

# Valley Voice

March/April 2000



The 4th Annual WILL Global Professional Development Conference  
March 30 - April 1, 2000  
Boston, MA





## Valley Voice

March/April 2000

A publication for active and retired employees of Lucent Technologies Merrimack Valley, *the Heart of Photon Valley*

E. F. Newland, Jr.  
Product Realization Vice President  
— Merrimack Valley

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This publication is printed on recycled paper



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## On the cover:

Our cover this issue shows four of the featured speakers from the recent WILL Professional Development Conference. Clockwise from top left are Nobel Peace Prize winner Betty Williams, Consultant and Trainer Brian McNaught, Olympic Gold Medalist Speed Skater Bonnie Blair, and MV Product Realization Vice President JR Newland. Read all about the sold-out event on page 3. Cover photos and design by Stephanie Kearns.



Global growth mindset   Results-focused   Obsessed with customers and about competitors   Workplace that's open, supportive and diverse   Speed



# MV Chapter hosts WILL Conference

The Women in Leadership at Lucent Technologies (WILL) 4<sup>th</sup> Annual Global Professional Development Conference in Boston was a smashing success! Conference registration reached capacity the first week of March. The conference, held March 30 – April 1, 2000 at the Boston Marriott Copley Place, educated 1,000 Lucent associates from 33 states and 14 countries. Kelly McVey and Diane Heer, the Conference Co-Chairs, thank everyone at Merrimack Valley whose time, energy, and talent contributed to a very successful conference.

The conference theme, “Into the New Millennium: The Many Faces of Success” was highlighted as women and men from a variety of ethnic and cultural backgrounds gave keynote addresses, presented workshops, and performed talent pieces throughout the event. Everyone learned about the competitive yet exciting marketplace Lucent Technologies strives to succeed in every day, and how an ever increasing diversity of people will help to make our company truly successful.

Before the conference started on Thursday, a “sold out” 225-attendee MV factory tour showcased our world class manufacturing facility. Caren Crew, this year’s Conference Angel, began the conference by welcoming everyone to Boston and introducing JR Newland, MV’s Product Realization Vice President. JR spoke about the success of Optical Networking Products and the contributions women have made to manufacturing over the years.

Other featured Lucent Executive speakers included Kathy Fitzgerald, Senior Vice President — Public Relations and Investor Relations; Pam Jackson, Board Mounted Power Business Vice President and General Manager; Manny Mijares, Executive Vice President of Operations for the CALA Region; Pam Craven, Vice President – Law and Secretary for Lucent Technologies; and Ethel Batten, Human Resources Vice President for Government Solutions. Angie McGuire, former President Enterprise Communications Systems, led a global customer panel who discussed Lucent’s strengths and weaknesses in their business dealings.

External keynotes included Brian McNaught, Consultant and Trainer on Gay Issues; Valerie Coleman Morris, Anchor CNN Financial News; Betty Williams, Nobel Peace Prize Winner for Peace in Northern Ireland; Nancy Stevens, Paralympic Medalist Cross Country Skier; and Bonnie Blair, Olympic Gold Medalist Speed Skater.

For fun on Thursday evening, 350 “Sea Goers” navigated Boston Harbor on a Spirit of Boston dinner cruise while 150 “Land Lovers” enjoyed the breathtaking view and dinner reception at the Top of the Hub at the



*Two important charities, Doctors without Borders and Rosie's Place, benefited from funds raised by the conference. Shown from left are Conference Co-Chair Diane Heer, Community Service/Fundraising Co-Chair Karen Leonard, Doctors without Borders representative Patricia Ryan, and Conference Co-Chair Kelly McVey with the ceremonial check for \$5,000.*

Prudential Center. The conference would not have been complete without Friday night’s Traditional New England Clambake complete with dancing, a costumed lobster, games, and prizes.

The Recognition Program during Friday’s lunch recognized MV’s Roger Harding who won the Supervisory Award. A nautical theme complete with sailor hats for all participants and special music provided for a very special program. Forty-four different workshops were offered throughout the conference, and the exhibit area showcased many local businesses and organizations as well as the conference charities, educational material, the Lucent Archives, and the conference bookstore.

Through raffle ticket and merchandise sales, the conference raised \$11,000 for two very important charities, Rosie’s Place and Doctors Without Borders. Rosie’s Place, a sanctuary for poor and homeless women in Boston, is dedicated to providing a safe and nurturing environment where woman can maintain dignity, seek opportunity, and find security in their lives. Doctors without Borders, the winner of the 1999 Nobel Peace Prize, is the world’s largest independent international medical relief agency aiding victims of armed conflict, epidemics, natural and man-made disasters, and those who lack health care due to geographic remoteness or ethnic marginalization.

Next year’s conference will be held in Chicago, Illinois, at the Hyatt Regency O’Hare, May 3 – 5, 2001. Talk to your supervisor now about including your participation in your education plan for next year. Hope to see you in Chicago!

*by Kelly McVey,  
Conference Co-Chair*



## Three receive Summit Awards

Three Merrimack Valley employees were presented with Summit Awards for the first quarter of 2000. **Sherie Pepin, Ed Coulombe, and Ernie Morgan** were each recognized for their significant contributions to the success of our business, and for demonstrating Lucent GROWS behaviors.

Sherie is a third shift production associate in Vision. She developed a marking system to highlight critical products which helps to expedite them through the manufacturing process and meet customer commitments. Sherie works at all levels to achieve production goals, while supporting her fellow associates, and is a role model in her commitment to satisfy our customers.

