



Jan. 19, 1999

SPECIAL EDITION

Weathering the Ice Storm



Information about
Colonial Williamsburg
people and programs

Colonial Williamsburg NEWS

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President's Message



On behalf of the chairman of the Board of Trustees, Colin Campbell, and all board members, I want to take this opportunity to thank you for your extraordinary efforts over Christmas weekend. The ice storm that tore through this area Wednesday, December 23 and Thursday, Dec. 24 showed Virginia's weather at its worst and Colonial Williamsburg's employees at their best. Over a holiday weekend in the most difficult conditions imaginable, you

used creativity, ingenuity, hard work and teamwork to make our visitors and guests your number one priority and to deliver the best possible Christmas experience for every one of them. Many of you did this in spite of not having power, heat, phones, computers, refrigeration and other modern necessities either at work or at home. The results were impressive and your incredible efforts were very much appreciated. I have received countless words of gratitude from visitors and guests who wanted to let us know how thankful they were for the way Colonial Williamsburg and its staff overcame incredible challenges to deliver a meaningful and memorable experience that consistently exceeded their expectations. Those words of gratitude go to you, and I share them. To each of you, thank you.

Bob Wilburn

Ice storm warms Colonial Williamsburg hospitality

The unseasonably warm weather in the area came to an abrupt end Dec. 23 when a severe ice storm moved through the area. The storm continued into Christmas Eve and ended by early evening. But not even breaking tree limbs and power outages could cool the hospitality of Colonial Williamsburg's employees. Although ticketed attendance was less than 10 percent of what was expected during the normally busy holiday weekend, Colonial Williamsburg's Historic Area and hotels remained opened throughout — save several hours Christmas Eve when the Historic Area was closed — as staff went to great lengths to educate and

entertain visitors and other guests.

Colonial Williamsburg's grounds were hard hit by the storm with significant damage to the trees and gardens. The Great Oak at Bassett Hall was destroyed. The initial cleanup will take several weeks, with pruning and trimming completed by late spring.

A full assessment of damage in the Historic Area is under way. Some structural damage from falling limbs and trees to the well head at the Roscoe Cole House, some fences and Historic Area residences currently has been reported. Several office buildings sustained various degrees of damage due to falling tree limbs.

"It's a little more 18th-century than you could ever imagine"

The creative coping skills of Colonial Williamsburg Hotel Properties Inc. (CWHPI) staff helped to save the season for many holiday guests.

Attending to the more than 3,000 in-house guests that filled Colonial Williamsburg hotels took on new meaning as heavy ice brought down power lines as well as holiday spirits early Christmas Eve morning.

Teamwork was the watchword and it showed brightly throughout the glowstick-lighted corridors and busy kitchens at Colonial Williamsburg's five hotel properties.

The Colonial Williamsburg Customer Call Center staff huddled under blankets, wearing coats and gloves as they manned computers — no heat but the computers worked — responding to double the call volume normally received. Most frequently asked question: when's the power coming back on?

Hotel housekeeping cleaned by the light of flashlights and glowsticks doing everything except the vacuuming. Efforts made to keep guests as warm as possible included purchasing every blanket in stock at Roses Department Store — the only store open — and placing them in hotel guestrooms.

As at all the properties, the front desk staff at the Williamsburg Woodlands worked shifts they were not scheduled for and stayed far beyond their normal duty hours.

In an interview with the "Washington Post," a Williamsburg Woodlands front desk manager best summed it up

for everyone when she said, "It's a little more 18th-century than you could ever imagine."

The ingenious kitchen staff fired up the barbecues on the back dock at the Williamsburg Inn and the Williamsburg Lodge and proceeded to cook Christmas dinner in the blasting cold. Coffee lines formed at the Williamsburg Lodge as hotel guests and local residents living nearby wishing a hot cup descended on the lobby. The Lodge staff kept the tiny burners going and kept the coffee and cookies coming. A houseman at the Governor's Inn made coffee for guests on a single Sterno burner and returned on Christmas day with hot drinks for all.

