



# The Transmitter

**Empowering Women in Utilities Since 1923**

**WINUP'S MISSION**

Provide a link for developing and recognizing professions involved with utility business trends, issues, products and services.

**WINUP'S OBJECTIVES**

1. Opportunities for professional development
2. Networking and mentoring among members
3. Recognition and visibility among members

**INSIDE THIS ISSUE:**

Message from the Chair	1
Meeting Recap - July	2
Meeting Recap - Sept	3 - 5
Seeds of Mentoring	5
In Our Own Backyard	6
Empowering Moments	7 - 9
Office Ergonomics	10-11
Recipe Corner	11
International Update	12
Member Spotlight	13
Ohio Chapter Updates	14

For additional information, please visit our website [www.winupoh.org](http://www.winupoh.org)



## Message from the Chair

Michele Jeunelot, Ohio Chapter Chair

Dear WiNUP Ohio Chapter Members,

It is hard to believe that Fall is here and the International Conference is just a few days away. I was very excited to see it was going to be in Dallas this year since I've personally never been to Texas (other than a lay-over at the airport.) It looks like they have a great agenda and I know they have put a lot of hard work into bringing this all together for us members. For those of you who cannot attend this year, we will include a brief summary in the next newsletter and I have heard that next year's conference will be a little closer - Charleston, West Virginia.

I want to take this opportunity to ask that each one of you take time to vote for next year's Ohio Chapter Officers. It only takes a minute to complete. Even if we have only one person running for a position, we still need a majority vote to officially elect them into office. I am also very happy to see that we have two people running from NiSource this year. So please make sure you vote, no excuses, there are no lines and you don't have to figure out where your polling location is.

There are still two more meetings left in 2014. Pablo Vegas, AEP Ohio's President and COO, will be addressing WiNUP at a dinner meeting which will be held in the current NiSource Auditorium on November 11, and our Holiday Social will be held on December 3 from 4:45 -7:00 p.m. at the new NiSource Building.

Our Vice Chair, Krista Tillman, has worked to get WiNUP an exhibit at the upcoming event "*Your Sisterfriends*" on October 11th at the Creekside Conference and Event Center in Gahanna. There will be a diverse team of speakers and presenters scheduled for that day and an exhibit area where the WINUP Ohio Chapter can showcase our organization.

I would like to take time and thank everyone for all their work in the WiNUP organization and hope you have time to get out and enjoy the beautiful Fall that we are experiencing so far this year.

Take Care,  
 Michele Jeunelot  
 2014 WiNUP Ohio Chapter Chair

# ✓ Membership Celebration

By: Kristen Thompson

In this busy world where we often find ourselves rushing from meeting to meeting, we sometimes have to remind ourselves to slow down and show our appreciation for those around us. July's WiNUP meeting was dedicated to just this. The focus of the event was welcoming new members as well as celebrating returning members and their accomplishments. In a laid back and comfortable environment, members gathered and shared homemade dishes. It was an excellent opportunity to take time out of a busy day to having meaningful conversations and get to know other members on a more personal level. There were several ice-breaker activities that encouraged talking and sharing of stories as well as the presentation of certificates of appreciation for members.



On behalf of the Ohio Chapter of WiNUP I would like welcome this year's new members and to thank all members for all you have done to help this organization thrive.

## Calendar

October 6-8, 2014	2014 WiNUP Conference (Dallas, TX) "WiNUP- Your Brand for the Future"
October 11, 2014	~ Reminder ~ Your Sisterfriends 10 am - 3 pm (Creekside Conf. Center in Gahanna, OH)
October 21, 2014	~Reminder ~ Indiana Governor's Conference for Women 8 am - 6 pm (visit Indiana WiNUP chapter booth)
November 11, 2014	Ohio WiNUP Dinner with AEP Ohio President Pablo Vegas (Note the new date!)
December 3, 2014	Ohio WiNUP Holiday Social—4:45 –7:00pm (NiSource building near Huntington Park)

2014 Conference in Dallas, Texas

Hosted by the ArkLaTex, North Texas and South Texas Chapters

*All Come!*  
*to the 2014*



*WiNUP*  
*Conference*

October 6-8, 2014

*The conference will be held October 6-8. The Board will meet Oct 5. Welcome reception will be held in the evening on Oct 5. Registration is closed.*

# ✓ Effective Interviewing Seminar

By: Amy Russell

WiNUP members attended an “Effective Interviewing” seminar at the NiSource headquarters on September 5, 2014. Four representatives from NiSource’s Human Resources and Recruiting shared the often untold secrets of making a good and lasting impression. Teresa Smith, VP of Human Resources and WiNUP Executive Sponsor opened the meeting with the introductions of her team and a reminder of the importance to prepare for an interview like it was a college exam or a formal presentation with research.

