

THE EXCHANGE

NEWSLETTER PUBLISHED FOR AND BY THE RESIDENTS OF GOODWIN HOUSE BAILEY'S CROSSROADS

Volume 3, No. 14

August 2, 2012

EVER WONDER WHAT'S ON THE BACK OF THOSE EMPLOYEE NAME TAGS?

Okay ... you didn't. But maybe you did wonder what's the reason for the unfailing kindness, courtesy, and respect with which we're treated here at GHBC.

Well, it's no accident. Goodwin House Incorporated President and CEO **Kathy Anderson**, along with **Holly Hanisian**, Recruitment and Training Coordinator, met with the Exchange to discuss.

Can you read the small print on the right, a copy of the badge reverse? At least you can probably pick out words like STRIVE, LISTEN, RESPOND, SATISFY, RESPECT, GREET. This is what makes our lives here so comfortable.

"It's not that the residents of Goodwin House live in our workplace," Kathy said. "We work in their home. It's important for us to remember that."

Holly detailed the interview process by which new employees are selected. It's called Behavioral Interviewing, and it results in not only happy customers/residents, but a very low turnover rate. It's based on this theory: **The best indicator of future behavior is past behavior.**

So the candidate is asked questions like these:

- Tell me about a time when you had to carefully change your words or behavior to achieve a particular outcome.
- Tell me about a time when you had to size up a situation quickly to identify your action.
- Tell me about a time when you had to ensure that mistakes or errors did not occur.

The interviewer makes careful note of the situations described. "Is this the way we'd like a situation like this to be handled?" the interviewer would reflect, Holly said. Also, GH is diligent in checking the applicant's references, and following up on any indications of conflict or attitude issues.

What is sought is emotional intelligence, maturity ... along with job-related competence, of course. It's all part of the GH mission to "Support, Honor, Uplift" the lives of seniors.

LISTEN ~ RESPOND ~ SATISFY I PLEDGE:

1. To *strive continuously* to provide the *highest standard of quality* in my product and service to my customers.
 2. To *listen, anticipate, and satisfy* the needs and desires of my customers.
 3. To *respect and promote* residents' rights.
 4. To treat residents and coworkers with *respect*.
 5. To *respond* to residents' and co-workers requests *promptly*.
 6. To never assume "it's not my job." It is *everyone's job* to serve our residents.
1. To *appreciate* each other's life experiences.
 2. To *greet all persons with a smile* and by name, when known.
 3. To take *pride and responsibility* for the appearance and reputation of our community.

The quest for emotional intelligence, and resulting quality behavior, does not end with the interview process. Every employee ... including the CEO, she says ... must complete annual education requirements, either through an approved online training site or by participating in the annual Education Day. Additional training is provided to those who work in the memory support unit, and also for those dealing with the sight- or hearing-impaired.

And every employee, again including Kathy, has regular safety training.

It's important to ensure that the care given on the second and third floors of the Crossroads is *resident-directed*. That is, that their meals, personal care, bedtime are provided at their own convenience, not that of the staff. "It's especially important to be considerate of those who lack advocacy," Kathy said.

So where do you find these people in the first place, we asked.

"Current employees are our number one source," Holly replied. "They recommend us to friends and acquaintances. To them, Goodwin House becomes more than just a job ... it's family."

"We provided more than \$90,000 in continuing education funds to our employees last year," Holly said. "It's no wonder that they tell their friends and relatives, 'Working at Goodwin House isn't easy. They have very high standards. But they take care of you!'"

The people Holly and company hire take good care of us too. Their process works! And we are enormously grateful.

CIVICS 102: PARTNERSHIPS FOR HUMAN SERVICES



Resident Mary Anne Lecos chairs a panel of representatives from Fairfax County charities

We ... the residents of GHBC ... are a very generous bunch. We give food, clothing, toys, money, and hours of service to meet local needs.

What happens to our gifts? VaCCRA (Virginia Continuing Care Retirement Association) sponsored a panel discussion recently which was designed to furnish some answers.