The kitchens' gas stove tops were operable, however, with no electricity to power the exhaust fans that normally remove excessive heat from the kitchen, high kitchen temperatures would signal fire sprinklers to shower the food with foam. And foam wasn't on the Christmas menu.

In order to preserve as much perishable food as possible, bakery carts were loaded up and moved out side to take advantage of Mother Nature's refrigeration.

Running on propane, the Cascades Restaurant fed guests — who complimented the meals — through lunch Saturday then had to close because it ran out of food. The lack of electricity and heat closed the taverns, and, finally, the Cascades Restaurant

See **Hotel response**, page 4



Photo by Dave Dondy

As a result of the ice storm, power outages throughout the Historic Area forced employees to develop clever solutions for staying warm and entertaining visitors who braved the Christmas week ice storm.

Landscape crews face daunting challenges during, after storm

It was monumental, to say the least. The ice storm that began Wednesday, Dec. 23 snapped limbs and splintered trees throughout Colonial Williamsburg.

The task that faced landscape and facilities services was daunting in the sheer number of trees and shrubs damaged. But their first concern was the safety of Colonial Williamsburg's visitors and employees.

Initial efforts were aimed at keeping a clear lane open on all streets in the Historic Area to allow access for emergency vehicles, should they be needed. Crews also went to work making paths between the hotels, the parking lots and the adjacent streets safe, allowing visitors to come and go as they pleased.

With only 60 or so employees — many on holiday vacation and out of

See **Landscape department**, page 4

Historic Area staff meets storm with camaraderie

Employees throughout the Historic Area during the Christmas week ice storm climbed to new heights in hospitality. Most interpretive staff made it to work each day despite the inclement conditions that forced the Historic Area to close at noon Christmas Eve. By Christmas Day, the Historic Area re-opened.

For those working in the Historic Area the first couple of days were unusual and exciting, but by the third and fourth day the novelty had worn off. Sites with fireplaces were among the most popular. They became havens for employees from all around. Staff working outside built fires to keep warm. In buildings without working fireplaces, such as the Governor's Palace, Wythe House, Raleigh Tavern and Capitol, temperatures plummeted.

For public contact staff, the lack of power and, particularly water at home, added another level of discomfort. Yet most everyone stayed in high spirits and welcomed visitors warmly. Major topics of discussion among employees were tales of ways to stay warm and creative cooking methods, such as cooking hot dogs over the fires when visitors were not present.

There were many acts of hospitality among the staff in the Historic Area. Most centered on providing fellow workers with something hot to eat or drink. They included:

A supervisor at the Geddy House and Foundry went out for Chinese food on Christmas Day after the employee meal was cancelled and brought food back for his staff. An interpreter at the Geddy also brought a camp stove from home so the staff could heat food and drink.

Staff working in the Palace kitchen on Christmas Day supplied the Palace staff with hot water for tea and coffee and made Chelsea buns so the staff would have something to eat. The next day another member of the Foodways staff opened the Wythe kitchen by herself to provide the Wythe House interpreters with hot water and hot sweet potato pudding.

At the Courthouse, visitors found the two fires in the side rooms to be exceptionally welcoming and comfortable.

The Millinery and Wig staffs combined efforts at the Millinery Shop and cooked on the fireplace and served hot cider and soup to employees who came by. Staff at the Gunsmith offered their fireplace and warm coffee to staff from other sites.

One interpreter in the Palace Area, who got power at home before others, stayed up late one evening cooking Brunswick stew to bring to work the next day, knowing that many had not had a hot meal for several days.

Going out for pizza was another popular lunchtime activity once some area restaurants became operational.

Supervisors and interpreters manning the various scheduling operations in the Historic Area had to report to work early, in some cases by 8 a.m. Wearing overcoats, gloves and hats, and sitting in the dark, they took calls, made staff changes and answered the most common question, "Do we have power yet?"

