

SERVICE AWARDS



Shawn Baird



Jose Barrios



Jesus Garcia



Brian Smith



Wilbur Horner



Jason Perry



Micah Rucker



Cindy Stowell



Buck Moody



Mike Olmstead

NAME	YEARS SERVICE
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Conduit Division

Shawn Baird	25
Jose Barrios	10
Jesus Garcia	10
Brian Smith	10
Wilbur Horner	5
Jason Perry	5
Micah Rucker	5

Robroy Enclosures

Mike Carstens	15
Cindy Stowell	15
Buck Moody	10
Mike Olmstead	10
Darcie Hallock	5
Brian Knoerl	5
Mike Whorley	5



Darcie Hallock



Brian Knoerl



Mike Whorley



theBagpiper

ROBROY INDUSTRIES • VOL. 46; NO. 3 • FALL 2016

Family Forum



For the past few months Robroy has been actively engaged in strategy planning. The emphasis this year is on GROWTH! The operational teams recently met in Dallas, Texas to present objectives for 2020 and their plans to achieve them. We established the mantra...

Learn from the Past, Plan for the Future, Live for the Day.

I am very excited about the outcome of our meetings. Our teams did an excellent job presenting and demonstrated true ownership in achieving their objectives. We will continue to support the principals that have guided us towards operational excellence. We will make the necessary adjustments to enhance our sales. Most importantly, we will ensure a culture committed to the betterment of all associates as a team. Robroy is committed to this strategy. I look forward to 2017 and beyond. We're going to have some fun!

—Rob McIlroy

HEADQUARTERS



KDKA Turkey Fund

For the third year in a row, Headquarters Associates contributed to the KDKA Turkey Fund. This fund supports the Greater Pittsburgh Food Bank and KDKA has participated in this endeavor for more than 34 years. Over one million families in Allegheny and eleven surrounding counties have benefited from this fund. Just \$15.00 supplies a Thanksgiving meal for a needy family.

Associates collected \$490.00 and Robroy Industries matched the donation for a total of \$980.00. Once PNC Bank received the check, the bank matched that amount to make the grand total \$1,960.00 donated by Robroy Headquarters.

A Genuine Steeler Fan

Vijay Kumar, Corporate Controller, comes to Headquarters from time to time on Company business. During one of Vijay's recent visits he attended a Pittsburgh Steelers football game with Rob and Jeff McIlroy and Jeff's son, Peter Jr.

Vijay, an avid Steelers fan, proudly dawned his Antonio Brown Steelers' jersey and cheered the team to a 43-14 victory over the Kansas City Chiefs. Vijay provided good Karma

and cheered throughout the game. Pittsburgh just might need Vijay's help again to ensure the Steelers qualify for the playoffs and potentially win another Super Bowl for the city of Pittsburgh! Last month Pittsburgh could hear the Dallas Cowboy fans cheering all the way from Texas, when they beat the Steelers in the last minutes of the game. So, get back up here to Pittsburgh, Vijay. The team can use your enthusiasm.

Headquarters Audit

Billie Traywick and Nichole Djorjdevic from the Conduit Division in Gilmer came to Verona the week of September 19th to conduct the HR, PR and Accounting audits. The entire office ate lunches together during their visit and several Headquarters Associates took the two ladies to dinner.

On the last night of their visit, dinner was at Atria's Restaurant in O'Hara Township, just across the river from Headquarters. After dinner Anil Kewalramani took the guests on



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## 7 Essential Cybersecurity Phrases

With technology, trendy phrases come and go with the passing of every IT conference and newly released viruses. And when dealing with cyber security, keeping up with them all can mean the survival or demise of a business. To follow are some of the relevant terms that are currently in use.

**Malware:** Malware is a type of virus created for the purpose of destroying or unfairly accessing networks and data.

**Ransomware:** Currently the most popular type of malware is “Ransomware.” It encrypts valuable data until a ransom is paid for its return.

