

January 15, 1993

People



A Publication for American Drug Stores People

Christmas Roundup

3295 holds toy drive; children decorate 692

With the generous assistance of customers and associates, store 3295 LaJolla, Calif. held a holiday "Toys for Tots" drive that collected more than 800 toys at the store.

Held from Nov. 28 through Dec. 21, the drive was coordinated by Marines from nearby Camp Pendleton in the San Diego suburb of Oceanside. Stores at 11 other shopping centers in the San Diego area also participated in the drive.

The toys collected at the store were deposited into a box that was built by crew members. Measuring 6 feet high, 4 feet wide and 4 feet deep, the box was covered with decorative paper, bows, small toys, as well as "Toys for Tots" posters.

Mike Gavin, general manager at 3295, proudly mentions that of 43 merchants located in the store's shopping center, his store clearly gathered the most toys. "We had one hundred percent participation rate among people at this store. All fifty-four associ-

ates either purchased a toy here, or brought one in for the drive. Our drop-off box also was selected as being the most creative at our shopping center."

Mike relates how one regular store customer went on a toy buying spree, filling about three shopping carts full of toys and spending about \$150. "About four or five other regular customers also spent about one hundred dollars each to buy toys for the drive. It was great to see the people really get behind this. At the same time, we experienced a big increase in toy sales."



Members of the crew at 3295 LaJolla, Calif. wait for the toys that were donated at their store during a "Toys for Tots" drive to be picked up by the Marines. The store collected more than 800 toys.

In recognition of their efforts, the Marines and the shopping center's property managers catered a lunch at the store for the crew Jan. 8. Mike adds that he plans on making the drive "bigger and better" next year.



Shown above with children from the Euclid School are (middle back) General Manager Tim Zielinski and Clerk Larry Chapman (right).

To help decorate the Christmas trees at their store, the crew at 692 Mount Prospect, Ill. recruited about 33 children from a local grammar school.

According to Associate Lynn Rakestraw, the suggestion to have the children decorate some trees at the store was originally made by General Manager Tim Zielinski. Barbara Petty, the store's head camera clerk, contacted Euclid School to arrange for the children to visit the store and decorate the trees.

The children used ornaments and decorations they made as part of an after school program. To help say thanks to the children, they were treated to a small party featuring juice, cookies, candy canes and Christmas music. "All the children were very excited and had a

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People on the Move

Recently named

Mark Panzer has been named director of sales at 1818 Oak Brook. Mark most recently was district manager for District 3, Eastern region.

Darnell Allen is the new district manager for District 3 of the Eastern region. He most recently served as human resource manager for the Chicago region.

Dave Biderman is the new human resource manager for the Chicago region at 2100 Oak Brook. Dave most recently was human resource manager for the Central region.

Peggy Pfaltzgraff is the new human resource manager for the Central region at 2100 Oak Brook. Peggy had been regional customer service manager for the Chicago, Central and Eastern regions.

Jim Fraser will serve as buyer, health category, at 1818 Oak Brook. Jim had been sales development manager.

John Leslie has been named associate district loss prevention manager for Districts 3 and 5 of the Central region. John most recently was a store auditor at 2100 Oak Brook.

John Ramsey has accepted the position of assistant production supervisor at the Chicago Distribution Center (CDC). John most recently served as a foreman at CDC.

Anna Kuprianczyk

will serve as the general manager at 643 Chicago, Ill., our second downtown Chicago store. Anna began as a management trainee at 201 Chicago, where she also later was assistant manager. Anna also was assistant manager at 632 Chicago, where she later became assistant general manager. She also served as assistant general manager at 618 Chicago and most recently 644 Chicago. All locations in Illinois.



Tim Higgins is the new general manager at 255 Chicago, Ill. Tim started with us as a clerk, supervisor and later management trainee at 690 Darien, Ill. He also was a management trainee at 9 Naperville, Ill. He later served as assistant manager at 681 Chicago and 20 Woodridge, Ill. Tim was assistant general manager at 896 Joliet, Ill. and 179 Dyer, Ind. He most recently served as assistant general manager at 155 Munster, Ind.



