



Spot Bonus Program: Forging the Future



Jan Tilley, an apprentice military artificer, was awarded a Spot Bonus for his work on the well-received Less Talking, More Doing workshop.

Since the Spot Bonus Award Program launched in December 2018, 23 employees have received awards ranging from \$300 to \$1,000.

The Spot Bonus Program promotes superb guest experience and rewards productivity and exceptional performance on specific tasks or assignments. The program also offers managers an opportunity to provide immediate and visible recognition of valued employee contributions.

There are three levels of recognition:

Level A: Effort beyond normal job performance expectations. Examples include employees going out of their way to recognize a guest's needs through a hospitable action, taking the initiative to develop a new approach to a task or putting forth extra effort to complete a project early.

Level B: Efficiency, resourcefulness, or hospitable effort expended by

employees. This might take the form of positive guest feedback regarding a specific employee (a) taking the initiative to develop and follow through on a difficult task that is not required but results in an immediate benefit to the department, or (b) completing a challenging assignment in an exemplary manner.

Level C: Efforts that are significantly above and beyond the call of duty. This might involve applying an original idea to an assignment that falls outside the employee's regular scope of work and which significantly impacts a work group or has organization-wide impact. It can also recognize outstanding work performance during a crisis or presenting a business solution that results in significant savings or revenue.

Recent employee engagement surveys attest to Colonial Williamsburg employees' strong sense of purpose. Through the Spot Bonus Program, managers can

highlight how employees embody the Foundation's mission and core values and contribute to positive culture change. Here are some examples:

After completing a full shift, a housekeeping employee volunteered to work additional hours because the department was short-staffed and extremely busy. When a guest reported major cleanliness issues in her room, this employee promptly addressed her concerns. The next morning, the guest told the executive housekeeper that the employee was "pleasant, helpful, professional and very thorough" and had changed a negative experience to a positive one.

Interpreters from the sites and trades areas in the Education, Research and Historical Interpretation Division researched, developed and coordinated the logistics of a project to augment programs regarding women's history. This involved getting commitment from presenters, creating communications and scheduling one-hour panel discussions every day for the entire month of March.

Each project has received incredible guest feedback and colleagues were also complimentary, noting that it improved their subject-matter knowledge.

Bonus Spotlight: Jan Tilley

Jan Tilley, an apprentice military artificer, took the lead on the **Less Talking, More Doing** workshop, which received 100% guest satisfaction. Tilley's supervisor Jay Howlett commented, "I am so happy to see Jan receive this award. He really took ownership of the workshop series."

Spot Bonus nominations are reviewed monthly by a committee and applicable senior leadership to ensure awards are fair and consistent across the organization. For questions about the Spot Bonus Award Program, contact Sharon Dorsey at sdorsey@cwf.org

Peer Support Team Has Your Back



In March, the Education, Research and Historical Interpretation Division launched the Peer Support Team (PST), a first-line intervention to help employees address stress-related issues that may have been caused by a negative encounter with a guest or co-worker. Those wishing to speak to a member of the team may leave a message at x7988, a confidential Audix mailbox.

The team, which has been trained by Employee Assistance Program representatives, offers support to employees in the Historic Area. According to team member Joel Anderson, “There is no punitive consequence to meeting with us or stigma attached, and each member is bound to confidentiality regarding our encounters.”

Amanda Doggett, another team mem-

ber agrees. “Now more than ever it is important for us to stick together and lean on each other for support, especially in the unique professional world we participate in at CW. We are a group of people keenly aware that sometimes, ‘ya just gotta talk it out.’ We preach the good gospel that we are stronger together than we are apart, and when we support each other and check on each other, we’re better humans and a stronger team.”

There’s plenty of flexibility to accommodate employees’ schedules and meetings can take place at locations that are both convenient and private.

Beth Kelly, ERHI vice president, encourages employees to access this assistance. “Having someone to consult confidentially for help is critical for us in creating a supportive workplace. I am proud that our mentors are willing to serve in that role and that their training has given them tools to help their co-workers. Not everyone needs to talk out issues, and that is fine, but for those who want to talk, we are available and ready to help.”

Team members, pictured above are, from left: EAP representative Mike Verano, Joel Anderson, Nicole Brown, Emma Cross, Lindsey Foster, Bobbie Saye, Amanda Doggett. Not pictured: Brian Weldy.

