



# The Culture Chronicles

...of the Franklin Companies  
April 2015

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At Franklin Companies, we have intentionally cultivated a working environment characterized by integrity, transparency and empowerment. These values have guided our company and contributed to the success we have realized through the years. In an effort to continue to bring forward stories of our culture in action, we are highlighting our **Innovative Care Team (ICT)** concept, a nascent employee-led initiative that embodies our corporate value of *empowerment*. We are pleased to share how the ICT is organized and how, even with only a few months of activity, the initiative is already contributing meaningfully to our corporate results.

The Innovative Care Team concept was introduced last year with a vision of providing resident-facing employees a mechanism and platform for sharing and improving upon proven best practices developed in Franklin Park communities. The ICT is composed of exceptional employees from both Franklin Park Stone Oak and Franklin Park Sonterra in San Antonio. These leaders are committed to improving the quality of care to our residents and to making Franklin Park the employer of choice for Senior Living professionals. Currently, we have a Caregiver ICT and have recently recruited a Dietary ICT.

The ICTs meet on a regular basis to share challenges and best practices as well as to celebrate successes across our communities. The teams discuss operational topics ranging from required policies to medication and supply management to staff training concerns. No topic is off limits, but all conversation must be constructive and always in keeping with the vision of improving care and making Franklin Park the employer of choice in Senior Living.

Since inception, the ICT concept has generated ideas and suggestions that have resulted in meaningful results for Franklin Park. Through the work of the Caregiver ICT, we have realized improvement in two specific areas. The first is a decrease in worker's compensation claims as the team has shared and implemented best practices in the area of ergonomics and lifting training. The second area of improvement involves the inventory management for gloves and isolation gear. Prior to the ICT's work, the process for supplying and stocking the required items for isolation care was loose and not well codified. Thanks to the Caregiver ICT, we now have a formal process in place that has resulted in inventory cost savings as well as improved response time when it counts.

We believe the Innovative Care Team concept is a clear example of what is possible when we **FOCUS**. In fact, the ICT initiative represents all aspects of our 2015 operating mantra. Through our ICT teams, employees are finding the **Freedom** to make decisions that are good for both our residents and our company. Employees are taking **Ownership** of the processes that affect their performance on a daily basis. Our ICT members have demonstrated that they are **Committed** to addressing challenges and to communicating best practices across our organization. The ICT concept allows us to **Utilize** all of our resources in a way that contributes to our success as a team. Also very importantly, our ICT members are allowed and encouraged to not only **Shepherd** our residents and their families through difficult situations, but to also provide that support for their colleagues.

We are proud of our Innovative Care Teams, and we cannot wait to see how the insights gained from their efforts will contribute to our future success!

## ***Speaking the Same Language***

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During March, The Park at Sutton Oaks welcomed a prospective resident who was hearing impaired. During the resident's application process, the office staff worked carefully to communicate clearly through written notes back and forth. While slow, the efforts paid off and the resident was able to secure an apartment in the community.

Soon after her first visit, the resident was in the office and was having difficulty communicating her needs with the staff. At that very moment, Business Office Manager, **Luke Roberts**, noticed the situation and jumped right in to help. It turns out that Luke knows a bit of sign language and through his basic vocabulary he was able to assist the resident. The resident was incredibly grateful for Luke's willingness to communicate through signing. With Luke's help, her move-in process went smoothly, and she could not be more pleased with her new home. Luke has since worked even more diligently to improve his

proficiency in sign language so he may be a resource for this resident, as well as any other hearing impaired residents that may find a home at The Park at Sutton Oaks.

