

A M E R I C A N   D R U G   S T O R E S

# PEOPLE

VOLUME 20, No. 3

FEBRUARY 15, 1996



(Above) Fred Ream of store #3126 Santa Ana, CA.



(Above) Mary Knaup of store #2044 Great Falls, MT.



(Above) Frances Nguyen of store #3303 Anaheim, CA.

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## Team Effort Goes a Long Way!

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# Changing Times .... People On The Move



Dave Addington



Angela Bean



Dawn Blank



Deana Childrey



Dick Cook



Gary Fee



Karen Gustafson



Otis Jones



Karen Nagios



Neil Oishi



Jeff Rapp



Brian Redmond



Dan Salemi



Lee Sennett



James Stewart



Larry Trippiedi



Brian Weichert

**Dave Addington** has accepted the position of marketing manager at 1818 Oak Brook, IL. Dave started as a management trainee at #874 Muncie, IN. He later served as assistant manager (#922 Wenatcher, WA), operating manager (#927 Boise, ID, #501 Cheyenne, WY, #503 Grand Junction, CO), general manager (#513 Laramie, WY, #479 Mishawaka, IN, #894 Elkhart, IN), and market manager (#967 Manchester, NH). Dave most recently held the position of category manager at 1818 Oak Brook, IL.

**Angela Bean** has been named pharmacy manager at #320 Rochester, NH. Angela started as a pharmacist at #997 Dover, NH, and most recently served as a pharmacist at #320.

**Dawn Blank** has been named pharmacy manager at #2362 Indianapolis, IN. Dawn started as a pharmacy student technician at #880 West Lafayette, IN, and most recently

served as a staff pharmacist at #2362.

**Deana Childrey** has accepted the position of shop manager at 1818 Oak Brook, IL. Deana started as assistant service manager for Jewel Food Stores. She later served as supervisor (#2178 Kansas City, MO), district systems coordinator (Overland Park, KS), and pricing specialist (1818 Oak Brook, IL). Deana most recently held the position of shop supervisor at 1818 Oak Brook, IL.

**Dick Cook** has been named general manager at #819 Springfield, IL. Dick started as assistant manager (#448 Iowa City, IA, #2216 Omaha, NE, #2129 Omaha, NE), and later served as operating manager (#2214 Omaha, NE, #881 Clinton, IA, #409 Moline, IL, #876 Springfield, IL).

**Gary Fee** has accepted the position of director of distribution for the Chicago Distribution Center in Elk Grove, IL. Gary started as a manager

trainee for Eisner Food Store. He later served as assistant manager, store manager, distribution perishable operations manager, and distribution manager for Eisner Food Store. He then served as plant manager for Jewel Food Stores and most recently held the position of manager of Chicago Distribution operations in Elk Grove, IL.

**Karen Gustafson** has been named pharmacy manager at #994 Easton, MA. Karen most recently served as a pharmacist at #994 Easton, MA.

**Otis Jones** has been named general manager at #636 Chicago, IL. Otis started as a management trainee at #611 Chicago. He later served as assistant manager (#34 Clarendon Hills, #43 Chicago), and operating manager (#636 Chicago, #680 Dolton, #677 Chicago, #657 Chicago, #666 Country-side). All locations are in Illinois.

**Karen Nagios** has been named pharmacy manager at #326 Bedford,

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# Changing Times ... People On The Move, con't

NH. Karen started as a pharmacy intern at #954 Kittery, ME and also served as a pharmacy intern at #988 East Boston, MA and #967 Manchester, NH. She most recently served as an undistributed pharmacist, also at #967.

Neil Oishi has accepted the position of ad seasonal manager at the Anaheim Distribution Center. Neil started as a clerk at #3049 Los Angeles. He later served as assistant manager (#3153 Marina Del Rey), operating manager (#3233 Hawthorne, #3209 Santa Monica, #3077 Los Angeles), and general manager (#3271 Riverside, #3287 Chino). All locations are in California.