Workplace Harassment Policy

Over the past year, the Foundation has been deliberate in communications to guests about behaving appropriately toward our staff. Language reminding guests of what this entails is now part of the audio, video, print and online messaging guests see and hear throughout their visits. Additional reminders will be added to signage and our social media posts.

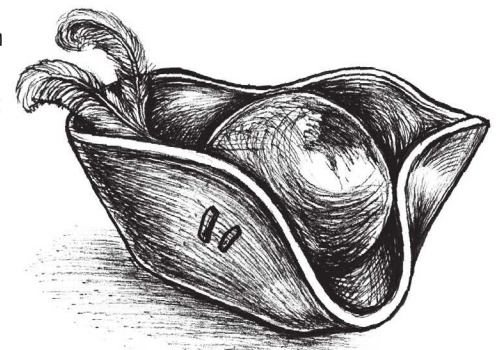
Sending the right message upfront is a critical part of the solution to harassment. The Foundation will continue to be proactive and vigilant to make sure our staff is safe and feels secure in their work with the public.

Treat Yourself

Enjoy updated menus at the taverns and Huzzah!

Spring menu offerings have arrived at our taverns and Huzzah’s Eatery. Peruse the menus on our [intranet homepage](#) and plan your next lunch or dinner visit.

Our 50% meal discount when dining in CW restaurants and taverns is a delightful benefit of being a Foundation employee. Please remember that it is customary to calculate your tip based on the undiscounted price of your meal. Support your colleagues in Hospitality and dine with them soon.



Glint Results Shared

The results of the Spring 2019 Employee Engagement Survey are in. About 44% of employees (833 individuals) responded. That's down from the participation rate in last September's survey, when 80% of employees responded.

For the spring survey, the overall employee engagement score is 66. (The global benchmark, or average score for engagement based on results derived from other companies, is 72). This engagement score was based on responses to these survey items:

- How happy are you working at Colonial Williamsburg?
- I would recommend Colonial Williamsburg as a great place to work. There were 2,700 comments.

The most positive responses to statements about the organization reflected employees' feeling of purpose, strong customer focus and

appreciation of their colleagues. These statements included:

- "The work that I do at Colonial Williamsburg is meaningful to me."
- "Colonial Williamsburg delivers a great customer experience."
- "I feel appreciated by my colleagues."

Other statements reflecting growth since our last survey dealt with the areas of empowerment, feedback, recognition, action taking, rewards, retention, perception of managers, engagement, customer focus and willingness to



recommend CW as a workplace.

Employee responses to the previous surveys drove changes including the recent pay increase, the year-end appreciation bonus, the reinstatement of the emergency leave policy and the creation of advisory teams for each division.

Areas where employees indicated need for improvement included decision making and communication, in response to the following statements "Overall, I am satisfied with how decisions are made at Colonial Williamsburg" and "Colonial Williamsburg does a good job communicating with employees."

President and CEO Mitchell Reiss expressed his appreciation to those who participated, saying, "I want to thank all of you who took the time to complete the Glint survey. Your confidential responses provide us valued feedback on where we are succeeding and where we need to devote more time and effort. These results help us to better live our core values and fulfill our mission."

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With Amazon Smile, you can support The Colonial Williamsburg Foundation at no cost to you.

When you make purchases on Amazon Smile, a percentage of what you purchase is donated to The Colonial Williamsburg Foundation. Amazon Smile is a website operated by Amazon with the same products, prices and shopping features as amazon.com. Click here for more information: bit.ly/2I8cMdD

Online Quizzes

Test your Revolutionary knowledge with fun quizzes that can be shared on social media. Click here to take a quiz. <https://www.colonialwilliamsburg.com/blog/2019-blog-posts/test-your-revolutionary-knowledge>

Add your input for future quizzes! Send questions with four possible answers and an explanation of the correct answer to marketing@cwf.org.



Free AED Training

Environmental Health & Safety is offering Automated External Defibrillator training to all Foundation and Company employees, contractors and volunteers at 10 a.m. and 2 p.m. on June 20 and July 11.

To sign up for training visit the [intranet homepage](#). Sign-ups are first come, first served.