Ed, a process engineer in the FT-2000 group, facilitated the transition of FT-2000 circuit packs to a contract manufacturer. By doing this in a very short timeframe, he freed up necessary production capacity to

allow MV to meet its expanding customer demands. Ed's personal commitment and energy in this project demonstrates the GROWS behaviors of speed and obsession with customers.

Ernie, a tester/analyst in the FT-2000 manufacturing area, was instrumental in the new product introduction of the T939B OC-12 circuit pack by determining the root cause of dribbling errors. His personal commitment to resolving quality problems makes him a role model for Customer Obsession and Speed behaviors.

Is there an outstanding team or individual you would like to submit for



*Summit Award winners for the first quarter of 2000 included Ed Coulombe, Sherie Pepin (shown above) and Ernie Morgan.*

the Summit Award? It's easy! Application forms are available from supervisors, at the Employee Suggestion office, or at the Summit website <http://www.mv2.lucent.com/ongvoc/summit/index.htm>. Awards are presented quarterly . . . so what are you waiting for?

## CFO team provides Easter baskets for 160+ needy children

Three years ago, the Caring For Others team started an annual collection to make Easter baskets for local needy children. The project has grown to the point where this year, they were able to provide beautiful baskets to over 160 children in the Southern New Hampshire and Merrimack Valley areas! As you can see from this photo, the baskets were filled with toys, stuffed animals, coloring books, and candy.

The CFO team is made up of volunteers from the CFO group and Materials Management. This year, in addition to baskets, they assembled 25 meal baskets filled with everything needed for a hearty holiday dinner. Each consisted of a laundry basket



containing a ham, potatoes, vegetables, rolls, soda, cookies, a pie, napkins, and gift certificates.

"We would like to thank everyone who helped to make this year's project so successful," says

Coordinator Paul Guy. "Our employees and several local businesses were very generous. Thanks to all of you, many local children and families will have a happier holiday."



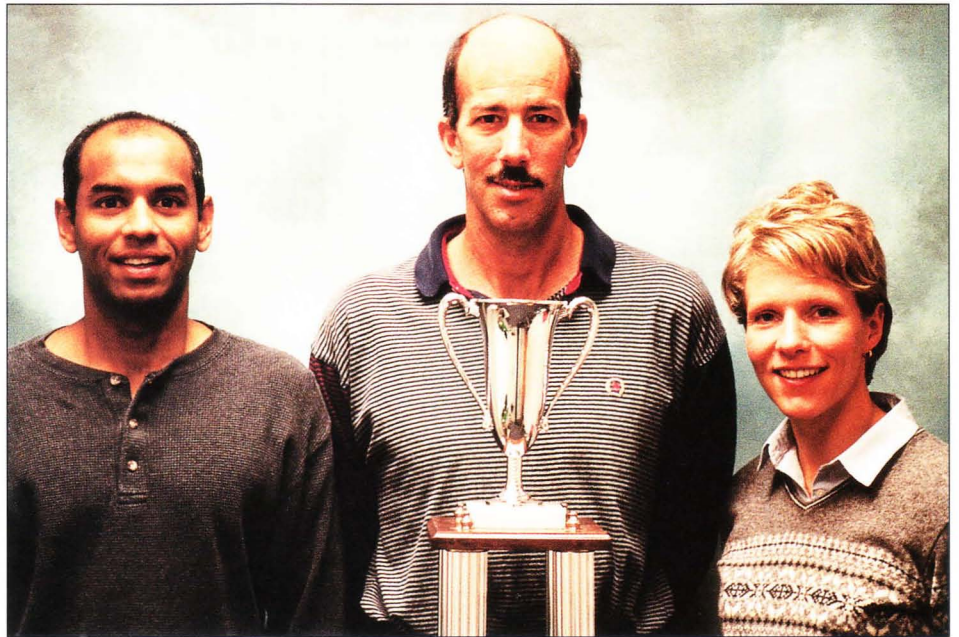
## Lucent runners win!

The stakes were high in Las Vegas on February 6 — the Lucent National Marathon Team was there to defend the USCAA National Marathon Championship title it claimed last year in San Diego.

Teams from companies including US West, Lockheed Martin, G.E. and AT&T, lined up at the start of the Las Vegas International Marathon hoping luck would be on their side. After a grueling 26.2 mile trek through the Nevada desert, the Lucent team once again proved victorious! The team punctuated its win by breaking three USCAA age group records as well.

Merrimack Valley was well represented on the 27-member National Team. **Bill Steele**, a DACS IV software engineer, is the national team captain. Team member **Claude Sequeira** is an engineer in Network Integration and **Deanne Horangic**, who placed first in her age group, is a business systems analyst in the Information Technology group.

“This year’s team was extremely well prepared to meet the rigorous demands of the mile run from the Nevada desert into Las Vegas,” said Bill. “The Lucent marathon team will return to Las Vegas in 2001 to go for a three-peat, and hopefully we’ll bring home the trophy again.”



*MV members of the Lucent National Marathon Team show the trophy they received for winning the USCAA National Marathon Championship in Las Vegas. From left are Claude Sequeira, Bill Steele, and Deanne Horangic.*

**Family Fun Fair** — Employees had an opportunity to pick up information and ask questions about a variety of summer camps, enrichment programs, and many other interesting activities at the recent Family Fun Fair. Whether you were looking for yourself, your children, or the whole family, there was plenty of information to choose from. Area museums, summer and vacation camps, health clubs, sports programs, classes and more were featured. The Fair was sponsored by the Employee Resource Center. If you were unable to attend, you can stop by their office at 20-2D15 or call them on x4900 for information on any of the programs and organizations that participated.

