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Mr. McConnell
Mr. Benziger

In re: Armstrong Cork Company

In re: COOPERATION OF OUR CLAIM DEPARTMENT

Mr. Custer remarked that he guards our Group Insurance very jealously and is always alert to stimulate feeling of good will between M. L. I. and the certificateholder. As an example he mentioned a case of a Pittsburgh employee. He said that the woman was on leave of absence during pregnancy. Through an error of Armstrong Cork her Group Insurance was cancelled.

When the employee made application for her sick benefit and the error was discovered, Mr. Custer wrote to our Home Office explaining the case and the employee was reinstated.

Mr. Custer said that he was very much pleased with the splendid cooperation received from us and he considers a case of this sort the means of establishing good will between the certificateholders and our Company.

In re: SURVEY OF LANCASTER PLANT FOR INDUSTRIAL HEALTH HAZARD

Miss Brenner informed me that Mr. Keen, the Company's Safety Engineer, had met our Doctor McConnell at a recent National Safety Conference and had discussed with Doctor McConnell the possibility of arranging for a plant survey for lead hazard.

Miss Brenner said that as far as the Company knew, there was no lead used in the Manufacture, but that there had been a discussion of a possible lead hazard and the Company wished to refute the statement.

NOTE - Apropos of the above during my conference with Miss Miller, R.N., Director of Lancaster Visiting Nurse Association, she called to my attention that during the past year and within six months' time, four Armstrong Cork employees had died of a respiratory disease.

Doctor Fisher, the Company's doctor, diagnosed one case as Pneumoconiosis. All of the employees worked in the oxidising department.

I did not discuss the above with Miss Brenner

METROPOLITAN LIFE INSURANCE COMPANY

MEMORANDUM FROM NURSE'S REPORT

Dr. Mc Connell
Industrial Health & Safety Bureau
To: Mr. Bensiger
Office 2nd Vice-Pres. Kavanagh

Date: November 9, 1934

From: Dr. Lanza

In Re:- Armstrong Cork Company

Address:- Liberty and Mary Sts.
Lancaster, Pa.

Business:- Mfg. floor covering & cork products

Number of Employees:- Over 2000

Visited By:- Hortense E. Gruber

Date:- October 9, 1934

Interviewed Mr. W. D. Custer, Personnel Mgr.
Miss M. Brenner, R.N., Company Nurse

The following is quoted from report of service visit:

"Both Mr. Custer and Miss Brenner, R.N., Company's nurse, were very cordial and recalled my previous visit.

I talked with Mr. Custer in his office and with Miss Brenner in the Medical Department.

Appreciation for our Nursing Service was expressed by Mr. Custer and Miss Brenner.

Mr. Custer said: "I know the service is satisfactory as no complaints have been brought to my attention."

He further stated that through his department Armstrong Cork strives to give the employee every consideration and mentioned especially the service of a special nurse to the very ill employee. Mr. Custer said that when he deems it necessary he wishes the sick employees to receive this attention.

Miss Brenner spends the entire morning visiting the absentees and refers to our nurse immediately anyone whom she considers needing Nursing Care.

Miss Brenner has been with the Company for fourteen years and Mr. Custer highly commended her services.