Jeff Rapp has been named general manager at #420 Marinette, WI. Jeff started as a management trainee at #461 Freeport, IL. He later served as assistant manager (#461 Freeport, IL, #420 Marinette, WI), and operating manager (#408 Green Bay, WI, #414 Green Bay, WI).

Brian Redmond has been named general manager at #2408 Kansas City, MO. Brian started as a clerk at #2156 St. Joseph, MO. He later served as assistant manager (#2189 Kansas City, KS), and operating manager (#2181 Kansas City, KS, #2179 Kansas City, MO, #2188 Independence, MO, #2186 Overland Park, KS, #2174 Kansas City, MO).

Dan Salemi has accepted the position of director of managed health care operations and pharmacy procurement in Salt Lake City. Dan started as a staff pharmacist at #865 Elgin, IL. He later served as pharmacy manager (#854 Elgin, IL), pharmacy pricing manager (1818 Oak Brook, IL), data integrity manager (1818 Oak Brook, IL), pharmaceutical buyer (1818 Oak Brook, IL), and most recently held the position of director, trade relations - Rx America in Salt Lake City.

Lee Sennett has accepted the position of basic inventory manager at 1818 Oak Brook, IL. Lee started as a management trainee at #623 Wood Dale, IL. He later served as assistant manager (#57 Lombard, IL, #697 Wheaton, IL), operating manager (#359 Texarkana, TX, #3275 San Diego, CA), manager, pricing and planograms, Western Region (Anaheim, CA), and general manager (#3273 San Diego, CA, #3041 San Diego, CA). Lee most recently held the position of ad/seasonal distribution manager in Anaheim, CA.

James Stewart is the management recruiter at 1818 Oak Brook, IL. James started as assistant manager at #617 Naperville, IL. He later served as operating manager (#89 Lisle, IL, #603 Bolingbrook, IL, #20 Woodridge, IL, #19 Wheaton, IL), and general manager (#616 North Riverside, IL, #636 Chicago, IL).

Larry Trippiedi has accepted the

position of director of professional services and compliance at 2100 Oak Brook, IL. Larry started as a pharmacist at #34 Clarendon Hills, IL and also served as a pharmacist at #54 Downers Grove, IL, #695 Downers Grove, IL, and #690 Darien, IL. He later served as pharmacy return coordinator (Elk Grove, IL), manager, drug repackaging (Crest Photo, Elgin, IL), manager, pharmacy pricing (1818 Oak Brook, IL), and most recently held the position of manager, professional services and compliance at 2100 Oak Brook, IL.

Brian Weichert has accepted the position of manager, ad/seasonal at the Chicago Distribution Center in Elk Grove, IL. Brian started as a management trainee at #15 Franklin Park, IL. He later served as assistant manager (#635 Forest Park, IL, #39 Chicago, IL), operating manager (#282 Chicago, IL), assistant sales promotion manager (1818 Oak Brook, IL), manager, lifestyle marketing (1818 Oak Brook, IL), manager, space management projects (1818 Oak Brook, IL), manager, process redesign (1818 Oak Brook, IL), manager, warehouse inventory processes (1818 Oak Brook, IL), and most recently held the position of logistics analyst at 1818 Oak Brook, IL.

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## Congratulations Retirees!



**Wayne Brown,**  
**#3038 Buena Park, CA**  
**30 Years**



**Dorothy Berger**  
**#854 Elgin, IL**  
**24 Years**



# Support American Heart Month - Fight Heart Disease and Stroke

## Part II - Questions Most Commonly Asked About Heart Attack and Stroke

**C**ardiovascular disease, the No. 1 killer in the United States today, is responsible for about 925,000 American deaths each year. Today, nearly 59 million Americans (one in four) have some form of cardiovascular disease, ranging from congenital heart defects to high blood pressure and hardening of the arteries. Because they have cardiovascular disease, they are at high risk of disability or death. A large percentage of victims who die suddenly of coronary heart disease show no previous evidence of the disease. Heart attack and stroke can happen to anyone, at any age, at any time.