The staff of the coach and livestock had an especially challenging four days. The storm started to affect their operation Wednesday, Dec. 23. They knew that bad weather was on the way and began to move horses to differ-

ent barns that afternoon. Carriage and wagon rides were cancelled so staff could tend to the animals. With the old stable gone and new one under construction, getting a head start was essential.

On Christmas Eve, all the staff could do was feed animals, clean stalls and move horses that had become cold in the pasture into the barns. This was not always easy because there were many blocked roads, particularly at Carter's Grove. On Saturday, Dec. 26, coach and livestock staff were able to get most of the horses into pastures to feed them and clean a few barns.

Most visitors were very sympathetic with the situation and were grateful that the Historic Area stayed open. Several noted that Colonial Williamsburg was doing an incredible job under very trying circumstances. For visitors who had no heat in their hotel rooms, being able to go out and tour turned what might have been a disastrous vacation into a memorable one.

Ice storm impacts Historic Area

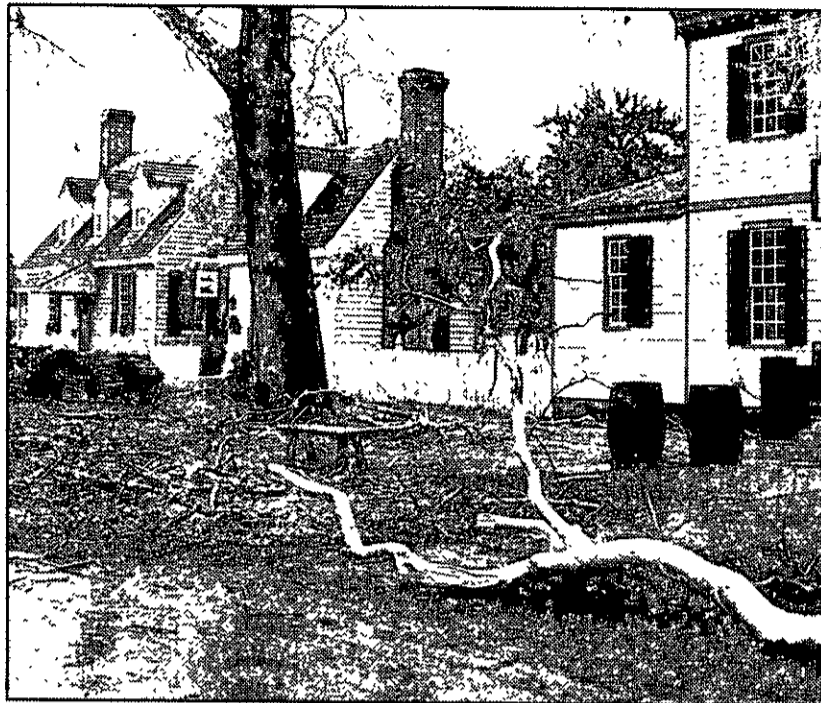


Photo by Carol Carey Godwin

Colonial Williamsburg's grounds were hard hit by the storm with significant damage to the trees and gardens. Many of Colonial Williamsburg's evergreen trees, live oaks, magnolias, cedars and hollies also were damaged. Although some can be trimmed and saved, most of those damaged will have to be taken down. Many trees along Duke of Gloucester Street — oaks, sycamores and maples — lost limbs. In addition, many of the boxwoods in the gardens were damaged from falling limbs. Many boxwoods can be cut back and saved. The initial cleanup will take several weeks, with pruning and trimming completed by late spring.

CW's retail facilities toil through storm with patience, good humor

Employees all over the foundation found unique ways to deal with the recent ice storm. Much of it depended on patience, perseverance and good humor.

Staff at the Williamsburg Lodge Gift Shop worked by candlelight and literally sold all of the candles there with the exception of one. At the Visitor Center Bookstore, staff kept the store open the entire time with the help of flashlights and a skylight. The temperature there was 38 degrees. In the Historic Area, guests were told they were getting the chance to truly

experience the 18th century — with cold, candlelight and, of course, handwritten tickets.

