



The Culture Chronicles

...of the Franklin Companies

November 2016

Something to Consider...

“Lighthouses don’t go running all over an island looking for boats to save; they just stand there and shine.” – Anne Lamott

Light. Such a simple concept; “the natural agent that stimulates sight and makes things visible.” In our modern existence it is easy to take light for granted. You flip the switch, and then just like that, all the darkness in a room disappears.

It seems fair to say that Thomas Edison did more than invent the light bulb in 1879. He harnessed a special kind of magic that revolutionized the way we live. We may not all have the insight that Thomas Edison had into the scientific principles that make electricity possible. However, we are all called to let our light shine before others. Just as light switches instantaneously brighten a room, we can easily brighten the day for others by simply letting our lights shine.

Franklin Companies is more than a corporation seeking to capitalize on our next market opportunity. We are a family of professionals who believe that together we can make a difference in the lives of our residents, and collectively let our corporate light shine for the world to see. The light we generate comes through our commitment to the values that infuse our unique culture.

As we act in empowered ways with integrity and transparency, we are showing our residents, our colleagues, our vendors and our competition that we will not compromise in the areas that matter most. Importantly, as we close out 2016 and continue to **ELEVATE** our operations, we are shining our light even more brightly because of our commitment to our values.

The Lamott quote reminds us that we do not have to wander and move far afield to be of help and service to those around us. We simply need to stand firm, rooted in our values, and shine brightly right where we find ourselves. Challenges and service opportunities will come. We simply need to be ready to answer the call 1) with **Energy**; 2) with a willingness to **Learn**; 3) with the recognition that **Everyone** is accountable for their actions and responses; 4) by remembering that our **Values** always guide our decision making; 5) with a positive **Attitude**; 6) with **Tenacity**; and 7) with **Excellence**.

Acting on Instincts Pays Off at The Park

Richard Livar is the Maintenance Tech at The Park at Sutton Oaks. One recent Saturday, he noticed that an elderly resident was having trouble with his car. Richard took a look and realized that the car’s battery needed to be replaced. He offered to help the resident track down a new one and install it. During the trip to the auto parts store, the resident shared with Richard that he had some health issues, and that they were beginning to affect his ability to live on his own.

A few weeks later **Carolina Wong**, Business Office Manager, and Richard noticed that it had been a while since either one of them had seen this particular resident. His car was still in the parking lot, but whenever either one of them stopped by his apartment, no one answered. After sharing their concerns with each other they agreed that they should return to the apartment to check on the resident.

Richard carefully checked at each window of the apartment and then heard the resident very faintly asking for help. Once they spoke to the resident through the window, they encouraged him to try to get to the door. He was able to do so and eventually opened the door for them. Carolina and Richard noticed immediately that the resident looked very weak and pale. He shared that he had not eaten in days and was suffering from issues with his diabetes. Carolina and Richard immediately got the resident some food and called his son who lives out of state. They stayed with him until he was feeling better and they knew he would not be in any danger when they left.

*Carolina and Richard, thank you so much for your attention and support of this resident during a very scary episode. We are proud that both of you took the time to make a huge difference in his life at a critical moment. Thank you for your example of **ELEVATE** in action.*

A Keen Eye Helps Out in an Upsetting Situation

Willie Pruitt, Assistant Maintenance at Franklin Park DeSoto, was going about his normal duties one day when he noticed a little boy wandering around the community. Willie approached the boy and asked him where he lived. The boy, unfortunately, seemed disoriented and shared that he did not know where he lived.

Willie escorted the boy to the office and checked in his backpack for contact information for his parents. He was able to find a phone number for the boy’s mother and was

able to get in touch with her. The young boy had gotten off the bus at the wrong stop and was lost. While the boy waited for his mother to come pick him up, Willie and the office staff made him comfortable and got him a snack. After this situation was resolved, Willie then stayed beyond his normally scheduled hours to make up for the work he missed while helping the boy.

*Willie, thank you for your attention and care! Thank you for noticing this boy and responding when you knew something was not right. You went above and beyond to make sure that this situation was resolved while not neglecting your responsibilities. That is what happens when we **ELEVATE!** Thank you!*

Opinions Can Change!