## Musicians Wanted!

You may not know this but there are two performing instrumental ensembles here at Merrimack Valley: the MV Jazz Ensemble and a newly formed Chamber Ensemble. Weekly rehearsals take place in the auditorium at noontime, and new members are welcome to join. The Jazz Ensemble has openings for saxophone, trumpet, trombone, string bass or bass guitar, drums and percussion. The Chamber Ensemble has openings for strings, woodwinds and brass. Please contact **Guy Klose** on x6354, or email [gfklose@lucent.com](mailto:gfklose@lucent.com), for more information about either.



*MV Jazz Ensemble members (from left) Guy Klose, Phil Scarff, Chuck Merrill and Ken Santarelli along with others from their group performed during Black History Month.*



## Black History Month

Members of the Alliance of Black Lucent Employees (ABLE) and other volunteers planned events that were inspirational, educational, informative, and entertaining for February's Black History Month!

Speakers included Yvonne Driver, Statewide Technology/Engineering Coordinator for Massachusetts, and Rev. Gregory Thomas, Pastor of the Calvary Baptist Church in Haverhill. Ms. Driver's topic was "Passing the Torch by Innovating the Future." Rev. Thomas is Chairman of the Board of the Victory Development Corporation, a nonprofit organization

that provides programs and services to the greater Merrimack Valley area. He spoke on "Minorities and Economic Empowerment."

A Jazz concert featured the MV Jazz Ensemble, a group of employees who are amateur and professional musicians dedicated to the big band tradition, and Athene Wilson, a familiar voice around Boston's music scene.

The concert also served as a kickoff for a Jazz Trivia Contest which ran through the end of the month. Facts and information on jazz were published in several issues of the *Window* to give all employees an opportunity to participate. Winners were **AJ McGovern** and **Janie Rivers**.



**ABLE President Debra Russ (left) and singer Athene Wilson at the Jazz Concert.**

The month wrapped up with a Fashion Show featuring employees and retirees modeling traditional African outfits provided by Nesam Fashions of Lawrence. Some are shown below.



## Women's History Month

The Merrimack Valley chapter of Women In Lucent (MV-WIL) offered several events during Women's History Month to celebrate women's achievements throughout history. These events included videos, a guest speaker, a performer and a game based on a hit TV show.

Videos highlighting the women's movement in America and the history of women in science were shown on all shifts.

Speaker Jane Lancaster gave a lecture/slide presentation on Lillian Moller Gilbreth, noted industrial engineer who was also the mother of twelve children immortalized in the bestselling book and movie classic

*Cheaper by the Dozen*. Gilbreth worked to show how a highly educated woman could organize her life to raise a large family and have a career, an idea that was not well accepted in the early 1900s.

Actress Elena Dodd brought Eleanor Roosevelt to life in her performance of *Meet Eleanor Roosevelt: Wife, Mother and First Lady*. Ms. Dodd's portrayal gave a frank, and sometimes humorous look at the life of this former First Lady. At that time, a woman of her position was expected to stay home and oversee a staff of servants to keep her household in order, but Eleanor was not content with this life. She had energy, intelligence, and resources, and decided to use them

by becoming involved in politics, social issues and the media. Being active and useful brought her great personal fulfillment.

Employees had some fun with Women's History trivia at a game based on the popular TV game show "Who Wants to be a Millionaire?". Contestants, chosen by lottery, were asked questions focused on Women's History. For each correct answer, they received fake money, redeemable for prizes.

The month ended with the biggest event of all! On March 30 - April 1, our local Women In Lucent chapter sponsored the WILL 2000 Global Professional Development Conference in Boston. You can read more about this on page 3.





# Spotlight On Quality



## NTT conducts successful NQAS Audit at MV

One of the Customer requirements Merrimack Valley and its associated design locations must comply with is described by the New Quality Assurance System (NQAS) standard. The requirements in this standard are based upon the ISO 9000 standard with additional language designed to ensure the robustness of the Supplier's Quality Management System, while further benefiting the Customer.

An NQAS Audit is designed to cover 3 functions:

- 1) It verifies that the Supplier's quality system works efficiently.
- 2) It verifies that field information analysis is done and that this information is fed back into our corrective and preventive action process.
- 3) It confirms that newly developed equipment performs according to specification requirements.

During the week of April 3, NTT visited the Merrimack Valley and Holmdel locations to conduct an NQAS certification renewal audit. The focus was on the DWDM (i.e., 400G assembly, test and inspection) areas. During the opening meeting, NTT pointed out that there are 122 businesses around the world that are NQAS certified. Over the last year, NTT was concerned that complaints they issued had increased from 111 to 133. Lucent has remained constant with only four complaints issued each year. They requested that we continue to work to decrease this number.

NTT found just two minor nonconformances, both in the area of corrective action. This was down from six total nonconformances (two at Huizen, four at MV) found in their 1998 audit. They reported that they felt our Quality System was a good one. Pending the resolution of the two minor nonconformances, moving forward, it is expected that MV will be recommended for an alternative auditing process. This process would utilize our existing internal audit reports as the basis for their periodic audits in lieu of onsite auditing visits. Their formal report will be forwarded to us the first week in May.