New Social Media Policy

The Foundation has a revised social media policy. To make sure your professional and personal activity align with the policy, click here:

<http://intranet/marketing/2019SocialMediaPolicy.pdf>



Rucker at Avaya

In January, Chief Information Officer Sam Rucker spoke about CW to an audience of 4,000 at Avaya's international user

group in Austin, Texas. Avaya, a communications company that offers a variety of technical services, provides phone equipment throughout the Foundation.

Patrick at BDO Day

In April, Chief Financial Officer Kevin Patrick took part in a panel discussion at William & Mary's BDO Day. Students learned how new technology and finance tools help create transparency and value in financial operations.



Gonzales Award: Deep Roots, Long Reach

In April 2006, Colonial Williamsburg received a \$250,000 major gift from Deborah S. Pulliam of Castine, Maine. At her request, this created the Mary and Donald Gonzales Field Experience Fund, a resource through which employees who are not in senior management positions in Public History, Historic Trades, Historic Sites, Historic Events, Coach and Livestock, Conservation, Collections, Museums, and Landscape can pursue educational opportunities to benefit the employee and Colonial Williamsburg. Qualified employees may annually apply for grants in the spring or fall, and grants of up to \$5,000 per person are determined by a three-member Selection Committee. Guidelines for this fund, available on the intranet and in Colonial Williamsburg's Development Office, outline the process.

The fund, which announced the names of its Spring 2019 recipients, pictured at right, is managed by Joe Poole and was named by Pulliam to honor Mary and Donald Gonzales. Donald Gonzales served as the Foundation's vice president of public affairs and was a 25-year employee. Mary Gonzales was a noted musician and choir director in the community.

The couple lived in the Robert Carter House and frequently hosted William & Mary students for dinners and social occasions. Their son John Gonzales recalls that he would often come home from boarding school to discover yet another student was staying in his room. Donald Gonzales' 1996 obituary estimates that their home was host to as many as 2000 students over the years.

One of the students they entertained was Deborah Pulliam, a longtime family friend who also worked in the Historic Area after graduation and loved basketmaking, textiles, and history. Ms. Pulliam was so appreciative of the Gonzales' hospitality that when she determined the details of her gift to the Foundation, she asked that it be named for the Gonzales rather than herself and that her own identity remain undisclosed. The source of the gift was unknown even to Mary Gonzales when the fund was established.

Another stipulation for the Gonzales Fund was that the grants be awarded to Foundation employees who were not in senior leadership positions. It was Pulliam's desire to fund professional development opportunities for those who might otherwise be unable to travel and cover conference fees to expand their knowledge in their fields.

The Foundation has benefitted greatly from the new information awardees have brought back from their travel and study.

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Kelly Arehart, historian, will study *Irish Servitude in the Early Modern Period in London, England, and Barbados, in the fall of 2019.*



Joanne Chapman, landscape manager, will attend the *American Public Gardens Conference in Washington, D.C., in June.*



Matt Childs, arborist apprentice, attended *Hands-On Single Rope Technique and Rigging Workshop in Ashfield, Massachusetts in April.*



Tina Gessler, conservator of objects, will attend the *International Council of Museums Committee for Conservation, Metal Working Group Interim Meeting, in Neuchatel, Switzerland, in September.*



Donald and Mary Gonzales in 1991.



Brenda D. Rosseau, integrated pest manager, *Costume Design Center*, will attend *Clothing the Enslaved in the Eighteenth-Century Atlantic World in Cardiff, Wales, in July.*



Joel Voron, integrated pest management specialist, attended the *Integrated Pest Management for Cultural Heritage International Conference in Stockholm, Sweden, in May.*



Christopher Swan, 2017 Gonzales Recipient

It is easy to see that Gonzales grants offer great benefits to those who receive them, but the program's reach goes even further. The travel and study the grants make possible also add to the knowledge base in the recipient's area of expertise, creating strong networks and support for the Foundation's research and its mission. This also extends the range of our influence and membership in the community of scholars of history, collection and curation, and in the management of museums and historic sites.