*Luke, thank you so much for sharing your gifts and skills with the residents of The Park at Sutton Oaks. Your willingness to meet this particular resident right at her point of need, in a language she can understand, is admirable. Thank you for **Utilizing** all of the resources at your disposal to address the needs of our residents.*

### ***Community Rallies for A Resident in Need***

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Last month one of the residents at Artisan at Willow Springs received the sad news that his brother had passed away. Of course, the resident was anxious to make the trip to Fort Worth to be with his family during this difficult time. Unfortunately, this resident's budget was restricted and he just could not find the money to make the trip to North Texas. **Michelle Padley**, Community Resident Coordinator, heard about this resident's situation and decided she would try to help him figure out a way to be with his family during this time. She worked with him and luckily found a fifteen dollar bus fare to Fort Worth. Then, in an act of true selflessness, the staff at Willow Springs pooled some funds and were able to raise forty dollars to contribute to this resident's trip. The resident was touched and overwhelmed by the generosity of the Willow Springs team. He told them that he was amazed to receive such care from the management and staff at the community!

*Thank you, Michelle for your thoughtfulness and for stepping up and taking **Ownership** of this situation. You stepped in and inspired your colleagues to help this resident and that made all the difference. Thank you also to the entire team at Willow Springs. Your actions showed this resident—as well as his family—that he is more than just a rent check. He is a part of the Franklin Companies family.*

### ***It's No Trouble!***

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Charles Wesley is a longtime resident of Franklin Park DeSoto, and he and his dog, Trouble, are well-known in the community. In fact, Mr. Wesley has taught Trouble many tricks and they are frequently in the community clubhouse sharing Trouble's talents with residents and staff members alike! During March, Mr. Wesley was rushed to the hospital and found himself unexpectedly admitted.

When **Walter McFail**, Porter, heard about Mr. Wesley's sudden admission to the hospital, he went to visit him right away. Of course, Walter was concerned for Charles, but he also wanted to make sure that someone was taking care of Trouble. It turned out that Mr. Wesley did not have anyone to look after his dog, and he was very grateful for Walter's concern. Walter then took it upon himself to visit Trouble every day for two weeks until Mr. Wesley was released from the hospital and returned home. Walter faithfully fed Trouble and took him for walks in his owner's absence. Charles Wesley was so appreciative of Walter's efforts that when he returned home, he made the entire Franklin Park DeSoto staff a T-bone lunch with all the fixings!

*Walter, thank you for your thoughtfulness and your willingness to take **Ownership**. You did not have to volunteer to take care of Trouble, but because you did, Mr. Wesley knows that we truly care for him and that he is a part of the Franklin Park family. Thank you for your example and for caring for our residents.*

### ***Extraordinary Act of Service at Sonterra***

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**Suzanne Hutchinson**, Housekeeping Supervisor at Franklin Park Sonterra, performed an extraordinary act of service for a resident in need. This particular resident was having some stomach issues and unfortunately had an accident in one of the public restrooms at the community. Suzanne was in the vicinity and quickly came to the resident's aid. Suzanne immediately attended to the resident, and she also took care of cleaning up the restroom. After making sure the resident was comfortable, Suzanne quickly went to the resident's apartment and returned with a change of clothes. The resident was then able to leave the restroom without anyone being aware that there had been any issue at all. Suzanne even made sure that the soiled clothes were washed, folded and returned to the resident by the end of the day. The resident was extremely grateful for Suzanne's help and for her kind discretion in handling the situation.

*Suzanne, thank you so much for going above and beyond in this situation. With your help, this resident was cared for in a way that provided dignity and discretion. Thank you for your **FOCUS** as you addressed an issue that could have been embarrassing for this resident. You have provided us with a clear example of **Ownership** and **Shepherding**. Thank you.*



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More Stories of FOCUS 2015 in Action

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## ***Stepping in to Help When Needed***

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During March, the Artisan at Creekside community welcomed a new resident who was very excited about her new home. While this particular resident was energized by the possibilities of establishing a home in the community, the moving process was very exhausting and really took its toll on her. In fact, as she was in the last stages of the move, she seemed incredibly exhausted.

Luckily, the **Creekside Maintenance Team** was nearby and noticed that this resident needed assistance. The team immediately stopped what they were doing and jumped wholeheartedly into moving the last few boxes into her apartment for her. The resident was overwhelmed with their actions, and she could not contain her appreciation! The team's efforts absolutely made her day.

