



The Culture Chronicles

...of the Franklin Companies

July 2015

Something to Consider...

The Fourth of July is a special holiday! In America we are blessed with liberties that are only dreams for people in other countries. Our freedoms are numerous and precious. We have the right to choose our religion and to worship freely. Our Bill of Rights grants us the freedom of speech and protects the media in ways that are unheard of in many countries around the world. We have the right to assemble and to vocalize our concerns about the governance of our country. When our Founding Fathers set into motion the democratic experiment that is our country, they created a foundation rooted in liberty and the promise that each and every individual is deserving of dignity and opportunity.

The Franklin Companies' annual operating mantra is a bit like a "bill of rights" that we refer to on a daily basis. As professionals we have the "right" to behave and perform in specific ways providing our residents unparalleled customer service and a lifestyle and standard of living that is honoring of their lives and their many contributions as individuals. For 2015 this "bill of rights" is **FOCUS** and its first letter represents *Freedom*, a fitting word for this month where we celebrate that very concept. For us, this **Freedom** brings with it an empowerment that reminds us that we have the ability and independence to make decisions that are in the best interest of both our residents and the Franklin Companies.

As you reflect on the fun of the Fourth of July weekend, remember that we live in a very special country that is unique in the world. Our residents have a place in the history of this country and so do we. Let us remember our responsibility to act with **Freedom** as we move through our daily routines. Look for moments where you can act with independence and make decisions that are in the best interest of our residents and our company. As you find them, you will add to the rich tradition that is Franklin Companies.

A Quick Study Joins the Rancho Sierra Team

Jose Ramirez joined the Rancho Sierra team as the Business Office Manager in April of this year. Over the last three months, he has come up to speed quickly on his responsibilities and he has been contributing meaningfully to the community. His dedication to his role shone brilliantly during June when the office received a letter from the San Antonio Housing Authority (SAHA) cancelling the housing eligibility for a disabled member of the community.

Once Jose received the notice, he immediately began the process of determining what led to the cancellation. He learned that the resident in question is both hearing and visually impaired. It turned out that when the SAHA inspector attempted to reach this resident by phone to schedule a routine eligibility inspection, he was unable to make contact due to the resident's disabilities. The resident was simply unaware that any attempt had been made by SAHA to schedule an inspection. Unfortunately, because the inspector could not schedule an inspection he was forced to issue a cancellation.

Jose worked tirelessly to reverse the cancellation process with SAHA and was successful! Not only was he able to reinstate this resident's housing eligibility, he also established a new communication plan that allows SAHA to reach out to both the resident and the office when inspections are required.

*Jose, you literally saved this resident from significant difficulties through your actions. Thank you for your **FOCUS** and dedication. We are truly fortunate to have you as a part of the Franklin Companies family!*

A Safe Place to Wait at Sutton Oaks

One afternoon, **Lori Ansotigue**, Executive Director at Sutton Oaks, noticed two small children wandering around outside the office. She stepped outside and inquired what they were up to, but they quickly ran off. After a few moments passed, Lori decided to investigate a bit more and found the children in the clubroom with water, coloring books and crayons. Lori then noticed that the kids were not alone. **Alberto Becerra**, Assistant Maintenance, was with them. Alberto then told Lori that he had found them locked out of their family's apartment with no way to get back inside. He brought them to the clubroom so they would have a safe place to wait until their mother came home.

*Alberto, thank you so much for taking care of these children! You acted with **Freedom** as you made the choice to offer them a safe place to wait for their mother. Thank you for your diligence!*

FOCUS Includes Acting on Clues That Help Is Needed

Ms. Riojas has lived at Artisan at Mission Creek since the first day the community opened. When **Ruth Figueroa** returned to the property in 2012 as Executive Director, Ms. Riojas was one of the first to congratulate her. Ms. Riojas remembered when Ruth had served as the assistant manager

at the community in 2009. They have a special friendship and Ms. Riojas is always quick with a “Hello!” for Ruth.

One day in June, Ms. Riojas was in the office and Ruth stepped out to greet her. Instead of responding in her usual way, Ms. Riojas asked Ruth if she was in the doctor’s office. Ruth was a bit confused by the question at the time, but then she remembered that Ms. Riojas had been diagnosed with dementia. She escorted Ms. Riojas back to her apartment. On the walk back, Ms. Riojas frequently referred to “the little girl,” and Ruth did not know what she meant. When they got to her apartment, Ruth did not find anyone there with her, and she became concerned about the possibility of a lost little girl.

