

July 2015

WILLIAMSBURG'S

Next Door Neighbors[®]

VOL. 9, ISSUE 7

PRICELESS

Discovering the people who call Williamsburg home

At Your Service

Adam Canaday



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In this issue, we wanted our writers to talk to individuals who work directly with customers to find out about them and what they enjoy about their work. Williamsburg is known for its hospitality and it is the dedicated people in the service industry here, like those we profile in this issue, who ensure we sustain that stellar reputation.



Meredith Collins, Publisher

Hundreds of businesses provide a variety of services to both tourists and locals alike. The people who work in the Williamsburg service industry are not only ambassadors of our embracing spirit, they are the backbone of our local economy.

With this issue, we have selected a few individuals who work in very different places and we have asked them to tell us their story - including how they got into their line of work, and what it means to them. Many of you have heard this saying, no doubt: "It's easier to keep a customer than find a new one." Anyone who has worked directly with customers, especially when there is a problem to resolve, knows how true this is. We all share common ground when we work hard to serve others and contribute to the quality of life in Williamsburg.

I think you will find these stories engaging, and that you will see what I saw in them - neighbors who are both committed to providing quality services and keeping customers coming back time and again. Enjoy! **NDN**

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Cover Photo by Lisa Cumming



Lisa W. Cumming Photography

A Ride to Remember

By Linda Landreth Phelps

Adam Canaday's jokes, playful patter and cheerful calls of greeting make the typical 15 minute ride inside his swaying carriage special for his guests. A sedately paced, clip-clopping trip through Williamsburg's restored area is both an informative tour and a social occasion when you're with the unofficial jester of Duke of Gloucester Street. Adam always gives everyone a ride to remember.

"I started driving for Colonial Williamsburg (CW) in December of 2014," the young coachman remembers. "It took about a month of training before I was considered safe to be out on the roads. They turned me loose during the crowds at Christmas, so I learned fast. It's

like driving a car; you might think you know how to do it until people start cutting you off in traffic."

Adam looks both authentic and comfortable in his livery. A linen shirt, vest and tricorne hat feels as natural as a tee shirt and baseball cap to him; he's been in one colonial costume or another since he was a kindergartener. Williamsburg has been his playground, schoolroom and workplace for 27 years. Adam has been a full time CW employee since his graduation from Jamestown High School and considers it to be his second home.

"When I was a little kid my mom's friend had written a program for CW," he explains.

"The story line called for an actor to play a little mulatto boy, so she told Mom about it. At 5 years old, I was so shy that I barely spoke. I stuttered and communicated mostly in grunts, so my mother wondered if playing a character might help me break out of my shell."

Once he had the part, Adam was amazed to find out he'd get paid for it. "As a kid, I was only thinking this meant I'd be able to buy stuff from the ice cream truck for my friends and me. A month into that role and I was talking a blue streak, and now you can't shut me up!" he says with a laugh.

His initial program eventually ended, but by then Adam had established a reputation for

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being a child who was cooperative and followed directions, so one job led to the next in unbroken succession. He worked as a peer teacher at Carter's Grove every summer until it closed in 2002, as one of the junior interpreters demonstrating farm life from a child's perspective.

"That was fun because after learning the history, even as a little kid people paid attention to what I said. It built my confidence, and I felt proud when I did a good job and got praised for it."

Next was work at CW's Great Hopes Plantation. "It's a fully functioning farm. Everything raised there is used in the city, so my interpretation broadened from plantation life to include what it was like in colonial era Williamsburg for blacks, whites and Indians." This was a role in which Adam's own heritage, which blends all three, made especially meaningful.

"If you shake my family tree, everything's going to fall off of it. I like that. I've got five siblings and we all look different. Ma says we're like cake batter; if you start with chocolate and start adding vanilla, the batter changes appearance but it's all still in there." Adam says this diversity accurately reflects the reality of Virginia in the 1700s.

"Thomas Jefferson called Williamsburg 'a little New Guinea' because he thought the blend of races he saw here produced 'a pretty people' like those found in shipping ports. That's true today, too," he says.

