

**Alpha Iota State  
Michigan**



**“CARING Makes  
A Difference”**

SERVING WAYNE-WESTLAND, LIVONIA & GARDEN CITY  
MICHIGAN  
MEMBER OF DETROIT METRO COUNCIL

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**GAMMA ALPHA BULLETIN  
“THE G.A.B”**

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**Reminders**

Check out our yearly calendar, forms and photos on Gamma Alpha’s website at:

**www.migammaalpha.org**

This month’s meeting:

**April 8**

**Grand Celebrations  
11:00.**

**Metro Council Luncheon**

2006-2008 Gamma Alpha Officer Installation, New Member Initiation, Grant-in-Aid presentation, and Recognition of Retirees will take place after the luncheon.

*Grand Celebrations is located between Farmington and Orchard Lake Roads in Farmington at 32305 Grand River Avenue. Please arrive at 11:00. The*

**India Rising**

Good Morning, America aired an informative piece about India this month. I thought it might be of interest.

If you call an 800 number for help the next time your computer crashes or your oven breaks, chances are someone in India will answer. While you sleep, bits of your life — your insurance forms, credit scores and X-rays — are being processed in Delhi and Bangalore. Many U.S. companies are outsourcing customer service, tech and other jobs to India, where they’ve discovered an educated, cheap — and with 1.1 billion people, huge — work force.

Keeping India's economy healthy and growing is crucial to the United States, which wants a strong ally in that part of the world. But many American workers are concerned about their jobs being moved overseas.

ABC News examined the importance of the world's largest democracy, and how it affects everyday life in the United States.

**Like 'Talking to a Child'**

For a starting salary of \$3,200 a year, a million upwardly mobile Indians spend their nights answering questions from confused appliance owners across the globe.

Customer service is a \$23 billion-a-year industry in India. It empowers half a million women and forces the traditional society to accept the alarming notion of young ladies being out of the house all night.

Most who work in these call centers are highly educated. In his best-selling novel, "One Night at the Call Center," Chetan Bhagat exposes the frustrations of the job. At one call center he researched, workers posted signs that read "35=10."

"They'd say that a 35-year-old American's IQ is the same as a 10-year-old Indian's IQ. So imagine you're talking to a child. Don't lose your cool when you're talking to them. This is exactly what is being taught," Bhagat said.

What Americans don't hear are the curses back. It's common practice to put the call on hold and unleash a verbal barrage right back.

*(Continued on page 8)*

## Judi's Gems



Dear Gamma Alpha Sisters,

*I returned from my cruise rested and rejuvenated. We should hold one of our meetings cruising the high seas! Back to reality. Join us on April 8 for the Metro Council Luncheon. Five metro chapters will meet at Grand Celebrations for a buffet lunch. We will be entertained by Cass Tech Harp and Vocal Ensemble. After the luncheon Gamma Alpha will conduct business. See the minutes for details. Try not to miss this meeting.*

*March is Women's History Month as well as Reading Month. Please take time to celebrate the joy of reading with someone you love. As teachers we do this all the time while motivating students to keep reading all year long.*

*Judi*

*P.S. Remember to **RSVP** to Cindy Dietz by March 17. The cost of the luncheon is \$16. Make checks payable to Gamma Alpha.*

## Minutes in a Minute

February 15, 2006



Meeting was held at Elliott School. Jackie made chili and brought the snacks. Judi Fisher supplied the bottled water. There was no charge to the people attending the meeting.

Meeting called to order by President Judi Fisher at 4:30 p.m. She explained how a wooden horse was given to each chapter at the Fall Workshop. Each chapter was to decorate the horse with symbols of service projects that they have done. Grace and Jackie decorated Gamma Alpha's horse. The *Horses of Hope* will be displayed at the State Convention and then they will gallop to San Diego and be on display the International Convention this year.

The State Convention will be at Mackinac Island this year from Friday, April 5<sup>th</sup> to Sunday, April 7<sup>th</sup>. Room reservations need to be made by Wednesday, April 5<sup>th</sup> in order to receive the convention rate. You can find a copy of

the reservation form in your *Wolverine*, or on the State website. There is a link from our website. There is a separate registration form to fill out for the convention. If the form is postmarked by April 5<sup>th</sup>, members pay \$40 to register. After April 5<sup>th</sup> the cost goes to \$50. The Grand Hotel rates cover the cost of breakfast and dinner. You are on your own for lunch. Fancy dress is needed for all dinners at the Grand.