Christopher Swan's work is a prime example of these benefits. Swan, a senior conservator of furniture in Collections, Conservation, and Museums, was a 2017 recipient. He traveled to Louisiana and visited 18 sites, including private collections, university and public art museums and state historic sites. Swan was eager to bring back a deeper understanding of Lowcountry furniture, especially traditional chairseat weaving techniques used in Louisiana using cornhusks, cattail leaves and other available materials. Through connections made with other furniture experts during a forum here in Williamsburg, Swan was able to arrange a tour of the historic home Magnolia Mound and a behind the scenes visit to the Louisiana State University Museum's collection.

Colonial Williamsburg's reputation in the historic research community gave Swan entrée to several collections and sites containing objects not available to the public. Talking with other conservators and collectors helped Swan in his own pursuit of knowledge and created stronger connections for the Foundation as well. Among the highlights of his excursion was the chance to observe and talk with other "chair bodgers" about weaving techniques for chair seats in the Louisiana tradition. He learned that his hypotheses about the methods used for cornhusk weaving were likely correct — from the angle each piece of husk was trimmed, to the wetting and twisting motion he had surmised was used.

His findings deepen our knowledge base and the relationships created by his visits will be useful in the Foundation's future research.



Deep Roots, Long Reach *continued*

Regrettably, Pulliam died shortly after establishing this fund. Her gifts in several other parts of the country have benefitted animals, artisans and craftspeople, environmental concerns, and victims of natural disasters, all without her name publicly attached while she was living. Her life was one of service and philanthropy, and so many, here and beyond, continue to benefit from her kindness. "From the moment I began work-

ing with Deb on this particular gift, I realized that her CW priority was its staff who genuinely make this place special. My only regret is that she didn't live to see how much it's done in its first decade," says Poole.

Deborah Pulliam's generous gift created the Mary and Donald Gonzales Field Experience Fund.



ERHI Professional Development Grants

Professional Development Grants are donor-funded awards of up to \$1,000 to enable employees in Education, Research and Historical Interpretation to participate in professional development activities that increase their skills or knowledge base and ultimately enhance the guest experience. Employees may use the grant to attend seminars and conferences or to visit exhibits, presentations and interpretive sites or museums.

The deadline for grant applications is July 1 for events and study occurring between

August 2019 and February 2020. Applications are submitted online through SharePoint and grants awarded will be announced in July.

More information, FAQs and detailed instructions for completing the application can be found on [Sharepoint](#).

If you have questions about the grants or the application, contact Cathy Hellier at x7442 or chellier@cwf.org. If you need help with Sharepoint, contact Shari Monaco at x7108 or smonaco@cwf.org.



From left: Tyler Wilson, Chris Hartman and Rebecca Starkins



John Welch



From left: Bryan Austin, Mary Carter and Daniel Cross.



From left: Amber Staker, Mike Romero, Hunter Cridlin, Wren Tolson and Elyse Bennett

ERHI Professional Development Grant 2019 Recipients

Bryan Austin, Nation Builder James Madison. Writing, creativity, and storytelling workshops to help colleagues sustain creativity.

Elyse Bennett, Groups Interpreter. Presenting at 2019 SEALHFAM Conference, Historic Arkansas Museum in Little Rock, Arkansas.

Mary Carter, Nation Builder Aggy of Turkey Island. Attendance at the Association of African American Museums (AAAM) annual conference in Jackson, Mississippi.

Hunter Cridlin, Apprentice Masonry Trades. Research trip for all four brick-makers, studying 18th century architecture of Annapolis and the Eastern Shore.

Daniel Cross, Nation Builder young George Washington. Horseback Refresher Lessons, and tour of sites of George Washington's Fort Mifflin and Braddock Campaigns of 1754 and 1755.

Christopher Hartman, Theatrical Performer. Presented an interpretation at the National Gathering for the Coalition of Historical Trekkers.

Aubrey Moog, Apprentice Weaver. One week Weaving Intensive at Marshfield School of Weaving.

Michael Romero, Orientation/Sites Interpreter. Online Celestial Navigation Course and Certification.

Amber Staker, Business Analyst. Subscription to Data Reporting, Enhancement and Visualization learning resource.