**Intrusion Protection System:** There are several ways to safeguard the network from malware but intrusion protection systems (IPSs) are becoming one of the negotiables. IPSs sit inside the company’s network and look for suspicious and malicious activity that can be halted before it can deploy an exploit or take advantage of a known vulnerability.

**Social Engineering:** Not all types of malware rely solely on fancy computer programming. Majority of attacks require some form of what is called “social engineering” to be successful. Social engineering is the act of tricking other people, rather than computers, into revealing sensitive or guarded information. Complicated software is totally unnecessary if you can just convince potential victims that you’re a security professional who needs their password to secure their systems.

**Phishing:** Phishing is the act of creating an application or website that impersonates a trustworthy, and often well-known business in an attempt to elicit confidential information. Just because you received an email that says it’s from the IRS doesn’t mean it should be taken at face value – always verify the source of any service requesting your sensitive data.

**Zero-day Attacks:** Malware is most dangerous when it has been released but not yet discovered by cybersecurity experts. When a vulnerability is found within a piece of software, vendors will release an update to amend the gap in security. However, if cyber attackers release a piece of malware that has never been seen before, and if that malware exploits one of these holes before the vulnerability is addressed, it is called zero-day attack.



## Headquarters Audit

Continued from page 1



Nicole Djordjevic and Anil prepare to descend from Mt. Washington back to Station Square on the incline trolley cars high above the city of Pittsburgh.

an incline ride to get a better view of Pittsburgh at twilight. Although the trip was work related, everyone enjoyed visiting with the Texas associates and hope they took pleasure in their visit, as well.

It was delightful to see Billie Traywick who, although retired from the Conduit Division, lends a hand to the Conduit Division from time to time.



## COMPANY PICNIC

The Robroy Enclosures Company Picnic always provides an exciting, fun filled adventure for the whole family. Appropriately, Michigan Adventure hosted the picnic again this year. What better way to spend a beautiful summer day than at Michigan’s largest amusement and water park? Robroy Associates benefited from 250 acres of exciting rides, splashed to their hearts’ content and enjoyed good food and great camaraderie.



Buck Moody and family



Larry Larson and family



Jordan Cliff and family



Doug Hill and Jeff Seagle



Dean Childs and family



Chad Cranmer and family



Craig Mitchell and family



Mike Hill and family



Cindy Stowell and family



Belding Band Competition



The Belding Redskins Marching Band

Beautiful weather and a great turnout punctuated the Belding Marching Band’s invitational on October 15th at Rudness Field in Belding. Over 1,000 students and 2,000 spectators watched as 13 bands competed for top honors at the event. The Redskins Band participated, but as host they were unable to compete.

Robroy Enclosures continued their support of the school, the band and the invitational in 2016. Band director Laura Hyler told Robroy, “What you do for our organization is so kind and gracious. We truly appreciate it.”

Michigan Competing Band Association (MBCS) is one of two competitive circuits in Michigan. In MCBA, bands compete with the ultimate goal of competing in MCBA State Finals. Bands are divided into four flights based on school size. The Belding band placed 5th at the November State Finals at Ford Field in Detroit; one and one half points from second place.

HR & Accounting Audit



Billie Traywick and Cindy Stowell renewed a longtime friendship during a recent HR audit.

Nicole Djordjevic and Billie Traywick paid a visit to Robroy Enclosures to perform an HR and Accounting audit.



The Twilight Parade

The weekend-long Labor Day festivities have been a tradition in Belding, Michigan for 111 years. Generations of family members gather to participate in all that the weekend has to offer. From the Twilight Parade on Friday night to the Labor Day Parade on Monday the weekend is filled with activities for all ages: carnival rides, car shows, band performances and fireworks to name a very few of the things to do and see and, of course, there are more choices of food to be consumed than could ever be listed.

The theme for this year was Looney Tunes and Robroy Enclosures Associates dressed to the hilt for the occasion, as they participated in both parade events. The Company again sponsored the Labor Day Parade. The parade crew consisted of:

- Daffy Duck - Deb Sousa, CNC Operator
- Tweety Bird - Tina Taylor, Assembly
- Bugs Bunny - Lacey Taylor (Tina’s daughter)
- Yosemite Sam - Kathy Tissue, Assembly



The Robroy Enclosures Parade Crew



Matt Jackson and family



Sylvester (Denny Stowell - Cindy’s hubby) joined the fun for the Labor Day Parade.