A lot of work went into preparing for this audit and hosting our Customer while they were here. Thanks go to the people listed here, who contributed and helped MV continue to make a positive statement about its commitment to Quality and its Customers:

*Elliot Goldstein  
Cheryl Muise  
Joe Couto  
Naji Wakim  
Bob Hough  
Annette Ricci  
Andy Wheelwright  
Hadi Wassaf  
Olga Leon-Castro  
Mike Sheridan  
Jim Maceachern  
Marty Cilwik  
Nancy Prefontaine  
Dave Bourque  
Earl Kneeland  
Pam Price  
Joe Doucette  
Dale Bates  
Tim Perkins  
Charlie Bemis  
Tony Mauriello  
Luan Giannone  
Dave Dunn  
Wayne Macbain  
Howie Williams  
Bob Legrow  
Vickie Herring  
Roberta Fournier  
Moe Fortier  
Paula Paré  
Buddy Godbout  
Don Jensen  
Steve Buyck  
Fran Sullivan  
Jerry Astell  
Karen Griffin  
Chuck Cohen  
Dennis Gauvin  
Brian Ahern  
Joe Montibello  
Tom Doherty*

*Watch this space for future  
Quality Initiatives and Highlights!*





# MV People

Do you know an employee who deserves recognition for their community service or a college degree? Call the Valley Voice office on x3553.



**Chambers**



**Corcoran**



**Dawson**



**Dunn**



**Estes**



**Fisher**



**Giacobbe**



**Grady**



**Griffin**

## SERVICE ANNIVERSARIES

The following employees celebrated service anniversaries of 25 or more years (in increments of five years)

### MARCH

- 40 Ronnie L. Anderson
- 40 Maurice O. Fortier
- 40 Robert P. German
- 40 Leslie F. Rudd
- 35 Dana C. Comeau
- 35 Thomas E. Dupuis
- 35 Paul E. Heinze
- 35 H. A. Mildonian
- 35 Steven A. Missick
- 30 Raymond H. Connors
- 30 S. J. Davis
- 30 Valerie A. Deshaies
- 30 Marcia J. Kneeland
- 30 Daniel J. Lalonde
- 30 Robert E. MacMaster
- 30 John R. McLaughlin
- 30 William A. Nobile
- 30 Theresa M. Rivard
- 30 Thomas E. Solomon
- 30 Sharon L. St. Onge
- 25 Robert F. Bartley
- 25 Jane E. Bourque
- 25 Eva M. Foster
- 25 Patricia N. Jennings
- 25 Glenn P. Jojokian
- 25 Marie M. Melanson
- 25 Robert K. Roy
- 25 Michael A. Ruszkowski
- 25 Jason F. Woodbury

### APRIL

- 40 Freda P. Belanger
- 40 John P. Verrette
- 30 James Gullo
- 30 Noreen M. Larcy
- 30 Barry W. Rogers
- 25 Charlene A. Arnold
- 25 John C. Banks
- 25 Gerardo Casal
- 25 Elie S. Hajjar
- 25 Sally K. McCarthy
- 25 Joseph A. Neves
- 25 Sandra E. Tebo

