

March 14, 2025

Keynotes

News for the team members of Cross Keys Village - The Brethren Home Community



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Important Reminders!

3/28 - Baseball Season Celebration
(see page 12 for more details!)

Team Member Spotlight



Kayla Williams

Senior Financial Accountant
Accounting Services Team
Team Member since June 2017

What three words best describe your job?

Calculated. Analytical. Spreadsheets.

What do you enjoy most about working at CKV?

My favorite thing about working for Cross Keys Village is the family dynamic. I grew up visiting my grandma in the village and coming to the Chicken Barbeque, so there's a sense of home here for me.

What is one thing about your job that most people don't realize?

I oversee the addition and removal of items on our asset listing for the entire campus, which includes any equipment or projects over \$500. There are over 17,000 individual assets on this list that go all the way back to the 1960's.

What is your favorite quote or motto?

Psalm 46:5 - God is within her, she will not fail.

If you could travel anywhere in the world, where would you go and why?

The Philippines. My grandmother and I reminisced about her mission trips there with my grandfather in her younger years, so it would really make the trip sentimental.

What advice would you give to a new team member?

Never be afraid to ask questions!

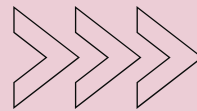
2025 TEAM MEMBER FEEDBACK SURVEY RESULTS

Thank you to the **257** team members who responded to our Team Member Feedback Survey in January! Your voice matters, and we very much appreciate the time you took to share this important information. Below you can find the results of our survey as well as goals for this coming year based on feedback from you!

Strengths



- **99%** shared they understand how their work contributes to our mission.
- **90%** shared they feel encouraged to learn at work.
- **88%** shared they feel safe to ask questions at work.
- **84%** shared they feel like they belong at work.
- **81%** shared they receive recognition at least once a month.
- **70%** rated their supervisor at a 4 or 5 (5 is the highest). Ratings for supervisors have remained consistently high.



Opportunities

- **78%** shared they feel encouraged to contribute their ideas at work.
- **59%** rated team spirit at a 4 or 5 (5 being the highest).
- **56%** rated feeling appreciated at a 4 or 5 (5 is the highest).
- **50%** shared recognition from residents/families means the most to them, while 24% shared from managers and 22% from coworkers.

Other Findings

- Verbal recognition is important!
- A majority of respondents participated in 3 out of 4 of our events this year.

“What does CKV do well as an organization?”

3 Common Themes in Results

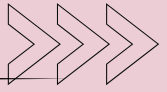
- Supports and appreciates their team.
- Provides a good work culture.
- Provides quality care for residents and villagers.



“What opportunities does CKV have as an organization?”

4 Common Themes in Results

- Team building activities.
- Attendance accountability.
- Reopen facilities to team members.
- Career growth.



Where do we go from here?

Next Steps



- **Reestablish** Team Member Wellness at CKV.
- **Enhance and promote** opportunities for team members to share their ideas and suggestions.
- **Reevaluate and adjust** current team member activity schedule to include team building opportunities.
- **Reestablish** the CKV Christmas Party for team members in the Nicarry Meetinghouse.
- **Research** opportunities for more formal recognition from residents and families.
- **Collaborate** with department supervisors to evaluate and communicate strengths and opportunities for individual departments.

If you have any questions about the survey, or have ideas you would like to share, please reach out to Katie Hollabaugh, HR Engagement Coordinator at x5203.

Navigating Change in the Workplace

Tools and Techniques to Triumph Together



Change is the driving force behind improvements and innovation. Embrace it with a positive mindset, support each other, and focus on the opportunities it brings. Remember, “When you can’t change the direction of the wind, adjust your sails”.

-- H. Jackson Brown, Jr.

Change is an inevitable part of life and work. It can be both positive and negative, often feeling like an unexpected wave crashing over you. Understanding and managing change effectively can help you navigate these waves with more confidence and resilience.

In this article, we’ll discuss different emotions that can be caused by change, why we resist change and strategies to navigate through change. Most importantly, we want you to know that if you’re struggling with change, you don’t have to go through it alone. Reach out to your supervisor, Human Resources, or our Employee Assistance Program for help!