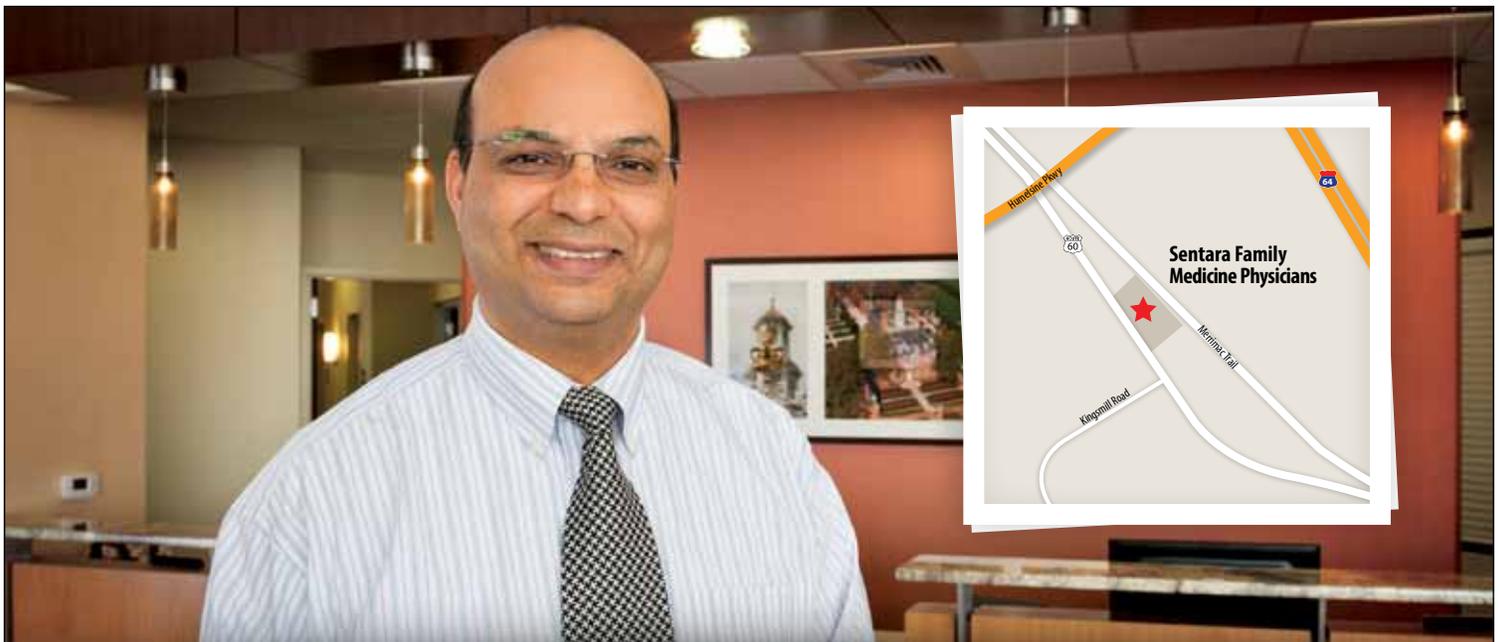
Adam's father, David Braxton, is a descendent of Carter Braxton, a signer of the Declaration of Independence. "My mother, Janice, has done some genealogical work and can trace the Canaday side to both the Chickahominy Indians and Carter's Grove Plantation. I can't throw a rock in Williamsburg without hitting a cousin. One way or another, I'm related to almost everybody in Williamsburg. That's why I date girls from somewhere else," he says with a laugh. "If it's a Braxton or Canaday, an Atkins, a Brown, or a Pierce, we're probably cousins."

Living and working in Williamsburg suits Adam. "Where else can you go to Food Lion dressed like this and nobody looks twice?" he jokes. "Or if they do, you know they're from out of town. Once I had somebody say, 'Look, there's a black Amish guy!' and snap my picture."

Many of Adam's relatives have also found Colonial Williamsburg a good fit for themselves. As he guides his horses, half-brothers Captain and Ranger, and an immaculately maintained carriage through the restored area, Adam waves and greets various cousins with a distinctive, high-pitched "You-ooo!" call. Janice Canaday, hearing it from afar, shepherds a tour group she's leading over to the shady spot where Adam has hitched his team until his next scheduled guests climb aboard. Janice steps back, watching as her son shows how to pet the horses safely while answering questions and interacting effortlessly with all ages. The look of satisfied pride on her face speaks quiet volumes. The shy boy who hid in his room is a thing of the past, just like the talkative teen who struggled to be confined to a classroom.