**IN MEMORIAM**  
 Kenneth E. Deming,  
 member of technical staff,  
 April 8, 2000

Michelle Leo, production  
 associate, April 11, 2000

## PROMOTIONS

**Nancy Barnes** — SONENT Process Engineering Technical Manager

**Patrick Capone** — Account Executive, Communication Software GSM Sales

**Vernon Chambers** — Operations Supervisor, located in Albany, NY

**Tiffany Corcoran** — Technical Manager, Network Integration Deployment

**Michael Dawson** — STA in International OLS Support

**David Dunn** — OLS Focused Factory Director

**Charlene Estes** — MV Logistics Manager for Deployment Management Control Center

**Daniel Evans** — Financial Analyst

**Pyong Fisher** — Supervisor, 400G Optics, second shift

**Kathleen Giacobbe** — DDM-2000 Product Manager

**Lynne Grady** — Project Manager, Domestic Customer Care

**Karen Griffin** — Quality Director - Merrimack Valley Works

**John Hudak** — Technical Manager, WaveStar Lambda Router





**Ingalls**



**Kneeland**



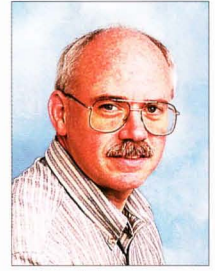
**Parmlind**



**Pineault**



**Pinette**



**Robinson**



**Russ**



**Scascitelli**



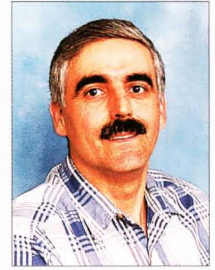
**Troncoso**



**Tufts**



**Tymann**



**Vano**

**Steven Ingalls** — Senior Buyer for Industrial Supplies & Equipment Commodity Team

**Keith Jones** — Global Operations Planner

**Marcia Kneeland** — Project Management Associate

**Brian Major** — Senior Manager in the ONG - Network Integration and Deployment organization *(photo on page 10)*

**Ove Parmlind** — Director of Technical Marketing Optical Networking EMEA

**Gerry Pineault** — Project Manager for ONG Deployment Management

**Angela Pinette** — Director, Business Development & Communication Software

**Alan Robinson** — STA in Function & Systems Test Engineering for LCT, FT-2000 and WaveStar 2.5/10G Ports

**Debra Russ** — Manager, ONG Global Multiplexor Product Management

**Maria Scascitelli** — Supervisor, 400G Optics, third shift

**Ada Troncoso** — Supervisor, 400G Optics, third shifts

**Pamela Tufts** — Business Systems Specialist for OLS 40G & 400 G

**Nathan Tymann** — Senior Commodities Specialist - OLS

**Joseph Vano, Jr.** — ONG Project/Deployment Manager

## RETIREES

### February

John A. Barclay (27)  
Frank Baviello (33)  
Carolyn R. Buckley (20)  
Joyce M. Bunting (30)  
Javier Collao (25)  
Shirley A. Cossar (16)  
John J. Costa (41)  
Gail D. Denton (34)  
Camille A. Dirago (25)  
John E. Evans (33)  
Ronald N. Fletcher (32)  
Alson B. Foss (40)  
Carolyn J. Gagnon (36)  
Judith E. Gagnon (31)  
Robert R. Gerskowitz (22)  
James P. Gray (33)  
Daniel B. Greeley (38)  
Robert C. Gulezia (39)  
Louise E. Hancock (18)  
Kenneth. Haslam (39)  
Elaine T. Hepworth (20)  
Claudette J. Hoss (26)  
Ronald V. Jablonowski (40)  
John Lahiff (20)  
Magaly V. Lara (24)  
Lorraine L. Leduc (43)  
Leon E. Marchand (34)  
Pauline B. Marshall (20)  
Elba M. Martinez (16)

Teodora Martinez (20)  
Lena A. Martocchia (32)  
William K. McNally (29)  
Joanne C. Mispilkin (21)  
Lorraine H. Morin (35)  
Goldie A. Morrow (20)  
Beverly A. Mullen (27)  
Sandra M. Nicoll (34)  
Marion Pashigian (21)  
Luis A. Peralta (22)  
Jean E. Picanso (20)  
Judith L. Potter (20)  
Angelina R. Primrose (42)  
Ana C. Ramirez (23)  
Gustavo A. Ramirez (20)  
Janice C. Roy (30)  
Eugene E. Sauvan (37)  
Lorraine A. Sawyer (19)  
Philip R. Sirois (43)  
John M. Thornton (36)  
John C. Trihlias (35)  
Blanca B. Veloz (23)  
William E. Wallace (20)  
Daniel F. Yetter (33)

### March

Joseph M. Abraham (38)  
Doris T. Bauters (13)  
Stephen W. Bird (26)  
Rosemary A. Casale (32)  
William M. Catton (22)  
Frederick S. Crosby Jr. (15)  
Christina A. Delaney (23)  
Dorothy S. Dipietro (35)  
Jeanne Marie Donaghey (30)  
Julio V. Figueroa (20)  
Kathleen L. Fionte (33)

*more . . .*



Ian H. Fraser (43)  
 Dennis G. Frechette (20)  
 Anne T. Gaudet (26)  
 Kim S. King (22)  
 R. Lahlum (37)  
 Joan K. Logan (19)  
 Joyce E. Madden (24)  
 Gerald C. Patnaude (20)  
 Joseph T. Ponti (34)  
 Joseph I. Roberge (30)  
 Enrique Rodriguez (20)  
 Norberto Rodriguez (20)  
 John H. Schaefer III (31)  
 Charles F. Sielicki Jr. (39)  
 Mercedes A. Su (20)  
 Aurora Valentin (20)  
 Arnold P. Ziemian (29)



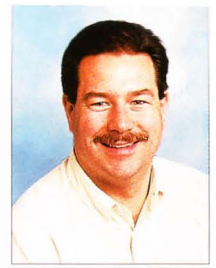
MacEachern



Major



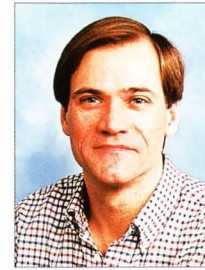
Carty



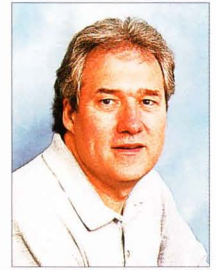
Damon



Buchanan



Merrill



Roberts

## MACEACHERN AND MAJOR REELECTED TO LOCAL POSITIONS

Congratulations to **James MacEachern** and **Brian Major** for being reelected to political positions in their home towns! The two were not just reelected for a second three-year term, they were voted in as Chairmen of their respective governing organizations.

Jim is the new Chairman of the City Council in Derry, NH. Jim says he “thoroughly enjoyed my first term and the progress made by the town, including the development and implementation of a growth management ordinance, a recreation master plan, and the creation of a long term capital improvement plan.”

Brian was voted Chairman of the Board of Selectman in Andover, MA. “My first three years was a fast learning curve in which I spent many hours learning about town departments, operating budgets, tax classification, and the various funding mechanisms,” he says.

Both Jim and Brian say they look forward to completing the projects they started in their last term.

## GRADUATES

### Advanced Degrees

**John Carty**, Storeroom/Materials Management Engineering — Masters of Science in Management Science & Manufacturing, University of Massachusetts at Lowell

**Dave Damon**, WaveStar Software Development — Masters of Science in Telecommunications, University of Colorado

**Peter Scuderi**, Test Strategy and Support — Masters of Science in Telecommunications, Southern Methodist University

### Bachelors Degrees

**Ada Troncoso**, Networking group — Bachelors of Science in Business Administration, Franklin Pierce College (*photo on page 9*)

## BILL BUCHANAN AUTHORS 2ND NOVEL

If you enjoyed *Virus*, you will love more “gripping techno-suspense” in *Clearwater*, the second novel by Bell Labs engineer **Bill Buchanan**.

*Clearwater* is the fictional story of the USS Maine, a hunter-missile submarine that is America's newest superweapon. When the Maine is hijacked by a secret adversary, the

danger of a new war looms, and the world holds its breath.

Bill worked for four years to write this latest novel. “I met with and talked to lots of people in the military and sub tracking business and heard some interesting stories,” he says. “But the biggest hurdle was all the research. I had to know what a skipper in the Navy would do in every situation through the story to keep it believable.” You can read *Clearwater* yourself see what you think.