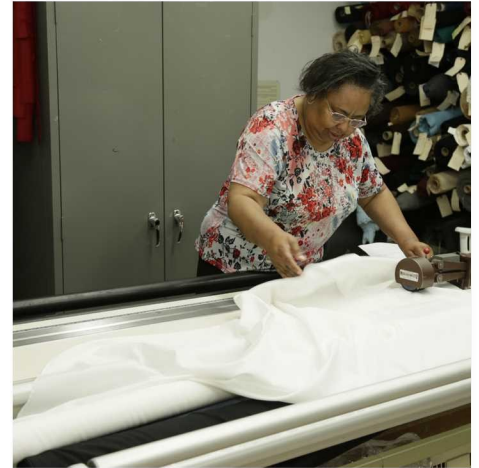
Rebecca Starkins, Apprentice Milliner and Mantua-Maker. Women's outerwear research trip in four northeastern museum collections.

Wren Tolson, Orientation Interpreter. Introduction to Woodcuts Class at the Virginia Museum of Fine Arts by Dennis Winston.

John Welch, Apprentice Shoemaker. Research trip to New England Shoe Collections.

Tyler Wilson, Foodways Apprentice. Presenting at 2019 SEALHFAM Conference, Historic Arkansas Museum in Little Rock, Arkansas.

Behind the Scenes at the Costume Design Center



In a corrugated metal building in the Bruton Heights complex, a dedicated team of talented and passionate employees create authentic historic apparel using some very modern methods.

Using carefully researched patterns, usually based on existing antique pieces of clothing, members of the Costume Design Center team make magic.

“We provide and maintain an extensive inventory of clothing and accessories for the Foundation’s costumed employees,” said Brenda Rosseau, CDC manager. “Many of our employees have backgrounds in theatrical costume design or in creating clothing for authentic historic re-enactment. Some were talented home sewers.”

The CDC staff includes tailors, who create, maintain, and alter garments; firsthand tailors, who also perform fittings; cutter/drafter/patternmakers, who develop designs and make changes necessary for individual patterns; and teams that coordinate laundry, accessories, and inventory.

Costuming has a long history in Colonial Williamsburg, beginning with hostesses and docents for the dedication of Duke of Gloucester Street in 1934 that included a visit from President Franklin D. Roosevelt.

Foundation Vice President Kenneth Chorley asked the staff of his New York City office to search costume houses there for six costumes representing the 1750s. Unable to secure these garments,

the Foundation turned to a local dress-maker named Mrs. Cooley, who created those first costumes. The response was so enthusiastic that the Foundation decided all hostesses should wear period costumes.

Costuming has been a vital part of the interpretive experience ever since, interrupted only briefly during World War II when rationing was practiced. Public outcry was so great that the Foundation resumed costumed interpretation and there has been no lapse since.

The allotment of costume pieces for each employee includes many articles of clothing and accessories, Rosseau said. Employees are usually given several changes of clothing and two pairs of shoes. Accurate reproduction frames are used to create prescription eyeglasses and employees may also be issued kerchiefs, hats and shoe buckles.

These pieces are documented and tracked both electronically with a barcoding system and also in a series of filing cabinets with a fat envelope for every employee, containing swatches, notes and details of every piece of clothing and every accessory assigned.

To keep these valuable articles in good

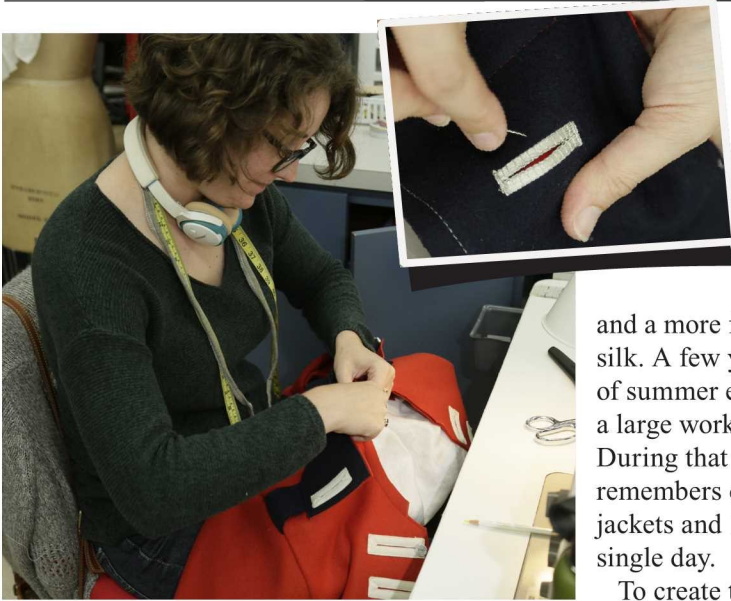
condition, the CDC offers laundry services and makes any repairs or alterations needed. Employees launder their own stockings, shifts and shirts, but coats, gowns, breeches and other pieces are collected and returned at the CDC front desk.

