

APRIL 2020

RESPECT • HONESTY • TIMELINESS • GENEROSITY • PURITY OF INTENT

# Standard matters

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

## Hyland's Responds to Covid-19

by Mary Borneman

Life today is dramatically different from the issuing of this newsletter just one short month ago. California and Pennsylvania (and many other states) have only essential businesses open; restaurants can only do take out or delivery; schools are closed and virtual learning is being, well, learned; grocery stores are an outing; and physical distancing is a real "thing." No doubt, these are stressful and trying times for each of us.

Hyland's leadership recognizes the difficulties the situation presents to our employees and, while each of your stress points may be different, we know we are all experiencing stress. We are committed to making you our priority and ensuring we provide peace of mind that you are cared for and you are secure in your positions.

The team has moved quickly to enact essential policies and practices to help you take care of yourselves and your families and to do our part to contain the spread of the virus. We have sent emails, posted on lunchroom TVs and distributed paper flyers about them but at a high level, these measures include:

- One "Child Care PTO Day"
- New Paid Sick Leave for COVID-19
- Continued Extraordinary Paid Time Off to cover absences due to influenza
- Supplemental Short-Term Disability Leave Policy
- Telework options
- Adjusted work schedules
- Relocation of workstations

Additionally, we have implemented social distancing measures and we encourage you to do your part and support the following initiatives:

- Suspension of all group training sessions, including continuous improvement and safety/health and wellbeing trainings
- Limited in-person meetings
- Minimized travel between facilities
- Expansion of personal space at work – consider spreading out at lunch, spacing out getting coffee, etc.

Each of these initiatives is outlined in greater detail in the document sent out by HR on 03/16. If you have not yet, please read it thoroughly and speak to your supervisor or Human Resources if you have any questions.

If you have company healthcare, and you have not had a chance to do so, please take some time to sign up on [teladoc.com](https://teladoc.com). While practicing physical distancing, you may not want to take your child or yourself to a doctor's office or busy urgent care for an earache or sore throat. During the midst of a child's sickness is not the time to start the sign-up process. Be proactive by doing so now. (See HR Corner)

Other proactive steps you can take include gathering phone numbers that you may need if you or a loved one thinks they have COVID-19 symptoms, such as your primary caregiver's number, your local health department and local hospital number. Other numbers to have on hand are family members who may be willing to take care of your children or parents

if you are sick. We encourage you to consider checking in on extended family members.

Think ahead to what you could do to quarantine a member of your household should they actually contract the virus or feel ill. Do you have a room with a separate bathroom for that person? Do you have cleaning products on hand to disinfect the surfaces and objects they might use?

Obviously, we all need to acquire food and resources from outside our homes. Do so responsibly, practice physical distancing in public. Just don't buy up all the TP! There will be enough for everyone as manufacturing continues! Keep disinfecting wipes in your car to use after pumping gas.

Test out some delivery services you may wish to use at a time when shopping in public may feel like too much exposure. These services will no doubt be overwhelmed as we are seeing with Amazon. Be patient, expect delays everywhere.

At every level, employing patience with each other and demonstrating kindness toward each other will be one of our greatest coping skills during a time of great uncertainty. Make adjustments to your expectations - everyone, everywhere is undergoing stress at this time. Practice all of your stress coping techniques, keep active and by all means go out for a walk in the fresh air. We are here for you and appreciate all you are doing to keep providing families with our safe, effective and natural medicines!

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



# JAY'S JOURNAL



I write this on the twentieth of March, 2020. I bring this timing to your attention because the half-life of theory and opinion right now is about four hours. By the time this is published, it is most likely that this column will be horribly out of date.

I needn't discuss the epidemiology of COVID-19. There are many hypotheses as to how the epidemic will progress. But, without large scale testing, we do not know how many people have contracted the disease, so the calculation of rates is merely a guess.

Instead, I'd like to focus on how we have done so far as a Company. The disruption caused by nearly constant edicts and retractions by governments has whipsawed everyone. News changes rapidly, and officials in government change their minds even more quickly.