New Hires

Robroy Enclosures hired Devin Butts as a Staff Accountant. After recently graduating from the University of Michigan-Flint with a degree in accounting, Devin and his girlfriend, Torri Hallwood, moved to Western Michigan. They really liked the area and all of the activities that it provides, especially Lake Michigan and downtown Grand Rapids.

Devin lives an active lifestyle that includes mountain biking, video gaming, skiing and programming.



Devin Butts - Accountant I



Carol Houghtaling - Receptionist

Carol Houghtaling has called Western Michigan her home since 1995. Her husband, Paul, shared the best of his home state with her and she fell in love with Michigan and the lifestyle it brings. Carol has extensive experience in customer service and sales administration, which serves her well in her new position at Robroy Enclosures.

Carol fills her free time with activities at her church and fund raising for The Jason Houghtaling Memorial Fund. This fund honors her stepson providing for research to cure children’s cancer. In addition, she values the time she can spend with her stepdaughter, son-in-law and, as she states, her “amazing grandchildren,” Jaycie and Jacoby. Carol’s two golden retrievers send her off to the office each morning and anxiously await her return at the end of her workday.

On May 24th of this year, Jim Hart joined Robroy Enclosures in the position of Maintenance Supervisor after retiring from the Michigan Air

National Guard where he served as a maintenance supervisor/aircraft mechanic.

Born and raised in Battle Creek, Michigan, Jim married his lovely wife, LeAnn, 35 years ago and joined the Air Force in 1984. The Harts have two children, Andy and Amy. Amy and her husband, Matthew, are the parents of Jim’s granddaughters, Annabelle and Abigail.

Welcome, Devin, Carol and Jim. You are wished much success in your new positions at Robroy Enclosures.



Jim Hart - Maintenance Supervisor

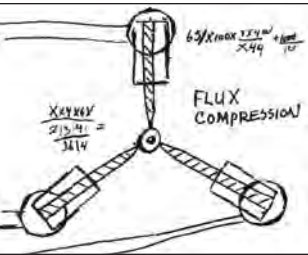
Flu Shots

The Company’s Wellness Program provided flu shots at no charge to all associates on October 21st.

To follow you will find a few facts about the flu and the shots that help to prevent it.

- The influenza virus causes a respiratory disease known as the flu.
- Flu season generally runs from October through May, but the flu can strike at any time.
- It is preferable to obtain a flu shot before the end of October.
- There are few people who should not receive a flu shot and those include babies younger than six months and anyone known to have serious reactions to the flu vaccine.
- It takes up to two weeks to build up an immunity to the flu virus once the vaccine is administered. Therefore, it is possible to contract the flu during those two weeks, which leads people to the false belief that the vaccine can cause the flu. The viruses that are present in the flu vaccine are inactivated and noninfectious.
- Side effects are mild, if any, including soreness at the injection site, a low-grade fever and muscle aches.

The 31st Anniversary of BACK TO THE FUTURE (BTTF) and Stahlin’s own FLUX CAPACITOR



A sketch of the Flux Capacitor.



Yes, the Flux Capacitor was housed in a Stahlin enclosure.

FLUX CAPACITOR TURNS 61? NOVEMBER 5th MARKS 61st ANNIVERSARY FOR BTTF FANS!

Another important date that became part of the BTTF culture was November 5, 1955 — the date in time to which Marty McFly traveled at the beginning of the trilogy’s first film. That particular day in history held a special place in Doc Brown’s heart, because it was the day that he first thought of the flux capacitor being the key to time travel.

“Here’s a red-letter date in the history of science: November 5, 1955. Yes, of course...that was the day I invented time travel. I remember it vividly. I was standing on the edge of





Al Calvi realizes that the Flux Capacitor really had a Stahlin enclosure as it's housing, but Doug Hill and Roger Schroeder knew it all along!

