

# The Culture Chronicles



Franklin Companies August 2017 Newsletter

At Franklin Companies we work hard to maintain our unique culture. It is our competitive advantage, and we know it! Without our distinctive culture, it would be much harder to seek excellence and spur one another on in encouraging ways. Those of us who are already a part of Franklin Companies understand how special this company is and what a privilege it is to serve our residents.

The good news is the word is getting out! Even those who are not a part of Franklin Companies can see the difference. Whether it is vendors, financial partners, city agencies, or even prospective employees, we receive feedback regularly speaking to our impact and our unique approach to operating with excellence. In fact, **Anthony Burks**, Director of Dining Services at Franklin Park Sonterra, recently received confirmation of the value of our culture.

Anthony had offered **April Gentapa** a position in the Food and Beverage Department. Upon hearing the news of the job offer, April sent him an email expressing her acceptance. In it she said, "After our interview, I only became more excited at the prospect of joining your [team]." Throughout the hiring process Anthony and his group showed April the Franklin Companies culture by treating her with respect and acknowledging the specific talents she will bring to the department. The ability to show our culture to others and have them recognize and be energized by it – even before they begin work – is a tremendous gift! As we move through the summer and head into the fall, let's remember to stay **TRUE** to our culture and each other!

## Compassionate Care at Franklin Park TPC

**Claudette Hanson**, Memory Care Med Tech and **Elizabeth Loftus**, Memory Care Caregiver at Franklin Park TPC received well deserved recognition when a resident's family member took notice of their excellent service. The following message was posted to our website by the family member:

*"I wanted to take a second and give a huge thank you to the staff at Franklin Park Stone Oak. My grandmother is in the Memory Care unit there and the caregiver tonight was absolutely AMAZING! I don't know her name, but she worked today July 22, 2017 at 5pm. She has blond hair and is fairly young. You have a GEM of an employee who truly loves and cares for the residents and I hope she is recognized accordingly. She not only fed them but went to each of them, touched their shoulders and answered all of their requests with such a loving and kind heart. Another employee who has completely gone out of her way is Claudette, she is also SO very loving, patient and welcoming. I am extremely impressed by the level of care these two individuals have provided my beloved grandmother."*

*Claudette and Elizabeth, thank you both for your intentional care for our residents! As this family's email highlights, your efforts are making the difference in all of their*



*lives. By providing family members peace of mind you are staying **TRUE** to our culture. Thank you for providing us with wonderful examples of how to care well!*

### **Helping A Resident at Sonterra**

**Carol Erickson**, Concierge at Franklin Park Sonterra, responded to a lifeline alarm activated by a resident. The resident's blood sugar had dropped and was dangerously close to going into a diabetic coma. Carol quickly went to a neighbor's apartment and grabbed a glass of orange juice. She stayed with the resident until she was sure the resident started feeling better. Carol then called the resident's daughter and gave her an update on the situation. Thirty minutes later, the resident's daughter arrived at Sonterra. Carol then went down to the dining room and ordered dinner for both of them. Before she left at the end of the day, Carol made sure to check on the resident one last time. The family was incredibly grateful for Carol's attentiveness.



*Carol, thank you so much for your **TRUE** actions! You were **Timely, Responsive, Unconditional, and Enthusiastic** in your handling of this serious situation. By reacting quickly and following through every step of the way, you prevented this resident's medical condition from escalating. Thank you for caring for our residents and for making a difference in the life of this family!*

### **A Man of Service**

**John Hairgrove**, Maintenance Director at Franklin Park Round Rock, is truly a man of service. He is retired U.S. Army having served in both Operation Desert Storm and Operation Iraqi Freedom. For John, it was not enough to serve only as a Soldier protecting the freedom of the American people of our Country. He also felt the call to serve his fellow soldiers as well. Having acknowledged his call to become a Military Chaplain supporting his comrades in arms, John enrolled at Liberty University in Virginia where he earned a Bachelor's Degree in Religion. John then attended Liberty Baptist Theological Seminary, where he earned his Master's Degree in Biblical Studies. In addition to working at Franklin Park Round Rock, John currently serves as the Young Adult Minister at his hometown Church, Main Street Baptist in Georgetown, Texas.



John is a hard worker and is dedicated to performing his duties with excellence and professionalism. However, for John, there is always more service to find! After a bit of time he decided it was not enough to care for Franklin Park Round Rock's building and community. He felt a call to care for its people as well! Without hesitation, John has stepped up to provide spiritual services for our residents. He is devoted to helping each and every one of us in whatever capacity he can.

*John, thank you for your dedication to the residents of Franklin Park Round Rock! You are **TRUE**-ly living into your gifts and deploying them in a way that edifies all of us. Thank you for the example you are setting that demonstrates to us that service comes in many forms. Your support of our residents is encouragement enough for all of us to more intentionally seek opportunities to use our gifts the way they were intended. We are glad that you are a part of the Franklin Companies team!*