Kate Barrett, Manager of Talent Acquisitions, shared some insight on how careers and career transitions have changed. People no longer climb the corporate ladder, but move laterally and upward and even into different departments - similar to climbing a cage-style jungle gym. She noted that many women suffer from the “tiara syndrome”, where they expect that someone will notice that they do a good job and will reward them for their efforts. Unfortunately, this is not how things typically happen. Women need to become comfortable talking about their accomplishments and “tooting their own horn” when talking with their bosses in performance reviews. Her last piece of advice was to stretch yourself when you apply for positions. Most women will not apply for a position unless they meet 100% of the list of qualifications, whereas men feel qualified and will apply if they are able to perform 60% of the listed qualifications. Look at the list of requested skills and see how many match your background, which ones caught your attention in the first place, how many are similar enough to be learned easily, and which will require formal training from your new employer. Remember, this list of skills is everything they want in the perfect, dream employee, and they do not expect to have someone be able to perform every skill and task without any training what-so-ever.

Hillary Hauser, Corporate Recruiter, stressed that the effectiveness of an interview is crucially dependent on how comprehensively you prepare. The process needs to start at least one week before the interview with research and preparation; then includes greeting the interviewer professionally, asking good questions, taking notes to show interest, and selling yourself; and finally sending a thank you after the fact.

**Research** The first step is to research the company and the open position - and the department, if the position is internal to your company. Reach out to someone in the department to pick their brain about the department, position, and different goals in their business unit.

**Identify Skills** The next step is to identify which skills and experiences you possess which match those in the posted job description, and how your current job coincides with the new job. It may be beneficial to start with the first three skills that caught your interest. These first two steps will require neat note-taking and outlines which you may refer to and which you may bring to your interview in a nice portfolio.

**Sell yourself and write questions** Next, you must decide how you will “sell” yourself and demonstrate you are the right person for the job, then compile a group of job-related, or company-related questions you plan to ask. In addition to specific questions about the open position, it is acceptable to ask the interviewer why they like what they do, why they chose this company, and why they stay with this company. These types of questions show your interest in the person, the company and its unique culture. Also prepare to answer questions about your current position, what you liked and disliked, why you are leaving, etc. Ms. Hauser recommended to practice your questions and your answers in front of a mirror or a friend, where you can hone your skills and accept an honest, but kind critique.

## Interview Do’s & Don’ts

- Do not chew gum.
- Do not get too personal.
- Do not give lengthy answers. Be brief.
- Do not bring negativity into the discussion.
- Do not say you are unhappy with your job or dislike your boss or co-workers. Instead say that you are looking for growth or a new challenge.
- Do not get too comfortable.
- Do not forget to smile.
- Do not make up answers to technical questions.
- Do not apply to too many types of jobs within the company, which may appear desperate or that you are not an expert in any of the fields.

*Continued on next page*

## ✓ Effective Interviewing Seminar (continued)

**Dress for success** Remember to dress properly for an interview by calling ahead to see what is expected – business casual? professional suits? Even if the department claims to be relaxed and allow jeans, always dress upward to at least business casual. After the proper attire, most importantly is to dress comfortably, since you feel best about how you look when you are not dressed too far out of your comfort range. Feel free to show your personality with a dash of color or tasteful jewelry, because employers are always looking for the “soft skills” (personality and interaction) and how you may fit in their company’s culture. Another thing to remember, is how to avoid leaving a lasting “bad” impression – Do not wear too much or very strong perfume, Do not smoke just before the interview, Do not show up with half-worn off nail polish (full painted, or none), and Do not wear a uncomfortable neckline that causes you to tug and fidget – wear something that is comfortable!

**Timing** Get good directions and take a dry run, if possible. Anticipate delays due to construction, traffic, time of day, weather, etc. and never arrive to an interview late. Arrive on time or only a few minutes early. Being too early is almost as bad as being late, so take a walk until five minutes before.

**Take control** During the interview, be engaging with your questions and answers; don’t forget to smile; thank the interviewer for the meeting and end with a firm handshake and eye contact; and come right out and say you are interested in the job and ask what is the next step. She said that saying that you want the job is not over-confident, but that it will be remembered.

**After the interview** On the same day, after the interview, send a thank you email to everyone who interviewed you, reiterating your interest. If you do not get the job, stay positive and do not take it personal. Remain cordial when you are notified and ask if you can stay in touch. This form of networking will keep you in mind as future or other positions open in the company, and which may be a better fit with your qualifications. You do not want to burn bridges with your valuable network.

The final speaker was Kassy Hurst, Recruiting Coordinator, who explained what “behavioral interviewing” is and how to make the best impression in this type of interview. First of all, a behavioral interview is a structured interview method in which the person’s past behaviors are expected to be the best predictor of their future performance. Behavioral interviewees are expected to provide answers based on the “STAR” method – Situation/Task, Action, and Result – and to provide specific examples. She said you should come to your interview prepared with at least ten “STARs”, or ten different situations that exemplify key behaviors in the job posting, skill actions and competencies, your technical skills and even stresses your personality, moral characteristics, and other “soft skills”. Ms. Hurst also provided the following advice related to behavioral interviewing:

- ★ When discussing teams, explain how YOU individually contributed to the goals and success of the team.
- ★ You may ask to have the question repeated, clarified, or rephrased and take a moment to gather your thoughts, but do not take too much time to answer.
- ★ If you come to a question you are unable to answer, or are drawing a blank, ask to move on and come back to the question at the end of the interview.
- ★ STARs may not always be work related. If you cannot think of a work-related example, you may choose a school situation or may draw from personal experiences in group situations (professional, charity, volunteer, or church organizations).
- ★ Remember, that when the interviewer asks for a “challenging” example, it does not necessarily imply a huge example. What may have seemed like a simple solution may be a great example of how you solve problems or think.

