

The Culture Chronicles



Franklin Companies May 2017 Newsletter

We hope you like the more contemporary look of *The Culture Chronicles*! In addition to a new format, we are excited to include pictures of Franklin Companies staff members and communities. You might see familiar faces!

Employee Commitment



Executive Director, **David Ewing**, knew Franklin Park Alamo Heights would need larger than normal fiesta wreaths to complement the exterior walls at the front entrance. David learned that **Irma Golden**, an EMS employee, was crafty and regularly made all types of wreaths. He explained to Irma that they would need two reusable wreaths six feet in diameter that could withstand the weather. Irma bravely took on the challenge although she had never made wreaths of this size.



David later learned Irma overcame many obstacles to accomplish the project including finding two large frames and a welder who could reinforce them! Upon completion, **Aubra Franklin**, Chairman and CEO, immediately took notice. He was curious where David had found them and was genuinely impressed. He was even more impressed to learn one of his own employees had done all the work. Irma's determination and hard work demonstrates the **TRUE** spirit of "going above and beyond." *Irma, thank you for sharing your gifts and talents with Franklin Companies!*

Following Through on a Promise

Kerri Haigood, Fitness Coordinator at Franklin Park Alamo Heights, has always gone out of her way to ensure that our residents would feel cared for and happy. A prime example of this was her reaction to a new resident's concern. This resident had only been at Alamo Heights a few days and was very upset that he was not able to find a place to get his hair cut. Kerri spoke with the resident and promised him that she would find somewhere for him to go. However, the next day Kerri had to go on a resident outing and was not able to personally make sure that the resident got his haircut. As a result, Kerri sent an email out to the administration team asking them to follow up on her behalf ensuring that the resident's needs would be met. He did indeed get the haircut he desired with wonderful results. Kerri's consideration of this resident's needs made him feel cared for and showed him why living at Franklin Park is so wonderful. *Kerri, your **Unconditional** commitment to our residents is remarkable, and we are thankful for your dedication and example! Thank you for all that you do!*

Residents Coming Together

A few weeks back, a sprinkler head in one of Artisan at Willow Springs' units malfunctioned in the evening and set off the fire alarms in the entire building. Although the alarms were going off in every unit, only one sprinkler was triggered and immediately began to flood the unit of Ms. Rodriguez, a single mother of four. The fire department was dispatched, on-call maintenance was notified, and **Mark Lopez**, Executive Director, immediately headed back to the property to ensure everyone's safety. He arrived just before the fire department and was extremely surprised to see that the resident's neighbors were all pitching in to help. They were sweeping out water, drying floors with towels, removing certain items from the unit and most importantly, keeping Ms. Rodriguez' children calm throughout the commotion. Mark commented that after seventeen months at Willow Springs this was one of the most heartfelt and sincere expressions of community and togetherness he has been fortunate enough to witness. *It is amazing to see our mantra of **TRUE** coming together not only for our staff members, but also in our communities. Thank you to everyone at Willow Springs for your actions and responses during this critical situation.*

Communities Coming Together

Employees from Artisan at Willow Springs volunteered their time to help the employees at The Landings of Stone Oak host an Easter Party for their residents. The children from Willow Springs' after-school program made small Easter bunny bags for the residents of The Landings.



Mark Lopez, Executive Director of Willow Springs, even dressed up as a bunny to help spread the holiday cheer! The residents really enjoyed their goodies. **Yvonne Yeary**, Director of Sales and Marketing at The Landings of Stone Oak photographed the special event; even taking photos of each resident with the Easter Bunny to send to the residents' family members. The



families were sincerely appreciative of the gesture. *A special thank you to Willow employees **Mark Lopez, Stephanie Jones, Jovanny Parvin, JT Mancilla, Moses Perez, Andrea Chavez, and DeeAnn Guajardo.** You felt the urge to give back and found opportunity in doing so by helping out a sister community. And, a special kudos to **Maria Perez**, Director of Life Enrichment at The Landings, for coordinating and planning this intergenerational Easter Event!*



Helping Residents

Several nights ago, Franklin Park Sonterra was planning an outing to take residents to go see the Air Force Band of the West concert at Trinity University. As the bus was preparing to leave, Colonel Sid Glenn, a Sonterra resident, was coming down to have dinner when he realized he had forgotten about the concert. He really wanted to go, but he had not eaten. **Davis Hannah**, Move-In Coordinator at Franklin Park Sonterra, was at the front desk and rushed into the kitchen. With the help of **Amber Saidler** and **Kevin Willis** in the kitchen, they got Colonel Glenn a sandwich, chips, and bottled water for the bus ride. He was so thankful and happy that he was getting to go to the concert. *Thank you, Davis, Amber, and Kevin! Your **Timely** response made the difference for Colonel Glenn!*

Dedicated Employee

Manual Enriquez, Caregiver at Franklin Park Sonterra, is a strong example of the culture we want in our communities. He has been with our company over six years now and many residents as well as family members speak of his kindness as well as his willingness to help with any needs that arise. Mrs. Tilley, a Sonterra resident, nightly changes up her channels and calls for his help so she can watch her shows. She has stated, "I could not live without Manny's help. He fixes it every time!" Mrs. Thorne, another Sonterra resident, talks about Manny getting her meds to her and always being there to answer her questions. Mr. and Mrs. Wood, also residents at Sonterra, talk about how much they appreciate his kindness and his patience when communicating with both of them. The residents sang his praises a couple of months ago as a group about how he always made sure they got what they needed and was so kind to everyone. He instills a sense of family in our community as well as sense of safety. We have many long-term employees here at Sonterra who ensure our seniors feel the compassion, hope, love, and sense of family. He has assisted in training many of our staff members as they start and is a leader as well as a strong mentor. *Manny, you are a **TRUE** example of the values we hold dear as a company. Thank you!*

Always Ready To Serve

During The Landings at Stone Oak's Easter Party, the maintenance team from Willow Springs noticed a couple moving things out of a room and into a moving truck. They also noticed they needed some assistance with the heavier furniture. The **Willow Maintenance Team** immediately jumped in to offer a helping hand. Definitely a proud moment! *Thank you **Miguel Manzanares, JT Mancilla** and **Moses Perez** for your **Enthusiastic** response!*