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my toilet hanging a clock, the porcelain was wet, I slipped, hit my head on the edge of the sink. And when I came to I had a revelation, a picture, a picture in my head, a picture of this. This is what makes time travel possible. The flux capacitor," exclaimed Doc Brown. If it was not for that near-death experience and unexpected epiphany on November 5, 1955, Doc Brown would probably have never thought of the flux capacitor in the first place. Without the flux capacitor, there would be no time travel. Without time travel, there would be no *Back to the Future*. Quite a few people have paid tribute to the flux capacitor in one way or another. Therefore, Robroy Enclosures is paying tribute, as well. Without a Stahlin enclosure there would be no flux capacitor!

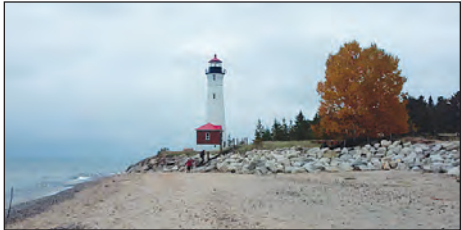
Stahlin Non-Metallic Enclosures: FatBoy Series



The Stahlin FatBoy Series



Below: Crisp Point Lighthouse



A Stahlin Non-Metallic FatBoy Series enclosure protects electrical components at the Crisp Point Lighthouse.

Stahlin's FatBoy series meets unique industry requirements for extra deep enclosures without significantly increasing the length and width of the enclosure. The FatBoy clamshell-styled enclosure provides equidistant capacity in both the cover and base. The series employs a flange mount base for ease of installation, a stainless steel full-length hinge and a stainless steel securing latch. Door clearance to the installed equipment must be considered, when specifying this enclosure. The demands for cover mounted components such as DIN facings or multiple contact pushbuttons are met with ample depth from the cover or with substantial height for panel mounted components.

Crisp Point Lighthouse is one of five Lake Superior US Life Saving Service Stations in Michigan. Built in 1875, this lighthouse is located between Munising and Whitefish Point. The doors of the lighthouse closed in 1992, but in 2012 the US Coast Guard allowed the operation of its light to resume by approving a Private Aids to Navigation (PATON) permit to be issued. A new 300mm LED marine light was installed and in May of 2013 operation as a seasonal PATON began. One of Stahlin's non-metallic FatBoy enclosures protects the electrical controls at the historic lighthouse along Michigan's Lake Superior coastline.

Congratulations

Congratulations to Buck Moody's wife, Amy, who graduated from Montcalm Community College in May. Amy was a past SHIELD scholarship recipient and has finally made her dream come true. She is now employed at the Michigan Department of Corrections as a registered nurse. Best wishes, Amy, for a wonderful new career.



Amy Moody RN

HALLOWEEN IN MICHIGAN



Dressing-up for Halloween is fun and creativity always abounds. Robroy Enclosures Associates submitted photos of some of the creativity that occurred in their families this year.



Cindy Stowell's granddaughter, Cora, and grandson, Charlie (left)



Buck Moody's grandchildren



Carol Houghtaling's grandchildren, Jaycie and Jacoby



The Ayers family - Christina, Dan, Alexis and Alyssa



Dale Davis' grandson, Lyon



Joe Michutka's daughter, Katie



Kiesha Coon's daughter, Kayli



Pat Kelly



Pat Kelly's grandsons



Summer Intern

Tolulope Akinbile, currently attending UT Tyler, served as an intern in the Engineering Department. He began his internship in August and it concluded in December. He worked to complete a number of projects with an emphasis on improving efficiency and reducing cost. His projects have included eliminating non-value added steps, completing time studies and managing engineering change notes.



Tolulope Akinbile - Summer Intern



First Place!

Tolu placed first in the National Research Competition of the Association of Technology, Management and Applied Engineering in Orlando, Florida on November 3, 2016. His research dealt with the application of Lean Six Sigma methodology to productivity in the food industry. The paper will be published in a peer-reviewed journal in 2017.