Upon returning to the office, Ruth quickly called Ms. Riojas’ daughter and told her about the encounter. Her daughter appreciated the call and told Ruth that “the little girl” is actually what Ms. Riojas calls her. In fact, her daughter was pleased that she used the term because increasingly her mother was forgetting her family members.

*Ruth, thank you for taking so much time with Ms. Riojas. Your **FOCUS** and attention to detail made a difference as you cared for Ms. Riojas. It is your dedication that makes Franklin Companies unique! Thank you!*

A Little Help Goes a Long Way in Lewisville

Janette Murillo, Weekend Concierge at Franklin Park Lewisville, is by all accounts a true gem. Her colleagues and the community’s residents know her to be courteous, kind and self-confident. It is said that she can easily handle the demands of her position regardless of the situation at hand. One of her most wonderful characteristics is her willingness to go above and beyond for all of the community’s residents. One special way she does this is to help one particular visually impaired resident each weekend. Each week, Janette will sit with this particular resident and help fill out the meal choice sheet. Because of the resident’s visual issues, even the simple task of filling out the request sheet is a very significant challenge. Janette’s dedication ensures that this resident’s meal choices are recorded and turned in to the Dining Director when it is due.

*Janette, thank you for taking the time to go above and beyond for this particular resident. That time each week may seem small to you, but for this individual it is a huge gift. Thank you for showing us what **FOCUS** is all about!*

FOCUS Extends to Our Residents’ Family Members

During mid-June a long-time resident at Artisan at Creekside who is in poor health was released from a hospital stay. Her son drove her home and parked in a covered parking spot near her apartment building. Unfortunately, her son did not know that the covered spots are reserved for residents who rent those particular spots. His car was there long enough that the vehicle was towed away while he was getting his mother back into her apartment. The resident and her son notified **Cecilia Muniz**, Executive Director, and given the unintentional mistake, Cecilia was able to have his car released without cost to the resident. Both the resident and

her son were very pleased that Cecilia was able to rectify the situation.

*Cecilia, thank you for your **FOCUS** in that situation. You found the **Freedom** to act and took **Ownership** of the issue while you **Shepherded** the resident and her family through it. Thank you for your efforts!*

All Set for Summer at Artisan at Salado Falls

Mark Rodriguez, Assistant Maintenance at Artisan at Salado Falls, was out on the property one day when he noticed a visually impaired resident wandering aimlessly around the pool area. Mark went over to the resident to see how he was doing and asked if there was anything that he needed. It turned out the resident needed to get his pool passes from the office, but he was unable to find his way there. Mark escorted him to the office and got the passes for him. Then, Mark escorted the resident back to his apartment. The resident was so excited about using the pool that he asked Mark to wait while he got ready. Mark was happy to wait and then escorted him back to the pool area. On the way, the resident was able to concentrate and “learn” the number of steps to the pool from his apartment so he would be able to return again on his own!

*Mark, thank you for the time you devoted to helping this resident. Your ability to **FOCUS** and to act as a true **Shepherd** to this resident is wonderful. You really made a difference in his life that day! Thank you!*

FOCUS in Action at Artisan at Willow Springs

Laurie Gutierrez is the Business Office Manager at Artisan at Willow Springs. She is a dedicated professional who takes the time to get to know her residents in a personal and caring way. In fact, sometimes she takes a ride around the property just to see who is out and how she might find a chance to talk to someone to get to know them better.

This was the case one Saturday in June. Laurie was out riding around the community when she ran into Ms. Sorrels. Ms. Sorrels and Laurie chatted for a bit while they caught up on what had been happening in Ms. Sorrels’ life. As they were parting, Laurie reminded Ms. Sorrels to call if she ever needed anything.

Shortly after Laurie returned to the office, Ms. Sorrels called. She wondered if any of the maintenance staff was available. Laurie reminded her that they were not in on the weekend, but that maybe she could help. It turned out that Ms. Sorrels needed help getting some potting soil bags up to her third floor apartment. Laurie met Ms. Sorrels and helped her move the potting soil upstairs. As the two women sweated in the heat, they both joked that they were out of shape and that the heat might be too much for both of them!

*Laurie, thank you for taking the time to get to know the residents at Willow Springs. Your dedication and **FOCUS** help them to know that they are more than residents. They are family! Thank you!*