



# OSCO PEOPLE

October 25, 1984

Promoting Osco  
with Friendliness  
See Page 8

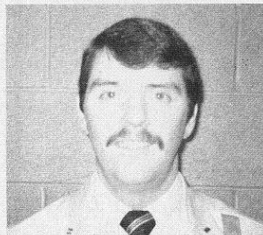


# What's New?

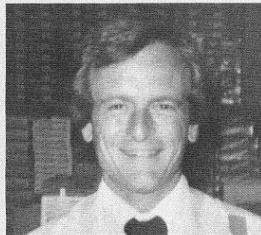
## New Store Managers



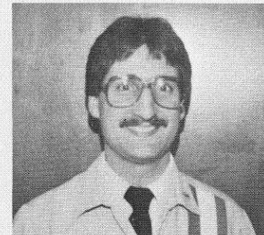
**ROBERT MAREK** is the new store manager at 820 LaCrosse, Wis. Bob began with Osco as a management trainee at 408 Green Bay, Wis. He was a 2nd assistant at 414 Green Bay and a 1st assistant at 846 Albert Lea, Minn., 897 Loves Park, Ill., 831 Rockford, Ill., 848 Rockford, and again at 897 Loves Park. He has a bachelor of science degree in business administration from the University of South Dakota. Bob, and his wife, Diane, have a two year old daughter, Elizabeth. Bob enjoys golf and tennis.



**JIM SULLIVAN** is the new store manager at 877 Champaign. He began with Osco as a pharmacist at 432 Macomb. He was a 2nd assistant at 432 Macomb and 457 Sterling. He was a 1st assistant at 457 Sterling, 887 Urbana and 412 Champaign. Jim graduated from the University of Iowa's College of Pharmacy in Iowa City, Iowa. He is married to Mary Sullivan, who is merchandising assistant manager at 892 Champaign. All store locations are in Illinois.

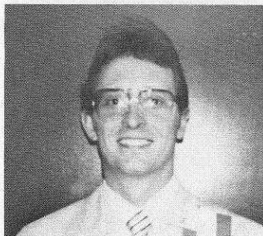


**PATRICK CARR** is the new store manager at 504 Pasco, Wash. He began with Osco as a management trainee at 926 Great Falls, Mont. He was a 2nd assistant at 922 Wenatchee, Wash., and a 1st assistant at 927 Boise, Idaho, 932 Boise, and 922 Wenatchee. He has a bachelor of science degree in business administration from the University of Montana in Missoula. Pat and his wife, Barb, have two children, a daughter, Tracy and a son, Kelly.



**TIM SAUER** is the new store manager at 861 Bettendorf, Iowa. He began his Osco career as a management trainee at 804 Rockford, Ill. He was a 2nd assistant at 877 Champaign, Ill., and a 1st assistant at 445 Mishawaka, Ind., and 763 and 761, both in Indianapolis, Ind. He has a bachelor of science degree in business administration from Loras College in Dubuque, Iowa. Tim and his wife, Sandy, are expecting their first child in February.

## Changing Times



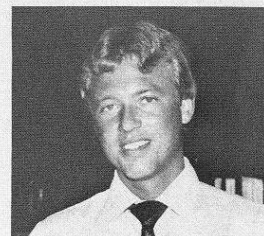
**JEFF HAMMONTREE** is the new store manager at 401 South Bend, Ind. Jeff began with Osco as a part-time clerk while attending Indiana State University. He was a management trainee and 2nd assistant at 767 Indianapolis, and a 1st assistant at 449, 847, and 876, all located in Springfield, Ill. Jeff has a bachelor of science degree in business administration. He has a wife, Terri and new baby daughter, Malori.



**BRIAN MARCO** has been named liquor scanning coordinator. He began his career with Osco as a part-timer at 866 Joliet. He was a management trainee at 893 Joliet and a 2nd assistant at 141 Woodstock, 886 Romeoville, and 893 Joliet. He was a 1st assistant at 893 Joliet. Brian has a bachelor of science degree in marketing from Marquette University in Milwaukee, Wis. He resides in Joliet. All locations are in Illinois.



**DOMINIC MATTUCCI** has been named liquor scanning coordinator. He began with Osco as a management trainee at 690 Darien. He was a 2nd assistant at 20 Woodridge. He has a bachelor of business administration degree in marketing from Loyola University in Chicago. Dominic and his wife, Kim, and their new baby son, Matthew, reside in Downers Grove. All locations are in Illinois.



**TOM ROSENBERGER** has been named liquor scanning coordinator. He began with Osco as a management trainee at 679 Park Forest. He was a 2nd assistant at 60 Palos Heights. Tom has a bachelor of science degree in administrative sciences from Southern Illinois University in Carbondale. He resides in Tinley Park. All locations are in Illinois.



# Business

## Puzzling Challenge

# Solve The Osco Crossword Game

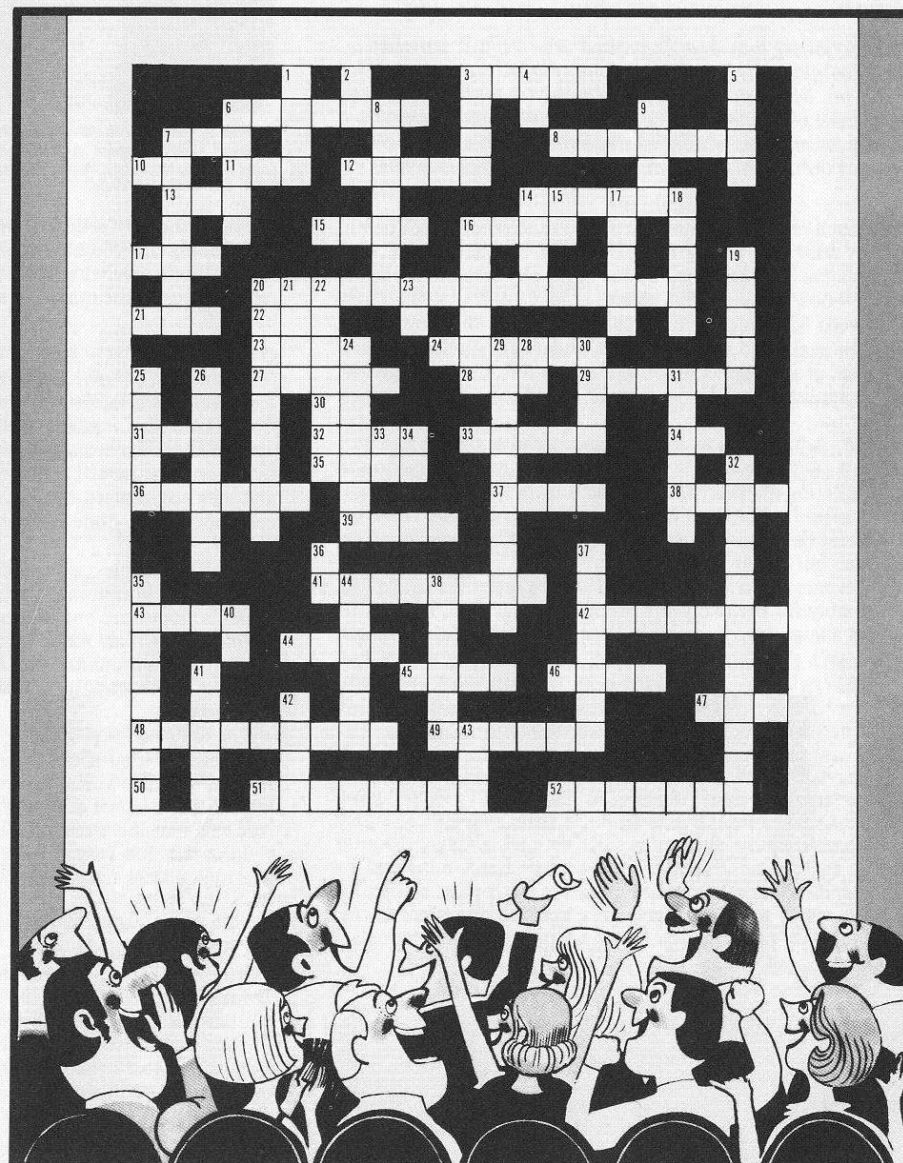
Here's your chance to test your Osco knowledge. Figure out the answers to the clues below, and put them in the appropriate spot on the crossword puzzle. Good luck! Answers are on page 12.