Learn to recognize the warning signs of a heart attack and stroke and to respond quickly by seeking immediate medical help. It is a national tragedy that so many who die might have lived if they, or someone close to them, had only known what to do.

**Q:** "What is a heart attack?"

**A:** Coronary atherosclerosis causes a heart attack. It is a slow process that can go on for years without causing any symptoms. Fat-like deposits made of cholesterol and other substances build up in the inner walls of the arteries leading to the heart and eventually narrow them so that less blood, and therefore less oxygen, flows to the heart. When less blood, and less oxygen, flows to the heart, the heart muscle may be damaged. If a blood clot forms in a narrowed artery and completely blocks the blood flow, part of the heart dies and a heart attack results.

**Q:** "Why is getting immediate medical help so important?"

**A:** In the case of a heart attack, the longer blood does not flow to the heart, the longer it is deprived of oxygen. When the heart muscle is deprived of oxygen, it dies. Doctors have a saying among themselves, "time is muscle." Medical personnel can administer thrombolytic drugs, which open up the arteries and release the flow of blood. These drugs have their maximum effectiveness within the first two

hours of a heart attack. Those who wait too long to get medical help, but survive their attack, may find their remaining years and quality of life drastically reduced because only a portion of their heart is still alive and able to pump the blood their body needs.

**Q:** "What is ventricular fibrillation?"

**A:** Also, during the early stages of a heart attack the body often experiences electrical instability leading to rapid, irregular contractions of the heart called ventricular fibrillation. This can lead to sudden death. If the victim gets to the hospital quickly, ventricular fibrillation can be monitored and in a high percentage of cases, stopped, and reversed. The more time that goes by, the harder it is to stop.

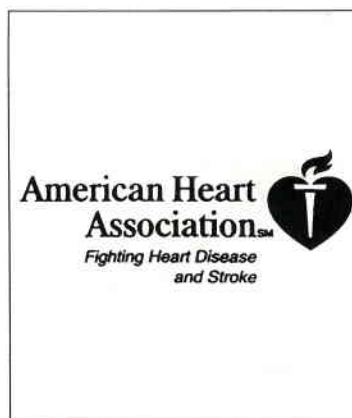
**Q:** "Don't a lot of people mistake the pains in their chest for indigestion?"

**A:** It is very common for heart attack victims to deny they're having a heart attack. The average heart attack victim waits at least one hour before getting help. In fact, if you're with someone showing the signs of a heart attack, expect a denial. The thought of having a heart attack is scary - many people don't want to face that possibility. Also, they may be afraid to risk the embarrassment of a "false alarm." As a result, they delay getting help by ignoring their symptoms or rationalizing that "it's just indigestion."

**Q:** "What are the warning signs of a stroke?"

**A:** Common signals of a stroke are sudden weakness or numbness on one side of the body; loss of speech or trouble talking or understanding others; sudden dimness or loss of vision, particularly in one eye; sudden, severe headaches with no apparent cause and unexplained dizziness, unsteadiness or sudden falls, especially along with any of the symptoms mentioned above.

**Q:** "What is a TIA?"



**A:** Sometimes a major stroke is preceded by Transient Ischemic Attacks (TIAs) or "little strokes" which produce symptoms like those of a major stroke, except that they last for only a very short time. These "little strokes" can occur days, weeks or months before a severe stroke and should be considered warning signals. Prompt medical or surgical attention to these symptoms can prevent a major stroke. TIAs can be treated with drugs that inhibit clots from forming.

**Q:** "How important is time in getting medical help in the event of a stroke?"

**A:** With stroke, "time is brain tissue." The longer the brain is deprived of oxygen, the greater the risk of death or debilitation, i.e., loss of intellectual function, speech and body mobility due to paralysis). Medical personnel can help stabilize a stroke victim and monitor his or her vital signs. They can also check for any traumas to the head and neck the victim may have incurred in a fall during the stroke and be there to respond if the patient has a seizure, loses consciousness or goes into respiratory arrest (which can then lead to coronary arrest and death).