Tolu recently became Lean Six Sigma Black Belt certified. "What is that?" you might ask. Is it a martial art? Lean Six Sigma is a methodology that relies on a team effort to improve performance by systemati-

cally removing waste, combining lean manufacturing and Six Sigma to eliminate eight kinds of waste in a business environment: transportation, inventory, motion, waiting, over production, over processing, defects and skills (abbreviated as TIMWOODS). Now you may be asking, "What is Six Sigma?" Six Sigma utilizes a set of techniques and tools for process improvement introduced by engineer Bill Smith while working at Motorola in 1986. Jack Welch made Six Sigma central to his business strategy at General Electric in 1995. Today, it is used in many industrial sectors.

Headquarters Audit



Billie and Nicole viewed Pittsburgh from the city's highest point.

Nicole Djordjevic and Billie Traywick can tell you first hand that Pittsburgh is not that dirty old steel town any more. Google and Amazon now have a large presence in the city, as well as Bauer, FedEx, Dick's Sporting Goods and American Eagle Outfitters to name a few. It is a small city compared to Dallas, Chicago or New York, but boasts having all of the venues of a big metropolis, just on a smaller scale.

These ladies traveled to Pittsburgh to spend time at Headquarters in Verona, Pennsylvania September 19th through the 21st. Their mission was to perform a Company audit, as was noted in an article in the Headquarters' section of this issue. Anil Kewalramani played host and showed them around the town.



Nicole and Anil pose outside the Mt. Washington station of the Duquesne Incline with the city of Pittsburgh in the background.



Deborah Ford retired with 24 years of service to Robroy Industries. Her retirement bon voyage party has been postponed due to a recent surgery. Her colleagues, who are anxious to celebrate her entrance into retirement with her, wish Deborah a complete and speedy recovery.



"You may kiss the bride!"



Ready for the big day.



Mr. & Mrs. Myka Loritsch

Wedding and Familymoon

Nichole Djordjevic, Accountant, and Myka Loritsch were married on September 24th. The couple opted for a familymoon (as opposed to a honeymoon) in Disney World with their daughters Gracee (9) and Elizabeth (2).



What a fabulous Familymoon! By the way - Myka, Headquarters Associates approve of your Steeler shirt!



Gracee gets a big hug from Cinderella.

AT&T Stadium



The Dallas Cowboys locker room was a stop on the tour of AT&T Stadium.

Tabitha Austin and her son Kody visited AT&T Stadium - the home of the Dallas Cowboys. Kody's 5th grade football team played on the stadium field and enjoyed a tour of the stadium, including the Cowboy's locker room.

P2S Golf Invitational



P2S celebrated its 25th anniversary this year and Robroy Industries, along with Corrosion College, sponsored a tee at their 20th Annual Golf Invitational. This golf outing provides an opportunity for the company to show their appreciation to clients, vendors and friends and this year's event took place at Coyote Hills Golf Course in Fullerton, California on September 30th. In addition to their tee sponsorship, the Conduit Division donated an iWatch, as one of the tournament raffle prizes.

P2S participated in Corrosion College and the company has retained a working relationship with Robroy Industries.



Gottcha!



Is that a Whataburger bag, Steve?



You need to put two hands on that big burger!

Steve Voelzke is noted for being a very healthy eater and a great example to the rest of his colleagues. However, one afternoon not so long ago, Steve was caught eating a burger from Whataburger and the event was well worth documenting!

Whataburger has been around since 1950 and proudly serves a “bigger, better burger” that takes two hands to hold. There are 790 Whataburgers across the country and they are open 24/7. They make every burger to order from 100% pure beef. That’s healthy, right, Steve?

Fire Extinguisher Training

It is hoped that a fire extinguisher will never need to be used at the Conduit Division or in the homes of their associates. However, if the need arises, Robroy Associates are well trained and ready for the task.

Periodically, all Conduit Division Associates, both office and production personnel, receive fire extinguisher training. The training includes classroom and hands-on instruction in the proper use of equipment used to extinguish fires.