Male employees are often surprised by the feel of 18th-century garments, with breeches that may be baggy in the seat and sleeves that restrict arm movement. “They don’t need to do semaphore, but they may need to ride a horse,” said Linda Smith, a cutter/drafter/patternmaker.

Female costumed staff must learn to lace up the stays that serve as foundation garments. Many of these stays are made of German synthetic whalebone, which conforms to the body once warm and can survive washing.

Once a month, a costume review





work. For example, the dance troupe has new members who need two sets of costumes: an “everyday best” and a more formal ensemble in silk. A few years ago, the hire of summer employees created a large workload for the team. During that time, Smith remembers cutting out six jackets and 14 petticoats in a single day.

board meets to consider additions and customizations employees would like to include in their work attire. The board’s aim is to determine whether the requested changes are historically accurate and appropriate for the job the employee performs.

“We hope for three things,” Rosseau said. “We want to know if there is an antique from the Chesapeake Bay area that we can study and reference. We like to see some depiction of the fashion in use and we hope for a mention in a document — an advertisement for a runaway slave, a bill or receipt or a mention in a letter that includes a description of the clothing.”

“The costume is an interpretive tool. Personalizing it is nice, but those changes need to be appropriate for this area and the time we portray.”

Rosseau hopes to encourage costumed employees to participate in the process and not be intimidated by the criteria, which she acknowledges are “strict, but for a purpose.” The board is willing to work with employees to add approved flourishes to their costumes, she said.

In addition to the work the CDC performs to outfit costumed employees, there are frequently special projects to complete.

The department recently created a dozen uniforms for interpreters portraying the British 80th Regiment of Foot with details that were revised to reflect discoveries in new research.

New programming creates a rush of

To create these works of textile art, the cutter/drafter/patternmaker may start from an antique piece in our collection, sometimes with details drawn from historic documents. Patterns are created using a computer aided design program (CAD) and printed on a large roll of brown paper with a plotter. Altering patterns can be achieved by manipulating points onscreen and then all patterns are stored electronically. This electronic pattern inventory includes patterns for multiple coats, waistcoats and breeches for men and jackets, robes and gowns for women.

Breeches are the most complex garments to fit and to sew, with many pieces and more features, including pockets and double fronts.

Details may add hours to the construction of some pieces. Jenna Hallett, a firsthand tailor, said the coat created for Daniel Cross to wear as the young George Washington took many hours to complete, partly because each of the buttonholes took 40 minutes to sew by hand.

Smith said a dancer’s gown that included fly fringe was especially labor-intensive, both to create the gown and to create and add the elaborate fringe.

While most garments are worked “flat” these days, Smith says that her favorite part of the work is draping, or fitting a garment on the wearer or a dress form. “Sometimes a pattern doesn’t make sense until it’s draped on a person,” Smith said.

In 2012, Smith and Beverly Prewitt, also a cutter/drafter/patternmaker, traveled to England on a Gonzales grant, where they saw historic collections of apparel and brought back 5,000 photos and sketches for new jacket styles that have been added to the CDC repertoire.

In July, Rosseau will travel to Wales on a Gonzales grant, where she will attend Clothing for the Enslaved in the Eighteenth-Century Atlantic World, a conference organized by the University of South Wales. Rosseau expects to gather new information to use in our interpretation in the Historic Area.



Your Story: Lauren Ramsey

by Chuck Reusing

POSITION: Firsthand Tailor at the Costume Design Center (CDC)

YEARS OF SERVICE: I have been employed by The Colonial Williamsburg Foundation for almost 12 years, I have worked at the Costume Design Center for seven years, and before that I worked in costume as both a family programs interpreter and as an orientation interpreter.

