. Unfortunately, this wonderful effort did not bring volunteers but true to Dona's persistence, we kept trying to think of other ways to get help. As a side note, we
continue to struggle with getting all of our membership to subscribe to discussions on MY AADE NETWORK, hence we surmise that many did not see the "Join the Party" piece.

We administered the Time and Talent sheet at our 2013 annual meeting and also told our attending members that we were in danger of not having a 28th annual education meeting if more volunteers did not step up to the plate. After tabulating the results, we had volunteers for leaders for all of our LNGs and for our CB Co-Leaders (success) and we quickly identified that we still did not have a volunteer(s) for the professional education leader(s) meaning we were still in danger of not having a 28th annual meeting. Using our AADE phone conference line, the CB held a meeting to discuss next steps and we decided to hold a retreat and invite the volunteers identified in the Time and Talent sheets. The retreat was held in a central location and we offered lunch and a travel stipend.

Using skills learned at the 2012 Leadership Forum in Chicago, we conducted a Strengths, Weaknesses, Opportunities and Threats (SWOT) analysis as a group, outlined job descriptions for our volunteers, and asked each attendee to help where they were interested and able. This was done via a power point and a display board that Dona Thornton created.

Now, we are happy to report that we will have a 28th annual meeting and all of our efforts are paying off! The take home messages for us were:

- Don’t give up
- Share your successes and failures with the network so we can all learn from one another
- Read the wonderful Volunteer Newsletter on MY AADE NETWORK and glean ideas
- In the words of Nadine Merker, our AADE Director of Member and Volunteer Engagement, "asking someone for help is one of the best ways to get it!"
- Work diligently to groom upcoming leadership starting with small jobs that can grow into bigger responsibilities
- Start planning for upcoming CB leadership members now so when you need them, you have them and they are ready

Good luck!

Update: New AADE Policy—Continuing Education Benefit for CBs and LNGs

AADE is thrilled with the many quality educational programs being offered by the state CBs and LNGs. The CE Accreditation Department has received several questions over the past year related to the free CE benefit. A new policy has been developed to standardize the process for CBs and LNGs applying for the free CE benefit. This new policy will go into effect October 1, 2013.

Highlights of the new policy include:

- The free CE benefit applies only to those programs that are sponsored solely by an AADE CB or LNG.
- The CB or LNG Education chair or an Education Committee member must be a member of the program planning committee.
- Program registration must be managed through the MY AADE NETWORK.
- For programs sponsored solely by the CB or LNG and requesting 8 contact hours or more, a fee of $20.00 per additional contact hour will be assessed.
- Complete applications for programs of 16 contact hours or more must be submitted a...
minimum of 45 business days in advance of the program start date. Applications received less than 45 business days prior to the anticipated program start date will not be accepted for review and are not eligible for expedited review.

- For AADE CBs or LNGs who co-sponsor with a healthcare facility or nonprofit organization to provide a one-time live program, the application fees will be charged at the nonprofit entity rate and a discount applied.

Please take a moment to review the entire policy. If you have any questions, please email them to ceapplication@aadenet.org.

2014 Leadership Forum

AADE’s annual Leadership Forum is a time when incoming volunteer leaders for CBs, LNGs and COIs have an opportunity to come to Chicago for an intensive two-day educational offering all focused on growing competencies that participants can use to grow and enrich their CBs, LNGs and COIs. We have an exciting Leadership Forum schedule planned for 2014, with sessions on:

- Planning a successful statewide conference
- Generating vibrant discussions that excite your groups
- Growing participation in your LNGs and COIs
- Recruiting and engaging younger members

Leadership Forum will take place January 10-11, 2014 in Chicago, IL. Be on the lookout for more information and a full schedule soon!

Thank You from the AADE Education and Research Foundation

By: Christine Davis, AADE Education and Research Foundation Development Manager

On behalf of the AADE Education and Research Foundation, I would like to thank all of the
Coordinating Bodies and Local Networking Groups for your generous donations to the Silent Auction, which took place during the 2013 AADE Annual Meeting and Exhibition in Philadelphia. Your contributions of donated items and cash greatly added to the success of our 6th Annual Silent Auction!

Proceeds from Foundation activities at the 2013 Annual Meeting benefited our Scholarship Fund. Many scholarship winners would not have been able to participate in the Annual Meeting or other educational programs without your assistance. The scholarship initiative is a membership benefit designed to provide opportunities for the continuing education of our members by encouraging them to stay in the field of diabetes education and to continue to enhance their knowledge. **Consider your contribution an investment in the knowledge or professional development of a single diabetes educator, which can impact the lives of many struggling with diabetes.**

It is through the generous contributions, like yours, that the AADE Foundation is able to fund research and provide scholarships that empower our members to effectively reach those impacted by diabetes and prevent diabetes for those at risk. Your gift is important to us as it makes the work of the Foundation possible and helps our members in their work every day!

**THANK YOU - Two words that mean we appreciate your support of the 2013 Silent Auction!**

- Alabama CB
- District of Columbia CB
- Eastern Virginia LNG
- Florida CB
- Gulf Coast (FL LNG)
- Illinois CB
- Kentucky CB
- Maine CB
- Massachusetts CB
- Michigan CB
- Minnesota CB
- Mississippi CB
- Missouri CB
- New York CB
- North Carolina CB
- Ohio CB
- Oregon CB
- Pennsylvania CB
- Southeast Louisiana LNG
- TRADE (KY LNG)
- Virginia CB
- Washington CB
- West Virginia CB
- Wisconsin CB

[Back](http://www.diabeteseducator.org/Members/myaadenetwork/Volunteer_Leader_Newsletter/... 6/25/2015)
With the 3rd Quarter coming to a close at the end of September, we wanted to share tips from groups that met the 1st and 2nd Quarter Incentive Program goals.