Employees gathered outside the plant in Gilmer to receive instruction on the proper use of a fire extinguisher.

Health Fair



“Sign in and grab a Health Fair Passport.”

During the October 12th Health Fair, bananas apples and other fruit snacks were offered to the participants as they completed health risk assessment forms and proceeded to screening stations. The fair offered flu shots, lab work, biometric data and more.

Good Shepherd Medical Center conducted the Health Fair for associates from Conduit Division locations and Duoline Technologies. The large conference room at the Conduit Division in Gilmer became a busy screening facility and everyone received Wellness Jackpot cards for their participation. Mammograms were available on November 2nd.



Healthy fruit snacks were served.



A lot of screening choices were made available.

Charitable Giving



Conduit Division representatives presented their donation to the Boys and Girls Club of America.



The Boys and Girls Club of America provides a wholesome environment for children to learn, grow and have fun.

The Conduit Division continues to provide charitable donations throughout the year. In August, Robroy Associates provided school supplies and cleaning products, as well as a monetary donation, to the Boys and Girls Club of America in Tyler, Texas. Bobby Hubbard (Production), Tabitha Austin (HR Support) and Eric Greear (Plant Manager) personally presented the Robroy donation to the organization.

A thank you note from 4 Life Animal Rescue was received for a donation recently made to the organization.



Thank you so much for your generous donation to our rescue. We could not continue to save the lives of abandoned pets without friends like you.

Regard 4 Life Animal Rescue  
Karleen Reeves

Spot Award

Robroy encourages all employees to be alert at all times and to report anything out of the ordinary. Such diligence is rewarded with a “Spot Award.”

Tony Williams received a \$100 Spot Award on October 5th for his quick response on the Bondline. While working on the line, Tony observed a discoloration in the plastisol that was flowing into the Bondline drip tank. He immediately notified supervision and it was discovered that there was contamination in the plastisol tote in use at that time. Further examination uncovered similar contamination of five additional totes in storage.

Tony’s attention to detail helped the Company avoid potentially catastrophic downtime and quality issues at the Bondline. Great work, Tony!



Tony Williams received recognition for discovering a problem on the Bondline.





## CONDUIT DIVISION

### Company Picnic

On July 30th the Conduit Division and Duoline Associates gathered to celebrate a good old-fashioned company picnic mixed with a few modern day amenities. Help arrived early to set-up tents and amusements for the kids. Then the fun began.

The activities included tugs of war for kids and adults, sack races, three-legged races, face painting, a bake-off contest and, of course, great picnic fare - burgers and dogs!



Set-up



On your mark....



Men and women, boys and girls, everyone participated!



get set, GO!



3-legged races



Hey! Wait for me!



The Bake-off judges had a tough job, but ultimately came up with a winner.



Face painting was a big "draw."



Management manned the grills.



It's surely not a real picnic without burgers and hot dogs!



After the picnic all leftovers were taken to Hiway 80 Rescue Mission Ministries.

All of the leftover food was donated to Hiway 80 Rescue Mission Ministries. This organization provides meals to 120 people daily.

### Service Awards

These photos are of a few recent award recipients:



Sarah Brooks - 10 years



Brandon Keel - 10 years



Brian Smith - 10 years



Micah Rucker - 5 years

Service Awards are presented to those associates celebrating their second year anniversary and all other anniversaries in increments of five years (5, 10, 15, etc.). Employees with these anniversaries are afforded the opportunity to choose a gift for their service to the Company.



Shawn Thibodeaux - 5 years



Baby Shower



Joe and Emily Farmer with lots of well wishes and presents from Joe's colleagues.

The Duoline Associates hosted a baby shower for Joe Farmer, Plant Manager, and his wife, Emily, on July 27th. The Duoline lunchroom was stacked with presents for the expectant parents who were anticipating the arrival of a little girl in August.