At the Distribution Center, however, good intentions and advance planning did not pay off. Delivery trucks were moved into the receiving bays on Dec. 23 to protect them from the anticipated ice. Unfortunately, the door openers were electric so the trucks were locked inside when power went out. Employees delivered in their own personal vehicles until the doors could be manually opened later in the day.

Work on Annual Fund continued

This time of year is particularly busy for the funds development staff as they process the numerous end-of-the-year donations to the Annual Fund. The task was doubly challenging this time due to the extensive power outage during Christmas week.

The staff in work control supplied generators and heaters and informa-

tion technology employees made sure that the needed computers could operate temporarily under emergency conditions. Seven staffers from the funds development department continued their work and completed the bulk of year-end processing, which included gift acknowledgments and thank yous.

In the mailbox. . .

Editor's Note: The Christmas Week ice storm and subsequent power outages left employees to determine how best to take care of visitors spending their holiday in Colonial Williamsburg. John Norris of Westminster, Md., and his wife arrived at the Governor's Inn on Christmas Day and decided to stay and make the most of the situation.

He called the President's Office to say he did not mind eating from paper plates using plastic utensils or drinking a martini from a disposable cup. Norris said he had the "highest praise" for all of the staff, the delicious food and its presentation.

As he and his wife were leaving, they were informed they would receive a credit for their room rate from the foundation and they plan to contribute to Colonial Williamsburg any money refunded to them because they understood the financial implications of the storm.

Other visitors have written to Colonial Williamsburg describing their experiences with the storm:

Dear Colonial Williamsburg:

I arrived at the Williamsburg Lodge on Sunday, Dec. 27, just minutes after the generator went on. The ice storm in Williamsburg was a complete surprise to me and the devastation was shocking.

However, I wanted you to know that the staff of Colonial Williamsburg throughout my stay (I left Jan. 1) was superior in every way. They all worked under very difficult conditions and somehow managed to keep a cheerful and helpful manner at all times. It was so sad to see so many trees down throughout the Historic Area and I am sure it will take many years to get the area back to its full potential — at least the gardens and the trees.

Despite all this, I thoroughly enjoyed my usual Christmas visit and look forward to many more trips to my favorite city. Although you leave a difficult year ahead as you recover from the financial losses of the storm, I want to wish you a healthy and successful 1999.

Sincerely,
Charlotte Rogenmuser
Wynnewood, Pa.

Dear Colonial Williamsburg:

This letter comes under the heading of "Roses for the Living."

My family, all eight and two-thirds of us, occupied Providence Hall House from Dec. 23-26 when we gave in and returned to Washington.

However, I do want you to know that we found your entire staff to be highly motivated, cheerful and most anxious to be of help. They outdid themselves trying to accommodate the problems created by the ice and power outages. Quite a few of them came on duty, when they did not have to, just to be of help in the difficult situation.

Special thanks and appreciation should be directed to Claudia Fitzgerald, the sous chef at the Williamsburg Inn's Regency Dining Room and all of her staff. How she and they produced the variety and quality of food we were served boggles the mind and she did this with quiet good humor and concern. All of the staff, kitchen and dining room, could not have been more cooperative, friendly, helpful and cheerful.

You are lucky to have, and to have developed, such a fine staff. Congratulations are in order all around.

Very truly yours,
Edward J. Stegemann
Mars Inc.
Vice President, Secretary
and General Counsel

Dear Colonial Williamsburg:

You and your staff are to be commended on the excellent job you did during Christmas 1998. From the Groaning Board on Dec. 23 (with power) to dinner at the Williamsburg Inn on Christmas (without power, but with plenty of good food and good cheer) and hot cider at the Williamsburg Lodge to all the many employees who entertained us with song and warm fires. Everyone went out of his or her way to make the best of the situation.

Thank you,
Sincerely,
Scott and Linda Roeder
Belmont, N.H.

Holiday ice storm stirs interest with national, regional media

As a result of the ice storm, the authentic colonial Christmas and related stories of survival and heroism, plus extensive Christmas season coverage, filled national and regional publications. Media coverage extended as far north as New England and as far west as Hawaii.

