

Narrative Care at Williamsburg Landing

Our organizational culture includes a shared, inclusive narrative for both residents and staff.

The use of narratives lies at the very core of person-centered care.

As practitioners, we must be mindful that living in a nursing or assisted living facility represents a major challenge to one's narrative identity as well as their spouse and/or family members.

Are you (providers) using
narrative care to tell stories
about residents?

If yes,

raise hand to expand verbally OR enter the details in the Q&A tab

Examples of Narrative Care

Connections
Focus Group

Spot Awards

Lunch with the
Leaders

Resident Panels
at Orientation

Williamsburg
Landing
Leadership
Academies

Diversity, Equity,
Inclusion &
Belonging
Strategic Plan

Connections Focus Group

Connections...Strengthening a Culture of Caring

A group comprised of six residents and eight employees who met four times between February and May 2022 to address employee engagement and retention.

Three areas of focus:

Mentorship
Program

*(Landing Career
Development
Program)*

Accountability
for Stay
Interview
Completion

Agency
Onboarding



Spot Awards

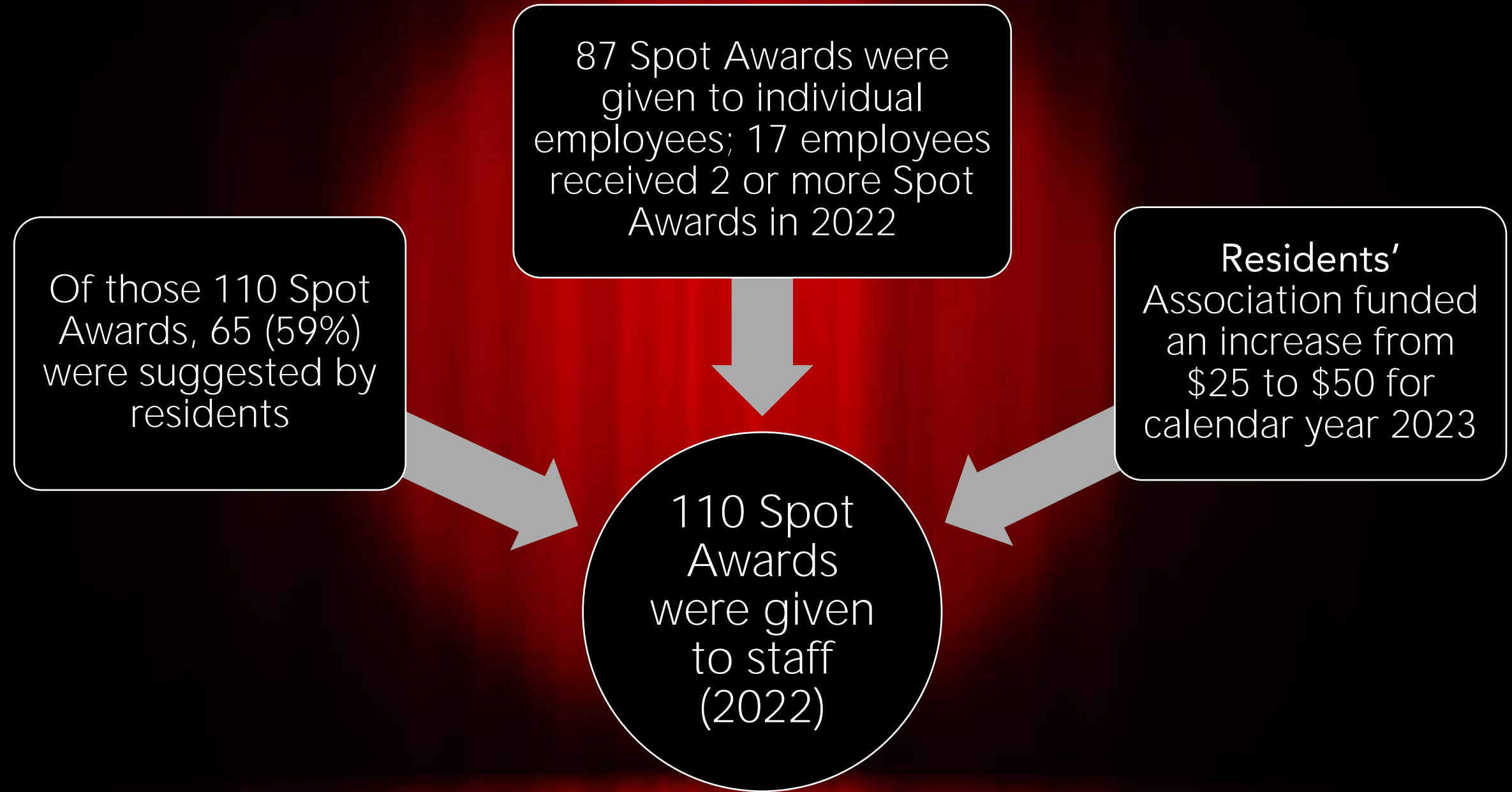
Designed to promote consistent and equitable recognition of individual employees who demonstrate superior service in advancing our mission, vision, and values