Adam loves to tell the story of getting kicked out of class at Jamestown High School. "Mr. Skelly had warned me more than once to be quiet, but I just couldn't help it," he says, "so I found myself in the principal's office. The funny thing is that Mr. Skelly now gives tours at CW and when we see each other, we always say I was his favorite student and he was my favorite teacher."

This handsome, confident young man has found that the very things that may have frustrated his teachers are his strongest assets today. Adam's boundless energy lends enthusiasm to his work. He talks easily



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to everyone, whether it's a celebrity or an ordinary family splurging on their first carriage ride. "People are my favorite thing about the job," he says. "I like hearing their interesting stories and I'm happiest when I can run my mouth and move around the town. It's my backyard, so I'll point out things that they wouldn't ordinarily notice, or some fun facts they might not get on a tour."

Adam's journey began with a simple friendly greeting. "I was 19 when I first said hello to coachman Lee Peters on the street. A few days later Lee asked me if I liked horses. I told him I'd never had the chance to get close to them, but I'd always loved animals."

Lee invited Adam to attend a reenactment with him. "I'll let you sit on my horse," he offered, a kind gesture that eventually led to yet another. Lee anonymously paid for Adam to get his first riding lessons, a private test to see for himself whether Adam might have the needed talent and interest to pursue a career with horses. Over time, his confidence and riding ability grew under the instruction of teacher and friend, Taz Easley, until Adam was participating in mounted reenactments him-

self. Richard Nicoll, CW's Director of Coach and Livestock, and Head Coachman Joyce Henry saw the young man's potential and took him on for training. He needed to learn everything from the ground up.

Every coachman is responsible for the care and grooming of their own particular animals. "I do everything for them but the shoeing," Adam says with pride. "The farrier does that. The horses and I work the same schedule, five days on, two off."

Adam theorizes that he came along at a fortuitous time. "The last black coachman, Mr. Joe Jones, had long retired by then and I think they were looking for a replacement," he says. "It's more historically accurate to have African-Americans as drivers, footmen and grooms, since they're the ones who would have been doing that work most often in colonial days."

Adam seeks out the children who might not expect to see someone who looks a lot like themselves all dressed up and in charge of a fancy carriage with fine horses. "Maybe they're bored and looking at the dirt and suddenly there's somebody who's talking just to them, paying them special attention. That's exciting

when I can see I've made a connection."

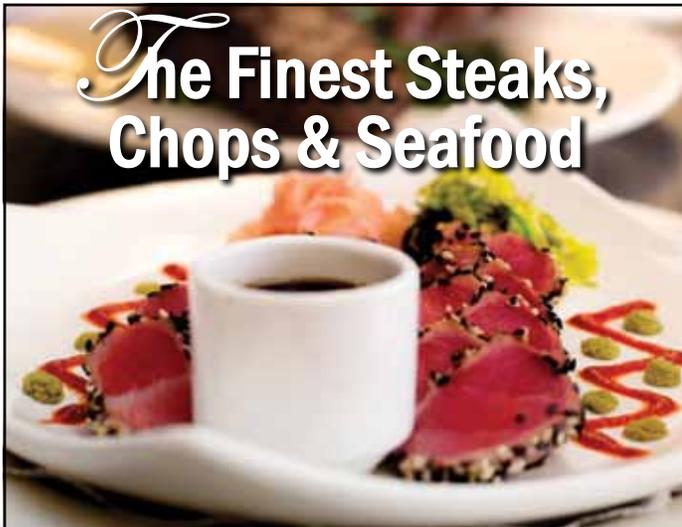
Captain and Ranger are nearing the end of their four hours of carriage duty and they sense it's time to head back to the barn. There'll be flakes of fragrant hay, a bucket of grain and a well-deserved rest soon. For Adam, there's always grooming, tack to clean and other duties to perform, sometimes under the casual supervision of Molly, the fluffy gray barn cat who is always ready for a little petting.

"I need some down time to recharge my batteries, but after that I'm good to go if there's an evening program I'm involved in," Adam says.