WHAT I DO: I help maintain and fit the costumes and clothes for Colonial Williamsburg employees who work in the Historic Area. My work includes sewing, tailoring and custom fitting each costume for each employee. I also repair and perform upkeep on these costumes as needed. We provide clothing custom fitted to match the physical characteristics of almost every Colonial Williamsburg employee who appears in public in a costume. The only exceptions are tavern employees and those in the millinery and tailor shops.

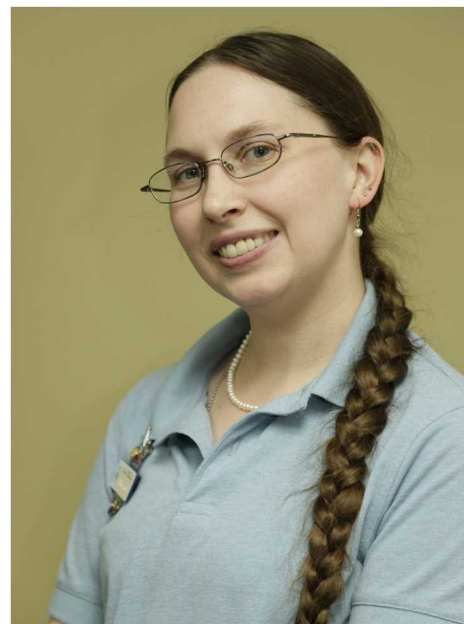
I am one of two firsthand tailors in our shop. I work with two cutter/drafter/

patternmakers, and together, we do all the fitting, tailoring and clothing repairs for the employees appearing in costume.

WHAT I DO TO IMPROVE THE GUEST EXPERIENCE: All of our work at the Costume Design Center is of course behind the scenes. We are committed to providing an authentic 18th-century appearance to our employees. The costumes that we create for them are an important part of the Colonial Williamsburg experience for guests. Our visitors love to be photographed with our costumed interpreters and that makes their visit to even more special.

Because I was a costumed interpreter myself before joining the CDC, I recognize the importance of our costumes and the authenticity we wish to present to our visitors. The garments represent a time long ago, but we use modern production equipment to create them.

BIGGEST ACCOMPLISHMENT: I received a bachelor's degree in public history from Western Michigan University and have always had a deep interest in history, especially the history of cos-



tume and what clothing reveals about the person wearing it. Before transferring to the Costume Design Center, I had to pass a rigorous skills test required for all entry-level tailor positions. Being promoted last October to firsthand tailor was also a special accomplishment.

INTERESTS/HOBBIES: I love to knit and crochet in my spare time and I also sew at home. I've been married to my husband, who works in the Group Arrivals Building at the Visitor Center, for 10 years, and we have a 6 year old daughter.





If These Walls Could Talk

Guests Solve Architectural Mysteries

by Jeffrey Klee

The Building Detectives have returned to the Robert Carter House for their fourth season. This special program offers ticketed guests insights into how the Foundation's architectural historians unlock the secrets of our buildings while relating the history of the house in the colonial period. With the guidance of specialists, guests of all ages have opportunities to try their hand at building investigation using flashlights, magnets and their own observational skills to discover

how the building was built and changed over the course of the 18th century. This hands-on program helps visitors to decide for themselves whether the floors are original, the age of the staircase, and even solve the mystery of the house's original doors. Through these exercises, they learn the history of an important original building while they also come to appreciate the rigor and intensity of our research program.

Built for Robert "King" Carter while he was acting governor of Virginia in 1727, the Carter House was substantially improved by his grandson Robert Carter Nicholas in the 1750s, and again by another grandson, Robert Carter III, in the 1760s. Guests will learn to identify these layers of change through close observation while also learning the important history of the Carter family in Williamsburg. They will hear the story of Robert Carter III's manumission of his enormous enslaved workforce after he moved back to his plantation in Westmoreland County, and be prompted to consider whether the seeds of that decision were sown in Williamsburg.

This is a special opportunity to see a house not ordinarily open to the public and to explore the relationship between the study of architecture and the study of history. As new discoveries come to light each summer, it is also a chance to learn about the latest research on an important original building. Because we can only allow 15 people at a time into the house, the program requires a reservation, which is issued as a paper ticket that is free with any regular pass. The program runs Monday through Friday, twice each morning, and is usually sold out the night before.