*Creekside Maintenance Team, we are **so** proud of your efforts that day! Your ability to recognize a resident in need and then quickly take action is a true example of **FOCUS**. Despite your regular duties, you exercised **Freedom** by taking **Ownership** of a situation that was challenging for this particular resident. You made the **Commitment** to assist a resident in need, you **Utilized** all the resources at your disposal, and you **Shepherded** this resident through what would have otherwise been a difficult experience. Thank you for your attentiveness and leadership!*

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## ***Service With a Smile***

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One morning in March, **Rodrigo Pineda**, Maintenance Supervisor at Sutton Oaks, was picking up the grounds as usual when he noticed a woman needing help with what appeared to be a flat tire. Rodrigo immediately ran back to the maintenance shop and grabbed the air pump to re-inflate the tire. As he worked with the tire, he realized that the air pump would not be enough. He then quickly changed her tire and put the spare on the car. His swift actions ensured that the woman was not late for work, and she was incredibly grateful to him for noticing the unfortunate situation she was in and for taking action without even needing to be asked to do so.

*Rodrigo, thank you so much for taking the time to help this individual. We appreciate your willingness to deviate from your regular duties when an immediate need is presented. By bringing **FOCUS** to the situation, you were able to provide an act of service and kindness that helped this woman in a meaningful way. Thank you!*

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## ***Maintaining FOCUS Regardless of Location***

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One day the Rancho Sierra Maintenance Team needed some plumbing supplies to complete an outstanding work order. **Jose Garcia**, Porter, took on the task of going to Lowe's to purchase the required supplies. His trip did not take an exceptionally long time and when he returned to Rancho Sierra, he provided Gary McLaurin, Executive Director, with the receipt and the change. Gary did not think much about Jose's trip, and in fact did not give it a second thought.

Three days later, Gary was reminded of Jose's trip to Lowe's—not because of the plumbing work, but because it turned out Jose had found a way to help a resident in the most unlikely of ways. Ruby Naranjo, a Rancho Sierra resident, came to share with Gary how impressed she was with Jose and his willingness to help others. Upon further conversation with the resident Gary learned that while Jose was on the way to Lowe's for the plumbing supplies, he noticed a woman and three children stranded on the side of the road beside an inoperable car. The woman was Ruby Naranjo, and Jose recognized her and immediately stopped to see if he could help. Without any hesitation, Jose loaded Ruby and her children into the car and drove them back to Rancho Sierra. He even offered to come back and help her with her car problem after he finished his shift. Because Ms. Naranjo had already lined up help through a relative, she declined his

kind offer. However, Ruby was incredibly grateful. The most amazing thing to Gary was that Jose did not say a single word about his act of kindness on the way to Lowe's. According to Gary--that is just the kind of man Jose Garcia is!

*Jose, thank you so much for your kind deed that day on what was supposed to be a routine trip to Lowe's. Your awareness of our residents, whether they are in the community or out, is remarkable. Your humility and selflessness are priceless treasures. You literally **Shepherded** this family home and for that we are grateful. Thank you for your contributions to the Franklin Companies family!*

### ***FOCUS Extends to Our Four-Legged Friends, Too!***

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This past month, the Salado Falls office received a phone call from a resident concerning an abandoned dog in a car that was parked on the property. The office staff immediately called the appropriate authorities. Through some effort the vehicle's owner was contacted and the vehicle was removed. The dog, however, was left behind and was in a rather weak condition. **Katarina Garrison**, Housekeeping/Maintenance, volunteered to take the dog in as a foster pet until a permanent home could be found. We are happy to share that through the time with Katarina, the dog has returned to health and is now ready to find a permanent home.

*Katarina, thank you for volunteering to care for this dog. You graciously showed what it means to **FOCUS** on a problem and see it through to a solution. Your compassion for this dog is inspirational and we very much appreciate the kindness and compassion you have shown through this situation.*