Ron Horwart has accepted the position of district manager for District 15 of the Southwest region. Ron started with us as a pharmacist at 804 Rockford, Ill. He was assistant manager at 816 Joliet, Ill. and later was assistant general manager at 811 Danville, Ill. and 951 Dorchester, Mass. Ron became general manager at 958 W. Roxbury, Mass. and later served as market manager at 984 Stoughton and 977 South Boston, both in Massachusetts. Ron then was regional pharmacy manager for the Eastern region before most recently serving as operations manager for the Eastern region.



Brian Benson has been named new store set-up coordinator for the Los Angeles and Southwest regions at the Anaheim regional office. Brian began his career with us as a clerk, supervisor and management trainee at 3327 Pomona, Calif. He was assistant manager at 3173 Upland and 3221 Riverside. Brian became assistant general manager at 3028 Murrieta and 3024 Rancho Cucamonga. He most recently served as assistant general manager at 3173 Upland. All locations in California.



Ron Yeaton has accepted the position of regional operations manager for the Eastern region. Ron began with us as a management trainee at 951 Dorchester, Mass. He was assistant manager at 953 Laconia, N.H., where he also later was assistant general manager. Ron also served as assistant general manager at 965 Lynn, Mass. and 964 Rutland, Vt. He was general manager at 971 Saugus, Mass., 981 Danvers, Mass., 973 Portsmouth, N.H., 997 Dover, N.H. and 966 Woburn, N.H. Ron then became market manager at 966 before most recently serving as human resource manager for the Eastern region.



Ron Cardarelli will serve as the new regional human resource manager for the Eastern region. Ron began his career with us as a management trainee at 905 Quincy. He was assistant manager at 902 Brighton. Ron later served as assistant general manager at 905 Quincy, 962 Hyde Park and 958 W. Roxbury. He became general manager at 962 Hyde Park, a position he also later held at 958 W. Roxbury and 908 Hingham. Ron most recently served as market manager at 905 Quincy. All locations in Massachusetts.



Correction

In the *People on the Move* section of the Dec. 23, 1992 issue, the name of Ron Horwart was misspelled.

We regret this error.

Help available through the use of the EAP

The stress of everyday life can get to us all from time to time. It's then that we appreciate having someone to talk to and help us feel better about our situation, or figure out how to overcome a problem.

For American Stores Health Care Plan members and associates eligible to participate in this plan, professional human service counseling is as close as a phone call through the use of the Employee Assistance Program (EAP). Even if you decided not to participate in the American Stores Health Care Plan, you may still take advantage of the EAP (provided you are eligible to enroll in the health care plan).

The EAP is a confidential, professional counseling service designed to provide you with the support and assistance you need when life's problems become overwhelming. Assistance is available for a wide range of personal problems, including alcoholism, drug dependence, AIDS, problems on the job, problems with children, and difficulties finding child or elder care.

To reach the EAP, all you have to do is call **1-800-442-4079**. A trained EAP staff member will answer your call and obtain information needed to refer you to a trained counselor. When calling the EAP, you will need to:

1. Identify yourself as an American Store Company associate.
2. Provide you name, social security number, telephone number and address. (Remember, this is a confidential service. This information is for use by the EAP only.)
3. Describe the type of problem for which you need help.

It is important to remember that if you call the EAP, the company will not be notified of your call unless you request it. The private discussions you have with your EAP counselor will not be disclosed to anyone, except with



your written permission or as required by law.

Local counseling offices are located away from your work location, and appointments can usually be scheduled during non-work hours.

The EAP provides you and your covered family members with up to eight counseling sessions at no cost to you.

When you call the local EAP office and discuss your situation with the counselor you were referred to, the counselor may help you work through your problem on the phone. If you need further assistance, you can make an appointment to meet with a counselor to assess your situation.