**W**atch for Part III in the next issue of People magazine.

# Knowing Your Benefits . . .

## COBRA Continuation Coverage

American Drug Stores has many benefit plans set up in the best interest of its associates. Many of these plans are geared toward future planning and preparation. These benefits are designed to assure associates that their futures can be well planned and secure. For example, ASRE is designed to help you save for your future wants and needs as you head toward your retirement years.

The Benefits Administration Department would like you to know about a federal regulation that was set up with your future in mind. It is called COBRA, for Consolidated Omnibus Budget Reconciliation Act. Benefits Administration receives many calls about COBRA and would like to share some of the facts about it and make everyone aware of its availability.

COBRA assures you continuous health care coverage in the event that you lose your group health coverage because of a reduction in hours of employment or the termination of your employment (for reasons other than gross misconduct on your part). COBRA is also

available to your covered dependents in the event of a divorce or legal separation of you and your spouse, or in the event that a covered dependent child no longer meets the definition of dependent under the health plan. COBRA provides the continuation of health care services while you and/or your eligible family members are in transition to other health care coverage. COBRA is a continuation of the same plan you are currently under as an active employee. Many companies have a waiting period before insurance coverage is active and COBRA helps bridge that gap.

The purpose of COBRA is to keep you and/or your covered family members insured, thereby making life easier while in transition to other insurance coverage. COBRA is temporary, lasting up to 18 or 36 months (depending on the qualifying event) from the date coverage was lost. COBRA enrollment information is automatically generated and mailed to your home address upon loss of coverage due to reduction of work hours or separation from our company. In the event of a divorce,

separation or a dependent becoming overage, the associate or dependent must request COBRA information from Benefits Administration. You and/or your covered dependent have 60 days from the date of notification or the date coverage is lost to enroll. It is retroactive to the date coverage was lost, so coverage is continuous.

COBRA is offered at company cost to eligible plan members. The cost is substantially higher than your current contribution for health care, but because of our group rate, is generally much lower than similar coverage purchased outright in the industry. COBRA members must discontinue coverage once enrolled with a new insurance provider unless a pre-existing condition exists which would require keeping the COBRA coverage in force until the waiting period under the new plan is satisfied.

If you have any further questions about COBRA coverage, you may call the BENEFITS HOTLINE at 1-800-423-2232.

## ASRE INVESTMENT RESULTS

### ASRE Funds

#### Annualized Returns at 12/31/95:

	<u>Safety</u>	<u>Fixed</u>	<u>Regular</u>	<u>All Equity</u>	<u>ASC Stock</u>
One Year	6.8%	16.8%	25.0%	27.0%	1.7%
Three Years	4.6%	7.7%	13.0%	14.8%	8.9%
Five Years	5.3%	9.3%	14.0%	15.2%	16.4%
Ten Years	N/A	9.7%	13.2%	N/A	7.2%

#### Calendar Year Annual Returns:

1995	6.8%	16.8%	25.0%	27.0%	1.7%
1994	3.6%	-4.7%	-1.0%	0.5%	27.0%
1993	3.5%	12.0%	16.6%	18.4%	0.1%
1992	4.7%	6.8%	6.6%	4.7%	31.5%
1991	8.1%	17.0%	25.2%	28.2%	25.8%



# Ask Dick Davis

**Q:** *"I've noticed that nearly every film customer ordering reprints ultimately ends up either spending entirely too much of their valuable time struggling to see which number is for which negative or which negatives are the ones they want or don't want developed, enlarged or made into slides, etc. It seems to be especially hard for our senior customers whose eyesight isn't quite as sharp as it once was. Eventually, the customer usually gives up and either marks down the wrong negative number or asks one of the associates for assistance. We are more than happy to take the time to help them but sometimes we are very busy and it does take time away from our other customers. I would like to suggest that we install on top of the film drops, a small light bar with an on/off switch so that the film customers could simply lay their negative strips on this light bar and then very easily read the number of their negatives. It would be fairly inexpensive to do and would not only be a very nice convenience to our customers, but it would also save the associate's time that is being taken away from the other customers."* **Gail Halden, #3824 Claremont, CA**