### Down

1. Nightly chore
2. Customer greeting
3. Chip color
4. \_\_\_\_\_ Off counts
5. Osco's computer office information system
6. \_\_\_\_\_ change artist
7. \_\_\_\_\_ label
8. Destroyed 402 Lafayette
9. \_\_\_\_\_ -o-gram
14. Compacted boxes
15. Preposition
16. 1984 big news
17. Examination of policies
18. Photo plant
19. Newsletter series; Health \_\_\_\_\_
20. Benefits plan feature
21. Mother company headquarters; location
22. Bachelor of \_\_\_\_\_
23. Cleaner; Love \_\_\_\_\_ Carpet
24. Prolonged shortage of product
25. Result of 1983 Goal 5
26. Type of drug
28. Nurse (abbrev.)
29. No product (3 words)
30. Electronic Point of Sale (abbrev.)
31. Approximately 2.4% of 1983 sales
32. Popular doll (2 words)
33. Newspaper \_\_\_\_\_
34. Personal computer (abbrev.)
35. Contest; Photo \_\_\_\_\_
36. \_\_\_\_\_, OQ
37. Osco Region with 8 states
38. Group of stores
40. Boss man (abbrev.)
41. Sister company
42. Grocery chain
43. Easter candy
44. Order beginning

### Across

3. \_\_\_\_\_ margin
6. Pharmacy \_\_\_\_\_ circles
7. Price look-up code (abbrev.)
8. Record sales
10. Writes prescriptions (abbrev.)
11. Some Osco's sell this frozen item
12. New store \_\_\_\_\_ opening
13. Osco Drug \_\_\_\_\_
14. Self-service photo counter
15. Dial; \_\_\_\_\_ bar
16. Food store commodity
17. Popular deodorant



20. Emphasis of Goal 7 (2 words)
21. Seasonal or basic arrangement
22. Drugs not requiring prescription
23. \_\_\_\_\_ Out
24. President
27. Assistant mgr., 881 Clinton
28. Aisle
29. Company newsletter
30. \_\_\_\_\_ Smoking

31. Type of liquor
32. Student award program (abbrev.)
33. Company symbols
34. Order quantity (abbrev.)
35. Warehouse (abbrev.)
36. Unaccountable loss
37. To check without keys
38. Provides clothing (abbrev.)
39. Holds merchandise
41. Core area
42. American leader (include

- 1st initial)
43. Shipment
44. Tax structure in Illinois
45. Pallet
46. Big seller
47. United \_\_\_\_\_
48. Take count
49. Ordering apparatus
51. \_\_\_\_\_ people; key to obtaining results
52. Northern Illinois Osco location



# People

## Special Treatment a Test of Courage Step Toward Death Leads to Recovery

*The following articles are reprinted from "Life," a magazine, published quarterly for the community of Lincoln, Nebraska by Bryan Memorial Hospital. Special thanks to Suzanne McMasters, communication specialist at the hospital, who wrote the articles and was willing to share them with us. The article concerns John Juhl, store manager at 946 Lincoln, Neb.*

To reach recovery, John Juhl had to touch the edge of death. John Juhl is a young man, 37 years old. His battle with leukemia has been described by one of his physicians as a "nearly picture book" case to this point.

Between May and October 1983, John was diagnosed with leukemia, achieved remission, and underwent a relatively new treatment procedure hopefully to conquer the disease altogether. To accomplish that, he went through "hell" and came very near death.

At 36, John Juhl was a lucky, successful man. He had survived an 18 month tour in Vietnam and achieved a position as the marketing manager for the four Lincoln Osco Drug Company stores. He has a loving wife, LaVonne, and two children, Angie and Cliff, and time to pursue hobbies he loves, as a Corvette car buff, golfer and bowler.

But events of Friday, May 13, 1983, changed his entire life.

Probably for the two years preceeding that date, he said, he noticed a lessening of strength. "I'd play golf and the strength just wasn't there, or I remember bowling and how the ball seemed very heavy. I joined the Y to build up my strength and went two times a week, but could only press 60 pounds. I remember thinking I was really out of shape."

### Thorough Physical

John had a thorough physical at the Veteran's Administration Medical Center. He feared illness from exposure to Agent Orange in Vietnam. But test results were all negative. Months passed and the subtle symptoms persisted, accompanied by stomach discomfort. On that Friday the thirteenth, he became so ill at work, he had to have an employee drive him home. He phoned his physician, Dr. Arthur Annin and had blood tests done that same day.

"I was surprised at that time by the significant change in John's hematological picture," said Dr. Annin, an internal medicine specialist.

"I knew there were serious problems and called John at home that night sharing with him some of what I was concerned about and recommended hospital admission for a bone marrow test."

The test confirmed the doctor's suspicions. The diagnosis was acute non lymphocytic leukemia (ANLL).

Dr. Annin said, "I remember it was about midday Monday when I was talking with him. John was very optimistic, level-headed. I knew he was one who would never give up, that he would approach this illness in this kind of way, and that's what I encountered."

Things moved fast after that. John was released from St. Elizabeth's Community Health Center where the marrow test had been performed and was admitted to Bryan Memorial Hospital. Dr. Mark Hutchins, oncologist, was called on the case. On Tuesday, May 17, John was checked by a dentist and had surgery to implant a Hickman catheter in his chest. It was to be used to administer drugs, transfusions and liquid nutrition.



Everything was "overwhelming" said LaVonne Juhl. "You're numb: acceptance is gradual." The illness is hard on all parties emotionally, she said, "to keep communication going is good, but to talk about feelings is hard." The Juhl family, (from left) John, Cliff, LaVonne and Angie.

Chemotherapy followed immediately.