### Sample Behavioral –Based Interview Questions

Provide an example of a time you had to adapt to a person, a situation, or an environment.

Describe a situation where you used your persuasive skills.

Describe a situation where you were on a team in which not everyone pulled their weight.

Describe a situation where you had a positive influence on others.

Describe how you would handle a situation where a work or idea was criticized or rejected.

Describe a time when you had to inform someone that they were wrong.

*Continued on next page*

## ✓ Effective Interviewing Seminar (continued)

★ Be specific. Do not be general and do not make it up. ★ Pick only one STAR to describe as your response. Pick one that is most relevant to the job or to the skills, one that is more recent than another example, or the one you are most comfortable with. ★ The STAR should show how you work in teams, how you give presentations, how you handle difficulties, and should bring your education, skills, background and character to life. ★ Discuss what could have been done differently or what you learned from a negative situation or experience. ★ If you cannot find an example that would answer the question (i.e. you were never rejected), look for examples outside of work, or you may say that you do not believe that you have experienced that situation, but this is how you would handle it if you did. ★ Write down all your examples of STARs to be prepared.

Some final advice from these talented women was that:

- It is acceptable to take notes during an interview.
- When asked to tell about yourself, keep it professional. Do not share personal information, do not talk about your high school or childhood. Do not discuss where you live or home situation.
- When discussing work history, do not reiterate what is already on the resume'. Focus on the work relevant to the job posted, and highlight skills and background relevant to the position.
- If you are confronted with illegal questions (marriage status, how many children or how many more, religion, etc.), feel confident to say you are not comfortable answering this question and would like to focus on your skills.
- For those with little experience, you may discuss why you chose your major and can explain why you are looking forward to working for this new company.

Thank you again to our WINUP Executive Sponsor, Teresa Smith, the speakers, and for NiSource for providing a wonderful venue and informative professional topic!



## WINUP SEEDS OF MENTORING

By: Krista Tillman

**“WINUP Seeds of Mentoring,” is NEW to the newsletter to keep membership informed of the Ohio WINUP Mentoring Program, the benefits of mentoring and being mentored, and testimonials from those who have participated in the WINUP and other mentoring experiences.**

This week we have a testimonial from Jeanne Sherry, who served as a mentor last year and this year. Here are her words. Thank you Jeanne!

“The WINUP Mentoring program is a great way to meet new people that share similar backgrounds as we all work in the utility industry. With that said, there still remains a huge opportunity to interact with people from different areas within your own organization or even other companies. My background is in operations/engineering/compliance within Transmission substations and I know that we have a typical way of approaching things. Being paired up with someone from a completely different area such as corporate planning and budgeting or distribution provides an opportunity to learn how others see things. For example, there may be lessons learned that people have experienced dealing with SOX compliance that would apply to NERC compliance. These interactions create a web of networks for knowledge transfer, problem solving, and even support. The bonus comes when you realize that whether you are a mentor or a mentee, there is a huge advantage in dedicating time to developing a new relationship. It’s like anything... you get out what you put in.”



## In Our Own Backyard: Opting-out of smart meters may not be “smart” financial decision

By: Amy Russell

AEP Ohio has deployed over 100,000 smart meters in central Ohio to test the applicability of their smart grid goals and has announced an expansion to 849,000 additional meters; Dayton Power and Light (DP&L) has planned implementation and deployment of smart grid technology this year; Duke Energy Ohio is engaged in a five-year plan to deploy smart meters in southwest Ohio (deploying 426,000 electric meters and 288,000 natural gas meters); and First Energy initiated a one-year pilot program in spring 2011 to deploy 5,000 meters to Cleveland customers, then deployed an additional 39,000 meters by 2013.



According to the Public Utilities Commission of Ohio (PUCO) website, a smart meter enables two-way communication between your home and the utility. Smart meters report current usage wirelessly to receivers on the utility poles. For example, AEP's smart meters contain radio transmitters that send signals to receivers on nearby utility poles, which upload the information to AEP through internet connections. Duke Energy meters transmit information via the household connection and do not use radio signals. Unlike a traditional meter, a smart meter enables the utility to monitor and bill your usage electronically without sending a meter reader. Smart meters will gradually replace traditional meters. Smart meters help customers control, reduce, and most importantly, understand their use of energy sources. Over time, customers in Ohio will use smart meters and related smart grid technology to control their major appliances and use real-time pricing to adjust their usage behavior. Smart meters do not to give control of usage to the power company, but rather allows customers to make more informed decisions about usage. The meters allow a close analysis of household and business energy consumption, can pinpoint outages, and help a utility restore power more easily. A smarter electric grid also promises to ease the integration of renewable sources of power such as solar and wind. The meters can note power consumption at 15 minute intervals.

