

Colonial Williamsburg News

COLONIAL WILLIAMSBURG'S PEOPLE AND PROGRAMS
Online at intranet/cwnewsonline/index.htm

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Trish Balderson (right), manager of Museum Education, leads (left to right) Alyssa Elkins, tavern performer; Calvin Ruffin, front desk attendant at the Woodlands, and Kristi Engel, public safety officer, on a tour of the Art Museums as part of their Core Immersion phase of onboarding.

Novel Orientation Approach Welcomes New Hires

by Melissa Seabolt

You know what they say about first impressions.

“As an employer, you get one chance to make a great first impression on new employees,” says Chris Andrews, executive director of Human Resources.

This year, Human Resources and the Compass Team collaborated on a program to do exactly that. The new onboarding program they created for new employees allows them to truly get to know Colonial Williamsburg, assimilate quickly to its culture and understand the business of the organization.

“New employees learn how they connect to the bigger picture and they get to experience Colonial Williamsburg from a guest’s perspective,” Andrews said. “Our goal is to make CW a first-choice employer.”

The onboarding program is spread over 180 days, with the first phase conducted in a 1.5-day series of group

sessions led by HR staff. On Day 1, the new employee is fully immersed in Colonial Williamsburg’s mission, vision, values and organizational structure.

There’s also time to explore the Historic Area, where the employee plays the role of a guest and even samples some tasty tavern food! Presentations on policies, benefits and safety round out the day.

Day 2 is a half-day program that includes skill-building workshops designed to enhance communication, build trust and foster a collaborative work environment.

Employees are also invited to attend later phases of the process, with Core Immersion programs at the 30-, 60- and 90-day points. These tours, in partnership with staff from Education, Research, and Historic Interpretation and the Art Museums, include visits to historic sites and trades around the Palace and Capitol, as well as a tour of the museums. The Core Immersion segments are designed to help new employees gain a better understanding of the core mission. Ultimately, this part of the program will help improve the guest experience.

The program began in September, and more than 70 new employees and a few volunteers have attended. Surveys conducted reveal that 92 percent of responders rated the class as “very” to “extremely” helpful.

The program is scheduled to run 24 times in 2018. Dates and registration information can be found on the 2018 Training Calendar on the HR page of the intranet or by calling x7005. For more information, please contact Melissa Seabolt (x7625 or mseabolt@cwf.org).



AAA AWARDS WILLIAMSBURG INN FIVE DIAMOND RATING

The Williamsburg Inn recently joined the ranks of Five Diamond establishments, an award bestowed by the American Automobile Association. In North America, only 120 hotels and 63 restaurants earned AAA’s highest rating in 2017, placing the Inn in the top 0.3 percent of nearly 59,000 AAA-approved hotels and restaurants. It is the first time the Inn has received the Five Diamond designation.

Across the Foundation

Architectural Preservation Department Expands

The Grainger Department of Architectural Preservation and Research has expanded to include Architectural Research and Historic Interiors. Architectural Historian **Jeff Klee** and Associate Curator, Historic Interiors, **Amanda Keller** are now included in the department. They join **Cynthia (Dani) Jaworski**, associate curator, Architectural Collections, and **Emily Campbell**, Architectural Preservation assistant, and curatorial intern **Kate Hughes**. The group is supervised by **Matthew Webster**, director of Architectural Preservation and Research.



To see results of the Grainger Department of Architectural Preservation and Research's work, take a stroll on the newly finished porch of the Raleigh Tavern.



CW Welcomes Senior Vice Presidents

Paul Scott joined the Foundation on Dec. 6 as senior vice president for Hospitality. Scott is responsible for all aspects of hospitality, including the hotels, Colonial guest houses, restaurants and taverns, as well as the spa and golf courses. His extensive hotel experience includes executive positions with Hilton, Starwood, Westin and Wyndham Hotels in such cities as New Orleans, New Orleans, Orlando and Washington, D.C., and regional and national supervisory positions as well.

Ghislain d'Humières has been named executive director and senior



vice president of core operations. d'Humières who joins the Foundation on Jan. 15, will be responsible for Collections, Conservation, and Museums; Development; Education, Research, and Historical Interpretation; and Marketing and Public Relations. He has a strong background in the management of collections, with expertise gained from his work with Christie's, Sotheby's, and even the Antiques Roadshow. He is a successful fundraiser and marketer, and has a passion for community outreach.

Museums Open During Expansion

Expansion of The Art Museums of Colonial Williamsburg is underway, with improvements to include 65,000 additional square feet in a new wing and a new, more easily accessible entrance on Nassau Street, as well as a regilded cupola, a new roof and more.

According to **Ron Hurst**, vice president for Collections, Conservation, and Museums, work is progressing below the surface with most underground utilities relocated. Dominion Energy's relocation of the transformer is up next, followed by major excavation for the basement and foundations of the building.