Gulf Coast (Florida LNG) - Donna Ryan

1. **At the end of last year we had our own strategic planning meeting to better focus our LNG efforts and meet our members needs.** First, we sent out a survey, using Survey Monkey, of 10 questions asking to list, rank and otherwise suggest what they liked, didn't like, hoped for and thought of our group and meetings. This focused us on what our members wanted from GCade. Next, we called a special meeting (separate from our monthly, on Saturday morning with coffee) and reviewed the tabulated results and then brainstormed for 2013 and 2014. At the next regular meeting we reviewed the results/plan and made out our calendar to reflect our goals (more networking, shorter hours etc).

2. **Our January 2013 meeting was titled “Are You Smarter Than Your Phone?” and we held it in the computer lab.** We had everyone sign onto MY AADE NETWORK then did a "roadtrip" through the website. We had attendees subscribe to our LNG page, showed them how to set their notification preferences, etc. This helped get them on board with the GCade page. We probably need to do it again next year as it's a continuous learning process. This was patterned after Pat Adam’s Ignite presentation at Leadership Forum last year. It's a great meeting idea.

South Carolina CB - Elizabeth Stokes

1. **Oftentimes to move an objective forward requires the dedication of a champion, and South Carolina is fortunate to have our web administrator, Erica Moore, as that person.** From among us, she schedules volunteers for certain time periods to post, makes suggestions for topics, and offers incentives, such as drawings for gift cards as a means of supporting posting efforts.

2. **Another aspect we are utilizing is to find out where volunteers are going for their continuing education and asking them to commit to a short write up/critique of what they have learned or major take-aways to share.** We hope in this way to change the perspective of posting (as something fearful or overwhelming) for some of our shier/ hesitant volunteers to understanding that their opinions and experiences are valuable. Then perhaps, as Bj Fogg explained so well at AADE13, volunteers can develop the habit of sharing.

Eastern Virginia (Virginia LNG) - Carrie Palamarchuck

1. **I think an important tip for each LNG is to appoint a web master to be in charge of the calendar and announcements for the site.** It is my responsibility to keep our calendar up to date and we use the discussion forum to spread the word about our events and also the announcements to expand the word statewide.

2. **As the web master, I still am frustrated by the resistance of some of our members to use the site, but "Rome was not built in a day." Our LNG has been in existence before it was an "LNG". Initially there was a lot of confusion when the transition all started. There was concern that our nice small little networking group known as EVADE may be swallowed up by this large corporation and many of the members felt there would be no point of doing anything at the local level anymore. However, a core group was able to move past that and continue the same things we did before and show there would be no difference. We were able to continue our normal member event every other month and a board meeting in between, taking a month off somewhere during the year. We found out there would still be money available, etc. I continue to promote MY AADE NETWORK at our meetings and bring in my computer to help people get signed up if they are having trouble.
**Answers When You Need Them**

*Did you hear?* Your new [Volunteer Resource Center](#) is now open! Conveniently located on MY AADE NETWORK, the center provides links to training videos and instructions for Administrators as CB, COI and LNG leaders. Plus, you'll find our archived webinars on a variety of leadership topics, resource documents and more.

AADE created the Resource with you in mind. We wanted to create a place where you could get quick answers to questions on topics like “how do I post an event”, “how do I send an announcement,” “how do apply for CEs” or “how do I know who my members are.” We also wanted a place where you could easily download reports and forms you needed when you wanted them and where you could find ideas, boost your volunteer acumen and learn new skills.

As an added bonus, this resource has room to grow so we continue to add information, training modules and share your ideas.

We know that AADE lives on because of people like you who give your time and talents. We know that volunteering is tough—even when its fun so we wanted to give you something that we hope will help you have more time for the “fun” in volunteering.

Please check out the [Volunteer Resource Center](#) and let us know how we can continue to improve it. And thank you for all you do to make AADE successful!

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**2014 CB and COI Leaders – Ready, Set, Go!**

*By: Pati Mangano, AADE Volunteer Engagement Manager*

I know you are looking at the calendar and thinking—it’s barely September 2013 and they want to know if we have our 2014 Leaders Ready to hit the ground running???

Well, it is only a few short months until the CB and COI 2014 Leaders need to begin their term. Of course they will have a great start attending the 2014 AADE Volunteer Leadership Event in Chicago, January 10 & 11, but the preparation must begin much sooner than that.

While we are on the subject—just to be clear—the terms for CB and COI Leaders follow the National AADE BOD terms which are January 1 – December 31. Please be sure that your team is in place no later than January 1. If your team has changed already, please note that the current team will serve until December 31, 2014.

AADE will be requesting your leader information to be submitted in November so we will be able to update the MY AADE NETWORK State and COI pages by January 1.

As the manual and some forms are updated we will post the new information in the National Leaders Network so we want to be sure the new CB and COI Leaders have access to those documents.
Never hesitate to contact us if you have any questions, or please contact me directly: pmangano@aadenet.org or 800-3388-3633 x 4822.

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American Association of Diabetes Educators

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