## TWO RECEIVE CTM

**Chuck Merrill** and **Tony Roberts** each received their Competent Toastmaster (CTM) certificate through the Toastmasters International Communication & Leadership Program. The program helps participants improve their speaking and leadership skills.

Chuck is a DMTS in the BWM Hardware Development organization, and Tony is a DMTS in the BWM Physical Design group. Both have been involved in Toastmasters for nearly three years and are charter members of the MV Toastmasters Club.

For more information about Toastmasters please contact Tony at x6491.



# Hepatitis C

Scientists isolated the hepatitis C virus 10 years ago. The Massachusetts Department of Public Health reports over 100,000 people are estimated to have the hepatitis C infection in Massachusetts alone, and 4 million people in the United States are presently infected with the virus.

## What is Hepatitis C?

Hepatitis C is a virus that like hepatitis A and B causes inflammation of the liver. It is the leading reason for liver transplant in this country. Most people who become infected will carry the virus for the rest of their lives. About 20 percent of people infected fight off the virus on their own without liver damage. For the rest, the disease settles in and slowly attacks the liver. Anywhere from 20 - 50 percent of people with chronic hepatitis develop cirrhosis (scarring of the liver) usually within the first two decades after infection. Liver cancer and liver failure occur in about half of those who develop cirrhosis.

## How could I get Hepatitis C?

Hepatitis C spreads by contact with an infected person's blood. You could get hepatitis C by:

- sharing drug needles
- having received a blood transfusion, blood products or an organ transplant before July 1992
- getting a tattoo or body piercing with tools that were not properly cleansed
- having received kidney dialysis
- in rare cases it could be transmitted by sexually and by intranasal cocaine use.

## You can NOT get hepatitis C by:

- shaking hands with an infected person
- hugging an infected person
- kissing an infected person
- sitting next to an infected person

## Prevention of Hepatitis C

- There is no vaccine for hepatitis C.
- The best prevention is to avoid contact with blood.
- Do not share needles, razors or toothbrushes.
- Blood banks now screen donated blood for the hepatitis C virus, so risk is now extremely low for transfusions.
- Use condoms if you are having sex with an infected partner.

## Symptoms

If you have hepatitis C, it's likely you've never noticed any symptoms. Most people don't for years, even decades, until much of the damage has been done. Many people discover the virus during a routine blood test. If you did have early symptoms you may have thought it was just the flu. These symptoms are malaise, jaundice, nausea and elevated liver function tests.

## Treatments

A drug called Interferon may be used in combination with other drugs, such as Ribavirin. Interferon is taken by injection three times a week and may be taken for up to a year. Side effects may include flu-like symptoms and depression. People diagnosed with hepatitis C should not drink any alcohol or take certain medications that can cause further liver damage. It is recommended that persons infected with hepatitis C be vaccinated for hepatitis A and hepatitis B.

Jean Olson, RN, COHN-S  
Medical Department



## Chapter 131 projects expand into Puerto Rico

In April, **Elena Bonaventura** traveled to Puerto Rico as an Ambassador for the Pioneers. It was a busy trip for Elena. She visited two hospitals and distributed 50 Design-A-Bears, 55 Smart Bears, 50 goody bags and many Special Care hospital gowns to the young patients there. She also worked with hospital staff to organize a party at each where the items were distributed.

"I was familiar with some of the children," said Elena. "We met when they were in Boston hospitals for treatments, and our volunteers were there to distribute bears. It was so nice to see that some of them had improved."

Elena would like to thank everyone who helped by providing items for the



*Preparing for the trip—Volunteers (from left) Larry Rickabaugh, Kathy Follansbee, Walter Kleyman, and Sonya Treadwell helped Elena Bonaventura pack for her trip to Puerto Rico.*

children. "They all enjoyed their gifts. Some especially liked the Special Care hospital gowns because they had never seen anything like them," she said. "I also got an idea for a new project. Some

children wore floppy hats to hide the hair loss from their treatments. I want to try and figure out if we can make some of those." Knowing her, she probably will. Watch for more on that in the future!



### Life Member Club Fundraiser

The Life Member Club is sponsoring a new fundraiser, the sale of cotton throws of the Pioneer Quilt. The original quilt, (shown above) which is on display in the Pioneer meeting room, has 24 squares which represent many of the projects Chapter 131 sponsors. It was handmade by a group of volunteers under the guidance of **Lucia Amenta**.



The new cotton throws (one shown above) are an incredible likeness of the original! Orders were taken at the recent Life Member Luncheons, and they will be available at the Pioneer Store — while they last — for \$55 each. Funds raised through the sale of these beautiful blankets will go to Life Member Club projects. For more information, please contact the Pioneer office on x2311.



## Volunteers develop new Talking Book rewind machine

For years, volunteers on the Talking Book project have repaired the machines that allow the sight impaired and handicapped to listen to books on tape. Now they have developed a machine that gets these tapes back into circulation quicker.

The Perkins School for the Blind and Physically Handicapped in Watertown oversees the Talking Book Program for all of Massachusetts, and they get thousands of tapes back each day! All of these need to be rewound because the play machines aren't designed for that.

Volunteers **Dick Hamel** and **Emil Tanana** found a way to make this work go faster. They designed a machine that incorporates six rewinders and gets tapes back into



*Talking Book volunteers Dick Hamel and Emil Tanana show the new rewind machine they developed.*

circulation faster. "Their old rewind machines ran so hot that they had to stop frequently to let them cool down," says Dick. "We used a new type of rewriter developed by Bill Stonebraker, a Pioneer from Seattle. His design runs cooler so the new machines can just about go forever!"