**A:** We currently have over 200 of our stores with a negative viewer installed into the photo counter. Approximately two years ago, we discontinued installing this device because our operation group felt it was not being used with a lot of frequency. If you feel strongly that it would enhance customer service, please have your manager contact your Crest Photo coordinator for a mobile negative viewer.

The photo industry does recognize the difficulty of reading negative numbers. A "new camera format" will

be released in the month of May. This new format will eliminate negative strips and will allow our customers to reorder reprints, enlargements, etc., through a photo index print. Additional information concerning this "new camera format" will be shared by our photo shop group in the near future.

**Q:** *"Originally, because of pharmacy business, we were open for holidays. The pharmacy has not been opened the last two holidays. Why?"* **Anonymous**

**A:** We look to operate our pharmacy and store hours to best meet the shopping and health care needs of our customers. We will adjust these hours, up or down, based on historical data, sales, and customer traffic. Additionally, we will use our 24 hour network to service these needs, and this may mean stores & pharmacies around these 24 hour stores may not be open on a particular holiday because the community needs can be directed effectively to the one location.

For example, Christmas Day 1995, American Drug Stores had a variety of open hours: we had one store where the store and pharmacy were opened 24 hours, we had two stores where the stores were open 24 hours and the pharmacies were open from 10 a.m. to 6 p.m., we had three stores where the stores were open from 8 a.m. - 6 p.m. and the pharmacies were open from 10 a.m. - 6 p.m., and we had four stores where the stores were open from 8-6 but the pharmacies were closed. We then look at the results and determine the best operating hours for the next Christmas day. The other major holiday operating hours are determined in the same way."

**Q:** *"A survey was taken asking associates for ways to*



*improve American Stores, etc. I realize computation of data takes time but I'm curious of the suggestions, etc. from both sides."* **Elaine Plohocki, #48 Chicago, IL**

**A:** More than 1,300 Jewel/Osco associates responded to the request for ideas about things that Jewel and Osco could do together to better serve customers. Leo J. Shapiro & Associates have tabulated all the responses and summarized the feedback. We are now in the process of reviewing these results and will begin implementing as many ideas as we can. Many excellent ideas were received and a thank-you note was sent to over 900 associates who gave their name and store address.

Do you have any questions about the business for Dick Davis? If so, jot them down and watch for future issues of PEOPLE magazine for the answer. Return your questions either via backdoor mail to PEOPLE, 1818 Oak Brook, or via e-mail to PEOPLE.

**Q:** \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Name:  
 Location:



## Private Label Introduces the New "Multi-Purpose" Gift Box

Our "Private Brands" Gift Box was first introduced in mid-1995. The Gift Box was developed to be used for a variety of events such as Store Grand Openings, Pharmacy Buy-Outs, Health Fairs, Recruiting, NewComer programs, and Neighborhood Marketing. As of today, American Drug Stores has successfully distributed over 6,200 Gift Boxes.

The original Gift Box, introduced in 1995, was imprinted with an attractive design and a message that read "A Gift From Your Osco Pharmacist." The box is filled with a variety of private label merchandise that includes Cotton Swabs, Mouthwash, Dental Floss, Lip Balm, Vitamin C, Pocket Tissue, Cough Drops, Emery Boards, etc. This Gift Box includes 14 different items that are over a \$20.00 value, and is offered to our customers as a complimentary gift!