Awards are not granted for standard work responsibilities that are routine or behavior that is generally expected

All employees, with the exception of members of Senior Leadership and Department Directors, shall be eligible for this award



Spot Awards



Lunch with the Leaders

A monthly luncheon with Senior Leadership and members of the Board of Directors

Ten employees are selected at random and mailed invitations to their home address

No set agenda

Senior Leadership follows up on recommendations, suggestions, and concerns

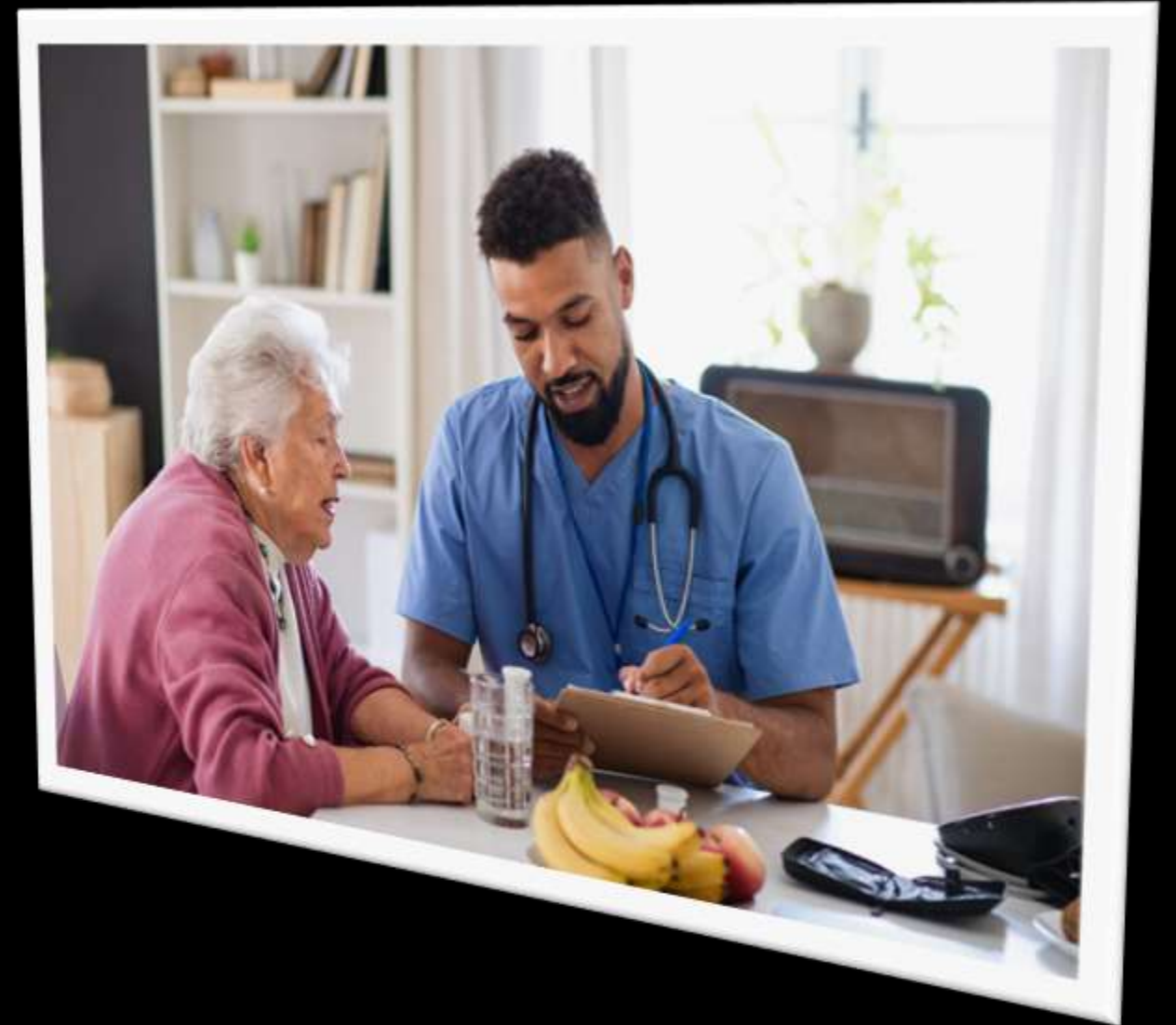


Resident Panels at Orientation

Implemented in September 2017

"I loved meeting the residents. Their backgrounds inspire me to do the best job I can offer."