Nonetheless, it is a good guess that reducing personal interactions may cut down on the transmission of the virus.

Based on that theory, we have asked anyone who can work from home to do so, and those of you who need to be in our facilities to keep your personal distance and work in small independent groups. Gowning and masking help as well.

Communication by the SHC leadership team has been well done. I hope you feel that you are in the know about company policies and decisions.

I also think we have done the best we can with paid sick leave. It is pretty simple. If you are sick or need to care for a relative who is ill, stay home. We will pay you and adjust the teams. Don't risk your health or your co-workers' health. It simply is not worth it. We have you covered; you will pay your bills.

The company is very interested in what else we can do to help our teams throughout this period. I know that there will be financial disruption as spouses and other wage earners at home may be furloughed. As long as we can, we will do our best to give our team as many hours as we can. We will also be as flexible as we can for you. For some jobs, this is easier than others, particularly if you work in production.

I don't know where this all goes. I have seen relatively benign scenarios and others that are devastating. I can only hope that we stick together

(work in a higher purpose), care for our Hyland's community (work in the care of others), and emerge stronger and better on the other side (do better and be better every day.)

While we are in this, as always, your colleagues and leadership team will do the best we can for you and for each other. That's all we can do.

## IN THE GARDEN...



It seems trite given the existential problems in a pandemic, but in the mid-Atlantic, it is full-throated SPRING. All the fruit trees are blossoming, and when the wind blows, it looks like a flower petal snowfall. The Ospreys and Purple Martins are back, and the bees are coming. At 6:30 this morning, with a seventy-degree breeze from the southwest, Hannah danced in the yard.

There is hope.

Stay safe.



# HUMAN RESOURCE



Are you feeling sick?  
Blue Shield of CA offers  
**TELADOC!**

Need to  
tell a doc?

TELADOC



Get Started with Teladoc

1. **Set up account** - Visit [Teladoc.com/bsc](http://Teladoc.com/bsc)

2. **Provide medical history**

Web: [Teladoc.com/bsc](http://Teladoc.com/bsc)

Mobile: [Teladoc.com/mobile](http://Teladoc.com/mobile) to download the app

Phone: (800) 835-2362

3. **Request a consult**

For more detailed information, a Teledoc flyer can be found in ADP Workforce Now under Library/HR Forms.

Call NurseHelp 24/7 toll free at (877) 304-0504 and talk with a registered nurse anytime you have health related questions.

**If you believe you need emergency care, call 911 or go to your nearest emergency room.**

## NurseHelp 24/7

It's like having a nurse in your home



**Get immediate answers and reliable information about:**

- Minor illnesses and injuries
- Chronic conditions
- Medical tests and medications
- Preventive care

It's like having a trusted nurse in your home whenever you need one. Just call **(877) 304-0504** to talk to a nurse anytime, day or night. This phone number is on your Blue Shield of California ID card for easy reference. If you are hearing-impaired, dial 711 for the relay service in California.

## > Basic Enhanced Employee Assistance Program



Mutual of Omaha's EAP assists employees and their eligible dependents with personal or job-related concerns, including:

- > Emotional well-being
- > Family and relationships
- > Legal and financial matters
- > Healthy lifestyles
- > Work and life transitions

### EAP BENEFITS

- Unlimited telephone access to EAP professionals 24 hours a day, seven days a week
- Telephone assistance and referral
- Service for employees and eligible dependents
- Robust network of licensed mental health professionals
- Three face-to-face sessions\* with a counselor (per household per calendar year)

\*Face-to-face visits can also be used toward legal consultations

\*California Residents: Knox-Keene Statute limits no more than three face-to-face sessions per six-month period per person.

- Legal assistance and financial services
  - Online will preparation
  - Legal library & online forms
  - Telephonic financial consultation
- Resources for:
  - Financial tools & resources
  - Substance abuse and other addictions
  - Dependent and elder care assistance & referral services
- Access to a library of educational articles, handouts and resources via [mutualofomaha.com/eap](http://mutualofomaha.com/eap)

### WHAT TO EXPECT

You can trust your EAP professional to assess your needs and handle your concerns in a confidential, respectful manner. Our goal is to collaborate with you and find solutions that are responsive to your needs.