To help kickoff 1996, the Gift Box has been re-designed as the program has grown exceptionally fast. The new Private Label Gift Box has new gift wrap style graphics which



proudly emphasizes our "Quality Guaranteed" logo. The message

on the front of the Gift Box has been



(Above) Our new multi-purpose Gift Box.

modified to say "A Gift From The Pharmacist Who Cares."

Incorporated into the design are the Osco, Sav-on, Lucky, and Acme names to help identify all of our pharmacy markets. This universal design will allow the Gift Box program to grow into all markets. By late Spring of this year, the Gift Box will be available containing merchandise with the new Sav-on Brand for the West. For the East, the new Gift Box will continue to be filled with Osco Brand goodies.

With the positive customer responses that we have received since the original Gift Box was introduced in 1995, the new Gift Box promises to enhance our customer awareness of the Osco and Sav-on Brands as we continue towards achieving our Private Brands goals.

## Cover Story

*I wish to express my gratitude that your company employs such fine employees.*

*I live in California and have an 18 year old daughter living in Montana. Last Sunday, she called very early in the morning from the emergency room of a local hospital. She needed several prescriptions filled immediately. I informed her I had no way to help her, but I knew there was an Osco Drug store in the town she was in. I called my local Sav-on, #3303 Anaheim, CA, and spoke to the manager, Mr. Freddie Ream who was very helpful. When I met with him that morning, he introduced me to Ms. Frances Nguyen, the pharmacist. Together, they made arrangements that allowed my daughter to get her prescriptions. I also wish to thank Mary Knaup, the pharmacy technician at store #2044 Great Falls, MT. Mary indicated she would be able to work it out where my daughter could continue to get her prescriptions filled. This is very important since she suffers from asthma.*

*Again, thank you and your very wonderful and helpful employees. And you really can count on "People who care."*

*Sincerely,*

*Keith Bird*

**Be sure to watch for more exciting additions and events in Private Brands during 1996!**

# ADS' 1996 Scholarship Award Program

## Attention Students:

Applications are currently being accepted and must be received by your divisional director of human resources by March 8, 1996. Completed forms may be either faxed or sent to the following locations:

**Central/Chicago:** Jeanne Sargent (Central)  
Jean Baranowski (Chicago)  
2100 Swift Drive  
Oak Brook, IL 60521  
(708) 572-2848 (Fax)

**Eastern:** Margie Glikas  
12 Alfred St., Ste. 100  
Woburn, MA 01801  
(617) 932-0910 (Fax)

**LA/SW:** Monique Biale (LA)  
Evelyn Fabela (SW)  
1500 S. Anaheim Blvd.  
Anaheim, CA 92805-0017

**Offices/** Nada Tobar  
**Facilities:** 1818 Swift Drive  
Oak Brook, IL 60521  
(708) 571-7963

The scholarship winners will be selected in June and will appear in a future issue of PEOPLE magazine.

## American Drug Stores 1996 Scholarship Award Program

*I would like to apply for (check one):*

☐ Scholarship program for high school students  
☐ Scholarship program for college students

**Name:** \_\_\_\_\_

**Work Location:** \_\_\_\_\_ **Position:** \_\_\_\_\_

**Home Address:** \_\_\_\_\_

**City:** \_\_\_\_\_ **State:** \_\_\_\_\_ **Zip:** \_\_\_\_\_

**Telephone:** (\_\_\_\_) \_\_\_\_\_

**Social Security Number:** \_\_\_\_\_

**High School:** \_\_\_\_\_

**Graduation Date:** \_\_\_\_\_

**College (will be or are currently attending):** \_\_\_\_\_

**Current year in college (if applicable):** \_\_\_\_\_

**Hours Completed by 5/96:** \_\_\_\_\_

**Degree Sought:** \_\_\_\_\_

Send or fax this completed form to your divisional director of human resources' attention by March 8, 1996. A complete packet of application materials will then be sent back to you. This application may be photocopied.

## Thought for the Day!

"The pessimist sees difficulty in every opportunity. The optimist sees opportunity in every difficulty."

Winston Churchill

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EDITORIAL

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