"Finding out you have leukemia is a dramatic thing," John said. "I remember that first day at Bryan, I was really upbeat, telling jokes to the nurses, really positive. It just made me feel better."

### Options Listed

By June 8, following the program of chemotherapy, John had gained remission and went home.

Dr. Hutchins explains leukemia.

"ANLL is cancer of the white blood cells which are made by the bone marrow. Cancerous white blood cells do not mature, and they accumulate, displacing normal blood cells. The cancer cells invade the bone marrow and replace the normal blood cells."

Remission achieves the complete or partial disappearance of the signs and symptoms of the disease. It is something all cancer patients hope for, but it is no guarantee.

John knew that. As he held the remission through June, he met with Drs. Hutchins and Annin to discuss other treatments which would hopefully control or rid his body entirely of the leukemia.

The doctors explained four options: do nothing, follow maintenance treatment—a monthly injection of chemotherapy for one to three years, receive a bone marrow transplant, or high dosage consolidation chemotherapy. The latter involves receiving nine times the usual amount of the cancer killing drugs.

John was at a very risky age for a bone marrow transplant. The high dosage treatment, he felt, gave him the most hope for success.

"I felt there really was no decision to be made. I talked with Dr. William Vaughn at the University of Nebraska Medical Center who had researched the high dosage treatment at Johns Hopkins University. All the doctors told me that only five to ten percent of patients die during the treatment.

"The doctors were very good about letting me make the decision, and I feel I made the right one. I just felt there was no other choice with the severity of my case."

### A Good Chance

Dr. Hutchins describes the high dosage treatment as a relatively new approach to treating a patient in first remission with leukemia.

The idea is to take the healthy patient in remission, give the very high doses of drugs and "if they can hang on until the marrow recovers, we think their chances for recovery are good. The immediate mortality is not as great."

And so on July 26, John was readmitted to Bryan. The treatment involved taking him off of all food by mouth and feeding him total parenteral nutrition through the Hickman catheter. This comprised the first week of the hospital stay. The chemotherapy, called timed sequential high dose ARA-C, was started on the eighth day and administered continuously for three



# People

## Step toward Death...continued

days. During all that time, John was nauseated and sick.

For the next seven days the chemotherapy was withdrawn but then the ARA-C was readministered for 72 more hours.

Chemotherapy kills not only cancer cells, but normal ones as well. During this intensive treatment, Dr. Hutchins said, only the bone marrow stem cells survive. Patients have no white blood cells. They lose their hair. The entire gastrointestinal tract is affected. The mouth becomes sore and raw. Their mouths and intestines are areas where infections can set in causing great risk to life.

Usually the blood starts to grow sometime around day twenty-eight following the last dose, Dr. Hutchins said. But because of a viral infection it took John's blood longer to "start coming back."

"We kept him alive during that time with antibiotics, platelet and blood transfusions, antifungus drugs and the nutrition."

Dr. Annin recalled some low and high points in John's treatment.

### Never Gave Up

"It was a difficult 20-45 days and there were a few days where we were really frightened. You expect complications from chemotherapy, and there were times when John was tired, beaten, but he was very noncomplaining, and he never gave up.

"I remember it was a very good feeling we all had, we were very touched when finally things began to turn around and he began to feel better."

Recovery began between day 49 and 56, Dr. Hutchins said. John remembers. "Slowly but surely my mouth started to heal and as it did, my appetite came back. Food was a shock to my body, and my mouth was ultra sensitive to all types of food. But I recovered quickly, the next week, and seven and half weeks after I entered the hospital, I was released."

At home, John had trouble walking and everything ached. "But," he said, "an illness like this changes you. It makes you appreciate things you wouldn't at all otherwise."

John gradually resumed his work schedule and returned to work full time at Osco in December. Today his routine includes a blood test every month and a bone marrow test every other month.

There are up and down days. "You know, it's like if you don't feel just right, you begin to think how your life depends on the results of those tests. It's a constant mental battle. But I want to live, and I realize you're going to have down times obviously. It would be a facade if you didn't."

The pain, sickness, loss of hair, all of the affects of the drugs are minor to John Juhl. The love and support of his wife and family, his friends, his employees, doctors and nurses, that is what is important.

"I was in really horrible shape. But if there is some wonderful thing about what I had, it is that I learned to appreciate being alive."

## Osco Employees Dedicate Gifts To Cancer Fund

The employees of Osco Drug Company in Lincoln are more than a group of people working together to stock shelves and wait on customers. They are friends in the most real sense of the word.

Their caring goes the distance and then some. When John Juhl, marketing manager for the four Lincoln stores, became acutely ill, they donated blood in his name to the Community Blood Bank. Many visited him on a regular basis. And to support the care he received, as a group, they designated that their charitable contributions be directed to Bryan Memorial Hospital into an oncology equipment fund in John's name.

One of John's employees explains the reason in an article she submitted to the company's employee newsletter. Chris Pohlenz wrote.

"Have you ever worked for a person that you felt was a friend, without considering he was your employer first? At store 946 in Lincoln, Nebraska, we all have this rare relationship with our manager John Juhl...All employees at the three (at that time) Lincoln stores know how valuable people really are. John Juhl is one of these people. Not often will you find a work situation where a manager and an employee work at being a team, but we all are John's team. We believe in him as much as he believes in us...Are we devoted? Without a doubt. Do we believe in his recovery? Absolutely. People like John Juhl make it easy to care and believe enough to give of ourselves."

Denny Tofteland, manager of another Lincoln Osco, self described as John's best friend and a daily visitor during the long days John spent at Bryan, explains. "The employees all know each other, and this decision, to give the money in this way, was a group one. There was a lot of sadness while John was sick, and fear of his dying.

"There were lots of times when I was down and out, and I'd go in there and when I left he'd made me feel better than when I went in. It was miraculous how he handled it. We're all thankful that he is doing so well."

Funds donated by the 100 employees total to date, \$3,626.80. A small part of the monies have been used to purchase mouth atomizers, said Elaine Fortson, unit director on Bryan's sixth floor. They are used by oncology patients to spray a fine mist into their mouths. "During chemotherapy treatment, the patient's mouth becomes sore, and the mist helps relieve the discomfort," she explained. In addition, it promotes oral hygiene.

"We hope that we can use the rest of the money to help develop an oncology lounge for patients and their families," she said. "It's something we'd really like to see happen."



John's crew and all the people in the Lincoln market supported John during his illness. Shown here from left: John, Donna Fischback, Paula Stutheit, Chris Walla, Cindy Ottersberg, Joan Carlson, Mona Peterson, and Teri Braasch.



# Benefits

## A Formula For Weight Control

Americans seem to be obsessed with weight control. We're constantly trying new ways to shed our extra pounds so we can look and feel better. Maintaining proper weight offers many benefits, including decreasing the risk of certain diseases.

Just what is the right weight for you? The chart on this page shows acceptable adult weight ranges based on height. Each range allows for a 20 to 40 pound difference. This is because there really is no "ideal" weight for height that applies to everyone. Plus, this table applies to adults of all ages.