On April 8<sup>th</sup> at starting at 11:00, Detroit Metro Coordinating Council will hold its luncheon. It will be held at Grand Celebrations on 32305 Grand River Avenue in Farmington, Michigan. This is located between Orchard Lake and Farmington Roads. The luncheon buffet is \$16. You need to RSVP to Cindy Dietz by March 17. Make your check payable to Gamma Alpha. At this time we will be installing our new officers for next year, new members initiation, and honoring new retirees as well as the Chapter Woman of the year. If you have someone in mind for the Grant-in-Aid, please fill out the application and send it to Mary Jo before March 21. The application is on our website under FORMS. There is no meeting for March.

There will be an Executive Board meeting on May 31<sup>st</sup> at Hayes Elementary School to set the agenda for next year. All members should attend to help in the planning.

The business part of the meeting ended at 5 p.m. Esther was in charge of the Service Project for the evening. Members decorated canvas bags and filled them with toiletries. Items for the bags were purchased with the \$300 grant from Wilma Adams Fund and generous member donations. Jackie and her daughter will deliver the bags to the Family Center.

Respectfully submitted,  
Chris Smith, Recording Secretary

## Birthdays



March 11	Nancy Chiasson
March 13	Esther Loskowske
April 1	Lynn Elsesser
April 20	Colleen Fisher

*If I left you off the birthday list, please let me know. Email me at*

## State & International Update



[www.deltakappagamma.org](http://www.deltakappagamma.org)

### International News

The 2006 Seminar in Purposeful Living, sponsored by The Delta Kappa Gamma Educational Foundation, will be held in Solvang, California July 13–16. A Seminar registration form is printed on page 6 of the January/February Delta Kappa Gamma NEWS and also is available for downloading.

Since Seminar participation is limited to 250, we encourage you to return the registration form as soon as possible. When the registration is received and payment confirmed, you will receive hotel reservation information. Please do not make hotel reservations until you have been confirmed as a Seminar participant.

Solvang is a fascinating mixture of cultural, historical and recreational opportunities! The Seminar schedule includes a Pajama Party with storytelling, presentations by local historians, artists and entertainers, touring the exquisite Santa Ynez Valley, optional tours to the Hearst Castle and Santa Barbara, and a bus trip to San Diego on Sunday which includes a stop at San Juan Capistrano.

### State News

Make sure you have booked your reservations for the State Convention held at the Grand Hotel May 5-7 on Mackinac Island. Fudge and fun await! Information is in the *Winter Wolverine* and on our website.



### Good Read



#### *Quentins*

By Maeve Binchy

I have been a Maeve Binchy fan for many years. She is regarded by many as the true queen of the romantic Irish drama. I just finished reading her most recent tale, *Quentins*.

Quentins is the name of a highly respected restaurant in downtown Dublin. Binchy's main character Ella Brady is a strong, likeable heroine. She is a Dublin woman who wants to film a documentary about the restaurant

and tell the story of its growth over the years by retelling the stories of many its patrons. The characters are all involved in some way to Quentins either as workers, customers, family members, or friends.

Though told as a sequence of separate stories, their interlocking themes and shared locale of the restaurant tie it together as one narrative. While getting to know the people that pass through the doors of Quentins, Ella is forced to confront a devastating dilemma from her own past and has finally gotten to know herself.

Binchy always has several story lines occurring simultaneously in her books. There is a myriad of characters who pass in and out of the plot. She also has characters in *Quentins* who have appeared in other Binchy novels.

If you love hardworking, honest-living characters with strong values, you can get your fix here.

## Gamma Alpha “Horse of Hope”

Our *Horse of Hope* depicts some of our Service Projects. Wayne County Family Center residents have received Easter baskets, diapers, baby formula, Halloween costumes, accessories, treats, hygiene bags with toiletries and combs, handmade scarves and blankets. We have hosted pizza dinners with crafts, literacy and math activities for the Family Center. The children received school supplies and books. For patients at Mott Children’s Hospital, we donated Build-a-Bears to children undergoing dialysis treatments. Children with cancer received *Caps for Kids* kits. They could decorate painters’ caps and wear them when they lost their hair from chemotherapy. Seedlings received assistance making Braille books for blind children.