So many of Williamsburg's young people grow up and can't wait to shake the hometown dust from their feet. Not Adam Canaday. For him, every day is a fresh adventure, because anybody could show up for a ride in his coach.

"I could do this forever!" he says. Adam has the enviable sense of being right where he belongs, perched on his carriage's seat high above DoG Street, reins firmly in hand.

He flashes his trademark smile. "Why should I travel the world when the world comes to me?" NDN



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JOHN HULL



Lisa W. Cumming Photography

WORKING MAN

By Narielle Living

At any point during the work day John Hull, president and owner of Johnny Timbers Tree Service, can be found talking to customers about work being done on their yards, handing out estimates for work to be done, directing his crew and driving to fifteen or twenty different jobs per day.

John loves his work.

Originally born in the Poconos region of Pennsylvania, John and his family came to this area when he was 10 years old. He spent the remainder of his childhood here and then moved to Charleston, South Carolina when he was nineteen years old and worked trimming trees.

“I trimmed those live oaks, those big live oaks with the Spanish moss,” he says.

John spent about four years in South Carolina, working and going to school. “It had the beach and the ocean, and I trimmed the live oaks. That was fun, but I broke my ankle walking up some stairs, and I didn’t have any health

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insurance.” After that experience John made the decision to return home. Hurricane Isabel struck about a year after he was back in Williamsburg.

“I had just gotten back to walking, but trees were all over people’s houses. I was still cutting trees on the side before that, but once the hurricane hit we did some work, bought a little dump truck, a stump grinder, and just kept cutting trees.”

From that point, John’s business continued to grow. He studied, took classes and became certified through the International Society of Arboriculture (ISA). To become ISA certified, John says that he had to study tree species, root systems, tree disease and pests.

“You have to have some general idea of biology, how trees work, what affects them and what doesn’t. It’s a lot of information. Arboriculture is mainly learning about trees, how to trim and fertilize them, and different diseases such as funguses.”

The aspect of this business that John likes the most is climbing trees. “It’s therapeutic,” John says. “I actually climbed some trees over the last couple of weeks, but for about seven or eight years I haven’t had much time to climb trees.”

Although he has hired someone to help, phone calls to the business still get routed directly to John. “I like to answer the phone,” he says. “I don’t like letting it go to voicemail.” His wife, Sonya, helps with the accounting, including billing, estimates and invoices, but John is usually the person that a homeowner will speak with regarding any tree work to be done. He talks the homeowner through the estimate, lets them know how many workers will be on the property for the job, how long it will take and how much it will cost.

“When we’re done you’ll be happy,” he says. “People usually call you out for specific things, and we know what to do because we do this every day, and we are ISA certified arborists.”

Rather than do things a little at a time, John prefers to do the job properly the first time. “I tell people we’re going to come in and clean this up and get you all straightened out,” John says. He prefers the holistic approach of looking at what a tree needs in the moment and for the future, and analyzing whether or not the trees need more cleaning or thinning. “If you do it right, you’re good for five to seven years or maybe longer, but if you ask us to just do it we’re going to have to come back to address

other issues later.”

For John, it’s also a matter of work ethic. His philosophy of taking care of everything, cleaning and thinning out the trees and removing dead branches, is simply the way he works.

“We try to do the best we can every day. I give the boys a speech, don’t take it to 98% and quit. What is the point of that? Bring it to 100%. Run it further, blow it off, and when someone pulls the trucks away from the yard make sure everything is blown off. Take it all the way, and keep doing that year after year. I think that’s why people say we do a good job, we clean up, we’re neat, and we make good cuts.”

John also knows that when other people look at the home, his reputation is on the line. If dead branches are left in the tree, people notice.

“I like to go in and make it look good. If there are trees on either side of a driveway, I’ll trim both trees. I try to make it like the before and after picture.”

He admits that this approach might cost the homeowner a little more, but also points out that it’s important to do tree work right. This type of work matters for the future, when a storm hits. “If someone tells us to raise limbs

Remembering Kevin



Kevin Whittier Chambers
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up on a tree, but dead limbs are up there, we tell them that we'd like to clean it out and thin the canopy. Then, when the wind blows the dead limbs won't come down. Besides, it looks better and less weight is on the tree."