When all is said and done, you alone know your best body weight. You know when you look and feel your best. You don't want excess fat. You also don't want your weight to drop too low; that could jeopardize your overall fitness. Ideally, your weight should remain roughly constant after age 25. (However, most people do gain weight as they grow older — their activity decreases and their eating habits don't change.)

If you've determined that you need to lose weight, and you've decided how much to lose, the next step is to map out a workable plan that will help you reach your goal. The basic formula for effective weight control is simple: If your calorie intake is greater than your energy expenditure (through exercise, normal body functions, etc.), you will gain weight. If your intake is less than your expenditure, you will lose weight. If the two are equal, your weight will stay the same.

The most effective method of losing weight is to combine a safe reduction in calorie intake with increased caloric output in the form of exercise. The exercise helps burn off calories faster, and also enhances muscle tone and overall fitness. This combination of diet and exercise is the best way to manage your weight over your lifetime.

To determine the number of calories needed each day, use this rule of thumb for a moderately active adult: Multiply your weight by 15 calories per pound. For example, if you weigh 120 pounds and want to stay that way, you should consume about 1800 calories a day.

There are about 3,500 calories in each stored pound of fat. So, if you burn off 500 extra calories a day, you would lose one pound in one week. Using our 120 pound example, that would mean cutting your regular 1,800 daily calories to 1,300. Remember, a combination of increased exercise and dieting is the best way to lose weight. A good "calorie counter" book can help you plan your meals and activities.

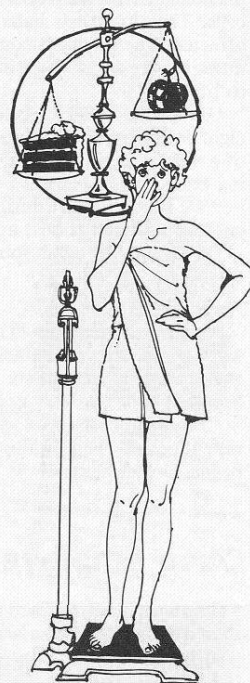
It's important to note that fad diets don't offer permanent, effective loss of body fat. (Often they have the opposite result, particularly once you go off the diet.) Plus, when you are limiting the number of calories you consume, you don't want to waste calories on foods that don't provide the necessary nutrition.

So what constitutes a sensible, nutritional, healthful diet? One that stays within your calorie limit and selects food from the four basic food groups in the recommended number of daily servings: four from the fruits and vegetables group, four from the grains group, two from the milk products group, and two from the meat and meat alternatives group.

The road to successful, lifelong weight control begins with the proper attitude. Be sure to focus on reasonable goals and feel good about accomplishing them. You might start each day with this question: What am I going to eat today that supports the way I want to live?

### Acceptable Weight Ranges (without clothing)

Height (no shoes)	Men	Women
4' 10"	---	92 - 119
4' 11"	---	94 - 122
5' 0"	---	96 - 125
5' 1"	---	99 - 128
5' 2"	112 - 141	102 - 131
5' 3"	115 - 144	105 - 134
5' 4"	118 - 148	108 - 138
5' 5"	121 - 152	111 - 142
5' 6"	124 - 156	114 - 146
5' 7"	128 - 161	118 - 150
5' 8"	132 - 166	122 - 154
5' 9"	136 - 170	126 - 158
5' 10"	140 - 174	130 - 163
5' 11"	144 - 179	134 - 168
6' 0"	148 - 184	138 - 173
6' 1"	152 - 189	---
6' 2"	156 - 194	---
6' 3"	160 - 199	---
6' 4"	164 - 204	---



### Tips for Slimming Down

- Keep track of your weight by weighing yourself — without clothes, first thing in the morning — once a week, on a balanced scale.
- Keep a diary of what you eat, and notice the amount of nonessential eating you do.
- Cut back on high calorie alcoholic beverages. (They offer very little nutrition, and so are good targets for calorie reduction.)
- Eat slowly, and chew everything before swallowing. Remember, there's a 15-20 minute delay before your brain realizes your stomach is full.
- Learn to eat smaller portions.
- Trim fat from meat.
- Bake, broil, panbroil, or poach meats, fish and poultry instead of frying.
- Satisfy an urge for sweets with naturally sweet and nutritious foods such as a ripe banana, pineapple, mango, sweet potatoes, prunes or raisins.
- Substitute skim milk, 1% or 2% milk for whole milk.
- Before being tempted by food at parties, eat a small amount of cheese or yogurt to curb your appetite.
- Don't skip meals. Eat at least three meals a day (or separate them into six smaller feedings) to keep you going throughout the day and to prevent you from over-indulging due to extreme hunger.
- Don't keep foods in the house that are high in calories and low in nutritive value.

*HealthSense*



# Benefits

## “Benefits Corner”

This is the first in a monthly series of articles answering common questions we are asked about benefits. Watch for future “Benefits Corner” articles that answer questions you’ve wondered about. If you have a question that’s not answered here, call your benefits representative.

**Question: How can I make sure my medical claim gets handled quickly?**

Take a minute to read the claim form. Then fill it out completely. Here’s what a properly completed medical claim form (called a BC177) looks like. (There’s also a sample in your Package Plan book.)

If your claim form is not complete, Blue Cross/Blue Shield may send it back to you (or the doctor) for the missing pieces. To save time, make sure it’s done right in the first place.

Important things to remember:

- Make sure the ID number — especially the group number (800 \_\_\_\_ ) — and subscriber’s (employee’s) name and address are correct (no nicknames) and complete. Otherwise we might not be able to verify that you’re a covered member.
- Briefly describe the illness or injury and give the date it began. A few words here may prevent processing delays later.
- Tell Blue Cross/Blue Shield the information on any other medical coverage the patient may have. This may prevent a 2-6 week delay later.
- Specify what kind of bills you’re submitting with this form. If you’ve got more than one bill, list them in the “Remarks” section. If you run out of space, start a second form or continue on a blank sheet of paper with your ID information written on the top.
- Did you pay your provider for this already? If so, let us know and include a receipt. That way we know who is waiting for the money.