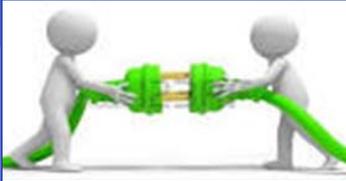
Some consumers are suspicious of smart meters and reject their intrusiveness. They question the utility companies' claimed benefits, the violation of privacy, the potential to raise prices, the risk of quicker (and remote) disconnection, and the potential unhealthy side effects of radio frequency emissions. A Duke Energy spokesperson stated, "There's a lot of misinformation out there that preys on people's fears." Utilities have said the privacy concerns are unwarranted and the information is kept confidential in the same way that bills are kept private. Utility computer systems will communicate with customer smart meters and online accounts but customer computers will not be able to communicate with their meter, only with the utility's secure online systems. This prevents customers from accidentally (or maliciously) uploading viruses into security networks and creating problems in the system.

Customer concerns were addressed by the October 2013 PUCO ruling which protected customers by allowing them to opt-out of the installation of smart meters and mandated that utility companies comprehensively explain smart metering to ratepayers, as well as their choices. Since then, proposals in front of state regulators would allow electric companies to charge a monthly fee (as much as \$41 a month) to customers who decide they do not want a smart meter attached to their home. AEP has justified this monthly fee as needed to cover the door-to-door meter readers and their travel time and salary. Duke Energy proposed a one-time fee of about \$1000 to opt-out of installation of (or remove an existing) smart meter, in addition to the monthly fee. They have argued that this one-time cost is necessary to maintain entirely different types of meter and billing systems in order to manage the new, automated and antiquated, manual systems simultaneously.

### References:

- PUCO website - [www.puco.ohio.gov](http://www.puco.ohio.gov)
- Public News Service - [publicnewsservice.org](http://publicnewsservice.org)
- People's Defender - [peoplesdefender.com](http://peoplesdefender.com)
- [www.dispatch.com](http://www.dispatch.com) and [www.daytondailynews.com](http://www.daytondailynews.com)

"In Our Own Backyard," is included in each newsletter to inform you of energy related news, current events and tips. If you have a suggestion for next quarters' topic, please email Amy Russell at [acrussell@aep.com](mailto:acrussell@aep.com).



## EMPOWERING MOMENTS: By: Amy Russell

# October is Domestic Violence Awareness Month

🎗️ More than 33% of women and more than 25% of men in the United States have experienced rape, physical violence and/or stalking by an intimate partner in their lifetime. Nearly 50% of all women in the United States have experienced at least one form of psychological aggression by an intimate partner.

🎗️ Almost 25% of women and 14% of men have experienced severe physical violence by an intimate partner. Only approximately 25% of all physical assaults, and 20% of all rapes perpetrated against females by intimate partners are reported to the police.

🎗️ Nearly 100 women per hour in the US are assaulted or beaten. On average, more than three women are murdered by their husband or boyfriend every day.

October is Domestic Violence Awareness Month, observed by the National Coalition Against Domestic Violence (NCADV) since October 1987. This is the second year the Transmitter has shone the spotlight on this important social issue. Last year, the “cycle of violence” and the signs of an abusive relationship were detailed. We also shared encouragement from those who broke the cycle of violence and how to reach out to someone you believe is in need of help.

The NFL has brought Domestic Violence once again into the spotlight and into the national conversation with the Ray Rice and Adrien Peterson stories. According to the NCADV website, “Domestic violence is a pervasive problem in virtually all countries, cultures, classes and income groups. It is a complex and multifaceted problem with individual solutions that are appropriate for different women in different socio-cultural contexts.”

In America, it is estimated that 25% of women experience domestic violence. A study from Denmark asserts that “domestic violence, mainly against women and children, kills far more people than wars and is an often overlooked scourge that costs the world economy more than \$8 trillion a year.” The study’s authors stated that “For every civil war battlefield death, roughly nine people ... are killed in inter-personal disputes.”

During my research on the NCADV website, I discovered the “Remember My Name Virtual Memorial” which pays tribute to those lost due to domestic violence. The list is just the tip of the iceberg with less than 8,000 people memorialized by their friends and family. What struck me more than the sheer, non-stop scrolling names, was the diversity of these people. It is not just a problem for the young or the old, not just women, but men. There were children memorialized, some less than a year old, and often groups of children – apparently siblings whose lives were lost in a final act of violence.