Understanding Resistance to Change



Change stirs up emotions like fear, anxiety, and excitement. These emotions can evolve, and it's important to allow yourself and others to experience them. Resistance to change is natural and can stem from various sources:

- **Loss of Control:** Stepping into the unknown can make us feel powerless.
- **Fear of the Unknown:** Familiarity feels safe; the unknown can be daunting.
- **Uncertainty Intolerance:** Not knowing what's coming can be as stressful as failure.
- **Surprises:** We are habit-driven and prefer routines that conserve mental energy.
- **Fear of Loss:** Change can mean giving up what we currently value.
- **Opening Old Wounds:** Past negative experiences with change can cause fear.

Strategies to Navigate Change

- **Focus on Influence:** Identify areas where you can make a difference, such as daily processes or communication.
- **Be Informed:** Stay updated on changes and plans to provide accurate information and dispel rumors.
- **Offer Support:** Be available to listen to concerns and provide emotional support.
- **Promote Optimism:** Highlight positive aspects of changes and reframe the situation positively.
- **Champion the Vision:** Help others see the bigger picture and how they can contribute.
- **Be Resilient:** Accept that life is full of changes. Focus on bouncing back from stressful events.

Shining Star Recognitions

Congratulations to the following team members who were recently nominated for a Shining Star!

Pam Beal, Nursing Admin

Kyla Crawford, PC

Kim Hernandez, Harmony Dining

Liv Jacobs-Christian, PC

Liz Lopez, PC

Erika Lucas, Lifespring

Josh McCullough, IS

Makayla Shafer, PC

Brenda Wonder, Housekeeping

Congratulations to **Jess Wildasin**, PC Scheduler, who is the winner of our February prize drawing and will receive the \$100 reward!

**Have you seen this pin?
Do you know what it means?**



This pin is equal to 5 shining stars! If you have at least 5 stars and would like this new pin, please contact Katie Hollabaugh at x5203.

Team Updates



Ashley Myers has been officially promoted to **Personal Care Home Administrator!**



In addition to her role as Benefits and Risk Manager, **Christy Beckner**, will also take on the role of **Compliance Official** for Cross Keys Village.



Erika Lucas has transitioned from our Wellness team to our Lifespring team as **Lifespring Engagement Specialist**.



Jean Sneeringer has transitioned from our Brookside team to our Lifespring team as **Lifespring Attendant**.

≡ Welcome ≡

New Team Members!



Richard Blandy
Dietary Aide
Dining Services



Melissa Neth
Nurse Aide
Nursing Services



Victoria Bromwell
LPN
Nursing Services



Tessa Sentz
Nurse Aide
Nursing Services
Returning CKV Team Member



Shelley Carr
Life Engagement Leader
Brookside



Ashley Shafer
LPN
Cross Keys @ Home



Teagan Fryberger
Personal Care Attendant
Personal Care



Michaela Still
Server
Harmony Dining



Sarah Martin
Human Resources Assistant
Human Resources



Familiar Faces, New Places

There has been quite a bit of movement on campus over the last few weeks, and you may be wondering, “Where did everyone go?” Below is a list of recent and upcoming department moves!

- **Cross Keys @ Home**, including Nurses and Social Workers, has moved to the Old District Office on the second floor in Mission Point Health Care.
- **Pastoral Care** - all Pastors are now located in the Pastoral Care office next to Nicarry.
- **The MDS office** has moved to the two offices to the left of the Board Room on the second floor of Mission Point Health Care.
- **Danielle Kovacs, PC Admissions Counselor**, has moved to the first floor in Mission Point Health Care next to the Admin Conference Room.
- **Alicia Sterner**, Systems Analyst, and **Lisa Weyant**, IT Clinical Coordinator, have moved further down the admin hallway on the first floor in Mission Point Health Care. Their new office is across from Corey Miller, Director of Information Services.
- **Community Life** will be moving over the next few weeks into the old MDS office located on the second floor of Mission Point Health Care.
- **Volunteer Services** will be moving over the next few weeks into the old Volunteer Services office on the second floor of Mission Point Health Care.
- **Human Resources** will be moving over the next few weeks into the old Community Life office (former HR office) on the first floor of Mission Point Health Care.