Mary Anne Lecos, representing ACCA (Annandale Christian Community for Action) chaired the panel, which also included the following (left to right in the picture above):

- Thomas Nichols, Director, Baileys Crossroads Community Shelter
- Laura Norton, Director, Patrick Henry Shelter
- Sandra Chisholm, Community Liaison to Fairfax County's Faith-Based Community

ACCA grew out of a need identified in the late 1960s for affordable child care for working parents. A number of area churches grouped together to found the Child Development Center (currently housed in a former elementary school on Columbia Pike). As those who worked with the school children began to realize the many and varied needs of local residents, an organization grew up to supply food, clothing, furniture, household goods, and emergency funds. "ACCA serves about 8000 people a year," Mary Anne said.

GHBC has frequently contributed furniture to ACCA ... for instance, the old Dining Room chairs which were replaced last year ... and home furnishings from the WhatNot shop.

Tom Nichols said that his organization's aim is to restore dignity and responsibility to those who've been

living on the street. This is done by moving homeless people into housing, usually an average of 12 per month. "We are seeing more and more needs for shelter lately due to the foreclosures that have cost many people their homes," he said.

Among the group's five programs is the Hypothermia Effort, which operates during the winter to provide beds (and breakfast) for the homeless.

"We are trying to break the cycle of homelessness," said Laura Norton of Shelter House. The Patrick Henry Shelter which the organization operates is geared to housing families of five members or more. Another facility is Artemis House, a refuge for victims of domestic violence. And they deal with refugees ... like a man from Afghanistan she mentioned, a widower with four children. Shelter House found work for him, an ESL class, and a \$400 grant from Capital One bank for child care.

Ms. Chisholm told the group that Fairfax County maintains a roster of some 40 social workers who are available to help individuals and families all over the county. Depending on where the caller lives, the social worker will refer him or her to an agency (like ACCA) that can address the problem.

She also works with individual houses of worship, to help them set up or further their outreach initiatives. "We can identify models that are working and pass along this information,:" she said.

"We try to be creative in relocating families," she continued. "The large, commercial apartment facilities tend to have rentals that our clients can't afford, as well as security deposits. We have more success with individual landlords."

Goodwin House Bailey's Crossroads has been very supportive of the work these agencies do. The GHBC Outreach committee gathers and transports clothing to the Community Shelter, for instance, and Tom said, "I can't tell you how much we appreciate your donations! We go through a huge amount of clothing, and your donations carry us."

Outreach also sponsors the Angel Tree at Christmas time, to collect money for toys for homeless children. And many residents volunteer with these and other charitable agencies.

If you would like to offer support for the work that any of these agencies do ... with either volunteer hours, goods, or funds ... contact **Amy Conradt**, GHBC Volunteer Coordinator (x7671), or **Bill Bozman**, Outreach committee chair (x7456).

"Inasmuch as you have done it unto one of the least of these ... you have done it unto me."

Matthew 25:45

SO TEACH US TO NUMBER OUR DAYS ...

The line above, a quotation from Psalm 90, is the title of an exhibition of woodcuts, etchings, and sculpture by Margaret (Peggy) Adams Parker shown in the GHBC Gallery recently.

At a reception for the artist on July 15, Art Center director **Linda Smith-Bugge** introduced Peggy by citing the “artistry and craftsmanship of her work.” She has taught at the Torpedo Factory in Alexandria and is currently an adjunct faculty member at Virginia Theological Seminary. Her sculpture of Mary is a part of the National Cathedral’s collection.

“I feel called,” Peggy said, “to bear witness to the world I see around me. To explore the span of our years from birth to old age.”

She noted that woodcuts are the earliest form of print-making techniques. Woodcut images were included in early Bibles and thus were an important part of the Protestant Reformation. They were also created in Japan, at an even earlier time.

Parker reappeared at GHBC a few days later to demonstrate the process of creating woodblock prints.

“Other artists ... painters and sculptors for instance ... don’t talk about how they create their works. But I like to! I’m an equipment junkie; I love the feel of my hand on the tools.”

Always *two* hands on the tool, Peggy stressed as she began, so you don’t cut yourself! She showed how she transfers a drawing to a wooden block, and then cuts away the ‘white space’ that is, the parts that won’t appear on the final print.



So what else is new?

Please bring your input ... story ideas, pictures, want ads, whatever ... to the editor, Joan Nagle, at Pointe 473, x3119, joan473@gmail.com.



Peggy Parker, at right, shows residents Kay Meade, Stella Repper, Dorothy Nieweg, Jennie Boyd, Annabel Perlik, and Mary Anne Lecos how to create a woodcut

The completed block is then daubed with ink or paint, and covered with paper. The ink is transferred to the paper by pressing with a brayer, or using the little press shown in the foreground of the above photo.