Good Morning America (GMA) aired a segment with Dr. Phil McGraw and introducing Beverly Gooden, a former victim of domestic abuse, who created the viral hashtag #WhyIStayed. Ms. Gooden noted that she stayed out of love, fear, and trust and these feelings are invalidated during public discussions when the woman is labeled “stupid”. The GMA segment noted that it takes an average of seven attempts for a victim to leave their abuser and, more importantly, that the danger to the victim or victims is exacerbated when they attempt to leave the abuser or within a few weeks after leaving. This phenomenon is referred to as separation assault and results in more fatal and serious injuries during that time than any other. Assistance programs often focus on the critical period after a woman leaves her home, providing her with food, shelter, and guidance during the period when a woman is most at-risk from the perpetrator seeking retribution, or when she might return to the home out of a sense of hopelessness.

*Continued on next page*

## EMPOWERING MOMENTS (continued)

Dr. McGraw's wife, Robin, has created the ASPIRE initiative described on the [www.whengeorgiasmiled.org](http://www.whengeorgiasmiled.org) website as "a free domestic violence education curriculum which aims to reduce the level of intimate relationship violence in the U.S. and instill importance of bystander responsibility. The ASPIRE initiative seeks to prevent the behavior before it begins, to stop whatever habits may already have begun, and offer safe exit strategies and resources for those in need. Dr. Phil McGraw stated that there is a right way and a wrong way to leave an abusive relationship and the goal is not just to get out, but to get out safely. Steps in a safe exit strategy include:

- Know the phone number to local women's shelter or hotline.
- Share your situation with someone you trust. Develop "code words" or signs you can use if in trouble.
- If injured, go to a doctor or the ER and report what happened to you.
- Keep a journal of all violent incidences, noting dates, events and threats made. Keep any evidence of physical abuse, such as pictures.
- Plan with your children and identify a safe place for them. Reassure them that their job is to stay safe, not to protect you.
- If you need to sneak away, be prepared. Make a plan for how and where you will escape.
- Back your car into the driveway and keep it fueled. Keep your driver's door unlocked and other doors locked for a quick escape.
- Hide an extra set of car keys.
- Save money. Ask friends or family members to hold money for you.
- Pack a bag. Include an extra set of keys, IDs, car title, birth certificates, social security cards, credit cards, marriage license, clothes for yourself and your children, shoes, medications, banking information, money — anything that is important to you. Store them somewhere the abuser will not look or at a trusted friend or neighbor's house. Try to avoid using the homes of next-door neighbors, close family members and mutual friends.
- Take important phone numbers of friends, relatives, doctors, schools, etc.
- If time is available, also take: Citizenship documents; Titles, deeds and other property information; Medical records; Children's school and immunization records; Insurance information; Verification of social security numbers; Welfare identification; Valued pictures, jewelry or personal possessions.
- Know abuser's schedule and safe times to leave.
- Be careful when reaching out for help via Internet or telephone. Erase your Internet browsing history, websites visited for resources, emails sent to friends or family asking for help. If you called for help, dial another number immediately after, in case the abuser hits redial.
- Create a false trail. Call motels, real estate agencies and schools in a town at least six hours away from where you plan to relocate.

*Continued on next page*

## EMPOWERING MOMENTS (continued)

Once you have safely removed yourself from an abusive relationship, you need a Stay Safe Plan:

- Consider a Restraining Order.
- Consider renting a PO Box or using a friend's address for mail. Be aware that addresses are on restraining orders and police reports. Be careful to whom you give your new address and phone number.
- Change your cell phone number. Request caller ID and ask that your phone number be blocked so that if you call anyone, neither your partner nor anyone else will be able to get your new, unlisted phone number.
- Tell people you work with about the situation and have your calls screened by one receptionist if possible. Tell people who take care of your children who can pick up your children. Explain your situation to them and provide them with a copy of the restraining order.
- Change your work hours, if possible. Identify alternate routes to school or work. Let your school counselor, or work, know what is going on if your partner shows up. Consider changing your children's schools.
- Reschedule appointments if the offender is aware of them.
- Stay off social networking sites, and change all of your passwords. Use different stores and frequent different social spots.
- Talk to trusted people about the violence. Alert neighbors and request that they call the police if they feel you may be in danger.
- Replace wooden doors with steel or metal doors. Install security systems if possible. Install a motion sensitive lighting system.
- Avoid staying alone. Plan how to get away if confronted by an abusive partner. If you have to meet your partner, do it in a public place.

Lastly, the ASPIRE Foundation has created the Aspire News app for use on smartphones. The app is disguised as a normal icon and even has a decoy home page, so you'll be safe if your abuser takes your phone. The most important feature of the Aspire News app is called the GO Button, which you can activate the moment you are in danger. Once activated, the GO Button will send a pre-typed or pre-recorded message to multiple trusted, preselected contacts, or even 911, saying that you are in trouble. Additionally, once the app is activated, your phone will begin recording audio of everything that is going on in the room, which can be used as evidence for any legal proceedings that may stem from the incident. It is also important to always have your location services activated, as many of the app's features require it. For example, the app can be used to locate the shelters and resources closest to you.

Ms. Gooden summed it up best. She said that she would like to change the (national conversation) from "Why did she stay?" to "Why does he abuse?"