The Wilma Adams Grant money Gamma Alpha received helped to purchase twenty-four canvas bags and toiletry items for the women residents of the Wayne County Family Center.



Hannah Smart helped mom deliver the Women's Essential needs bags to the Wayne County Family Center. Carol Eddy, Director of the center, thanked us for our generous contribution. She later sent a formal thank you to our chapter.



Esther and the Service Projects Committee used the Wilma Adams Grant money Gamma Alpha received to purchase twenty-four canvas bags and toiletry items for the women residents of the Wayne County Family Center. Helen and Esther display two of the bags that they decorated. Members filled the bags with magazines and needed toiletry items.



January's guest speaker was Theresa Roy from Oakwood Hospital/Arbor Hospice & Home Care. Theresa presented a program called "My Voice, My Choice." This program explained the workings of advance directive, which is a method for people to communicate their health care choices **before** a medical emergency occurs. This is not the same as a Living Will. Theresa shared examples about when a loved one is seriously ill, that person's health care choices may not be known among friends and relatives. As a result, family arguments can ensue and the patient's wishes aren't always kept in mind. Some members shared personal experiences about the patient advocate designation. Theresa gave us folders with easy to follow steps to help us complete an advance directive. She also presented information regarding Patient Advocate Designation for healthcare. An attorney is not needed to fill out the forms, there is no cost and it is recognized by courts and hospitals. Theresa explained that people of all ages should sit down and complete an advance directive. Life is precarious at best and you never know when you're going to need to make those decisions. If you missed the meeting and would like an Advance Directive Packet or more information, call Theresa for a free packet to be sent to you at (888) 992-2273 extension 603.

## ?? Mystery Members ??

Initiated in 1988. She is retired from Livonia Public Schools. She served as president for two back to back bienniums. (Is that the real plural?) She is Membership chairman and Second Vice President. She is a grandma and loves to travel. She works booking cruises in her spare time.

### **Who Am I?**

Initiated in 2003. She teaches German in Wayne-Westland. She is the new Second Vice President for the new biennium. She also works at Weight Watcher. (please throw some will power and inspiration my way!)

### **Who am I?**

Initiated in 1995. She is employed in Wayne-Westland as a middle school eight grade teacher. She is active in WWEA and is always listening and taking notes..

### **Who Am I?**

Initiated in 1998. She has been Gamma Alpha's Co-Corresponding Secretary. She is also on the Birthday Committee. She is enjoying her second year of retirement.

### **Who am I?**

*Use your yearbook to discover who these mystery members are.*

*(Continued from page 1)*

While that might not please Americans worried about outsourcing, it turns out that India isn't siphoning millions of jobs after all. In fact, the American tech sector has grown by 17 percent since outsourcing began, and the Bureau of Labor predicts a million new tech jobs will be created in the United States in the next decade.

### **Overseas Tutors**

As time goes by, it is not just companies tapping into India's cheap brainpower. When Texas mom Elizabeth Mitchell saw her son Jason struggling with math, she hired a tutor — in India.

"I've wondered what kind of house she lives in. And I've wondered what her parents are like. But she seems really nice," Jason said of his 24-year-old tutor, Swati Chopra.

Chopra uses her computer and phone in Delhi to teach Jason algebra in Plano, Texas. She has to make some cultural adjustments to her teaching method, she said.

"In India, you can scold kids. But there you have to be very patient with them. You have to be very sweet with them. 'Let's play a game and maybe after that you'll feel like doing it,'" Chopra said.

While math is now Jason's best subject, Chopra has drawn a sobering conclusion from the rest of her students. "If you teach a student in India who's in the seventh grade, and you teach a student in the U.S. who's in the 10th grade, their level will be the same," she said. "There's a gap of at least three grades between the students."

The reverence for education is strong in India, but the demand is so great, teachers are forced to innovate. One group has installed computers in the walls of Delhi slums so children can walk up, log on, and teach themselves English.

That's something to think about the next time you dial India.

ABC News, March 2, 2006, *Good Morning, America* "India Rising"

## **Gamma Alpha Executive Board 2004-2006**

*Caring Makes a Difference*

Judi Fisher:	President
Lynne Elsesser:	First Vice President
Marie Canzoneri:	Second Vice President
Chris Smith:	Recording Secretary
Jackie Smart:	Corresponding Secretary
Cindy Dietz:	Treasurer
Grace Morgan:	Past President