“That little press has been sitting on top of a file cabinet ever since I came here, and no one knew how to use it!” marveled Linda.

Her enthusiastic students proceeded to learn the process and create their own prints.

Keep your eyes open for a woodblock print in a future Goodwin House calendar!

PRAYING

It doesn’t have to be
the blue iris, it could be
weeds in a vacant lot, or a few
small stones; just
pay attention, then patch
a few words together and don’t try
to make them elaborate, this isn’t
a contest but the doorway
into thanks, and a silence in which
another voice may speak.

*from Thirst, by Mary Oliver
submitted by Jean Adams*

THEY WALK AMONG US AND REPRODUCE! AND THEY VOTE !

Actual dialogue of a former WordPerfect Customer Support employee and client:

Operator: Ridge Hall, computer assistance; may I help you?

Caller: Yes, well, I'm having trouble with WordPerfect.

Operator: What sort of trouble?

Caller: Well, I was just typing along, and all of a sudden the words went away.

Operator: Went away?

Caller: They disappeared.

Operator: Hmm. So what does your screen look like now?

Caller: Nothing.

Operator: Nothing?

Caller: It's blank; it won't accept anything when I type.

Operator: Are you still in WordPerfect, or did you get out?

Caller: How do I tell?

Operator: Can you see the C: prompt on the screen?

Caller: What's a sea-prompt?

Operator: Never mind, can you move your cursor around the screen?

Caller: There isn't any cursor; I told you, it won't accept anything I type.

Operator: Does your monitor have a power indicator?

Caller: What's a monitor?

Operator: It's the thing with the screen on it that looks like a TV. Does it have a little light that tells you when it's on?

Caller: I don't know.

Operator: Well, then look on the back of the monitor and find where the power cord goes into it. Can you see that?

Caller: Yes, I think so.

Operator: Great. Follow the cord to the plug, and tell me if it's plugged into the wall.

Caller: Yes, it is.

Operator: When you were behind the monitor, did you notice that there were two cables plugged into the back of it, not just one?

Caller: No.

Operator: Well, there are. I need you to look back there again and find the other cable.

Caller: Okay, here it is.

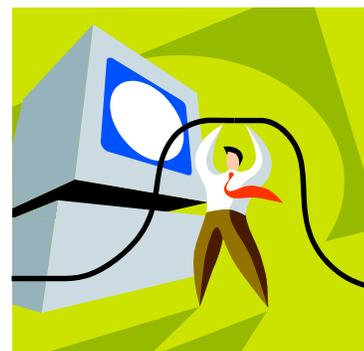
Operator: Follow it for me, and tell me if it's plugged securely into the back of your computer.

Caller: I can't reach it.

Operator: OK. Well, can you see if it is?

Caller: No.

Operator: Even if you maybe put your knee on something and lean way over?



Caller: Well, it's not because I don't have the right angle ... it's because it's dark.

Operator: Dark?

Caller: Yes ... the office light is off, and the only light I have is coming in from the window.

Operator: Well, turn on the office light then.

Caller: I can't.

Operator: No? Why not?

Caller: Because there's a power failure.

Operator: A power ... a power failure? Aha. Okay, we've got it licked now. Do you still have the boxes and manuals and packing stuff that your computer came in?

Caller: Well, yes, I keep them in the closet.

Operator: Good. Go get them, and unplug your system and pack it up just like it was when you got it. Then take it back to the store you bought it from.

Caller: Really? Is it that bad?

Operator: Yes, I'm afraid it is.

Caller: Well, all right then, I suppose. What do I tell them?

Operator: Tell them you're too stupid to own a computer!

Actual call center conversations ...

Caller: I deleted a file from my PC last week and I just realized that I need it. So, if I turn my system clock back two weeks will I get my file back again?

Caller: Does your European Breakdown Policy cover me when I am traveling in Australia?

Operator: Does the policy name give you a clue?

Caller (inquiring about legal requirements while traveling in Europe)
If I register my car in France, and then take it to England, do I have to change the steering wheel to the other side of the car?

Customer: I've been calling 700-1000 for two days and can't get through; can you help?

Operator: Where did you get that number, sir?

Customer: It's on the door of your business.

Operator: Sir, those are the hours that we are open.