"It's a little more 18th-century than you could ever imagine," was a quote from Melissa Moses, manager of the Williamsburg Woodlands, describing the effects of the ice storm that was reported in the Dec. 26 "Washington Post."

"The Washington Post" led the pack in storm coverage by featuring Colonial Williamsburg in its front page storm stories for three days running. A Dec. 26 story, "14 Areas In Virginia Declare Crisis," reported "The storm transformed Colonial Williamsburg into a veritable refugee colony for the leisure set . . ."

A Dec. 27 "Washington Post" story noted that, "At the Williamsburg Inn, candles flickered in the hallways and in the lobby. Gas powered generators supplied kitchen light for the cook, who prepared a limited Christmas dinner Friday over outdoor barbecue grills. About 300 patrons streamed to the Inn to eat today and in a dining room where temperatures registered 34 degrees, no one took off coats or hats."

WWBT - TV (NBC) in Richmond reported Dec. 28, "Colonial Williamsburg's beautiful restored area is littered with fallen branches. Utility crews say ice damage is the worst they've seen in years."

The coverage was largely favorable, mentioning how Colonial Williamsburg was responding to the damage and taking extra measures to accommodate guests and visitors.

Christmas Dinner in January



Photo by Kate Parker

Employees who work Christmas Day are traditionally treated to a holiday meal with all the trimmings. Since the ice storm came through, the dinner had to be postponed. However, on Jan. 6, Colonial Williamsburg President Bob Wilburn invited all staff from the foundation and hotel properties who worked Christmas Day to enjoy dinner at the Williamsburg Lodge with a guest, compliments of Colonial Williamsburg.

In their own words...

(Editor's Note: The following are letters from Colonial Williamsburg employees who wrote to let us know of their positive experiences during the recent ice storm.)

"I want to commend the Colonial Williamsburg employees that made it into work and worked under very trying conditions. I also want to commend them on their tact, hospitality and restraint . . . Computers were down, lights were dim, choices of food were slim, complaints were many, but during the time I was at the Williamsburg Lodge I did not see one instance of a Colonial Williamsburg employee not living up to the highest standards of hospitality and courtesy."

"My family and I came into work on Christmas Eve but the power was out at the Franklin Street Offices so we decided to go to the Williamsburg Lodge for breakfast. Of course, the electricity was out there, but they were able to continue serving the breakfast buffet. We'd [been seated] for about 10 minutes when the hostess and several waitresses began singing Christmas carols. They had great singing voices and many of the guests joined in. It was so unexpected and I thought it was a lovely thing to do to make everyone feel happy under less than desirable circumstances."

"The payments team deserves a big hand for their help during and after the ice storm. The day of the ice storm was payday for the foundation and the team showed a lot of dedication to have it prepared and ready for distribution without delay."

"The proof department deserves credit too. The Visitor Center was without power until Tuesday, but our proof department made it in not only on Christmas Eve, but also over the weekend so as not to get behind on processing our cash receipts and getting them to the bank."

"Despite the fact that some computers were down, daily ticketing sales reports were restated manually to reflect the income of the proper day."

"Our insurance associate is in full gear dealing with the aftermath of the storm by working on the very large tasks of assessing damages and coordinating the insurance claims."

Thank You! Employees recognized for work during ice storm

"You brought smiles to people's faces — the faces of our visitors and guests — when there was not a lot of smile about," said Colonial Williamsburg President Bob Wilburn to employees who weathered the Christmas week storm. "Over and over, in the cold and in the dark, each of you worked through the most difficult circumstances imaginable to make our visitors and guests as happy and as comfortable as possible."

On Jan. 5-6, administrative officers and directors from the Colonial Williamsburg Foundation and the Colonial Williamsburg Hotel Properties Inc. held receptions for employees who worked Dec. 24, 25, 26 or 27.