Jewel's Package Plan		Of Group Insurance		CLAIM REPORT	
<small>INSTRUCTIONS: 1. FILL OUT FORM COMPLETELY 2. ATTACH ORIGINAL ITEMIZED BILLS/RECEIPTS 3. MAKE A COPY FOR YOUR RECORDS 4. MAIL CLAIM FORM AND ATTACHMENTS IN THE PRE-ADDRESSED ENVELOPE TO BLUE CROSS AND BLUE SHIELD OF ILLINOIS, P.O. BOX 1384, CHICAGO, ILLINOIS 60686, ATTN: JEWEL FULL SERVICE UNIT</small>					
IDENTIFICATION NUMBER GROUP 00000 SUBSCRIBER 000-000-00-0000					
PATIENT'S NAME Mary L. Smith		DATE OF BIRTH 9/11/66	SEX F	AGE 18	DATES OF SERVICE (TO AND FROM) 3/15/84
SUBSCRIBER'S NAME John T. Smith		DATE OF BIRTH 6/30/40	ADDRESS 9312 Green Street, Chicago, IL 60631		
NAME OF PROVIDER (HOSPITAL OR PHYSICIAN) Dr. R. P. Johnson		ADDRESS 329 Professional Avenue, Chicago, IL 60631			
ADMITTING PHYSICIAN (IF INPATIENT) N/A		ADDRESS N/A	TELEPHONE		
DESCRIBE ILLNESS OR INJURY WHICH REQUIRED TREATMENT AND DATE CONDITION FIRST BEGAN:  Mary has been complaining of severe sore throat since March 12. We finally got her in to see the doctor on March 15.					
IF ACCIDENT OR INJURY	WHEN DID IT HAPPEN?		NAME AND ADDRESS PATIENT'S EMPLOYER		
	WAS THE ACCIDENT OR INJURY A RESULT OF YOUR EMPLOYMENT? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO		DESCRIBE HOW AND WHERE THE ACCIDENT OCCURRED		
ENCLOSED IS AN ITEMIZED BILL FROM <input checked="" type="checkbox"/> DOCTOR <input type="checkbox"/> HOSPITAL <input type="checkbox"/> PHARMACY <input type="checkbox"/> OTHER					
<small>By reason of law or employment is the patient covered under any other Health Benefit Plan? <input type="checkbox"/> YES <input type="checkbox"/> NO. If YES, complete the following: Name and Address of Other Insurance Company: Independent Insurance Company Policyholder's Name: Joan H. Smith and Employer: ABC Industries Certificate Number with Other Insurance Company: ASS5976/987654521</small>					
REMARKS					
<small>Please check box below to indicate whether you have or have not paid your provider. If no box is checked, payment will be issued to the provider. <input checked="" type="checkbox"/> Yes, I have paid my provider. <input type="checkbox"/> No, I have not paid my provider.</small>					
<small>I certify that the above statements and answers, including any accompanying bills are true and complete. In order to process your claim, the authorization below must be completed and sent in with the claim.</small>					
MEMBER'S SIGNATURE Mary L. Smith					DATE 3/25/84

## Community Service Programs Offered at 123 Chicago, Ill.

The following letter was sent to “Osco People” by Mary Javorka, pharmacist at 123 Chicago, Ill. If you have information you’d like to share with other “Osco People” readers, please mail it to Osco Drug, 1818 Swift Dr., Oak Brook, Ill., 60521. Attn: Osco People. If using backdoor mail, send it to Osco People, 1818 Oak Brook.

Being in a new store isn’t easy. The initial enthusiasm generated during grand opening tends to wane when customer counts are low. This is especially true with a brand new pharmacy.

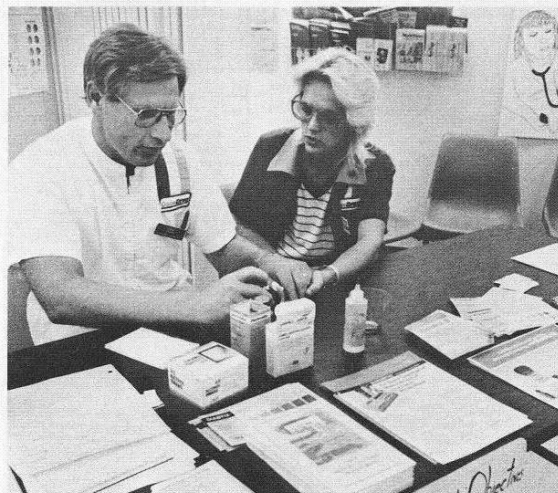
Osco 123 located at 3940 E. 106th street in Chicago opened its doors on May 27th, 1984 and recruited Frank Tycheck and myself as its full-time pharmacists. Both Frank and I were accustomed to working in high volume stores, 611 Chicago, and 14 South Holland, Ill.; respectively. It was therefore somewhat of a “culture shock” to open the pharmacy at 123. Suddenly, here was a chance to put into action all the community service programs a pharmacist always dreams about, but rarely has the time to do.

Initially, it was decided to start out slow and so we began offering free blood pressure screening on Tuesday afternoons. The response was outstanding. In fact, some of the same customers came back every week to “keep tabs” on their blood pressure.

Throughout Labor Day Week, September 4-7, with the assistance of Ames Division, Miles Laboratories, we put together a diabetic screening program. It was also a success.

We are hoping to offer other programs in the future including home health care products, a first aid seminar, nutritional products workshop and, in addition, to develop a quarterly newsletter.

Sincerely,  
Mary Javorka, RPh.  
123 Chicago, Ill.



Osco 123 Chicago, Ill., offered customers a free diabetes screening as a get acquainted gesture. Frank Tycheck, pharmacist, demonstrated the screening technique on clerk employee, Linda Kukel. Photo courtesy of the Daily Calumet Newspaper, Lansing, Ill.



# Letter Box

## Customers Relate Their Friendly Shopping Experiences

The following letters show that Osco people are willing to go that extra mile to please their customers. This type of service will pay off — with word of mouth referrals, future business and loyalty in tough times.

Teresa Ormsby  
442 Cedar Rapids, Iowa.



Manager  
Osco 442  
Cedar Rapids, Ia.

Dear Sir:  
I am writing you in regard to one of your clerks that works at Osco Drug in Westdale Mall in Cedar Rapids, Iowa. Her name is Teresa Ormsby. Several weeks ago I lost my wrist watch in Osco at the mall. At the time, I didn't know just where I lost it, but I called each store to see if one had been turned in, and at Osco they had one. After I described it, they said they had it, and that one of the clerks had found it. We always go down to the mall on Sundays so I picked it up the following week. I found out the clerk's name and looked her up and told her how glad I was to get it back. I tried to give her \$5.00, but NO WAY would she take it. It's so nice to find such honest clerks. I will always be grateful to Teresa for returning my watch.  
Mrs. Alva Beebe, Central City, Iowa

Amy Freudenberg  
873 Bloomington, Ind.



Mr. Jim Martin, Manager  
Osco 873  
Bloomington, Ind.

Dear Mr. Martin:  
You have an employee who deserves special compliments. Back in August, I was searching all over town for a copy of "Outdoor Indiana" for July and August. I had called the news distributor and was assured that copies would be available at various locations, but everywhere I went there was no magazine. Your Osco store was one of the several places that I returned to several times. Finally, in desperation, I asked your clerk, Amy Freudenberg. She promised to look into the matter while I was out of town. Even after my return, there was still no magazine. Amy persisted and finally got me the magazine. She used a lot of initiative and a great deal of effort to help me out. Because of her, I shall do more shopping at Osco than in the past. I was turned off a few years ago by an indifferent, rude clerk. Amy has helped change my opinion. Please thank her again for me.  
Sincerely,  
Peg Albertson

Amelia Dokes  
898 Little Rock, Ark.