Tree climbing can be difficult work depending on the tree. Sometimes John's staff will need to climb eighty feet into the air in order to perform the necessary work. Because of that, John has sent a few of his employees to tree climbing classes.

"They have arbor master training in Asheville, [North Carolina] and they actually do it on the grounds of the Biltmore Estate," John says. "Five of my guys have had that training, and it teaches them things like rigging, safety and tree ascending." The employees that have been trained then later teach others these techniques for the times when the crane or bucket truck cannot be used.

According to John, the one thing to ensure when hiring a tree company is that the company has worker's compensation insurance. "There are so many tree guys that don't have that, and if they are in your yard doing something and get hurt, they are going to sue you. They'll go after your homeowner's insur-

ance." He points out that people in the tree business sometimes have to wield equipment such as chainsaws eighty feet in the air. "Somebody can get hurt. It's dangerous. We've been lucky, but we always put training and safety first. We have safety meetings every Monday morning. We take the time to dot our i's and cross our t's, but it's still dangerous and we have to know what we're doing."

John recommends specifically asking if a company has worker's compensation insurance. "Homeowners don't realize that everybody has liability insurance, because that's relatively inexpensive. We pay maybe five thousand dollars a year for liability, but worker's compensation costs us about seventy thousand dollars a year for eleven guys."

Fortunately, his company has never had to use this insurance, but it does mean that he prices his jobs slightly higher than others. "But we make up for it by having hard working guys and equipment that does the job in the most efficient way possible," he says.

Because of his high safety standards and certifications, John's company is used by insurance companies for storm damage repairs. They often get called to travel to different parts of the

country in order to assist in the clean up and debris removal process from homes. They have travelled to storm-ridden areas such as Long Island, New York; Philadelphia, Pennsylvania; and Augusta, Georgia.

"You go to the devastation," he says. "There's no water, no electricity and long lines to get fuel. We truck in our fuel, bring cranes, MREs (meals ready to eat), set up camp and go to work. It's tough, and when people call they're frantic. As soon as the wind stops blowing we cut our way out and try to prioritize the jobs."

John Hull's experience has taught him that when the wind does blow hard during a storm, if homeowners haven't maintained their trees then limbs, or possibly the entire tree, will come down.

"If you really like the tree you should have it maintained by someone that's a certified arborist who can do it correctly. If you hire someone that knows how to trim trees then that tree that you love so much may last through a storm because it will withstand a higher wind shear. You're going to pay for it one way or another, and if you leave it until it blows over then you lose your tree, or you've got a tree on your house." NDN

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SANDE HUBBARD



Lisa W. Cumming Photography

Belly Up to The Bead Bar

By Rachel Sapin

Sande Hubbard looks at her job as owner of The Beadtender, a store that specializes in bead jewelry supplies and offers several introductory and advanced classes for those who want to learn more about creating jewelry, as part craftsperson, part teacher and part therapist.

“I used to be a bartender, and it’s kind of like they’re bellying up to the bar, but now they’re bellying up to the bead bar,” Sande says of the four stools that surround her shop’s

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Case Against Toleration - Engage with a young James Madison in 1776 – Thursdays, 1:45 p.m.

Hear Mr. Madison explain why he fought hard to include religious freedom in the Virginia Declaration of Rights. It's an important idea that became one of America's founding principles. *Included in museum admission.*

"America's Beginnings: The Declaration of Independence" – July 3, 11 a.m.

Join local author Tony Williams as he shares the fascinating story behind the Declaration of Independence – what this revolutionary document said, why it's so important, and how it came to be written. A book signing will follow. *Included in museum admission.*

Swinging on a Star: A Tribute to Local USOs and Troops of World War II (additional ticket required) – July 4, 5 p.m.

Williamsburg's place in history didn't end with the Revolutionary War. Join us for a patriotic 4th of July celebration, including the kind of entertainment seen during World War II at the Williamsburg USO clubs. \$7 adults, seniors and students, \$5 youth, child and military – in addition to museum admission.

Create! – Mondays, 3:30-4:45 p.m.

Ready to connect with your inner artist? Create a masterpiece inspired by objects on display. Make the theme "revolution" for extra credit! *Included in museum admission.*

Spy Craft – Saturdays, 3:30-4:45 p.m. (including July 4)

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bead counter in New Town.