Employees received \$50 cash recognition for their hard work. Staff were reminded that it took employees from all over the foundation doing

their jobs to help keep the foundation running during the ice storm. It took a special group of employees to work so efficiently and effectively during the storm.

Administrative officers reported that many employees were surprised to receive money and many came back through the line to thank them for the bonuses. One employee said she had told her husband the bonus and recognition for her efforts made it worth the trouble of getting to work during the storm.

Many administrative officers and directors also heard positive comments about the receptions. According to reports from around Colonial Williamsburg, employees enjoyed the reception and were glad the foundation showed them appreciation for their hard work under adverse conditions.



Photo by Carol Carey Godwin

Cascades chef Bill Swann won't be in the dark again with his new, battery-operated, personal set of headlights.



Photo by Penna Rogers

The appreciation receptions Jan. 5-6 featured a slide show of Colonial Williamsburg's properties during and after the storm. Employees also enjoyed music and refreshments.



Photo by Carol Carey Godwin

The Williamsburg Woodlands management team prepares to hand out bonuses to Colonial Williamsburg Hotel Property staff during the Employee Appreciation Reception Jan. 5.



Photo by Carol Carey Godwin

Wanda Ehly, Inn floral staff, and Nancy Bennett, Inn head concierge, broke into a lively jitterbug as Clark Taggart, Inn floral design manager, happily approves during the Colonial Williamsburg Hotel Property Inc. reception.

Hotel response

Continued from page 1

and sent Colonial Houses guests and some Governor's Inn and Woodlands guests to the Inn and Lodge for warmth and hospitality.

Ice or no ice, guests still had Christmas shopping to do and the staff at the Lodge gift shop responded enthusiastically, staying open longer hours so guests and visitors had a place to shop and stock up on candles.

Music and merriment played a key part in keeping holiday spirits up. Entertainers and colonial balladeers, some already at home with family for the holiday, came in to serenade the candlelit Lodge and lead impromptu Christmas caroling. The Yule Log ceremony went on as planned at the Lodge, complete with a boar's head on display and the traditional glass of wine thrown into the fire. A security officer played the piano at the Inn. Thomas Jefferson shared his timeless wisdom and most appropriate holiday remembrances with receptive guests crowded into the Inn's East Lounge.

Employee "ice stories" range from the absurd to the serious: the thread that binds them is the understanding and compassion the staff had for Colonial Williamsburg's holiday guests. The appreciation went both ways. The sincere outpouring of gratitude which guests at every property extended to employees spoke volumes:



Photo by Dave Doody

The Williamsburg Inn lost several trees during the ice storm. The kitchen staff fired up the barbecues on the back dock at the Williamsburg Inn and cooked Christmas dinner in the blasting cold.

The Lodge sales representative who took a very insistent guest to every electric outlet in the Lodge until she found a "hot" one in maintenance so the guest could dry her hair. The doormen at the Inn who not only opened doors but also covered up damaged car doors and windows when tree limbs fell on a guest's car. The casual employee and college student working on Christmas break who got food for elderly

Woodlands guests, helped them pack to move to the warmer Lodge and used his personal car to drive guests to the airport when the airport shuttle was not running. The character interpreter who gave her long winter cloak to a shivering hotel guest to keep her warm. And the Inn's concierge staff that came to the rescue when a guest suffered a heart attack, escorting the family to the hospital.

Ice Storm Stories

Colonial Williamsburg Hotel Properties Inc. is preparing a scrapbook and an eventual display for next Christmas and wants to include your "Ice Storm Stories." Please help by sending your Christmas 1998 memories through the inter-office mail to Selena Phelps at the Williamsburg Inn.

Landscape department

Continued from page 1

town — landscape averaged 34 employees reporting to work, unscheduled, through the worst days of the storm and its aftermath — Christmas Eve through the Sunday following Christmas. On Christmas Day, they reported for work 42 strong, many without being asked to show up. Fourteen employees worked all four days and two were housed on-site and placed on 24-hour call.

They worked through the daylight hours and well into the night trying to keep Colonial Williamsburg safe for visitors and employees.