"We have already provided 20 machines to the Perkins School and are working on more," says Dick. "As the word gets out, we're getting requests from Talking Book programs

in other parts of the country."

The Talking Book program is run by the Federal government, through the Library of Congress. There are over 750,000 machines in circulation, and millions of books available on tape.

Talking book machines don't record, they only play, and they run at a different speed than commercially available tape players. They are maintained by volunteers from the Pioneers and the Elfun Society of General Electric in repair shops all over the US and Canada.

Nine volunteers work on Talking Book projects every Tuesday in their MV workshop. Other projects for the sight impaired include checkers, braille cards, and the audio ball.

## Award presented for Clothing Drive

Who would want to see hundreds of plastic garbage bags, filled with clothing? Volunteers (*right*) from the Pioneer's 1999 Fall Clothing Drive! This sight was a sign that their efforts were a huge success, gathering thousands of garments — enough clothing to completely fill a 40 foot storage trailer!

Much of the clothing went to Starlight Ministries, a nonprofit group that brings food and clothing directly to the streets of Boston. Starlight workers said that the items donated by MV sustained them at least half way through the winter season, and that the donations came at just the right time when their storage shelves were nearly empty and patrons were beginning to request warm clothes.

The project was selected from many across the country to receive a



Heart of Pioneering Excellence Award. Project leader **Bob Figucia** accepted the award on behalf of his team of volunteers. "There is a great sense of satisfaction that comes when you

work together to help others," says Bob. "And everyone who worked to support this effort showed just how much community spirit there is here at Merrimack Valley."



## May we 'suggest' a change?

The pace of change is growing quicker by the day in the Optical Networking Business. We need to develop products that our customers want in shorter intervals, make those products easy to manufacture and deliver with the highest quality, with production ramps that are unprecedented. We need to do these safely, while ensuring a wholesome environment. The business is evolving more rapidly than ever and the Suggestion Program needs to catch up and keep the pace. We have been operating with a program that has been unchanged in quite a while. The time has come for us to take a close look at how it is operating now, what we perceive the optimal program to

be based on our current and future business environment and work Gap Closure activities to get there.

In April, we initiated a Quality Improvement Story (QIS) to help improve the overall program. We expect to complete a comprehensive QIS in the next six months, resulting in a new, improved, supported program that will be a win-win proposition.

We have finalized the membership of the QIS team. To ensure that we have a diverse team, we will have representatives from the Suggestion Program, Leadership Team, Production Associates, Engineering, and Public Relations. We may be looking for additional members, so if you have a burning desire to be involved, please contact us.

We have also initiated

benchmarking activities to help baseline what we are doing against other programs. The benchmarking we have done to this point has been with other Lucent Technologies organizations that have similar programs. We are looking to share learnings across the business to improve what we are doing and leverage Best Practices that are in place.

As we move through the improvement process, we would like to solicit any "Suggestions" you may have to improve the program. Please feel free to drop by the suggestion office with suggestions aimed at improving the program. Suggestions that have a significant impact on moving the improvement process forward will be rewarded.

**Roger Tremblay**  
*Employee Suggestion Program  
Manager*

## Small ideas can lead to big savings!

As an expeditor in the Product Export Center in Haverhill, **Carol Tattan** often saw delivery carriers return product to our shipping dock because the items were undeliverable to the address on them.

"Sometimes orders are sent to sites that are under construction, or new offices that are in the process of being set up," says Carol. "When they're not officially 'open' yet, it can be hard for the carrier to make the delivery."

Carol suggested that Regional Customer Service include a contact name and telephone number on the address of each order. This gives the carrier someone to contact if there is a problem with delivery, instead of returning the item to the sender.

"It seemed like such a small thing, but it works out better for everyone now," says Carol. "Customers get their orders quicker because carriers can make alternate arrangements when there's a problem with delivery. And it saves us the extra shipping

costs of a re-delivery." Carol received an award for \$1,000 for her suggestion.

Just because 'that's the way we always did it' doesn't mean that's the best way to do it. Just ask

**Frank Tasca.**

Frank, shown here,

maintains the inventory of supplies in Packing & Shipping. As part of the packing procedure, bays are covered with a large plastic bag to protect them from ESD damage and contamination. These huge bags come neatly folded in boxes of ten, and had to be spread out and opened before they could be placed over a bay. Frank thought it would be cheaper if the bags came in



larger boxes, so he wrote up a suggestion. When engineer Don Wise investigated Frank's idea, he found that a large roll would work even better. "It was Frank's idea that led to further investigation of the process, and ended up in saving thousands of dollars," says Don. "It also makes the process better." Frank received an award for \$800.



## TREATMENT OF STOCK OPTIONS

[Following is a letter from Curt Artis, senior vice president — human resources, Lucent, and Maryanne DiMarzo, vice president — human resources, new company, discussing how Lucent stock option grants will be adjusted to reflect the spinoff.]

As you know, we are getting ready to spin off our enterprise communications systems, business cabling and LAN-based data networking businesses. This is a strategic choice the business made to create two successful companies. This spinoff means any Lucent stock option grants you have (for example, the Lucent Global Founders Grant or the 1998 Ownership Grant) will be adjusted to reflect the spinoff.

