

JANUARY 2019

RESPECT • HONESTY • TIMELINESS • GENEROSITY • PURITY OF INTENT

# Standard matters

WE ARE DEDICATED TO MAKING SAFE, EFFECTIVE, & NATURAL HEALTHCARE SOLUTIONS EASILY ACCESSIBLE TO ALL.

## Watts Mentorship Field Trip

by Jennifer Benites

In November, SHC hosted a business field trip, part of the Watts Mentorship program. This program exposes children, mainly ages 8-10, from the Watts community to the various jobs and operations within an organization. The program goals include creating financially responsible individuals and thereby improving the community for everyone.



The field trip consisted of an hour tour of Main Street where the group was initially met and greeted by the HR Team: Martha Arias, Jennifer Benites, Lily Fletes and Kristy Tran and EHS Manager, Joyce Keith.

The students were brought into the training room where they learned about Safety and GMP guidelines. The students were shown how to gown up and were taught some of the basics around GMPs. Joyce made sure they knew all the safety guidelines before entering the facility where they met Rich Walton as well.

Joyce started the tour in the shipping area where Leo Duran gave a brief explanation of the warehouse functions and responsibilities. The students were able to see the forklifts at work and the employees picking orders. They enjoyed watching the forklifts pick up pallets and move them around!

The tour proceeded to other areas of the facility including the lab, where they saw the Kilian tableting machine and the Vibro Mixer. The highlight of the day was when our Supervisor, Mercedes Guterrez demonstrated the Liquid Filling Line with bottle scrambler and filling station. The students were fascinated by the new machinery and asked a lot of questions.



From there, they toured the receiving and office areas as well. The day ended in the lunch room where students were given snacks and a Hyland's lunch-bag with goodies. The students were great. They had a lot of questions and seemed to really enjoy themselves. It was a real pleasure having them here!

Standard Matters is published by Standard Homeopathic Company to provide information to all employees about the happenings across all of our companies. Input is welcome and ideas, comments and stories should be forwarded to [beth@txoptions.com](mailto:beth@txoptions.com).



# JAY'S JOURNAL



**In my head, I am still 18.** I think I will always feel this way. Around me, I see other people get older, I fail to realize that I do too. This is why I am surprised that we are in the final year of the second decade of the twenty-first century. I am still waiting for all the computers and power grids to spontaneously combust at the stroke of midnight on January 1, 2000. Didn't happen. Still waiting. I think I am having "recent memories" and realize that what happened occurred a decade ago. I don't have an issue with time, it is just that time moves more quickly than I do.

So, it is happy New Year, again, and welcome to the future. At the company, we are looking closely at how our firm is organized, and how best to achieve our goals. Although self-reflection is an ongoing project at SHC ("the responsibility to do better and be better each day"), this round of introspection will result in some more tangible changes. First, Eric Baier moves to the newly created position of Head of Regulatory and Technical Affairs. His team will include the regulatory team, validation and pharmacovigilance, along with some Quality Services. Eric will focus specifically on FDA and related regulatory matters. Janice Frank has become our Controller, replacing Sharon Faustina who left us last month, with our heartfelt congratulations, for a major advancement in her career.

So, our team is changing (including developing an updated Strategic Plan), with more to come. As plans formalize, I will update you in this column.

Cough/cold season is in full swing, so we are glad our medicines are helping families through their challenges. Also coming up very soon are the big EXPO West natural foods show in Anaheim and soon thereafter the Boston Marathon. Our team this year is focused on healers - runners whose careers are in healthcare. The marathon has been a big contributor in the growth of our leg cramps business, and a big part in building the Hyland's brand. We had a team in chilly Massachusetts this month to do acceptance testing on our new packaging line. This is good news for two reasons, we will soon have a fully integrated packaging line at Main Street, and I

was able to chide my Angeleno friends as they kvetched about the cold. Get over it, sometimes it snows!

So, even though I am in denial about the passage of time, the new year has started with a flurry of activity. I thank you for all of your efforts in these activities!



Pacific storm

## IN THE GARDEN...

**Something extraordinary!** After a quick freeze in December, temperatures hit the sixties for New Year's Day, and all of our hellebores popped. (homeopathic: Helleborus Niger). Our garden was a sea of white flowers. Nearby our camellia bloomed in red. The good news was that this was an unexpected and extraordinary sight. The bad news is that it has snowed again, and the spring flush will be much more restrained. Since the second snow, all that garden activity is covered in a blanket of white.



Hellebore on New Year's morning

Now is the time to plan for spring.

We are in the midst of a time of planning at SHC as well. I'll have more on that for you next month.