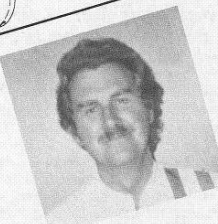


Osco Drug 898  
N. Little Rock, Ark.  
ATTN: Manager  
Concerning: Amelia Dokes

Dear Sir:  
About two weeks ago I was in your store. I had just recovered from the flu, and it had left me feeling very weak. As I checked out at the cash register your employee, Amelia Dokes, was being relieved to go on a break. She noticed that I had many purchases and offered to help me get them to my car. She could have easily rushed off, but she didn't. Instead, she cheerfully represented your store in a very thoughtful manner. I have never been so impressed with any salesperson!  
I have thought of that incident many, many times after that. It really impresses me that you have people on your staff that really notice customers and sincerely care about them. Osco isn't just another place to save money for me now. Amelia left her imprint. She probably didn't even realize that as a cashier she is the person who makes the greatest and most lasting impression on the customer.  
She deserves some recognition. Will you tell her how much she is appreciated, please?  
Sincerely,  
Milly McKenzie, RN



Rich Smith  
922 Wenatchee, Wash.



Dave Doerr, Store Manager  
Osco 922  
Wenatchee, Wash.

Dear Mr. Doerr,  
In our busy society, occasionally one will meet someone very special. I have recently begun purchasing my medication at Osco Drug. Rich Smith has helped me many times. He is always so pleasant, cheerful, caring, but also very professional. He always has a smile on his face and time just for his customer no matter how busy he is. I just wanted you to know I feel you're very fortunate to have such a special person. Too often you hear complaints, but not compliments.  
Sincerely,  
Mrs. Diane Mahugh

On the cover: Amelia Dokes, clerk at 898 N. Little Rock, Ark.



# Newsmakers

## It's Pre-Thanksgiving Cold Turkey for Smokers

The annual observance of the Great American Smokeout focuses public attention on cigarette smokers from coast to coast. It's **their** day! The Smokeout is an up-beat, good natured effort to encourage smokers to give up cigarettes for 24 hours, if only to prove to themselves that they can quit smoking. Everyone enjoys watching and rooting while they try.

The Great American Smokeout is held each year on the Thursday before Thanksgiving. This year's date is Thursday, November 15. The event is sponsored by the American Cancer Society, but thousands of other organizations, businesses, schools and hospitals join the nation wide effort.

The Great American Smokeout is now in its eighth year as an annual nationwide celebration. The first mass movement by smokers to give up cigarettes was led by Lynn R. Smith, editor of the Monticello, Minnesota **Times**, in his hometown in 1974. Smith's idea, "D-Day," quickly spread throughout Minnesota. In 1976 it skipped west to California where it became known as the Great American Smokeout. In 1977, the Smokeout was observed for the first time nation wide.

In less than a decade, the idea of "taking a day off from smoking" has spread to other countries such as Canada, Great Britain, Ireland, France, Australia, South Africa, Norway and Sweden. Although the names and dates may vary in other countries, there are increasing signs that the Smokeout may evolve into a world-wide no-smoking day sometime before the end of the eighties.

According to the American Cancer Society, in 1983, just under 36% of American smokers attempted to give up cigarettes on Smokeout Day. According to a survey conducted by the Gallup organization, over 8% succeeded for a full 24 hours. One to eleven days later over 4% reported still not smoking.



### Adoption Papers

I, \_\_\_\_\_, as a nonsmoker, will take it upon myself to help \_\_\_\_\_ on the path to smokelessness. For my part I will provide you with constant encouragement, fruit and peanuts if need be, and a shoulder to cry on.

It will be expected that \_\_\_\_\_ will assist me by adhering to the following suggestions:

1. Hide cigarettes, ashtrays, lighters and matches.
2. Tell all your friends that you have been adopted and will not smoke on the day of the Great American Smokeout (GAS), the third Thursday in November.
3. Call on your foster nonsmoker (me!) in times of weakness.
4. Refrain from frequenting smoke filled rooms.
5. Repeat to yourself over and over "not smoking is a GAS."

I, \_\_\_\_\_, the foster nonsmoker will try to cajole the aforementioned smoker to continue on the road to smokelessness following the Great American Smokeout, but this formal arrangement will conclude 24 hours after it began.

Signed: \_\_\_\_\_ Signed: \_\_\_\_\_ Date: \_\_\_\_\_  
(nonsmoker) (temporary smoker)

84-15MMJ No 5701-E

**FACT:** A male between the ages of 35 and 44 who smokes more than two packs a day, will incur cigarette-related medical bills and lost work time adding up to an average cost of \$58,987 over his lifetime.



**FACT:** Lung cancer is the number one cause of cancer death among men. But in the last thirty years, there has been a more than 300 percent increase in women's lung cancer death rates. By the mid-1980s, lung cancer is expected to surpass breast cancer as the number one cancer killer among women.



**FACT:** Cigarette smokers, who represent less than one-third of the adult population, account for about 82 percent of all cases of lung cancer.



# Anniversaries

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## 25 Year

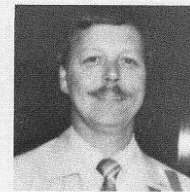
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Bonnie Clark  
448 Iowa City, Iowa  
11/16/59



Betty Kelly  
Oak Brook, Ill.  
11/21/59



Tom Hayes  
893 Joliet, Ill.  
11/23/59

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## 20 Year

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Charles Martin  
869 Carpentersville, Ill.  
11/2/64



Lorah Wetzel  
827 Elgin, Ill.  
11/20/64



Jay Jensen  
456 Evansville, Ind.  
11/24/64

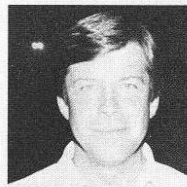
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## 15 Year

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Dean Kelsey  
Oak Brook, Ill.  
11/3/69



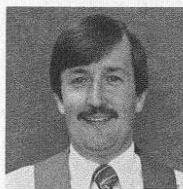
Bill Bates  
Columbus, Ind.  
11/4/69



Sharon Kneebone  
921 Idaho Falls, Idaho  
11/4/69



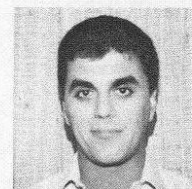
Mary Welch  
852 Little Rock, Ark.  
11/12/69



Denny Zimmerman  
Oak Brook, Ill.  
11/13/69



Mike Flynn  
764 Indianapolis, Ind.  
11/18/69



Phil Kuhr  
Franklin Park, Ill.  
11/25/69

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## 10 Year

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James Vangerud  
919 Moorhead, Minn.  
11/2/74



Barbara Messer  
761 Indianapolis, Ind.  
11/4/74



Mildred Detloff  
181 Homewood, Ill.  
11/6/74



Vickie Bevins  
514 Boise, Idaho  
11/8/74



Vince Demeis  
173 S. Chicago Heights, Ill.  
11/11/74



# Anniversaries

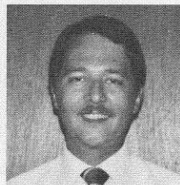
## 10 Year



Jeff Soller  
875 Decatur, Ill.  
11/16/74



Nancy Schmitz  
854 Elgin, Ill.  
11/16/74



Mark Stinson  
932 Boise, Idaho  
11/20/74



Carol Stehlik  
886 Romeoville, Ill.  
11/20/74



Dale Hanson  
Oak Brook, Ill.  
11/20/74

Also Celebrating...Photo Not Available

Carol Engelbrecht, 692 Mt. Prospect, Ill., 11/9/64  
Jay Panopolos, 928 Pocatello, Idaho, 11/17/69  
Gary Falk, 71 Chicago, Ill., 11/4/74