Our principle is to preserve the “option spread” of each of your stock option grants as of the spinoff date. The option spread is the difference between the fair market price of Lucent stock immediately before the spinoff and the exercise price of each of your options, multiplied by the total number of your unexercised options (vested and unvested). For an example of how the option spread is calculated, see the related Q&A at <http://www.bcs.lucent.com/news/spinoff>

When the spinoff is complete, which we expect to be on Sept. 30, your outstanding Lucent stock options will be adjusted as follows:

- If you are remaining with Lucent at the spinoff, you will continue to have options to purchase Lucent stock. You will not have options to purchase the stock of the new company. However, the number of Lucent shares you have in your option grants — and the exercise price of the shares in your option grants — will be adjusted to preserve the option spread of the grants on the date of the spinoff.
- If you are an active employee of the new company at the spinoff, your outstanding Lucent stock options will become options to purchase stock in the new company. As in the case above, the number of shares and exercise prices will be adjusted to preserve the option spread of your grants on the date of the spinoff.

The option spread will be preserved at the time of the spinoff by applying a spinoff ratio to your outstanding options and the corresponding exercise prices of those options. Options for fractional shares will be rounded down to the nearest whole number of shares.

You should also be aware that you will not be permitted to exercise your stock options during a “blackout period” that will be in effect around the time of the spinoff. More information about the blackout period, including its exact dates, will be shared as we get closer to the date of the spinoff.

For additional clarification on the points discussed in this letter, a set of Questions and Answers is available at <http://www.bcs.lucent.com/news/spinoff>

Any discussion of stock options can quickly become very complex, and when you add in the issues associated with the treatment of stock options during a spinoff, the complexity factor increases. However, the bottom line is that the option spread of your current grants remains the same as of the date of the spinoff, whether you remain a Lucent employee, become an employee of our new spinoff company, or are a Lucent retiree with outstanding stock options.

## Lucent Women's Bowling League

Congratulations to the team of Fran Arzoonian, Linda Sampson, BJ Quimby, Deb Matranga, and Pat Trafton for becoming the 1999-2000 Women's Bowling League champions!



The league is made up of eight teams that bowl weekly at Academy Lanes in Bradford. Their 26-week season is split into two halves. Winners of each half competed for the championship.

## Retirees Reunion held in Florida

The Merrimack Valley Florida Reunion was held January 21 - 23, 2000 in Kissimmee, FL. “We had 62 MV retirees attend and they all had a wonderful time,” says Harold Evans, who planned the event.

Harold says he is trying to update the Florida Retirees Mailing List “to include employees who have retired in the past four years and relocated to Florida, or retirees who are Snow Birds in the month of January.” Any retiree who would like to be included in the mailing list can send their name and address to:

Harold Evans  
14900 Gulf Boulevard #205  
Madeira Beach, FL 33708

The 2001 reunion will be held January 18 - 20, 2001 in Kissimmee, FL. Hope to see many new people there!

**Questions? Comments?  
Contact the Valley Voice  
office on x3553.**



# Your United Way contributions at work in Lawrence

A large portion of the United Way contributions made by our employees goes to the United Way of Merrimack Valley. Read on to see how those funds are put to use helping local residents.

The United Way of Merrimack Valley is more than a fundraising organization. They also coalition builders – bringing together human service groups, labor, business, schools, government and other sectors of the community to address critical issues. Through Community Care, United Way volunteers fund human service programs, provided by their family of agencies, that directly serve those in need.

With your help, their collective vision of a better community is already becoming a reality. The United Way has laid the groundwork in each of the four key Community Investment Areas:

**Strengthen & Support Families, Children & Individuals:** Providing families with quality child care, mentoring and parenting support, addressing family as well as gang violence; preventing teen pregnancy; and coordinating outreach services for at-risk youth.

**Promote Health & Wellness:** Empowering people to prevent and live with illness through education, in-home services and counseling support.

**Promote Lifelong Independence & Self-sufficiency:** Enabling people with age, disability or language barriers to lead productive lives.

**Provide Basic & Emergency Needs:** Preventing hunger and homelessness and supporting victims of local disasters.

The following is an example of providing basic and emergency needs:

One minute Maria Taveras of Lawrence was a happy, successful, middle-class mom enjoying a vacation in Florida, the next minute, she was homeless, her triple-decker home destroyed by fire. Her worldly possessions were reduced to the clothes in her vacation suitcase.

Maria's first reaction when she learned that fire

destroyed her home on Berkley Street last February, was to thank God that her family was safe. Her mother and brother, who were caring for her three-year-old daughter, Gabriela, managed to escape safely thanks to a neighbor who alerted them to the flames roaring from the third floor window.

"Once I got over the initial shock, I realized I had nothing but the clothes on my back. I felt like my whole world was falling apart," she said.

That's when the American Red Cross of Merrimack Valley, a United Way partner agency, stepped in with critical, emergency help. Within hours, Red Cross volunteers gave the family vouchers to buy new clothes. They found a hotel room for Maria's mother and in a few days, a temporary apartment for her. Maria and Gabriela stayed with a friend until she was able to buy another house.

Maria cries as she recalls the feelings of helplessness, then relief, that comes with losing everything in a catastrophe.

"I was so proud of my closet full of clothes and the home that I had made for Gabriela and me," Maria, a claims representative for the Department of Social Security in Lawrence, said. "My father and brother helped me rehabilitate that old house and it was just the way I wanted."

Her own devastating experience makes her more aware of the kindness of individuals who help others in need. When United Way of Merrimack Valley campaigned at the Lawrence Social Security last fall, Maria could not sit still.

"I never imagined this could happen to me. You never know when you will need help from a United Way agency, like the American Red Cross. I urge people to give to United Way because they help fund programs and services that will be there for you when you really need them."

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