The museums remain open to guests throughout construction. Want to keep up with the project? There's a webcam for that. Go to history.org/webcams/museum.cfm to check on the project's progress.

Energy Conservation

A Foundationwide Goal



Turning off lights when they're not in use not only saves money — it's an environmentally friendly gesture.

We've all felt dread when opening a utility bill. Imagine that bill covering all of the utility needs across the Historic Area and all supporting offices and sites. In August 2017, the Foundation entered into a partnership with Cenergistic: The Energy Conservation Company. This partnership focuses on changing behaviors and working toward significant reductions in electricity, fuel, natural gas and water use across the Foundation.

Foundation President and CEO **Mitchell Reiss** has set a goal of reducing all energy consumption by 18 percent through behavioral changes we all can make.

Although reaching that goal is expected to save considerable money, the reasons for the effort are more than financial. Being good stewards of the resources we have aligns with our larger purpose as a conservator and protector of our physical buildings, land, artifacts and records. In addition, according to a proclamation adopted in September, our conservation efforts are evidence of the Foundation's social responsibility and our desire to become a nationwide institutional leader in energy conservation.

The most important thing to do is to learn about the guidelines for your work area, according to **Jessanna August, Paul Walton and Ernie Clements**, our Cenergistic on-site specialists and **Robert Herron**, Cenergistic implementation lead.

Supervisors have lists of guidelines tailored to the workspaces they oversee, and cards listing the guidelines are posted next to thermostats.

These may include turning off lamps and overhead lights when spaces are unoccupied and keeping thermostats set to the temperatures posted on the guideline cards.

The goal is to reduce waste in unoccupied areas without making employees or guests uncomfortable.

Because spaces in the Historic Area, the Art Museums and the Archives must maintain humidity levels and temperatures that are optimal for conserved and restored objects, thermostat levels have been carefully customized to each space and its function.

In addition to our behavioral changes when using lights and setting thermostats, automated systems have

also been synchronized with the scheduled times of occupancy.

Some areas will have daily shutdowns with appropriate settings for weekends, holidays and longer breaks. Equipment, including laminators and copiers without sleep modes, must be shut down manually. Others, including computer monitors that have sleep modes, can be set to save energy when idle longer than a few minutes.

The on-site specialists serve as extra eyes and ears for maintenance as they can spot the need for repairs and upkeep while performing energy audits. By monitoring the use of resources in 30-40 buildings each week, Walton said the specialists become familiar with buildings and their operations and are able to alert the maintenance staff or relay needs for work orders to the appropriate manager before guests arrive and discover issues.

Energy audits of all workspaces are being conducted, and Herron promises detailed reports showing how various buildings and departments are performing. Daily housekeeping staff meetings may include updates based on energy use. The allocation of resources will be based on needs discovered during these energy audits.

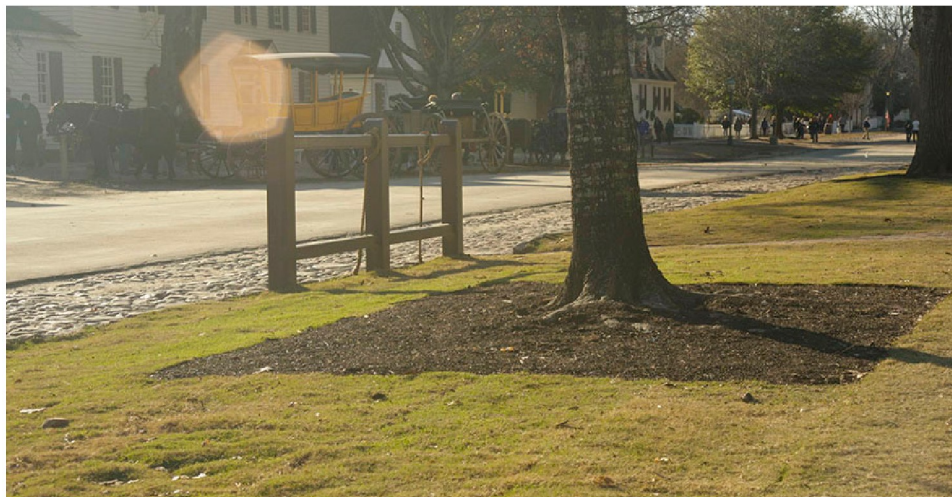
The Foundation has at least 1,400 computer monitors in use and 366 buildings with power, so if we each make it a habit to turn off unneeded lights and devices, our cumulative effort will add up to significant savings.



Thermostat levels are being customized to each area of the Foundation, with an explanation of the guidelines displayed in plain view.