Promotion

On August 10th Joe Farmer received a promotion to the position of Plant Manager. Joe has been a Duoline Associate since October of 2013, when he accepted the position of Manufacturing Engineer for the Company. As a mechanical engineer with experience as a product engineer, coupled with three years experience at the Duoline facility, Joe should have much success in his new position. Congratulations, Joe.



Joe Farmer - Plant Manager



Casey Hathaway presented AJ Singer with a gift card.

Employment Referral

Casey Hathaway, Operations Supervisor, presented AJ Singer, Production Associate, with a \$25 gift card for referring a potential employee to the Company.

More from the Company Picnic



RECIPE



Burger in a Bowl - Cheeseburger Soup

This dish freezes well and can also be used as a dip with tortilla chips!

- 1lb. ground beef
- 4 tbsp. butter
- ¾ c. chopped onion
- ¾ c. shredded carrots
- ¾ c. diced celery
- 1 tsp. dried basil
- 1 tsp. dried parsley flakes
- 4 c. cubed potatoes (peeled)
- 3 c. chicken broth
- ¼ c. all-purpose flour
- 16 oz. Velveeta cheese cubed
- 1 ½ c. milk
- ¼ tsp. pepper
- ¼ c. sour cream

In a large saucepan over medium heat, cook and crumble beef until no longer pink, then drain and set aside. In the same saucepan, melt 1 tbsp of butter over medium heat. Sauté onion, carrots, celery, basil and parsley until tender - about 10 minutes. Add potatoes, beef and broth and bring to a boil. Reduce heat, simmer covered until potatoes are tender -10-12 minutes.

In a small skillet melt remaining butter. Add flour, cook and stir until bubbly - 3-5 minutes. Add mixture to the soup and bring to a boil. Cook and stir 2 minutes. Reduce heat to low. Stir in cheese, milk, salt and pepper and cook until cheese melts. Remove from heat and blend in sour cream.

1 cup serving = 450 calories, 27g fat (15 sat fat), 100mg cholesterol, 1,421mg sodium, 33g carbs (8g sugars, 3g fiber), 19g protein

Benefits Bulletin Board

Reliance Insurance Network offers a number of free services. One of the free benefits from Reliance Standard is a counseling service.

The loss of a loved one is painful and affects us emotionally. Professional assistance can be very helpful in allowing you to move on through your grief with the rest of your life. Reliance Standard provides access to a toll-free counseling service available to all household members who experience the loss of a loved one.

Health Management Systems of America (HMSA) provides these services at no charge to you. You can reach the HMSA network 24 hours a day, 7 days a week and 365 days a year by calling their toll free number: 1-800-961-3007.

In addition to the above service, access to HMSA's network of legal and financial advisors is available to all household members through the same toll-free number. It is important to note that all of these services are 100% confidential. All requests for any assistance or information shared between the household member and counselor remains strictly confidential.

A Counseling Service: a time to grieve... a time to heal.



We realize that losing someone can cause painful and emotional feelings. This is the time when professional assistance can be helpful in allowing you to move on with your life.

Receiving Assistance

Though you may not suffer lasting effects from a loss, you may benefit from the assistance of talking with a professional counselor experienced in dealing with grief and loss.

Reliance Standard offers access to a toll-free counseling service to all household members who experience the loss of a loved one.

Professional counselors who are experienced with the human emotions associated with the death of a loved one are available to help those who want to reach out.

Please be aware that these counseling services are available to you free of charge through Health Management Systems of America (HMSA).

About HMSA

HMSA has been providing professional leadership and quality Mental and Behavioral Health Care services for private industry, health care institutions, school systems, and federal, state and government entities for over 30 years.

HMSA's staff is comprised of mental health professionals and administrators with doctoral or master-level degrees.

Also Available

Access to HMSA's network of legal and financial advisors is available to all household members through the same toll-free number.

Is This Confidential?

Yes. All requests for any assistance or information shared between the household member and counselor is kept strictly confidential.

For Information or Assistance

For confidential, personal assistance, please call the toll-free number for counseling:

- 24 hours a day
- 7 days a week
- 365 days a year

1-800-961-3007

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Administered by: Health Management Systems of America

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