Gregory Sowle, 851 Stevens Point, Wis., 11/4/74  
Susan Lindskog, 99 Oak Forest, Ill., 11/4/74  
Barbara Hall, 863 Terre Haute, Ind., 11/4/74  
Dorothy Currie, 905 Quincy, Mass., 11/22/74

## November Anniversaries

### 5 Year - 1979

11-01 - Stephen Kwiatkowski, 402 Lafayette, Ind.  
11-01 - Jean Scheler, Franklin Park, Ill.  
11-02 - Cindy Winters, 508 Havre, Mont.  
11-05 - Warren Fry, 501 Cheyenne, Wyo.  
11-05 - Denise Wouters, 699 Crystal Lake, Ill.  
11-05 - James Hart, 887 Urbana, Ill.  
11-05 - Melvin Ford, Elk Grove, Ill.  
11-05 - Terry Johnson, Elk Grove, Ill.  
11-05 - Dolores Amato, Franklin Park, Ill.  
11-08 - Jannine Loritz, 858 Manitowoc, Wis.  
11-09 - Douglas Delheimer, 887 Urbana, Ill.  
11-09 - Kenneth Laskey, 904 Medford, Mass.  
11-09 - Julie Kuper, 936 Billings, Mont.  
11-12 - Janet Vercelli, 289 Park Ridge, Ill.  
11-12 - Gaye Harvey, 418 Little Rock, Ark.  
11-12 - Dave Benthussen, 616 North Riverside, Ill.  
11-12 - Sallie Muehlfelt, 697 Wheaton, Ill.  
11-12 - Patricia Walker, 964 Rutland, Vt.  
11-12 - Pamela Slovak, Oak Brook, Ill.  
11-12 - Betty Janes, Franklin Park, Ill.  
11-13 - Lois Ekrem, 502 Minot, N.D.  
11-14 - Miguel Gammeri, 185 Chicago, Ill.  
11-14 - Marjorie Mattson, 905 Quincy, Mass.  
11-14 - Cynthia Akrigh, 899 Benton Harbor, Mich.  
11-15 - Debbie Long, 874 Muncie, Ind.  
11-15 - Ruth Weilage, 911 Sioux Falls, S.D.  
11-17 - Karen Vining, 960 Londonderry, N.H.  
11-18 - Cathy Kuster, 867 Waterloo, Iowa  
11-19 - Judy Armstrong, 865 Elgin, Ill.  
11-19 - Kathy Gelsomino, 866 Joliet, Ill.  
11-20 - Paula Wasylean, Oak Brook, Ill.  
11-20 - Sheila Glink, Franklin Park, Ill.  
11-23 - Brett Harding, 445 Mishawaka, Ind.  
11-23 - Cathy Huntoon, 876 Springfield, Ill.  
11-24 - Philip Becker, 622 Chicago, Ill.  
11-26 - Troy Pollex, 413 Normal, Ill.  
11-26 - Diana Mann, 930 Boise, Idaho  
11-26 - Julie Chesney, Elk Grove, Ill.  
11-26 - Chris Jensen, Elk Grove, Ill.  
11-28 - Margaret Frongillo, 966 Woburn, Mass.  
11-29 - Linda Pfafflin, 22 Glendale Heights, Ill.

### 2 Year - 1982

11-01 - Nancy Grove, 12 Chicago, Ill.  
11-01 - Daniel Beecher, 138 Glen Ellyn, Ill.  
11-01 - Annette Boring, 220 Libertyville, Ill.  
11-01 - Greg Allen, 611 Chicago, Ill.  
11-01 - Kathleen John, 814 West Burlington, Iowa  
11-01 - Patricia Novotny, 949 Sheridan, Wyo.  
11-01 - Patricia Gately, 966 Woburn, Mass.  
11-01 - Janet Ingham, 979 Plaitow, N.H.  
11-01 - Christopher Flynn, 994 Easton, Mass.  
11-01 - Carolynne Wade, Elk Grove, Ill.

11-02 - Brenda Hisel, 230 McHenry, Ill.  
11-02 - Ophelia Sanchez, 681 Chicago, Ill.  
11-02 - Richard Plant, 951 Dorchester, Mass.  
11-03 - John Chavez, 39 Chicago, Ill.  
11-03 - Sudhir Manek, 606 Chicago, Ill.  
11-03 - Lorell Rennie, 975 Chelsea, Mass.  
11-03 - Maureen Sammons, 975 Chelsea, Mass.  
11-04 - Martha McGrath, 230 McHenry, Ill.  
11-04 - Kirk Hindoin, 926 Great Falls, Mont.  
11-05 - Josephine Toczylowski, 604 Oak Lawn, Ill.  
11-05 - Colleen Berkland, 875 Decatur, Ill.  
11-05 - Monica Hartwig, 957 Cambridge, Mass.  
11-06 - Kimberly Janusz, 253 Lake Zurich, Ill.  
11-07 - Annmarie Scinto, 44 Oak Lawn, Ill.  
11-08 - Susan Laskowski, 44 Oak Lawn, Ill.  
11-08 - Elizabeth Cross, 432 Macomb, Ill.  
11-08 - Diane Zuffa, 602 Chicago, Ill.  
11-08 - Gail Waldo, 846 Albert Lea, Minn.  
11-08 - Jerrold Fox, 884 Aurora, Ill.  
11-09 - Wayne Johnson, 15 Franklin Park, Ill.  
11-09 - Rosemary Fandel, 413 Normal, Ill.  
11-09 - Sherrie Dawson, 414 Green Bay, Wis.  
11-09 - Carmeline Casaletto, 694 Schaumburg, Ill.  
11-09 - Ralph Donato, Elk Grove, Ill.  
11-09 - Ronald Graves, Elk Grove, Ill.  
11-09 - Kathleen Lepinski, Elk Grove, Ill.  
11-09 - Olga Mianulli, Elk Grove, Ill.  
11-09 - Patricia Naughton, Elk Grove, Ill.  
11-09 - Raymond Stone, Elk Grove, Ill.  
11-10 - Debbie Neff, 45 Round Lake Beach, Ill.  
11-10 - Donna Haas, 185 Chicago, Ill.  
11-10 - Patrick O'Flaherty, 606 Chicago, Ill.  
11-10 - John Lunney, 630 Elmhurst, Ill.  
11-10 - Tracy Stevens, 906 Waltham, Mass.  
11-10 - Lois Gordon, 937 Billings, Mont.  
11-11 - Linda Fraker, 605 Palatine, Ill.  
11-11 - Amy Caba, 894 Elkhart, Ind.  
11-12 - Ricky Wichman, 868 Kankakee, Ill.  
11-12 - Debbie Flynn, 961 Lynn, Mass.  
11-13 - Loida Mojica, 11 Chicago, Ill.  
11-13 - Diane Genualdi, 59 Buffalo Grove, Ill.  
11-13 - Patricia Mika, 85 Bartlett, Ill.  
11-13 - Laurel Berg, 765 Indianapolis, Ind.  
11-13 - Clark Johnson, 877 Champaign, Ill.  
11-13 - Michael Snider, Elk Grove, Ill.  
11-14 - Michael Kirtland, 961 Lynn, Mass.  
11-15 - Rhoda Kossack, 59 Buffalo Grove, Ill.  
11-15 - Robert Budovec, 220 Libertyville, Ill.  
11-15 - Marirose Briggs, 408 Green Bay, Wis.  
11-15 - Patsy Petrilla, 616 North Riverside, Ill.  
11-15 - Pam Roark, 769 Indianapolis, Ind.  
11-15 - Christopher Sarjent, 873 Bloomington, Ind.  
11-15 - Kerry Franke, 876 Springfield, Ill.