### References:

National Coalition Against Domestic Violence (NCADV) <http://www.ncadv.org/aboutus.php>

National Domestic Violence Hotline (<http://www.thehotline.org/>): 800-799-SAFE /800-799-7233 and 800-787-3224 (TTY).

ASPIRE: When Georgia Smiled ([https://www.whengeorgiasmiled.org/ domestic-violence-help-resources](https://www.whengeorgiasmiled.org/domestic-violence-help-resources))

Helpguide.org, [http://www.helpguide.org/mental/domestic\\_violence\\_abuse\\_types\\_signs\\_causes\\_effects.htm](http://www.helpguide.org/mental/domestic_violence_abuse_types_signs_causes_effects.htm)



**If you, or someone you love, is being abused, please call The National Domestic Violence Hotline at (800) 799-SAFE (7233) or, in Ohio, the Ohio Domestic Violence Network (ODVN): 800-934-9840.**

# Office Ergonomics

By: Amy Russell

Ergonomics is the field of study concerned with finding ways to keep people productive, efficient, safe, and comfortable while they perform tasks. **The basic premise is to make the task fit the person, rather than making the person adjust to the task.**

Computer/keyboard use for long periods of time (in excess of 20 hours per week) with poor posture can cause problems due to nerve irritation in wrists, back, and hips and to tension headaches and muscle aches due to neck and shoulder tension. The latter is a special concern for bifocal and trifocal lens wearers. These repetitive strain injuries are referred to as musculoskeletal disorders (MSD). The symptoms are short bursts of excruciating pain in the neck, arms, upper and lower back, shoulders, wrists, hands, thumbs, or legs. The pain is typically spread over many areas and is worsened with activity. Symptoms will develop gradually and will continue to worsen over time if left untreated. Other symptoms of MSD are muscle discomfort, aches and pains, muscle tension, fatigue, clumsiness, coldness, tingling and numbness.

**So what can you do to prevent MSD?** You should strive to achieve a “neutral posture” to avoid awkward or static positions. “Neutral” means that the body is under the least amount of strain and is in a comfortable position. Align your ears over the shoulders and your shoulders over the hips. Your forearms should be at a ninety-degree angle (or more) from the upper arms and your wrists should be straight - not bent, angled, or twisted. Avoid slouching, relax your shoulders, and allow your elbows to hang close to the sides. You should avoid tasks that cause you to reach away from the body or to work with “winged” elbows. Maintain the three normal curves of the spine as much as possible - especially when maintaining static positions or when bending or lifting. When sitting, use an adjustable chair with proper back support so that your feet rest on the ground. Avoid dangling your feet, hunching your shoulders, or contorting your neck. When standing for long periods of time, shift your weight often and use an anti-fatigue mat. Bending your knees and keeping the inward curve in the low back will help reduce strain. Avoid spending long periods looking down while reading – for instance, while using laptops and smart devices. Use angled copy holders to position your material.

Use carefully chosen equipment and furniture (keyboard, foot-rest, keyboard tray, document holder, chair, wrist rest) to achieve neutral posture. Adjust your workstation (chair, feet, reach, focal length, head tilt) and your environment (lighting, temperature, noise) to create the most comfortable work setting.

*Continued on next page*

## DESK STRETCHES

- \_ Breathe easily
- \_ No bouncing or forcing
- \_ No pain!
- \_ Feel the stretch
- \_ Relax



**Don't just do seated stretches, but do some standing stretches too. Good for circulation.**

## Office Ergonomics (continued)

Take short breaks every twenty minutes of prolonged, repetitive activity (such as computer use). Breaks may be used to perform light stretches and walk around or may allow you to refocus on the task at hand. Stay physically and mentally relaxed and alternate tasks to break the repetition. Organize your workstation, reduce clutter, and locate items you use regularly (phone, stapler, etc.) within easy reach.

The risk factors associated with MSD – awkward posture, repetitive movements, stress and prolonged muscle tension - are cumulative. For that reason, extra-curricular activities like sports, working with hand tools, and playing musical instruments may utilize similar movements and aggravate strained muscles. I am not telling you to give up golf, but be aware and be mindful of the risk for MSD. Finally, if you feel pain – STOP! Your body is trying to tell you something. If you have experienced or develop these symptoms, it is recommended that you speak with an occupational health professional or your physician.

