



The Culture Chronicles

...of the Franklin Companies

May 2015

The Culture Chronicles serves as a platform for celebrating members of the Franklin Companies family who exemplify our values and our guiding principles. Our hope is that this newsletter is not simply a glimpse into specific successes, but rather a spark of inspiration encouraging us all to remain vigilant in our pursuit of personal and professional excellence. This month we are honored to highlight the exceptional leadership of **Michael Duncan**, Executive Director of Franklin Park Lewisville.

Michael Duncan may not realize it, but his leadership approach is changing the lives and attitudes of his staff and the residents at Franklin Park Lewisville. He has created a working environment that engages team members and gracefully challenges them to not only achieve results, but also to make a difference. Only a small part of Michael's leadership style is rooted in standard management practices. Michael goes above and beyond in his roles as manager, leader, mentor and friend. He provides clear direction and is always attune to providing advice and insight as well. Tara Hamblin, Business Office Manager, states, "When we receive compliments and praise for a job well done, my thoughts always go to our 'Captain' and how our attitude reflects his leadership."

While Michael's leadership presence is appreciated in the office, it is also recognized within the Franklin Park Lewisville community. Michael makes it a point to know each and every resident by name and he interacts with them on a daily basis. His time with the residents, including attending special events at the community, has contributed to a caring network of trusting relationships. Michael is not only a source of advice and encouragement for his staff, but for the residents as well.

Michael Duncan's contributions to our company and our community are immeasurable, and we are extremely grateful for his leadership in Lewisville. **Thank you, Michael!**

Special Delivery at Stone Oak

Josue Arellano is a Medication Aide in Memory Care at Franklin Park Stone Oak. In April, Josue was caring for one particular resident and realized that her diabetes testing supplies were running low. The resident's son was normally very good about making sure that the supply level was adequate, but this month he fell behind. Josue reached out to the family member and learned that the son would not be able to bring the supplies in time.

Turning to his connections at a health clinic, Josue called a prior co-worker to determine if the clinic had any diabetes testing samples on hand. To Josue's relief, the clinic did have samples, and his contact was happy to give them to Josue for the resident in need. The next day, which happened to be his day off, Josue drove to the clinic, picked up the supplies and delivered them to the resident at 6:30 A.M. Josue's dedication ensured that this particular resident's health would not be at risk. When told of this act of service, Josue's supervisor, Ronda Simpson remarked, "This act of thoughtfulness is typical of Josue."

*Josue, thank you for exemplifying **FOCUS!** You acted on your **Freedom** to make a decision in this resident's best interest. You took **Ownership** of the situation and **Committed** to meeting the needs of this resident. You **Utilized** all of the resources available to you, and you acted as a true **Shepherd** to your co-workers by exhibiting genuine care and concern for this resident. Thank you for your leadership!*

It Is Good to Trust Your Instincts

On April 15, **Shatovia Bryant**, Leasing Director at Franklin Park DeSoto, noticed that one of the community's regular card players, Valita Franklin, did not make it to the daily game. Valita never missed a card game, so her absence was quite obvious. Shatovia tried to call her several times, and each time, voicemail picked up. Troubled by this, Shatovia contacted some of Mrs. Franklin's neighbors who confirmed that they had not seen her at all throughout that day.

Shatovia and **Kareika Powell**, Executive Director, went to Ms. Franklin's apartment and knocked on both doors. There was no answer and the women saw that the keyless deadbolt was locked from the inside, so they tried knocking on the windows. While there was no clear response, Shatovia could hear some kind of noise coming from inside. Kareika approved the decision to have maintenance remove one of the windows so that they could gain access to the apartment.

That was a very good decision because when they made it inside the apartment, they found Ms. Franklin wedged between her nightstand and her bed. She had fallen and was unable to free herself. She said she had been lying there on the floor praying that someone would come and check on her. It was truly an answer to prayer that Shatovia had the instinctive feeling that prompted her to actively check on Ms. Franklin and to not stop when her phone calls went unanswered. Ms. Franklin was taken to the hospital and received the care she needed after her fall.

*Shatovia, thank you for listening to your heart and not giving up on checking in on Ms. Franklin. You showed true **Commitment** in seeing this situation through to the end. Kareika, thank you for trusting Shatovia's instincts and taking **Ownership** of the decision to enter the apartment—by whatever means were necessary. The actions taken by both of you that day truly saved one of our precious residents.*

Helping Hands at Salado Creek

During the month of April, **Katesha Reyes**, Leasing Director, and **Mark Rodriguez**, Assistant Maintenance, had the opportunity to **FOCUS** and help one of the residents at Artisan at Salado Creek. One of their residents, Ms. Thompson, requires the use of a battery-powered wheelchair for mobility and one day she was outside of her apartment when the chair's battery died, leaving her stranded. She sent her grandson to the office to ask for assistance. He explained the situation to Katesha, who immediately rushed outside to see what she could do to help. Ms. Thompson gave Katesha permission to enter her apartment to retrieve her walker. Katesha then was able to carefully assist Ms. Thompson in getting back to her home on foot. Mark Rodriguez took it upon himself to manually push the chair to Ms. Thompson's apartment where he plugged it in to be sure the batter would be recharged.