She says that much like what you might see at a local pub, people come to her store not only to learn how to make a stretchy bracelet or necklace, but to connect with others and to find a sense of calm and community.

"I do think beading is therapy," she says. "These women will tell you they sit there and bead, and hours could have passed by, and it's such a methodical thing they're doing, they don't even realize hours have passed. It's like a meditation."

That's not surprising given that beads have served a meditative role for thousands of years for the world's major religions, including Christianity, Buddhism and Hinduism. Over two-thirds of the world's population employs prayer beads as part of their religious practices, and for most religions, the beads are meant to assist the worshiper in reciting and counting specific prayers or incantations.

Sande previously owned and operated a store called More than Just Beads in New Town for about five years before she trav-

eled across the country to Hawaii and Idaho, and ultimately came back to Williamsburg to open The Beadtender last year in another New Town location.

"People always ask why I changed the name. Because sometimes, people come in here and they don't even buy a thing. They just want to chew your ear for a minute," she says.

One of Sande's most memorable customers came into the store and never even picked up a single bead. "She needed someone to speak to because her husband had just passed away a few months ago," Sande remembers. "Her kids didn't live around here. She was just a lost soul looking for someone to talk to. She came back months later. She had started dance classes, and she was doing square and ballroom dancing. She was better, and she just came back to say she was better. I've just had really cool people cross my path, coming through the store. People I never would have met anywhere else."

For Sande, it is the opportunity to meet so many different people who walk into her shop off the street on a daily basis that brings her

joy.

"The alternative is working in a cubicle and not having interaction. I love interaction. I love people, the ones that come in and make you laugh and the ones that come in and make you cry," she says.

Sande moved to Williamsburg when she was a senior in high school, and says she has never found a place that's more comfortable to live.

"I've moved away from here three times and I keep coming back. I love how green it is here, I love the diversity of people here," she says.

Though Williamsburg has always drawn her back, she has lived in several places in addition to Idaho and Hawaii. She has spent stints in Minnesota and Colorado. At one point, she even worked at the Black Cloud mine in Leadville, Colorado, the highest incorporated city in the U.S. at an elevation of 10,000 feet. Declared the most productive silver-mining district in the country at the end of the 19th century with the gold and silver boom sweeping the Rocky Mountains, Leadville and its



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silver production declined in the 20th century. The Black Cloud mine was the last active mine in the area and marked the end of an era for the remote mining town when it finally closed in 1999.

Sande recalls that the experience working at the mine was transformative. "I was called a swamper. I rode the train in," she remembers. "My last day there, the long hole drillers had drilled all of the holes in this one spot. They let me help unwrap dynamite and stuff it in these holes. I got to push the plunger on the det cord when we were leaving."

She also found solace in the tiny mountain town through beading.

"I had my own little sun room facing the Rocky Mountains. I beaded in my down time," she says.

Sande, who has worked in the bead industry for more than 20 years, says some days are more taxing than others in her line of work. "People will pick your brain," she says. "But, on the other hand, people come in and they look up to me and say, help me pick a color, help me do this. It is my job to offer sugges-

tions. That is how it rolls here. I help them. I guide them."

One of Sande's favorite techniques to teach is pearl-knotting, which involves tying the silk between each individual pearl of a necklace or bracelet. "It's a very old trade to learn," she says.

She also enjoys teaching more unique classes, such as soldering, where customers can make a sterling pendant with a stone set. The process, which involves melding metal together, uses an open flame torch.

She says she found her talent for beading and jewelry-making later in life. "Truthfully, I thought God left me hiding behind the door when he handed out talent in my family," she says. "My sisters and my mom can paint and knit. They cross-stitch. You name it, they can do it. I thought I had nothing. And then I found beading and that was it. It just was there. That was my love. That was my passion."

Sande raised her family in Williamsburg and now has eight grandchildren who live in the city. She says some of her favorite pieces she's crafted through the years have been the

ones she's made for family members.

For her parent's 50th wedding anniversary, Sande crafted two wooden skulls that sat on their cake. She beaded a veil for one skull and a top hat for the other. "I put evil eye beads in the eye sockets. My mother's were white, like she was scared to death. My sister thought it was pretty gross," she says with a laugh. "They were pretty big, the size of an extra large golf ball."