Landscape employees have tallied 50,000 hours of regular work time so far because of the storm and preliminary estimates indicate that overtime hours will easily top 15,000.

The toll in trees and shrubs is devastating. Preliminary figures show that hundreds of trees were lost to the storm and will eventually have to be taken out. Hundreds more will require pruning and

trimming to survive. More than 100 shrubs, mostly boxwoods varying in size from large to small were damaged. Several gardens, including the Palace and the Brush-Everard House, in the Historic Area had to be closed to visitors because of the danger of falling limbs.

At Carter's Grove, initial evaluation indicates no trees lost, but many trees suffered substantial canopy damage. Fallen trees blocked the service road at Carter's Grove and took the electric power lines down with them when they fell. A survey of trees along the Country Road counted 170 trees or major limbs across the road.

Initial cleanup along the major streets of the Historic Area was complete by the first weekend of the new year. Clearing and cleanup of all downed trees and limbs won't be complete until mid- to late-January. Final pruning and trimming of trees and repairs to the gardens will last until spring, with most work done by mid-spring.



Colonial Williamsburg photo

The Great Oak was a casualty of the Christmas week storm.

Maintenance responds quickly to Boundary Street emergency

Two national sales employees were working in the marketing office on Boundary Street at 8.30 a.m. Christmas Eve when a tree limb crashed through the roof, opening a hole and raining plaster and ice down on their computers.

A property management employee in the same building called maintenance and they showed up within minutes, patched the roof within an hour and al-

lowed the marketers to continue working, although the loss of electrical power put a crimp in their plans for the day.

As soon as the maintenance employees had secured the building against the weather, they moved quickly and quietly on to their next assignment. On the Monday following the Christmas weekend, they returned to make permanent repairs to the building.

CW News Hotline kept employees updated during recent ice storm

Just after the Christmas week ice storm, the Colonial Williamsburg Foundation, with the re-establishment of the CW News Hotline, was able to react more quickly to the needs of employees. The hotline, which will be used in crisis situations only, kept employees updated on significant schedule changes. By keeping Colonial Williamsburg employees informed of up-to-the-min-

utes changes, employees, in turn, were able to better aid visitors.

The hotline, which can be reached at 6397 (NEWS), was established by the public relations department. Each division should select a point person to inform public relations of changes that will need broadcast to employees in crisis situations. To submit items, call 7286.

CW says goodbye to its oldest resident — The Great Oak

It was already a "teen-ager" when royal charter created the city of Williamsburg in 1699. The Great Oak at Bassett Hall, according to test borings, sprouted from its acorn and began its life about 1685.

By the 19th century, it had grown to such size that it was large enough to be noted as a landmark on maps of the city.

But its real place in history was Nov. 27, 1926, when Dr. William A. R. Goodwin escorted John D. Rockefeller Jr. on a tour of the city with a rented limousine and chauffeur. Rockefeller was in Williamsburg to attend the dedication of Phi Beta Kappa memorial hall at The College of William and Mary.

As Goodwin's tour concluded and the conversation centered on the educational value of perpetual preservation of the city's ancient buildings, they drove to Bassett Hall and walked into the woods, past the gigantic tree which Rockefeller greatly admired. "If

I come back some day, can we bring our lunch down and eat it under the oak tree?" Rockefeller asked Goodwin.

In 1960, following Rockefeller's death, Williamsburg held a community memorial service under the spreading branches of the Great Oak.

When Emperor Hirohito of Japan visited Williamsburg during his first journey outside Japan, the Emperor made a priority of visiting the Great Oak because of his admiration for Rockefeller.

The ravages of the ice storm of Christmas Eve 1998 proved to be too much for the Great Oak as its limbs and hollowed trunk succumbed to the weight of the ice, in spite of efforts made over the years to maintain the structural integrity of the tree, including cable support of the limbs and lightning protection.

In the days following the storm, many people came to say "goodbye" to Williamsburg's oldest "resident."

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