11-15 - Brian Brown, 910 Fargo, N.D.  
11-15 - Tricia Mascaro, 972 Lowell, Mass.  
11-16 - David Roach, 8 LaGrange Park, Ill.  
11-17 - Sandra Kopstain, 616 North Riverside, Ill.  
11-17 - James Bartz, 620 Mundelein, Ill.  
11-17 - Karen Delancy, 847 Springfield, Ill.  
11-17 - Lynette Bertocchini, Oak Brook, Ill.  
11-18 - Brenda Zoellick, Crest, Elgin, Ill.  
11-19 - Cynthia Schupanitz, 442 Cedar Rapids, Iowa  
11-19 - Debbie Moseley, 502 Minot, N.D.  
11-19 - Maria Catrambone, Franklin Park, Ill.  
11-19 - Margaret Koch, Oak Brook, Ill.  
11-20 - Patricia Caracci, 59 Buffalo Grove, Ill.  
11-20 - Debbie Price, 59 Buffalo Grove, Ill.  
11-20 - Christa Warner, 814 West Burlington, Iowa  
11-20 - Jeffrey Walter, 860 Aurora, Ill.  
11-20 - Lori Kurtenback, 911 Sioux Falls, S.D.  
11-21 - Deborah Rodriguez, 10 North Riverside, Ill.  
11-21 - Richard Griffiths, 89 Lisle, Ill.  
11-22 - Mary Baker, 610 Deerfield, Ill.  
11-23 - Cary Chaney, 671 Homewood, Ill.  
11-23 - Katherine Bloomquist, 768 Indianapolis, Ind.  
11-23 - Nancy Conboy, 986 Allston, Mass.  
11-24 - Diana Gray, 445 Mishawaka, Ind.  
11-24 - Leroy Deking, 860 Aurora, Ill.  
11-24 - Sharon Doig, 919 Moorhead, Minn.  
11-25 - Elizabeth Engebretson, 37 Niles, Ill.  
11-26 - James Gilbertson, 929 Miles City, Mont.  
11-26 - Jean Trudeau, Alves, Braintree, Mass.  
11-27 - Theresa West, 626 Chicago, Ill.  
11-27 - Kirk Friedly, 873 Bloomington, Ind.  
11-27 - Laurie Jones, 892 Champaign, Ill.  
11-27 - Robert Blowers, 905 Quincy, Mass.  
11-28 - Brian Hayes, 602 Chicago, Ill.  
11-29 - Kenneth Brantly, 678 Waukegan, Ill.  
11-29 - Deborah Peach, 905 Quincy, Mass.  
11-29 - Joyce Tremblay, 979 Plaitow, N.H.  
11-29 - Larrain Waller, Franklin Park, Ill.  
11-29 - Donna Alvine, Crest, Elgin, Ill.  
11-30 - Scott McGhie, 508 Havre, Mont.  
11-30 - Lynnell Banks, 604 Oak Lawn, Ill.  
11-30 - Joan Mathieson, Alves, Braintree, Mass.



# Newsmakers

## Dearborn and Gunneson Retire

A special retirement celebration was held to honor retirees Fred Dearborn, senior manager at 418 Little Rock, Ark., and Al Gunneson, store manager, 855 Little Rock, on September 20.

Both celebrants began their day with a reception at 1818 Oak Brook where they were greeted by Osco President Dick George and Tork Fugelstad, vice president of the Central region.

That evening, Fred and Al were guests of honor at a dinner held at the Carlisle restaurant in Lombard, Ill. Friends, old and new, were on hand to offer their congratulations and generate laughter with their amusing anecdotes about Fred and Al. Fred and Al both received a plaque signed by their Osco friends and a scrapbook of letters collected from business associates. Fred retired with 34 years of service; Al had 28 years. Best wishes and good luck to them both.



The red carpet was rolled out to give retirees, Fred Dearborn and Al Gunneson a VIP welcome at a reception held in their honor at 1818. Shown here, arriving at the reception are from left: Marty Dearborn, Fred Dearborn, Al Gunneson, and Tavie Gunneson.

## Osco Customers Win-A-Grand

Two lucky Osco customers won \$1,000 each in the Kodak sponsored Win-A-Grand contest. The contest took place at all Chicagoland Osco and other stores in the Chicagoland area that use Kodak paper for their color print film processing. To win the prize, customers brought in their rolls of color print film to be processed. Each roll of film was returned with a "scratch" card inside the film envelope. Customers scratched the surface of the card to reveal whether they were a winner. Of the 15 \$1,000 prizes Kodak offered, two were won by Osco customers. They are Sandy Zeller from Joliet, Ill., and Cheryl Spencer from Deerfield, Ill.

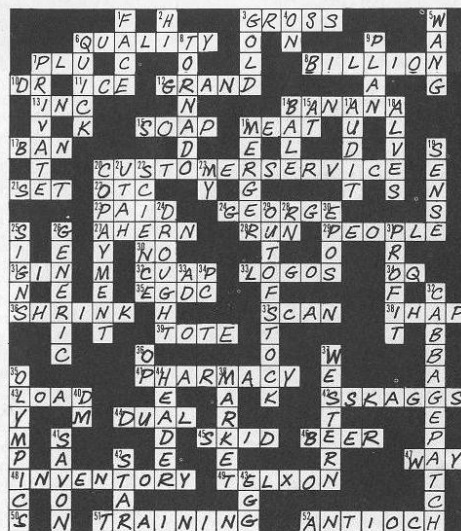


Shown here awarding the \$1,000 prize to customer, Sandy Zeller are from left: Paula Dahlquist, sales promotion manager; Tom Hayes, store manager, 893 Joliet, Ill.; Sandy Zeller, and Jim Esp, sales and marketing manager, Crest Photo.



Lucky Osco customer, Cheryl Spencer, won \$1,000 cash. Pictured from left are: Jim Esp, sales and marketing manager, Crest Photo; Sheila Stepanian, store manager, 610 Deerfield, Ill.; Cheryl Spencer, and Paula Dahlquist, sales promotion manager.

## Crossword Solution from page 3



PEOPLE is published by the Personnel Department of Osco Drug, Inc. 1818 Swift Oak Brook, Ill. 60521  
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