The EAP is operated by a company known as Human Affairs International. This company is one of the largest and most experienced providers of counseling services in the nation, and is used by many employers throughout the country.

Here are some common questions about EAP and their answers.

Q. What is an employee assistance program?

A. This type of program is a confidential counseling/referral service provided to eligible associates and their eligible dependents. This service is prepaid by your employer.

Q. What can it do for me?

A. The program is designed to help associates with the types of problems that we all may occasionally have. These problems also can affect job performance unless they are treated promptly and professionally.

Q. What kinds of problems can the EAP help me with?

A. Specifically, the program is geared to assist with problems involving marital difficulties, family stress, alcoholism, drug abuse and emotional health. While some associates may be able to handle these kinds of problems by themselves, your employer recognizes there are other people who may need professional assistance,

but cannot find the help they need.

Q. How is the program being administered to assure confidentiality?

A. Human Affairs International is an independent organization of professionally licensed social workers, psychologists and counselors who conduct similar programs for a number of companies. Their effectiveness and reputation are built on their ability to aid associates in dealing with personal problems and their integrity in protecting the confidentiality of associates and family members, subject to applicable laws.

Q. How do I contact the EAP?

A. Simply call **1-800-442-4079** to access service 24 hours a day, seven days a week.

Q. What will the EAP cost me?

A. The counseling and referral service by Human Affairs is paid for by the company. Should a particular situation be referred to a doctor, psychiatrist, psychologist, social worker or other professional for additional help, the costs of these services may be covered by your group insurance plan. (For American Stores Health Plan members, mental health and substance abuse coverage is available after one year of being a plan member.)

The EAP is an important part of your health care plan coverage. If you have additional questions about EAP, contact the EAP or your benefits representative by calling the toll-free Benefits Hotline number posted at your work location.

Around our company

Day care group visits 2139 pharmacy



Eleven students and three teachers from an area day care school recently visited store 2139 Quincy, Ill. The students received a tour of the pharmacy. Shown above are the children and teachers with Pharmacy Manager John Montegna (standing behind counter).

Children decorate trees at store 692

Continued from front cover

great time decorating the trees," Lynn explains.

Once decorated, the trees were proudly displayed in the store's cosmetic department. A sign also was placed in the store's window that advertised the children's decorating efforts. "All the kids were very proud of themselves and with the help of our employees and managers, everything went real well."

Some aspiring pharmacists had the opportunity to see first hand what occurs at a pharmacy during a recent visit to store 2139 Quincy, Ill.

Eleven students and three teachers from an area day care center were guests of the store's pharmacy as part of a parental "show and tell" program. "Each child was asked if the day care class could visit their parent's work place," explains Pharmacy Technician Karen Brothers. Karen's daughter is a member of the day care class.

Pharmacy Manager John Montegna

provided a tour of the pharmacy and showed the students how a pill counter works. The students counted with the pill counter up to 100.

John also demonstrated how the antibiotic liquid Amoxil, which the students recognized as being something they have taken, is formed by combining the powder form of the antibiotic with water. Each student also mixed two different creams together and placed it in a jar.

In recognition of the visit, each student received a ruler, Osco balloon, coloring book and crayons. The class also was treated to refreshments.

Newest Vision Store opens Dec. 9 as 2037 Phoenix, Ariz.

Congratulations to the store crew at 2037 Peoria, Ariz. upon their store's Dec. 9 grand opening. This store is our newest Arizona Vision Store, and is approximately 9,000 sq. feet in size.

On hand for the ceremonies (see photo at right) were General Manager Thomas Porter, Assistant General Manager Brett Goolsby, Pharmacy Manager Terri Goroski, and District Manager Tom Dieterle. According to Brett, grand opening week sales were about \$62,000. (Photo by Mike Eckles)



Couple honored at long service luncheon

Five hundred and fifty - that was the total number of years of service for 30 associates being honored at a recent District 4, Central region Long Service Luncheon.