Your EAP benefits are provided through your employer. There is **no cost** to you for utilizing EAP services. If additional services are needed, your EAP will help locate appropriate resources in your area.

**Don't delay if you need help. Visit**

**[mutualofomaha.com/eap](http://mutualofomaha.com/eap) or call 800-316-2796 for confidential consultation and resource services.**

## Hyland's Family Pride

Alison McPeak, EER Manager in KOP is extra proud of her 11 year old daughter Penny, as she was crowned the title of Petite Ms. All American Dance for her tap solo titled *Over the Rainbow* at The All American Talent Competition. Penny has been dancing since she was three and is a bit of a phenom!



### Welcome **Baby Rafaella!** Congratulations to **Danielle Boyce and her husband Brandon!**

On January 15, Danielle Boyce, brand and private-label manager at Corporate HQ, and her husband Brandon welcomed their precious daughter Rafaella Violet, into the world. She weighed in at 7 lbs 9.7 oz and 18 inches. ❤️



## PET CORNER



In a departure from our usual format, this month we are celebrating pet art and a special artist.

Gina Fletcher, Project Manager in R&D sent us this beautiful art which portrays her daughter Addison, age 12. The art was created by Gina's step daughter Natasha, age 27. This lovely Digitalart painting shows Addison with their pup, Handzus. Follow her on Instagram @tashgabrielle.

Handzus is a ten year old Anatolian Shepherd named after Michal Handzuš, a retired professional Los Angeles Kings hockey player. Addison has been attending Kings games since before she was two and attends a traditional birthday game every March.

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

### Stanton, CA Citizen of the Year Award

Al Ethans, father of **Kay Oliver**, senior new products manager, was honored Feb 29, 2020 as Citizen of the Year in Stanton, California. He served on the City Council for 23 years, serving five terms as the Mayor. He was also on the Youth Neighborhood Task Force, a Lions Club member and past President, OC Vector Control board member. Al was also involved with the local Boys & Girls Club. As a Veteran, Al served 5 years in the Navy and Air Force.

These honors run in the family. His wife, Mavis, was recognized with the same honor in 2017. Kay was honored in 2015 as VIP Woman of the Year Circle by the National Association of Professional Women.



Al Ethans, Carol Warren, City Council member



Kay Oliver, Al Ethans, Renee Ethans, Tom Ethans

## CORONAVIRUS (COVID-19): WE'VE GOT YOU COVERED

At Blue Shield of California, your health is our top concern, especially now. That is why we are waiving applicable costs for screening and doctor-recommended testing for the novel coronavirus (COVID-19). This includes copays, coinsurance, and deductibles. Blue Shield does not require your doctor to obtain prior authorization for COVID-19 screening and testing.

If you have a fever and cough and feel short of breath, we suggest using a virtual care option such as Teladoc or NurseHelp 24/7SM before seeking in-person care. Please also refer to the Centers for Disease Control guidance regarding COVID-19 symptoms. Using virtual care helps reduce the risk of spreading the virus. Through May 31, Blue Shield is covering any applicable costs for Teladoc visits, if Teledoc is available with your plan. NurseHelp 24/7 is also available for eligible members at no additional cost. Log in to your online account to see what benefits your plan covers.

For further questions, don't hesitate to call the customer service number on your Blue Shield member ID card.

Be well,  
Terry Gilliland, MD  
Executive Vice President and Chief Health Officer



### Real people, real results, real gratitude!

We get love letters!