Curb Appeal on DoG Street

Project helps both plants and people



A project being executed on Duke of Gloucester Street will add environmental stability to areas around trees and street edges.

Along Duke of Gloucester Street, there are changes afoot to stabilize the areas along the sidewalks and street edges.

Work along the main corridor through the Historic Area began in 2016. Workers installed curbstones along the edges of the street, removed debris on cobblestones and installed sod around the roots of trees and along the sidewalks.

Automatic irrigation systems and large curbstones were installed to stabilize the ground along both sides of the street. The systems help grass and trees survive daily foot traffic.

“Fencing off the grass long term to keep guests from walking on it isn’t practical,” said Director of Landscape **Laura Viancour**. “We want to be sure



the grass survives while still allowing access to the street and sidewalks.”

The project begins near the Ludwell-Paradise House and continues with the two blocks surrounding Market Square.

There is more to this improvement than just appearances. New curbing will help prevent further erosion around tree roots along the street. This will hold soil in place for the trees and eliminate a hazard for pedestrians who might trip over the roots exposed when the soil washes away. In turn, visitors to the Historic Area will track less grit into buildings and exhibit spaces.

That grit is more than just an annoyance. **Matt Webster**, director of Architectural Preservation and Research, recalls that the ceiling of the Prentis Store cellar collapsed about 10 years ago from the weight of sand that collected through gaps in the wooden floor of the store. Webster says, “This project is important for more than just aesthetics. Keeping that sand outside helps preserve sites.”

The goal is eventually to have new curbing in place along the full length of Duke of Gloucester Street. Funding to complete the project is being sought. Watch the *CW News* for more information as work progresses.

Wreaths

Each year, Historic Area residents deck their halls, creating doorway displays using materials that would have been available to Colonial residents. In addition to greenery and natural objects, the trade sites decorate with elements associated with their businesses. Winners are chosen by a panel of judges with horticultural experience and a keen eye. The following residences won blue ribbons in the amateur category:

John Crump House

Sarah Woodyard &
Michael Ramsey

Greenhow Tenement Kitchen

Debra Lees

Prentis Kitchen

Annie Goode

Benjamin Waller Kitchen

Jenny Lynn

The following residences won blue ribbons in the professional category:

Ludwell-Paradise House

Kevin Patrick

Prentis House

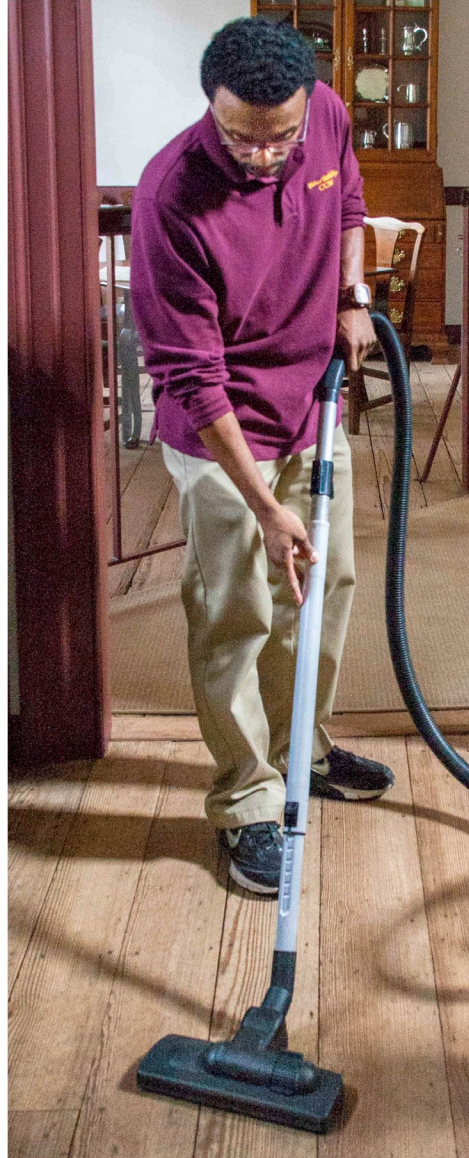
Cyndy & Robert Underwood



The wreath created for the Print Shop Bindery won best Trade Shop decoration.

Behind the Scenes

You may not see them, but their work is vital



Before guests arrive each morning, a busy group of employees has already made exhibit spaces white-glove ready. Spaces and furnishings in the Historic Area are carefully dusted, vacuumed and cleaned to a level beyond the most fastidious housekeeper.

Jennifer Thornton serves as the senior technician of Historic Interiors Collections Care group, or HICC. This team is part of the Preventative Conservation group, which includes an additional senior technician at

the museums and an integrated pest management specialist.