"My favorite part was hearing from the residents."



Leadership Academies

Implemented in Fall 2018

Incorporated resident panels into the 2019 and 2021 Academies on the topic of emotional intelligence.

Won the LeadingAge Virginia 2022 Workplace Excellence Award for our Leadership Academies. This award recognizes a member community that demonstrates investment in their staff and workplace environment for the delivery of quality care and services; demonstrates innovation in workforce development practices



DEIB Strategic Plan

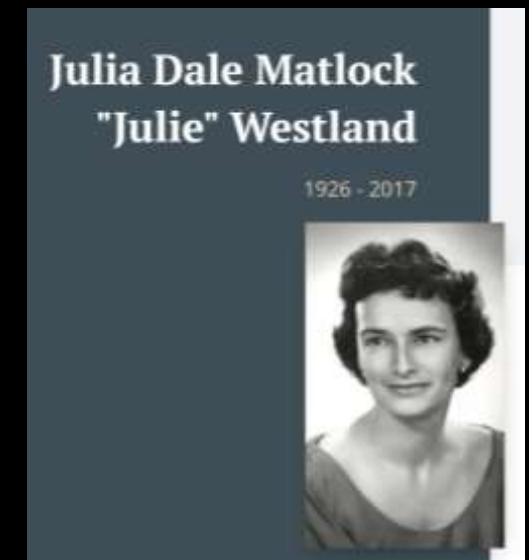
STATEMENT ON DIVERSITY

We understand '**diversity**' at Williamsburg Landing to mean the active presence of persons of a variety of social, ethnic, and cultural backgrounds, as well as from various religious and spiritual orientations. It includes the opportunity to experience the different ways of being human by culture, race, gender, sexual orientation, age, and/or physical ability. Our approach is to emphasize and facilitate the wholeness of our Community and deepen our connections with one another.

Meet Clayton Westland

Clayton noticed a fellow commuter on the train who was always with another man. Since commuters had to sign their names on their tickets, he arranged to sit behind her and look at her ticket. Fortunately he had a good friend who knew her, and made a phone call on February 28, 1953.

They did not meet until April 24, but three weeks later they were engaged and on September 19, married. The Westlands were married for 63 years until "Julie's" passing from Progressive Supranuclear Palsy on May 6, 2017.



Remembering Gerry Smith

August 13, 1932 – November 24, 2022

On March 27, 2019, Mr. Smith and his wife hosted the Principal of Jamestown High School and his wife for dinner in our Main Dining Room to show them firsthand what a wonderful place this would be for young people to work.

Today, Williamsburg Landing employs 28 Dining Room Servers aged 14 – 17, in large part thanks to Mr. Smith. He was very proud of this as evidenced by his obituary which **stated that he** *“was instrumental in establishing the local high school hiring program.”*

A memorial scholarship for Dining Room Servers who pursue an Associate's and/or Bachelor's degree is currently in the works to honor Mr. Smith's legacy.

Remembering Ann Buckles Orteig



*My BFF, Ann, on her 94th birthday:
January 14, 2022*

Remembering Ann Buckles Orteig

Born in Kingsport, TN, in 1928

Graduated from William & Mary

Won the Virginia Barter Theater Award

Performed on Broadway and in television

Co-starred with Muriel Smith in a theater production of
The Crowning Experience

Head of public relations at Harper's Bazaar magazine

Worked in the Virginia Peninsula Regional Jail where she
taught writing—her favorite job of all



Remembering Ann Buckles Orteig

iMessage
Sun, Jul 24, 7:14 PM

Yvonne Felden

Wanted to let you both know that my mom passed away this morning. at Hospice House. She was peaceful and a nurse was with her. Just wanted to thank you both for your friendship to her through the years despite all of her ups, downs, and all arounds. She was so fond of both of you. I will do a Memorial service there sometime in the coming weeks. Going to start thinking about details in a few days. Talk to and see you soon.
Yvonne

YF



Remembering Ann Buckles Orteig



"She was an unusual and endearing combination of talents and traits – funny, generous, opinionated, stylish, and unfiltered. She took pride in being direct but was typically ready with an apology – and some chocolates – when she had gone too far."

Lyrics to "Beloved" by Mumford & Sons:

*"Before you leave
You must know you are beloved
And before you leave
Remember I was with you"*