*Katesha and Mark, thank you for taking **Ownership** of Ms. Thompson's dilemma. You both showed **Commitment** and acted as **Shepherds** as you stayed with Ms. Thompson throughout the situation. We appreciate your **FOCUS** and all that you do for our residents!*

Delayed but Warm Welcome With a Smile at The Park at Sutton Oaks

Carolina Wong, Leasing Agent at The Park at Sutton Oaks, works tirelessly to keep our leasing process running smoothly. One of her many duties is overseeing the move-in process when new residents join our community. One Friday in April, Carolina was expecting new residents from Dallas and was ready to welcome them to their new home. However, on this particular Friday, the spring weather in Central Texas had other plans and the new residents found themselves stuck in Austin in the middle of a very large system of thunderstorms. Another unanticipated complication was the Austin traffic, which is difficult even on a sunny day. If you throw in some severe weather, you can definitely expect significant delays on I-35! The new residents called Carolina and told her that they would not be able to make it to San Antonio by the time the office closed, so they would be forced to spend the night in Austin in a hotel.

Instead of agreeing to their plan, Carolina took it upon herself to tell them that she would wait for them until they could get there. The new residents finally arrived around 7:45 PM, and Carolina had hot coffee and fresh cookies ready for them when they walked through the door. The couple's children were particularly excited about the cookies! Carolina's warm welcome made them feel right at home and they were very touched by her hospitality.

*Carolina, thank you so much for caring for this new family in such a gracious and selfless way. You very easily could have told them that they would not be able to move in to their apartment until the next day. You sacrificed your time on a Friday evening, and we appreciate your willingness to take **Ownership** of the situation and serve as a **Shepherd** to this family. Through your **Commitment** to service, this family realizes that they are not just tenants—they are a part of our community. Thank you!*



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More Stories of FOCUS 2015 in Action

Looming Deadline at Sutton Oaks

The spring season brings with it flowers, rain, and for graduating high school seniors, major papers and projects to complete! This was certainly the case in late April at Sutton Oaks. **Lori Ansotigue**, Executive Director, was in the office when a young lady came in to use the computer lab. As Lori was checking the student in, she learned that the computer time would be used to complete research and preparation for a major paper. The student shared that she was in the band and had an assignment to compose a song along with instructions for counting through the rhythms in her composition! She estimated that her research alone would require approximately 150 printed pages, and the policy in the computer lab restricts users to ten pages of printing at a time. Lori could sense the student's anxiety as her deadline to complete and submit the paper was quickly approaching. The young lady did not even know where to begin, so Lori searched for and printed several links to websites to assist the student with getting started. She also told the student that she would gladly waive the printing limit for her paper. The student was very relieved and Lori was excited that she could support this student in her education.

*Lori, thank for **Shepherding** this student during this moment. We appreciate your willingness to support and encourage her in her educational pursuits. Your simple action helped to put her at ease as she completed her project.*

Eager to Help at Salado Falls

Jason Gonzalez is the Business Office Manager at Artisan at Salado Falls. In his role, he has many responsibilities, but he never misses an opportunity to personally assist one of our residents. One resident in particular, Ms. Perryman, is totally disabled and uses an electronic wheelchair for mobility. Jason always finds ways to help Ms. Perryman, and one of those ways was assisting her with her mail. Her mail slot is actually up higher than what she can comfortably reach from her wheelchair, so Jason would retrieve her mail for her. He would even help her sort through it and dispose of the junk mail so she would not be bothered with it. Jason embraced this daily task with a smile and Ms. Perryman was always impressed that Jason was so willing to help her.

A few weeks ago, Ms. Perryman found a care provider who would be with her more often and one of the things this individual would do for her was retrieve her mail. She told Jason that she would not need his assistance anymore, but that she was so grateful for all the days he had helped her! Jason told her that he was happy to do so and that he was glad she had found a regular care provider who would be there for support, but would be happy to assist again if needed.

*Jason, thank you for caring for Ms. Perryman. You took **Ownership** of the situation and you **Committed** to helping Ms. Perryman every day. We appreciate your dedication to our residents. Your actions really made a difference in her life!*

Helping Those with a Need at Creekside

Kevin Hernandez, Resident Service Coordinator, finds many ways to care for our residents every day. One day in April, Kevin had the opportunity to help one family in a very unique way. He was closing up his office when a resident approached him and asked if he could give her and her granddaughter a ride. It turned out that this grandmother and granddaughter needed to go to the Bexar County Jail to visit an inmate, the grandmother's daughter, and the young girl's mother. They had not been able to go and see her for over a month, and it was time for a visit. Kevin eagerly agreed to help them, and he took them for a much needed visit.

*Kevin, thank you for taking time out of your personal schedule to help these residents. The majority of us do not know what it is like to have a loved one in such circumstances where monthly visits are all that we are allowed. Thank you for taking **Ownership** and being a **Shepherd** for these residents. You definitely made a difference for them that evening!*