Above: Hellebores  
Top left: January Camellia  
Bottom left: After the storm

# HUMAN RESOURCE

CORNER

## New Team Member Announcement



**Bernardo Alejandre**  
Supply Planner 2  
Corporate Offices

Bernardo will be responsible for the planning process with our external CMO partners. In his spare time, Bernardo enjoys attending and watching sporting events such as UFC and spending time with family and friends.

## Mercedes Gutierrez is a Grandmother!



Congratulations to Mercedes Gutierrez on the birth of her angelic granddaughter, Monserrat Ximena. She was born on Dec 4, weighing 9 lbs 12 oz!

## MARK YOUR CALENDAR

- February 18 - Closed for President's Day.

## FIRE RELIEF

Our employees dug deep this holiday season to help our neighbors who suffered losses in the devastating California wildfires this past fall. Hyland's generously contributed an additional \$500 to bring the total donation to over \$2000. To all who helped, thank you for caring about those in such desperate need.

## Volunteer time - Kay's experience

Recently, Kay Oliver was invited to an Orange County High School to meet with and speak to the video production classes about career choices. She spent the day speaking with the classes and met one-on-one with students. "Many students are very interested in getting into Hollywood," Kay explains. One of the topics Kay always brings forward is all the different career paths people don't consider. "Studios are their own little cities and every job you find in a city is probably at the studio. From dry cleaning, to accounting, to the mail room, legal, and even carpentry".



# PET CORNER

PET

## Resistance is futile



## Nancy and King Cat

Our pet of the month is King Cat, a 6 year old cat who belongs to Nancy Rosen. Nancy works at the Sutton office, coordinating Special Projects in Canada.



Nancy found King as a little baby kitty. He had been lost and starving in the woods, when he managed to walk up the steps to the meditation center in Quebec.

Nancy was completely disinterested in owning a pet, so she convinced friends to take him in. However, they were unable to keep the poor kitten on a long-term basis. While she looked for a more permanent home, Nancy took care of him for three weeks and fell deeply in love with the foundling. But she still didn't want a pet.

Nancy and her friends located another home for King, but because they had dogs, that one didn't work out either.

So again, and finally, Nancy and King were happily reunited - this time, for good. Nancy was just not meant to live a pet-free life.

King loves to hunt and play with tall grasses in the garden. He also enjoys snuggling and eating. His favorite treats include dental care chunks, and nutritional yeast, which keeps fleas away.

Nancy's parents call him their grand-cat and even FaceTime with him every couple of weeks!

♥Pet Corner is a recurring feature in *Standard Matters*. Pets are featured by random selection from the ongoing pool of submissions, made by sending your pet pictures and stories to Beth Monaco (beth@txoptions.com). Pictures and news about your kids, special events, and all things you want to share, are also welcome contributions.

# Holiday Party in LA and ...



# ...Employee Appreciation 2018



# 🎁 WHAT'S NEW IN SUTTON 🎁



It is with regret, and sympathy for Sutton CSR, Melissa Whitehead and her 3 children, that we note the sad and sudden passing of Melissa's loving husband, Orin Beattie on December 20th. Her Hyland's family and many friends are grieving with her. Orin was a charming man and wonderful storyteller, loved and missed by the entire community. Our thoughts and best wishes are with Melissa and their family.



Sutton's holiday party included an incredible array of yummy pot luck dishes, a live photo frame, gift game, and an ugly sweater contest. It looks like everyone had a lot of fun celebrating the season together.



## Meanwhile in KOP ⚙️ ⚙️ ⚙️

*"The force of gentleness is great."*

**Dr. Constantine Hering, 1800-1880**

by Beth Monaco

If you visit Mary's office in KOP, you'll see its walls are populated by a lot of old guys. Though they're not all famous, many are. There may be no more fascinating character in homeopathic history than the Father of North American Homeopathy, Dr. Constantine Hering.

A thoughtful scholar, Dr. Hering became well known as a fierce defender of homeopathy. But you may not know, that as a young man, he took up the task of researching and writing a paper discrediting homeopathy. However, a life-changing experience completely reversed that thinking. He credited homeopathy with saving his hand, and life, after a cut he suffered on his finger became infected and gangrenous; amputation was recommended. On the advice of a colleague, he took Arsenicum album and began feeling better immediately. In true scholarly form, he began methodical experimentation, proving again and again, the validity of homeopathy. He then began a life-long correspondence with Dr. Samuel Hahnemann.



In 1826, the King of Saxony commissioned him to Surinam, to serve as an expedition botanist. While living in the jungle, he proved the remedy *Lachesis muta*, or the Bushmaster; the most poisonous snake on the continent. He decided to remain in Surinam to practice homeopathy. Eventually, he pioneered the use of poisonous venoms, and even diseases, as remedies. After six years in the jungle, he moved to Philadelphia, where he took up practice and teaching, co-founding the first homeopathic school in the country, as well as the American Institute of Homeopathy.