HICC's 13 employees work from 6 a.m. to 2:30 p.m., 365 days a year. These industrious souls clean and monitor any building that is considered original or that has collection objects. Their mornings are spent in the buildings that will be open during the day, switching to buildings that are closed in the afternoon, as well as working on projects in the preventative lab at Bruton Heights Wallace Building.

*(Photos, clockwise from left): **David Shakibnia** (on ladder) and **Luke Fryer** clean the arms display in the Governor's Palace; **Derick Brooks** vacuums wooden floors; **Lisa Ashby** installs damask wall hangings; **Jennifer Thornton** cleans bedding in the Palace; and **Petrina Copes** and **Luke Fryer** take special care moving furniture. (Fryer now works at the Lodge as a groups concierge.)*

Lil' Patriots Kids Club Now Open to All Resort Guests

by Diana Richmond

On Dec. 5, Colonial Williamsburg Resorts introduced its newest guest experience, Lil' Patriots Kids Club. The kids' club provides an exciting program for children ages 4-12 and is conveniently located behind the family-friendly Woodlands



Kirsten Meitz, Eric McConky, and Keaghan and Charisma Richmond learn a craft from Julie Yates, child care program leader.

Hotel. The newest amenity provides an educational and entertaining experience for children while giving parents an opportunity to fully experience all that Colonial Williamsburg has to offer.

All Colonial Williamsburg Resort guests are welcome to take part in this new experience by registering for either of the two sessions being offered Tuesday through Saturday. Sessions operate from 9 a.m. to noon and from 1 p.m. to 4 p.m. Kids' Night Out operates from 6 p.m. to 9 p.m. and includes dinner. "Our goal is to help ensure that the whole family gets the most from their Colonial Williamsburg Resort experience," said **Stephanie Meitz**, the director of Lil' Patriots Kids Club.

Club offerings include outdoor group activities, mini golf, arts and crafts, livestock tours, colonial games, video games, cooks in the kitchen, and building blocks. There will be special guest appearances from Colonial Williamsburg mascot Liberty the Briard.



Keaghan Richmond and Eric McConky learn Colonial games from Julie Yates.

For more information or to register for the Lil' Patriots Kids Club, call x7994.

NOT-SO-IDLE HANDS

Between guest interactions, Orientation Interpreters throughout the Historic Area make a point of engaging in activities that Williamsburg residents would have practiced. On a recent walk through the Historic Area, we found many hands busy with the Colonial craftsmanship and pastimes that fascinate our guests.

Clockwise from left: Mary Herbert knits a scarf at the Palace gate; Skye O'Sullivan plays a tune on her pennywhistle outside the tailor's shop; Marilyn Younger knits a mitt in front of the Magazine; and while greeting guests at the Courthouse, Stacy Loveland sews trim for the bodice she's wearing and also sewed for herself.





Library Reminder

The John D. Rockefeller Jr. Library is open Monday through Friday from 9 a.m. to 5 p.m., except on major holidays. Staff and volunteers can enter the library by swiping their identification badges at the access pad located immediately to the right of the front door. Colonial Williamsburg retirees will need to ring the white doorbell located immediately to the right of the front door and be prepared to show their retiree identification badge.

Use of the Corporate Archives, Special Collections and Visual Resources requires an advance appointment. Please contact the relevant department directly:
Corporate Archives: archives@cwf.org or x7249
Special Collections: speccoll@cwf.org or x8520
Visual Resources: vrc@cwf.org or x8542

The library's catalog and online resources can be found at:
<http://research.history.org/library/>

Capitol and Palace Closings

Conservation and preventive maintenance projects are scheduled for more than a dozen buildings and sites in 2018. In January, the Capitol will be closed Jan. 2-16, and the Governor's Palace will close between Jan. 16-26.

Marketplace

Do you have an item to sell? Send a description and contact information to Kerri Albertson at kalbertson@cwf.org or call her at x7174. For our next issue of *CW News*, please share your information by Feb. 16.



2017 Grand Illumination attendance was as spectacular as the fireworks display, with an estimated 35,000 people in attendance. Almost 1,000 visitors came to see the newly renovated Williamsburg Inn that afternoon, and another 1,000 enjoyed meals at Traditions and Sweet Tea & Barley at the Lodge.

Personal Milestones

If you have good news about weddings and family additions, we would like to share that with our CW family. Send your news to Kerri Albertson at kalbertson@cwf.org or call her at x7174. News shared by Feb. 16 may be included in our next issue of *CW News*.

Internal Communications News

CW News is glad to be back! The employee newsletter will now be published every other month in a printable digital format. Each issue will be emailed to all employees and posted on our Foundation intranet. Internal Communications delivers needed information to employees through the *CW News*, our intranet and all-employee email messages. To serve you best, we need to know what information you need and how you can most easily access it. Watch your email for an opportunity to share preferences for internal communications in a survey coming soon.

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