Summer 2025 Camperships

The Faith Community of CKV-TBHC will provide monetary aid for team members' children/grandchildren to attend Camp Eder, church camp of the Southern PA District of the Church of the Brethren in Fairfield, PA.

Fairfield is about 20 miles/40 minutes from TBHC campus. The Faith Community will pay **80%** of the cost of the camp. This summer's camps begin June 15 and run through July 25. Many of the camps run for six days. Camps are scheduled for groups of all ages from kindergarten through grade 12. Cost ranges from \$210 - \$460.

For more information, go to www.campeder.org or visit Camp Eder's Facebook page to view the schedule and the programs. Early registration is highly recommended as camps fill up quickly. When you register, note that a scholarship is available for you through The Faith Community of CKV-TBHC. Call the Pastoral Care office with any questions at x5253. ADVENTURE AWAITS YOU AT CAMP EDER!



Photos of Residents and Media Reminders

- Team members are not permitted to take photographs or video recordings of a resident or of his/her room or furnishings at any time.
- The only people who may take such photos/recordings are those who are acting in an official capacity (for example, Marketing) and have obtained the resident's or designated representative's written consent.
- Any team member who suspects a violation of this policy must report it immediately to their supervisor.
- If there is an emergency on campus, team members should not provide comments to the media about the incident. Please direct media personnel to Mike Kovacs, Director of Development, or a member of the Executive team, for an official comment.



Nicarry Meditation Room

The Nicarry conference room just inside the main entrance to the Nicarry had previously served as a meditation room prior to closing the Mission Point building for the pandemic.

With reopening the building now, we can meet the needs of our meeting spaces inside the health care area in existing spaces and are happy to return this room into a smaller space for prayer and meditation. The room can be reserved for small meetings and gatherings in our outlook room schedule and is open for all to use when not reserved.

Play Ball!

Here is a great opportunity to join in a campus-wide celebration of the start of baseball season! On Friday, March 28th, team members can wear their favorite baseball jersey and/or team hat. In addition to regular menu items, Terrace Dining will also have a special baseball-themed menu available!



Keynotes Deadline

The next submission deadline for Keynotes is **Wednesday, March 19th** for the next edition of Keynotes (March 28). Please email submissions to Katie Hollabaugh, HR Engagement Coordinator.





TEAM MEMBER WELLNESS

All Team Members now
have access to use
Foust Fitness in the
Mission Point
Healthcare Building:

- 24/7 Access
- Cardio Machines
- Weight machines

**SIGN UP TODAY
FOR YOUR
ORIENTATION**

Call wellness Ex. 5410





Current Openings

Mission Point

Health Care Center

- Activities Leader (PRN)
- Campus Security (Part-time weekends)
- CNA (Full-time and Part-time)
- Dining Services Specialist
- Director of Nursing
- Health Care Administrator
- Lead Housekeeper
- LPN
- RN
- RN Supervisor (Night Shift)

Mission Point

Personal Care

- LPN Coordinator (Night Shift)
- Personal Care Attendant/CNA/Med Tech

Brookside

- Homemaker
- LPN Coordinator (Day and Night Shift)
- Personal Care Attendant/CNA/Med Tech

Harmony Ridge

- Campus Inn Aide
- Housekeeper (Full-time)
- LPN - Cross Keys @ Home (Part-time)
- Server (On-call)

Ancillary Departments

- Groundskeeper (Full-time and Seasonal)
- Network Technician

Lifespring

- Lifespring Attendant (PRN)
- Lifespring Engagement Specialist (PRN)

Do you know someone who would be a great fit for our team? Encourage them to apply for one of our open positions by visiting <https://ckvcareers.com> or contacting our Recruiter, Felicity Boose, at f.boose@crosskeysvillage.org.