

# The Culture Chronicles



Franklin Companies June 2017 Newsletter

Summer is here! Schools are out, temperatures are rising, and for most of us, we are finding a few more moments of downtime. Whether it is a family vacation or simply more time with family and friends, the summer months allow us the gift of time. This much needed break from the rest of the year is an ideal time to reflect on the progress we are all making as contributors to and leaders in the Franklin Companies.

We are all leaders in our positions regardless of where we fall in the organizational chart. This leadership looks different depending on our daily duties, but we are all called to be fruitful in our work and to do so in a way that brings about flourishing. Through our productivity and commitment to excellence at Franklin Companies, we are ultimately seeking to bring forth communities where families and residents can flourish regardless of their stage of life or personal circumstances. We are working to bring forth a company and working environments where professionals can flourish and grow in their skills and leadership. We do all this by remaining **TRUE** to our core values and by recognizing that at Franklin Companies, we are not just “working.” We are building and supporting communities that change peoples lives.

This summer, as you find yourself with some extra time, reflect on your own leadership. How are you edifying your colleagues? How are you caring for residents? How are you challenging yourself? How are you contributing to flourishing communities that make a difference in people’s lives? Imagine the possibilities...

## Coming to the Aide of a Co-Worker

**David Rodriguez**, Business Office Manager at Franklin Park Sonterra, recently became severely ill. From the outset, it was clear that he would require several weeks, if not months, for a full recovery. **Luke Classen**, COO of Franklin Park, recognized the devastating effect this illness would have on his family. Going against the Paid Time Off (PTO) policy, Luke allowed fellow employees of Franklin Park Sonterra to donate their unused PTO to help David’s family. Within hours, employees’ donations poured in, to the tune of 375 hours in total! As David focuses on his health, he has found support from many in the Franklin Park family. **Jennifer Lester**, Business Office Manager at Franklin Park TPC, and **Bennie Foss**, Business Office Manager at Franklin Park Boerne, have joined together each dedicating half of their time to keep Franklin Park Sonterra running smoothly. Their dedication and commitment has been above and beyond, and we are very thankful for their efforts in support of David and Franklin Park.



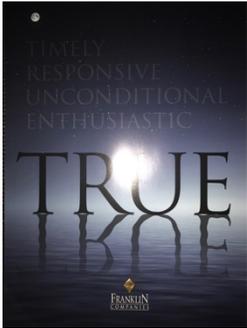
*David, we continue to keep you in our prayers and look forward to seeing your smiling face back at Franklin Park Sonterra.*

## Helping a Fellow Community

Last week The Landing at Stone Oak had a major water issue that required the community to be without water for a period of time. Obviously, addressing this situation was a top priority for the team at The Landing. **Anthony Burks**, Regional Dietary Department Head, and his team at Sonterra immediately stepped up and provided support. Anthony and his team prepared a wonderful lunch for the residents of The Landing including bacon-wrapped chopped steak, mashed potatoes,

assorted vegetables, rolls, and a pan of peach cobbler. He also supplied The Landing with several five-gallon water containers to aide in bulk water usage including cleaning and other needs.

*Of course, Anthony and his team stayed **TRUE** to their responsibilities at Sonterra, but they also came together and helped a fellow community during a time of need. They provided us what it means to respond in a **Timely, Responsive, Unconditional, and Enthusiastic** way. Thank you!*



#### **Executive Director Brings Operating Mantra to Life**

**Jacqueline Higgins**, Executive Director of Mission Creek and Rancho Sierra, took our 2017 operating mantra a step further by designing a poster representing the elements of **True**: Timely, Responsive, Unconditional and Enthusiastic. Be on the lookout for these posters throughout our communities!

*Jacqueline, thank you for using your gifts and creativity in a way that helps all of us remember what it means to be True in 2017!*

#### **Caring For Residents**

A resident at Artisan Ridge recently gained custody of her four-year-old granddaughter during a season when her personal financial situation was challenging. She and her granddaughter visit the business office every day to get some cookies and juice. The young girl enjoys spending time with **Anne McGriff**, Manager, and brings her pretend cell phone with her when they visit. Every day when she leaves the office she tells Anne, “Call me on my cell phone, Girl!” On one visit the resident’s granddaughter told Anne that she wished she could get a pink Easter dress with a lot of bows. Anne asked her grandmother if she was going to get her one this year, and the resident shared that unfortunately, she could not afford it. Anne decided that she would do something special for her young friend and purchased a cute pink dress with bows on it. She even took it a step further and got her a little purse and some hair bows. The little girl was so happy when Anne gave her the dress that she cried and begged to put it on right away. When the office staff looked up the grandmother was also crying. She was so thankful because she did not know how she was going to be able to get her granddaughter a dress for Easter. Needless to say, the resident is extremely happy, and we look forward to having her family in the Artisan Ridge community for many years to come!



*Anne, thank you for your **Enthusiasm** in caring for these residents. It is amazing how you used your own resources to bless them both during a season of transition and challenges. Thank you for showing us what it looks like when we **Truly** care for others!*

#### **Artisan Fitbit Challenge**

The **Artisan Executive Directors** have come up with a fun and exciting way to challenge themselves and each other to be more active and at the same time insure that they are walking their communities every day. The Directors are all participating in a Fitbit challenge. Each one is armed with a Fitbit watch. The challenge is to see who can walk the equivalent of the distance to El Paso, Aubra Franklin’s hometown. That distance happens to be 552 miles or 1,104,000 steps! The team has even designed an Artisan Fitbit Trophy for the winner. Good luck to everyone participating!