This one is from J. Hofstetter, from Ohio. She was having a lot of trouble with swimmer's ear, including earache and dizziness. She found Hyland's Earache Drops on the drugstore shelf and tried it. She reports immediate, 100% positive results. You can just feel her relief as she describes it. She wanted to let us know how grateful she is for the ear drops and the care we put into making our products.



for

Dear Ed & Madeline,  
My name is Jui Hofstetter of Ashland Ohio and I am a customer of your Hyland's Ear Drops products! As a customer I just wanted to send you a letter letting you know how pleased I am with your product! I have been having some issues with swimmer's ear and I have been having dizziness and earache and I have tried every other over the counter product and nothing worked then I looked on the drugstore shelf and saw your Hyland's Ear Drops and I tried them and they provided instant relief! I was 100% totally and completely pleased with this product! As a customer I wanted to let you know just how wonderful your product is! I am proud of how well this works! Right blend of ingredients!  
No other product has the excellent quality and quantity of Hyland's products!  
Thank you for the caring loyalty and efforts you put into making your products!  
Sincerely,  
Jui Hofstetter

## “Noteworthy”

Connecting Through Music

by Heidi Doucette

Thoughtfully curated song recommendations from your co-workers.

What's on your playlist? What songs motivate you?

What motivates you to get more steps in your day? One thing that certainly motivates me is music!! When I was training to run the Boston Marathon in 2018, I found that I needed to up my game in terms of variety on my playlist. When you're struggling to get the energy to climb that hill, the right music can be just the right thing to get you to the top of Heartbreak Hill. It could also be just what you need to get those extra 1000 steps in to complete your daily step goal!

In trying to find the best song for a running or walking workout, I also find that the following website helps: SongBPM.com. On this website, simply type in your song, and it will tell you the beats per minute of that song. I suggest for most people, a reasonable BPM for walking might be 119 for example "Cake by the Ocean" (Jonas Brothers) or for running, 138 with "Sucker" (Jonas Brothers). Or you could look for another song which is in tune (so punny) with your pace.

Some songs that get me through my run are: "Through the Never" and "Don't Tread on Me" (Metallica), "Castle of Glass" (Linkin Park) and "Bleeding Out" (Imagine Dragons). Whatever song you choose, don't forget to have fun!



"Noteworthy" is a feature suggestion made by Matt Frankl and Heidi Doucette, who think music is a great way to connect people, as well as get motivated. What songs inspire you? What music do you associate with an aspect of life? Do you have a quarantine playlist you want to share? Send your songs, reviews and stories to [beth@hylands.com](mailto:beth@hylands.com).

# WHAT'S NEW IN SUTTON

## New Birthday Tradition

The Sutton staff is trying out a new birthday tradition this year - they will decorate co-workers' desks on their birthday. In February, Maria Royea (right) and Erin Lefevre (below) got to enjoy this special treatment that made their desks an oasis of festivity all day.



## Making It Work

In accordance with physical distancing protocols, on March 16 the Sutton staff started working split shifts; three days on, three days off, limiting the amount of people present and with no mixing of the shifts. Those who are able are working from home. April Greenwood told us "We are definitely keeping busy! Everyone in good spirits so far."



April Greenwood working from home.

Right: Getting fresh air on an off-shift day.



Spreading out in the office.

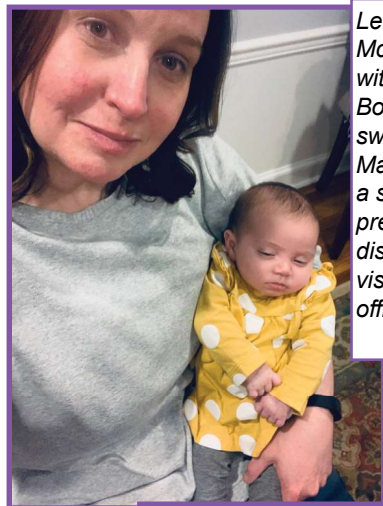


Samantha Davidson and daughter Everly on one of Sam's off-shift days.

## Meanwhile in KOP

### Working Through Trying Times

Much like in Sutton, the staff at KOP are working from home when possible and working in shifts to allow for less people to be on site with greater personal space. Schools are closed and childcare is a challenge in times of social distancing. Orders for our customers and consumer families are shipped by split shifts which include temp workers as well as regular staff.