### References:

- *Purdue University Laboratory Ergonomics* (<http://www.chem.purdue.edu/chemsafety/safetyclass/injury/lecture/LabErgo.htm>)
- *Laboratory Ergonomics* ([http://www.working-well.org/articles/pdf/Lab\\_Ergo.pdf](http://www.working-well.org/articles/pdf/Lab_Ergo.pdf))
- *Smart pipetting, Erickson and Woodward*, ([http://us.mt.com/dam/RAININ/PDFs/ErgoPapers/tr2001\\_2.pdf](http://us.mt.com/dam/RAININ/PDFs/ErgoPapers/tr2001_2.pdf) - Smart Pipetting)
- *Preventing RSI* (<http://blog.universalmedicalinc.com/6-ways-prevent-repetitive-strain-injury-lab/>)
- *University Of Nebraska-Lincoln, Computer Related Repetitive Strain Injury* (<http://rsi.unl.edu/#PREVENT>)



### RECIPE CORNER

## Crock Pot Taco Soup

By: Hillary Sheffer

Makes: 8-10 servings    Prep: 10 min    Total: 2 hours 10 min

### Ingredients:

- 1 (16 ounce) can pinto beans
- 1 (16 ounce) can white beans or  
1 (16 ounce) can kidney beans
- 1 (11 ounce) can niblet corn
- 1 (28 ounce) can diced tomatoes
- 1 (11 ounce) can Rotel tomatoes & chilies
- 1 (4 ounce) can diced green chilies
- 1 (1 ¼ ounce) envelope taco seasoning mix
- 1 (1 ounce) envelope hidden valley ranch dressing mix
- 1 lb shredded chicken, ground beef or any meat

### Garnish (optional)

- sour cream
- shredded cheese
- chopped green onions
- tortilla chips



1. Cook meat and drain. Shred if needed.
2. Add all ingredients to crock pot. DO NOT DRAIN CANS. Stir.
3. Cook on high for 2 hours or low for 4 hours.
4. Keep on low until serving to keep hot.
5. Garnish with sour cream, shredded cheese, chopped green onions, or tortilla chips.

# WiNUP International Update

By: Bethany McCrea

The WiNUP International Board (IB) and Executive Committee (EC) continued to make progress in the third quarter and Bethany McCrea, the Ohio WiNUP International Representative, shared the following:

The Ways and Means Committee was approved to sell wristlets for \$20 which will be available at the International Conference. The IB and EC have approved the new corporate logo for WiNUP and this new artistic logo is now reflected in The Transmitter, and will be updated on new WiNUP business cards and letterhead.

The IB sought to copyright the proposed tag line, "Empowering Women in Utilities Since 1923," and is investigating alternatives due to similarities to an existing copyright. The Conference will reveal the 2014-2015 WiNUP Officers, as well as the new, informative WiNUP brochure. The new Officers will be inducted at the Awards banquet and the Oak, Power, and Life Awards will also be presented at this time. The New Member conference calls have been well received and will remain as a lasting portion of our operations. Please contact Kay Bostick, WV chapter (ckbostick@aep.com) for more information on the next conference call and New Member webinar. The next IB meeting will be held Sunday night before the Conference, October 5, 2014.



"WiNUP Pulse," is NEW to the newsletter to keep membership informed of life-changing events - professional and personal achievements, celebration of marriage, birth, adoption, etc., as well as remembering those we have lost. If you have an event you would like to share with others, please send the information to Amy Russell (acrussell@aep.com).

## *What:*

The **Indiana Chapter of the Women's International Network of Utility Professionals (WiNUP)** is partnering with the **2014 Indiana Governor's Conference for Women** for a day of education, connection and inspiration for women throughout the Midwest. Whether you're leaping to the next stage of your career, entering (or re-entering) the job market, or an entrepreneur with the next big idea, this event will reinvigorate your passion with strategies, inspiration and unparalleled access to trailblazing speakers, best-selling authors and experts offering tips for career and business transformation. Are you passionate about achieving new career heights, expanding or launching a business, or catalyzing your personal growth? Then this conference is for YOU!

*When:* Tuesday, Oct. 21, 2014

*Where:* JW Marriott Hotel,  
10 S. West St., Indianapolis, IN 46204



## *Register:*

[www.IndianaGovernorsConference.com/  
Conference-Registration-Partners-2014/](http://www.IndianaGovernorsConference.com/Conference-Registration-Partners-2014/)

Choose "WiNUP" under the "referred by" tab to receive the partner discount!

## *Learn more:*

[www.IndianaGovernorsConference.com](http://www.IndianaGovernorsConference.com)

## Member Spotlight: Teresa M. Smith

By: Hillary Sheffer/ Amy Russell



New WINUP Executive Sponsor, Teresa M. Smith, serves as Vice President of Human Resources for NiSource, Inc, supporting the six Columbia Gas distribution companies. Based in Columbus, Ohio, Teresa started her career with Columbia Gas Transmission in Charleston, West Virginia. In her 25 years with the company, she has held a variety of positions in business strategy and human resources, including delivering support and services in HR Consulting, Benefits, Recruiting, Labor Relations, HR Information Systems, HR Delivery, Payroll, and the Drug & Alcohol Program. In addition to her professional experience, she has served on the board of Junior Achievement (JA) in West Virginia and volunteered with JA in classrooms for more than 20 years. Teresa holds a Masters Degree in Organization Development from The Fielding Institute and a Bachelor of Human Resource Management from Wheeling Jesuit University.

### What was your first job ever?

In high school as a gymnastics instructor at the YWCA. That was a rewarding job - working with young children, teaching them the basics of gymnastics and having fun on a trampoline.