Now Sande says she's in the process of making beaded bottles for all of her eight grandchildren.

For her oldest grandson who loves magic, Sande gave him a Jose Cuervo bottle that dates back to the 1800s. "It has black widow spiders on it, and a little potion bottle that I beaded on the side. I've gotten four bottles done for the grandchildren, and I have four more to do. I pick up on what their personalities are," she says.

A craftsperson, a teacher, a therapist – Sande Hubbard sees the individuality of people and helps them find the perfect project or tool to express themselves in beads or in life. NDN

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JEFF KHOURY



Lisa W. Cumming Photography

Be My Guest

By Alison Johnson

None of the people who come to eat at Seasons Restaurant in Williamsburg are “customers” to Jeff Khoury. As manager of the popular dining spot in Merchants Square, Jeff even asks his servers not to use that word. Instead, they’re “guests.”

“If you call them customers, you may look at them like money,” Jeff says. “If you say ‘guest,’

you’re going to think of them more like a guest in your home, like part of a family. I don’t want anyone at our restaurant to be treated like they’re a robot. Everyone deserves a unique, memorable, happy experience when they go out to eat.”

Overseeing lunches, dinners and Sunday brunches at Seasons is a happy experience for

Jeff, who earned the manager spot in April after starting there as a server last summer. Before then, a winding career path had taken him from a McDonald’s fry cook to a ballroom dance instructor to a military analyst and linguist and, finally, back to restaurants again.

From 11 a.m. to 11 p.m. six days a week, Jeff juggles a long list of responsibilities with a

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staff of about 35, food and alcohol inventory, guest relations and building upkeep. He says he'd work every day if the restaurant's owners didn't insist he take Mondays off.

"I love this job. I love the fact that I can possibly help make someone's day a little brighter, or they can help brighten my day," he explains. "I love bringing out a smile from guests or employees, or informing a cook that a guest said they had the best meal they've had in a long time."

As he checks on tables, Jeff aims to make guests laugh and to be a good listener, whether they're enjoying their meal or have any kind of complaint.

"It's about being comfortable in my own skin, and also empathetic," he says. "You never know what has happened to someone earlier in the day. Maybe they've been to Busch Gardens for hours walking in the heat with their kid crying. Maybe they bought an ice cream cone at Water Country and their kid dropped it. So, just one tiny thing at the restaurant might be what sets them off, but enjoying their food and relaxing here might be what turns their day around."

Jeff tackles problems in his direct manner. When a recent guest thought the buffet crab cakes were too cold, for example, he quickly delivered a hot, fresh batch with an apology. Anyone who finds a hair or other object in food – a very rare occurrence, but not entirely preventable with buffets – won't pay.

"People just want to be recognized and feel heard," he notes. "That's 90 percent of it." Of course he's encountered a few difficult guests, but he's never had to ask anyone to leave: "You kill them with kindness and they'll come around."

With the staff, Jeff tries to foster a family feeling while insisting on hard work (one of his pet peeves is too much cell phone use during the workday). He relies on a lesson he picked up as a teenage employee at McDonald's: 'If you've got time to lean, you've got time to clean.'

"If you're not doing anything, there's something you could be doing," he says. "My perspective really is that if you're not working during your shift, you're stealing from the company. Being a disciplinarian is a challenge, but I'm there to ensure the restaurant is successful and that everyone treats each other with dignity and respect."

Guests would be surprised at how many people are behind each dish served, he notes. There are multiple types of cooks in the kitchen: "prep cooks" to get ingredients – say, dipping batter for chicken tenders – in place for the day, line cooks and "expeditors" to add garnishes and sides to plates. Food runners then deliver freshly-completed meals to tables if servers are too busy. Seasons' Head Chef, Bobby Sturgeon, is a former White House cook and collaborates with Jeff on daily specials, often incorporating suggestions from guests.

Jeff brings a rich background to the table. A Massachusetts native, he was one of four boys raised by two first-generation Americans, a father from a Lebanese family and a mother from a Portuguese one. His dad, a shipyard pipe fitter, taught him a work ethic that led him to take the McDonald's job at 16. His older brother had left to join the Navy, and he wanted to help support the family.