Left: Alison McPeak with Mary Borneman's sweet baby Maddie on a special pre-social distancing visit to the office.

Hand-washing technique with soap and water



Left: brother/sister duo David Baugher and Alison posted "unique" hand washing songs in all of the KOP bathrooms.



Above: Beth set up to work from home - shown working on the newsletter! "Yoga pants all day long".

KOP sweetheart Jessica Ledgerwood celebrates her birthday on Valentine's Day!



Left: Jessica working from home with her son Ward nearby also 'working from home' doing schoolwork.



by Joyce Keith

**According to the Centers for Disease Control (CDC)** coronavirus disease 2019 (COVID-19) causes respiratory illness and is thought to spread largely through respiratory droplets from coughing and sneezing. It may also be possible to become infected through close personal contact with an infected person by touching or shaking hands or through touching a contaminated surface or object and then touching one's nose, mouth or eyes.

Please know that we are closely monitoring the evolving outbreak of COVID-19, as well as following the latest guidance from the CDC and local authorities.

Below are everyday health, safety and preparedness steps to take now in response to COVID-19 concerns.

### **LIMIT THE SPREAD & PREVENT INFECTION**

- Stay home if you have respiratory symptoms (coughing, sneezing, shortness of breath) and/or a temperature above 100.4 F.
- Leave work if you develop any of these symptoms while in the workplace.
- Avoid close contact with people who are sick.
- Shield coughs and sneezes with a tissue, elbow, or shoulder (not your bare hands).
- Wash your hands frequently with soap and water for at least 20 seconds. Wet your hands with clean running water and then lather them with soap; don't miss the backs of your hands, between your fingers and under your nails. Rinse your hands well with clean running water and dry them with a clean towel or let them air dry.
- If it is not possible to wash your hands with water, you can use a hand sanitizer, but check the label to be sure it contains at least 60 percent alcohol. Squirt the gel onto your palms, rub your hands together, and then rub the gel all over your hands and fingers until your hands are dry. This step should take about 20 seconds as well.

- Avoid touching your eyes, nose or mouth.
- Avoid shaking hands with others to reduce the risk of spreading infection.
- Avoid all nonessential travel (business and personal).
- Limit non-essential in-person conferences and meetings, especially those with international attendees.
- Limit non-essential public events such as concerts, expos, movies, etc.
- Stay healthy and strong by getting enough sleep and eating a nutritious diet.

### **IN THE OFFICE**

- Alcohol-based hand sanitizers and sanitizing wipes will be available throughout the workplace for your use.
- All frequently touched surfaces such as countertops, doorknobs, switches, handles, bathroom sinks, toilets, coffee/vending machines and other surfaces that are commonly touched around the workplace will be cleaned by our Janitorial services (LA Offices).
- Employees are encouraged to wipe down their desks, phones, chairs and other items that are touched frequently.

### **HOME-BASED ACTIONS**

Remind everyone in your household of the importance of practicing everyday actions that help prevent and limit the spread of infection.