### When you started 25 years ago with Columbia Gas, could you foresee how far you would rise in the company?

That's a good question. I've never really approached work with a view to where I "wanted" to aspire. Once asked by a senior leader about my 5- and 10-year career ambitions, my response was that I didn't have any. I shared that all of my goals were personal in relation to my family, and if my career fit around that, cool. And then I quickly added that my work goal was to work hard, do good work and influence in a way that I thought was helpful to employees and the organization.

### Were there any specific actions, paths or connections you pursued to achieve your current status?

Accepted every "horrible" assignment that came my way. There is growth in doing what no one else is willing to do. Additionally, treating everyone with respect and compassion and believing that you can learn from every single person you encounter is key.

### What do you do to relieve stress?

Deep breathing - every day, multiple times a day. Sometimes you just have to step away from a situation; take a few deep breaths and think. That usually re-frames my thinking and helps me alleviate stress. Also, my husband and I walk or bike ride almost every day, so we exercise and enjoy time together!

### What is your most valued professional or personal accomplishment?

Easy - our twin daughters. Our girls are juniors in college. It seems like it was just yesterday when we were running to high school soccer games, youth group events and band festivals. Now they are approaching the point in their lives when they are making big decisions about their futures. It's entertaining and scary to watch.



Your Sisterfriends are Social - Stay Connected!

### **Your Sisterfriends**

PO Box 9584 | Columbus, OH 43209

For Bookings or questions regarding  
Sponsorship and Advertising Opportunities  
contact 614-653-6684

[info@YourSisterfriends.com](mailto:info@YourSisterfriends.com)  
[www.YourSisterfriends.com](http://www.YourSisterfriends.com)  
[Promotional Video Trailer](#)

**2014 WiNUP Ohio****Chapter Leadership**

Michele Jeunelot, Chair  
 mljeunelot@aep.com  
 614-883-6870

Krista Tillman, Vice Chair  
 kdtillman@aep.com  
 614-716-3604

Sherry Hill, Secretary  
 shill@aep.com  
 614-883-6928

Doreen Hohl, Treasurer  
 dwhohl@aep.com  
 614-716-2661

Kristen Thompson, Immediate  
 Past Chair  
 kathompson@aep.com  
 614-883-6838

Bethany McCrea, International  
 Representative  
 bjmccea@aep.com  
 614-716-2702

**2014 Ohio Goal—To operate an organization that offers it's diverse membership a variety of opportunities for networking, professional and personal development.**

If you know someone that should be recognized, please let us know by submitting the information in the "Contact Us" section on our website  
[www.winupoh.org](http://www.winupoh.org).

*For corrections, comments, and suggestions for the newsletter, please contact Amy Russell  
 (acrussell@aep.com)*

# Personal Care Drive for YWCA

## (for WiNUP Social)

By: Sue Denisky

This year during the Ohio WiNUP Social, members are asked to support the YWCA as our philanthropic mission for this meeting. There are 104 women residents of the YWCA. We will be collecting personal care donations to create a gift bag for each woman in residence to include soap, shampoo, conditioner, lotion, and, if possible, toothbrush, toothpaste, deodorant, and tampons/pads.

In addition to your travel-sized donations, please consider asking your friends, family, and co-workers that travel to collect and donate hotel personal care items for the women residents of the YWCA.

The Ohio WiNUP Social will be held on December 3rd, from 4:45 - 7:00 p.m. at NiSource (at the new location near Huntington Park!). The speaker will be the CEO/President of the YWCA.

**Who is the YWCA?** According to the YWCA website, the "YWCA is dedicated to eliminating racism, empowering women and promoting peace, justice, freedom and dignity for all." Established in 1858 as a voice for women's issues, the YWCA opened the first employment bureau for women several years later. For more than 150 years the YWCA provided active advocacy and programming for women's rights and civil rights. Today, they continue to evolve to meet today's challenges, shifting to a bottoms-up, grassroots structure. From lobbying for pay equity and hate crimes legislation to the increased funding for Head Start and the Violence Against Women Act, the YWCA advocates on Capitol Hill while employees and volunteers empower women and girls in our communities.

## ✓ Ohio Chapter Updates

✓ If you are interested in the Day of Empowerment With Your Sister Friends (October 11, 2014), contact Krista Tillman (kdtillman@aep.com) or Tamara Hartley directly (tallen009@gmail.com) by October 10. Tickets may be picked up at "will call" on the day of the event. Krista was able to gather over ten members to attend, which allows the Ohio WiNUP Chapter to set up an exhibit and to register for a discounted rate of \$35. This event will gather in Gahanna, Ohio from 10 am to 3 pm.

✓ For those interested in the October 21, 2014 Indiana Governor's Conference, follow the link in your invitation email for the discounted rate of \$195 (because Indiana WiNUP Chapter has a booth). These speakers will gather in Indianapolis, Indiana from 8 am to 9 pm.

✓ Don't forget to Vote! Voting for the 2015 Ohio Chapter officers closes on Friday, October 3, 2014.