The luncheon was held in Kansas City, Mo. and featured associates receiving recognition for their contributions to our company over the years. Due to geographic considerations, separate District 4 long service luncheons were held for associates in the Springfield, Mo. and Wichita, Kan. markets.

Among those being honored at the Kansas City luncheon were Don and Eva Bell. Don is the pharmacy manager at 2168 Kansas City, Mo. and has served with our company for 36 years. Eva is a merchandise assistant at 2178 Kansas City, and was recognized for 35 years of service at the luncheon.

With a combined total of 71 years of service, Don and Eva trace their relationship back to a former Katz Drug store (currently store 2174) in Kansas City.

As told by Gloria Kaskel from the district office, Don and Eva both worked in the store's pharmacy. "Eva worked as a pharmacy technician, while Don was a pharmacist. At the time they met, their relationship outside of work consisted of shared rides to and from work occasionally. Eva's brother would drive her to work, and when he could not make it, Don would

pick Eva up."

Like any relationship, there are various moments that stick out and are remembered for many years. The same is true for Eva and Don. "One incident that Eva still has not lived down to this day is one day when Eva was driving, she picked up Don in the morning and took him to work. That

evening when it was time to leave, Eva forgot that she had driven Don to work and left the store without him. But the story has a happy ending. As soon as Eva realized that she had forgotten Don, she went back to get him!"

Don eventually got transferred to other Katz stores. "It was at a second Katz location that Don's store manager suggested to him that he call Eva for a date. Approximately one and one-half years had gone by since they had worked together. Eva accepted, which began their courtship. They later got married in 1969."

When asked about the time Eva left the store without him, Don replied, "I didn't know she had already left the store. I thought she was simply working late."



Among those being honored for long service at a recent Kansas City luncheon were Eva and Don Bell. The couple first met while working together in the pharmacy of a Katz Drug store.

"That evening when it was time to leave, Eva forgot that she had driven Don to work and left the store without him. But the story has a happy ending. As soon as Eva realized that she had forgotten Don, she went back to get him!"

One of the best New Year's resolutions

With the new year upon us, many people have made such resolutions as eating better and exercising more. Why not resolve to submit an article for publication in *People*?

It's easy. Simply write down a brief description of what happened at your store or work location and send it via backdoor mail to the address shown in the box at right. Be sure to include your name, title and work location in case we need further information, along with any photos.



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Anaheim associates get large Christmas greeting



We've heard of unique holiday greeting cards before, but this is really different. Associates from our Anaheim, Calif. support facilities received the Christmas greeting shown above from Sav-

on Executive Vice President and Chief Operating Officer Dick Davis while enroute to a holiday party.

Dick explains that the large billboard was located near where the party was held in City of Industry, Calif., and

was visible to all people attending the party. "It was definitely a topic of discussion with people as they arrived."

The billboard was donated by Patrick Media and remained up for four days.

★ The first customer service all-stars of 1993! ★

To Whom It May Concern,

Recently I took two pills of a medication when I was only suppose to take one. (I had just received upsetting news and I wasn't paying attention to what I was doing.) When I realized what I had done, I called our Osco pharmacy (Store 177) in Highland Ind. and spoke to the **Pharmacist Noel Cusick**. I told him my name and what medication it was and what I had done. He told me what to expect.

A few days later I got a phone call from Noel asking how I was feeling. He has always been most helpful when I've had questions and always explains the medication when we have a prescription filled. But this occasion was far beyond the call of duty.

Thank you for employing Noel - he deserves a raise!

Mrs. E. Martin



Pharmacy Manager Noel Cusick, 177 Highland, Ind.

Dear Manager at 2304 Mesa, Ariz.,

My husband and I trade at this Osco store quite often. All the employees are wonderful and helpful. But there is one very outstanding employee--(**Assistant Manager) Art Martinez**.

Art truly is an asset to your wonderful organization. We will continue to shop at your great store.

Mr. and Mrs. Stephen Mede
Sun Lakes, Ariz.



Assistant Manager Art Martinez, 2304 Mesa, Ariz.