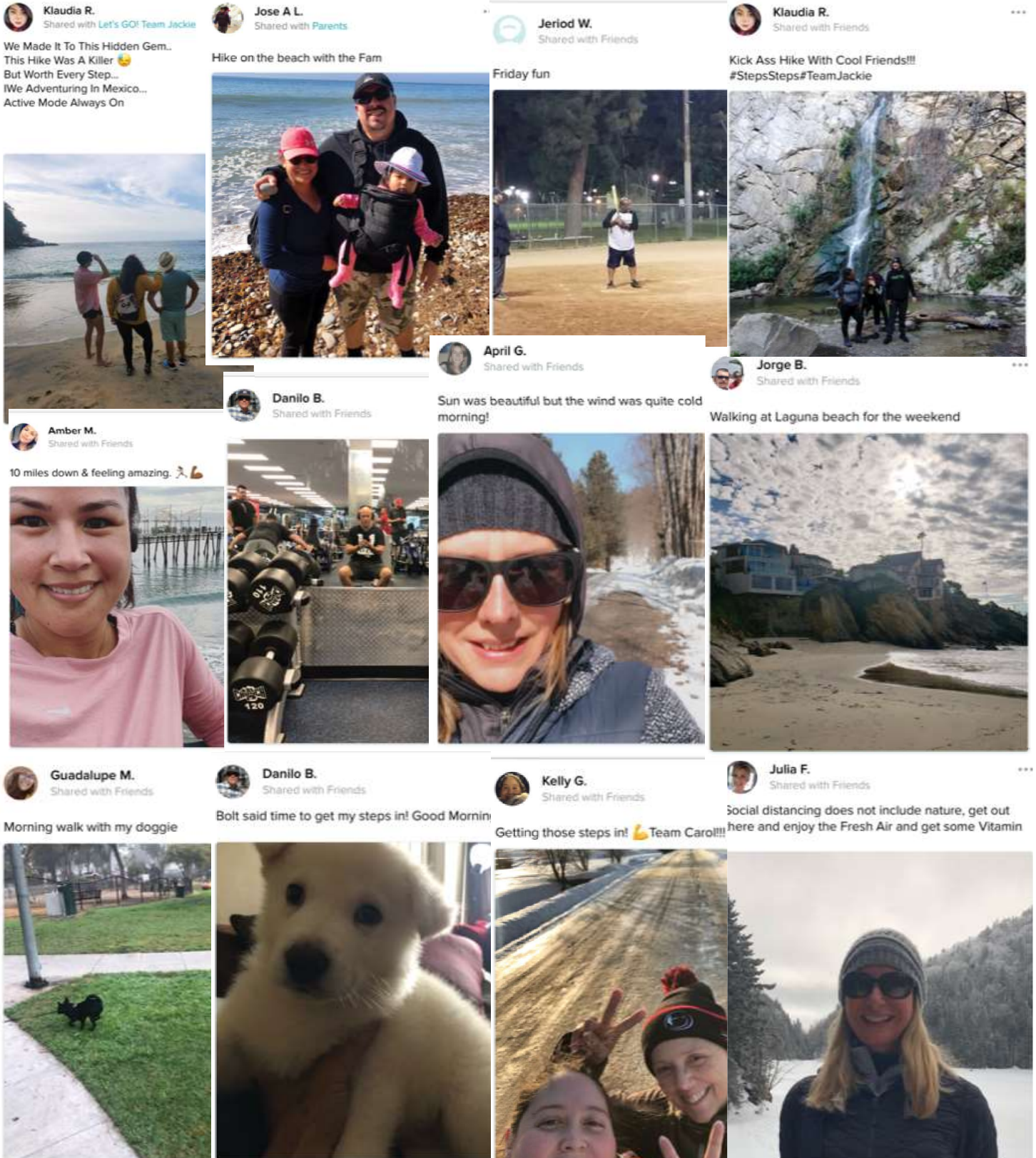
- Avoid close contact with people who are sick.
- Stay home when you are sick, except to get medical care.
- Clean frequently touched surfaces and objects daily.

Remember – Germ Management is key!

For more information, visit the CDC (Center of Disease Control) website at: <https://www.cdc.gov/> or the Public Health Agency of Canada at: <https://www.canada.ca/> and WHO: [www.who.int](http://www.who.int)

# Let's GO! Teams Are Awesome!

We have all heard that the Boston Marathon has been rescheduled. That will change **when** the winner of our challenge goes to Boston, but they will go! These have been a very strange couple of weeks, with media coverage centering mostly on illness, and crisis, but our Let's GO! Fitbit challengers have remained committed to health and remained focused on the challenge. They support each other and cheer on their teams on the Fitbit app. It's really apparent from these posts that our co-workers are really active individuals! They are posting terrific photos of the places they hike and run to, from the gym (when gyms were open), with their families, with their pets and co-workers.



Stay calm and keep up the good work!