In May, Artisan at Salado Creek welcomed a new Resident Services Coordinator, **Paula Marshall**. Paula is a gifted professional who is well-suited for her role in the community. However, there were some residents who were close to the prior Resident Services Coordinator, and one in particular was very vocal about being displeased with the replacement. Despite this one vocal naysayer, Paula continues to perform very well in her role and makes sure to keep the residents as happy as possible.

Eventually, one situation arose that made all the difference in the relationship between these two women. The resident who had previously complained bitterly found herself in need of a ride home from the airport. None of her relatives were available to pick her up, and she did not have money on hand to take a taxi. Paula kindly volunteered to go pick this resident up despite the unease that existed between them. The very next day, the one-time naysayer had changed her opinion and was now Paula's biggest fan! This resident now raves about Paula's skills in her position and is very happy with the support she is receiving in the community.

*Paula, thank you for serving our entire community with a positive **Attitude, Tenacity, and Excellence**. Your commitment to doing your job well and being a true light to the world broke down the barrier between you and the resistant resident, and now a wonderful new relationship has formed. Thank you for your example!*

Willing to Go Above and Beyond at Sonterra

Recently at Franklin Park Sonterra a resident fell in her apartment and unfortunately broke her shoulder. She was able to push her lifeline call button and notified the concierge of her situation. The concierge immediately went to the resident's apartment to check on her. The concierge then determined that the resident would be OK by herself long enough for her to go and let EMS into the building.

On her way to let EMS in the building, the concierge came across **Zee Bryant**, Dining Room Supervisor, and asked if she would go to the resident's apartment and stay with her until the medical crew arrived. Without hesitation, Zee rushed to the apartment. When EMS made it up to the apartment they found Zee sitting next to the resident with the

resident leaning against her to alleviate the pressure on her shoulder.

*Zee, thank you for your willingness to serve this resident during her time of acute need. You never hesitate to help, and we appreciate that character trait in you. We are grateful that you are part of our team and that you **ELEVATE** us every day!*

Helping a Resident During a Very Difficult Time

Early in November, a very upset and emotional resident at Salado Creek came into the office and spoke with **Katesha Reyes**, Leasing Director, and **J.C. Contreras**, Business Office Manager. This resident explained the reason for her state of mind by sharing that she had been through a very difficult couple of weeks because she had to be hospitalized during that time for a serious medical condition. Unfortunately, during the time that she had been confined in the hospital, several of her family members had taken advantage of her absence and had stolen money and food from her apartment. To compound the betrayal and seriousness of the situation, the resident's electricity had been turned off by CPS Energy, and the stolen money was the exact amount that the resident had set aside to pay her electric bill.

Katesha and J.C. were moved by the resident's story and worked diligently to help her. They contacted the City of San Antonio and CPS Energy in an effort to help remedy the situation. Through the City, they were able to procure some rental assistance for this resident. They were also able to negotiate with CPS Energy to not only get her electricity restored, but also to set up a monthly payment plan that she could manage until she was able to return to work. The resident was so touched by the efforts of Katesha and J.C. that she was moved to tears - but this time, they were tears of joy!

*Thank you, Katesha and J.C. for treating **Everyone** respectfully and letting them know that they matter. Your can-do **Attitudes** were just what this situation called for and your **Tenacity** made the difference in helping to find solutions to this problem. Your actions truly made a big difference for this resident! Thank you!*

Service with a Smile in DeSoto

Edward Regino is Lead Maintenance at Franklin Park DeSoto. One day he noticed a resident driving through the community with a flat tire. Just as she almost drove through the gate, Edward was able to get her attention. The resident was very upset to learn about the tire as she was on her way to a much-anticipated appointment. Edward quickly jumped into action. He ran to get his own personal air pump and brought it over to her car. He was able to air her tire up enough to get the vehicle to a tire store. He followed her to the nearest store. Once she was all set with a new tire, he returned back to the community, and the resident later reported that she made it to her appointment on time!

*Edward, thank you for going above and beyond to make sure our residents feel safe. Your **Attitude** and commitment to **Excellence** made the difference that day! Thank you!*