A New View of George Washington

Daniel Cross is portraying young George Washington in the Historic Area, bringing a fresh angle and added depth to guests' appreciation of our first president in his developing years before he became the elder statesman we so often picture when we hear his name.



Welcome to Our New 4-Legged Employees

It's been a productive spring for Coach & Livestock, with births including three new calves, 15 lambs and Valiant, the first foal born here in 16 years. All new employees should be as doted upon as these little ones during their first days on the job!

Media Collections Online

The John D. Rockefeller Jr. Library will soon launch Media Collections Online. MCO will allow registered users to discover and purchase official photography of The Colonial Williamsburg Foundation and our ongoing study and interpretation of the 18th century.

The on-line collection features selected images of people, places and objects from the Rockefeller Library's departments of Archives & Records, Special Collections, Visual Resources and Media Collections, as well as selected photos from *Trend & Tradition*.

Users will be able to search the database and download free watermarked low-resolution .jpg images or purchase high-resolution, unwatermarked images.

New photography will be continually be added to the system. The *CW News* will publish a link to the MCO system when it is officially launched to the public.



Volunteer of the Quarter

On April 15, volunteer coordinator Trish Barner presented John Wailes with Colonial Williamsburg’s first Volunteer of the Quarter award. Wailes has been a volunteer since 2007, serving at Liberty Lounge and the Military Information Desk at the Visitor Center. Fellow volunteer Joni Stevens nominated Wailes, an Army veteran who served in Vietnam and was awarded the Purple Heart.

Champagne for Volunteers

Nealla Champagne is our new volunteer coordinator. Champagne joined the Human Resources team in February 2018 as a Human Resources Assistant.

Champagne is motivated to “carry the torch” to re-imagine and strengthen Volunteer Programs for future years.

After nine years as volunteer coordinator, Patricia Barner has accepted the position of director of major gifts in the Development division. Barner says, “I have LOVED every moment with the volunteers and will miss them a great deal. However, many of them are already donors, so I am happy that I will still get to see them at donor functions.”



10 Years a Volunteer

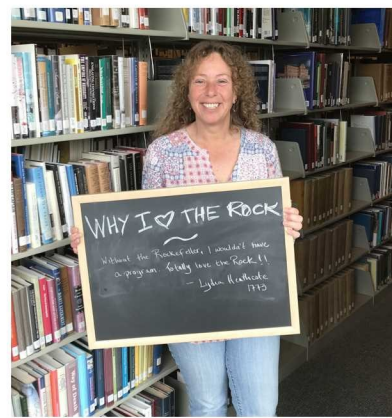
Frances M. Burroughs, textile furnishings specialist, recently surprised Jane Bergstrahl with a pin commemorating her 10 years of service as a volunteer in Collections, Conservation and Museums.

Wellness Credit

You may receive a savings on your health insurance premiums next year by providing proof of a doctor visit for a well-woman exam or for a physical. Just schedule and then report your annual physician visit or your well-woman checkup by uploading by Dec. 1 either a note from your physician’s office stating the date you were seen or an EOB (Explanation of Benefits) from your insurance company to the Virgin Pulse website (formerly Simply Well).

Meet that deadline to receive a 2020 wellness credit of \$25 per pay period. That adds up to \$650 per year! If you are in the “Employee Only” High Deductible Health Plan tier, any earned wellness incentive will be contributed to your HSA account in 2020.

Visit www.wellnessrevolution-cw.com or download the Virgin Pulse app. Once registered, log in and click on Rewards and then Actions to upload your documentation.



Why I Love the Rock

The John D. Rockefeller Jr. Library celebrated National Library Week April 7-13. This year’s national theme, “Libraries = Strong Communities,” speaks to how today’s libraries are at the heart of our cities, towns, schools

and campuses, providing critical resources, programs and expertise. They also provide a space where people can come together to connect and learn.

The Rockefeller Library, the heart of Colonial Williamsburg’s research community, participated in National Library Week activities by asking users to list “Why I Love the Rock.” Donna Wolf, who used the library’s research resources extensively to develop her portrayal of Lydia Heathcote, responded, “Without the Rockefeller, I wouldn’t have a program. Totally love the Rock!!”

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