The Neiswander Library maintains many books, photos and documents associated with Dr. Hering, including his certificate of commission to Surinam. A favorite is a photo of him late in life, sitting in his giant study in Philadelphia, surrounded by thousands of books. He died of a heart attack after running to a house-call, at age 80.

**Hering's Law of Cure: ♥ Symptoms disappear in reverse order of appearance ♥  
Symptoms move from inside to out ♥ Symptoms move from the top of the body downward ♥**

## FALL PROTECTION

### Slips, trips and falls

**Injury Prevention:** You take hundreds of steps every day, but how many of those steps do you take seriously? By taking a few minutes to understand how slips, trips and falls happen, you can prevent needless and painful injuries.

- Take your time and pay attention to where you are going and your surroundings.
- Walk, don't run. Never make a sudden direction change.
- Do not text while walking.



#### Slips:

- Weather conditions may cause the floors to be wet or the ground to be icy.
- Watch where you are stepping and use caution on wet floors.
- Clean up spills immediately or alert other to the danger.
- Surround spills with a barrier to help contain them.
- Put up wet floor and/or caution signs when possible.



#### Trips:

- Keep walkways free of all clutter and obstructions.
- Make sure drawers are closed when not in use.
- Make sure trash and scraps are put in the proper receptacle, not on the floor.
- Turn on lights to see a clear path.
- Grasp handrails when going up and down stairs.



#### Falls:

- Eliminate the hazard when possible (i.e., broken chair, unstable ladder)
- Practice good judgment.
- Do not lean back in chairs.
- Do not climb on furniture.



#### Winter advisory:

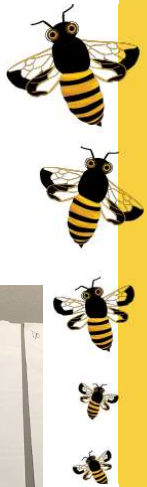
- Slippery outdoor conditions during the winter require special attention.
- Avoid walking in icy and snowy areas.
- Take care even where sidewalks seem merely wet - they could be slippery and may freeze quickly.

Use good judgment regarding footwear. Be certain that footwear is in good condition and appropriate to your job function and outside weather conditions.

Report any unsafe conditions to F&E (x 4218) or the Safety Manager (x4236).

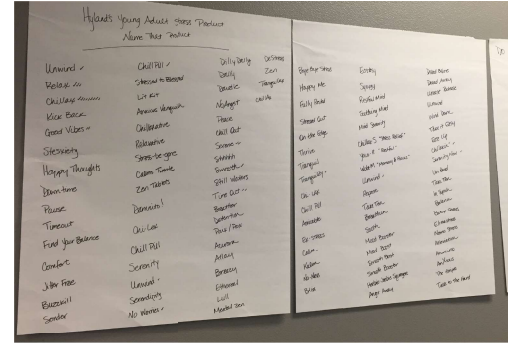
# POLLINATING IDEAS

# We Have A Winner!



Remember back in November, we asked all of our employees to send in name suggestions for a new product in a new line of products? You all helped us more than you will know!

Through consumer research and interviews with strangers at Target and Starbucks, we realized that young adults are seriously stressed out and they need our help. As a result, we are creating a line of products just for young adults. The first, and most obvious, product we are creating is for stress and anxiousness - because every single person we talked to in person and on-line asked us to make a product for their young adults and to be quick about it. The product concept is very clear and easily identified. On the other hand, naming product is not clear or easy.



We posted the names on the wall so people could add suggestions as they popped into their heads.

Believe it or not, naming a product can be the most challenging part of creating a new product. We started off with "Chill" as the product name, and of course we weren't the first to think of this name. We would never pass a trademark search, so we decided to ask our entire employee team for name suggestions. We asked and you answered! Our team provided over 120 unique product name suggestions!

As we sorted through them, there were some that we could not use because they would not pass the trademark search (Zen and Mellow are two that come to mind). Some were too long to fit on the carton (Heebie Jeebie Squeegee). This was a long process, but we finally found a name that fits the product, the demographic and on the front of the carton!



We are pleased to announce Joyce Keith was the winner of the naming contest as she was the first person to submit the name "Serene." Three other people also submitted this product name, but Joyce was first, so she was awarded the \$25 gift card.

Joyce used her winnings to ease some tension during the holidays for those who could use some help by spending the entire amount on toys for the Toys for Tots Toy Drive.

Hyland's Young Adult Serene is currently in development and we are hoping to launch it this summer. We will keep you posted on our progress as this is a team effort to reach this new segment of our population.

Thanks to everyone who took the time to really ponder and offer suggestions for the product name. It was amazing to have so many people engaged in the process!