At 17, Jeff was looking for another job when he walked into a dance studio that was willing to train teachers. He learned all kinds of dances,

Dry Eye Sufferers Can Benefit from New State of the Art Eye Treatment

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By Dr. Gregory Schultz, OD, FAAO, ABO

Eye Center of Virginia is proud to announce the arrival of Lipiflow, a state-of-the-art dry eye treatment. "We are one of only seven practices in the state of Virginia and the first practice on the peninsula to invest in this FDA approved technology", says Dr. Gregory Schultz.

What causes dry eye symptoms? "There can be many predisposing factors," explains Schultz. Understanding the anatomy of our tears helps to clarify this. Your tears are made up of three basic layers. A mucous layer (protein) against the eye, an aqueous (water) layer in the middle, and an outer oil (lipid) layer.

Traditionally, doctors address the aqueous layer with things like lubricating drops and prescriptions such as Restasis®. After much research, experts have come to better understand the roll of the oil (lipid) layer of your tears and know that it is intimately tied to dry eye symptoms. The lipid layer holds the water layer on your eye longer, preventing it from evaporating too quickly. This layer is produced by our meibomian glands.

Dr. Schultz says, "Patients with Meibomian Gland Dysfunction (MGD) produce an oil in the glands that is too thick and heavy for normal oil release to occur with natural blinking. Heavy oil resting in these glands for many months or even years creates inflammation and scar tissue within the glands, blocking them, ultimately shutting them down completely".

"To truly address this multifactorial disease process, we need to treat the patient on many levels with various treatments," Dr. Schultz says. "Dry eye does not

discriminate; it affects even the young (less than 60 years old), and the process itself can begin early in life. Identifying this disease process early, before a patient reaches the third and fourth stages, is ideal.

"This technology allows us to do just that," says Schultz.

"I find it interesting that many doctors talk about the astounding results and visual benefits of their "custom" LASIK surgery, or the superior vision quality enjoyed by their patients receiving multifocal implants after cataract surgery. Some will market high technology prescription glasses claiming superior vision and charge a premium for their services. The fact is, if a patient has a dry ocular surface none of that matters. None of these technologies, implants or spectacle lenses will deliver as advertised if the ocular surface is dry. The quality of your tear film is just as important as your cornea and lens when it comes to focusing light. To enjoy the benefits of such technologies a healthy tear film is essential; without it you are setting yourself up for disappointment," says Schultz.

"My career has been specialized in eye diseases by design. I have a passion for solving issues for my patients and making a proper diagnosis. I've made a career of see-

ing patients for second and third opinions.

Meibomian Gland Dysfunction is an epidemic problem that is entirely treatable and is present in 60% - 80% of dry eye cases. I have been a dry eye sufferer since my late 30's. At one of my educational meet-

just how important this condition is to the long term comfort and vision of patients," says Schultz.

If you are diagnosed early and properly treated, you can largely cure the disease, and prevent further destruction of the glands. The very nature of this disease is a chronic, progressive, inflammatory disease process. Some of our patients show up too late and have already lost up to 90% of their glandular tissue.

Unfortunately once lost, these glands cannot be replaced, leading to a lifetime of discomfort, tearing, irritation and redness.

The very nature of MGD is a disease process that is inflammatory, chronic and progressive. Translation:

"Without intervention it gets worse." To people with mild symptoms the condition may seem mundane, but those who are severely affected are driven to find relief.

"It can be a miserable existence living with severe dry eye," Dr. Schultz says. "I have patients who are so debilitated from the condition that it literally rules their lives."

ings in Denver, Colorado I sought out Tear Science's demonstration of their technology. After having my own condition viewed by their Lipiflow technology, I was awakened to



Dr. Gregory Schultz



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including disco moves and the waltz, foxtrot, salsa and his favorite, the cha cha. "I still love to dance," he says.

After graduating from a vocational high school with a major in mechanical drafting, Jeff earned Bachelor's Degrees in History and Korean Culture and Information Technology. He joined the Air Force, where he trained as a linguist and intelligence analyst and spent 3½ years stationed in England. When he left the service, he worked as a flight attendant for Continental Airlines for about a year.

On one flight, a pilot told Jeff he could be a good Marine. So at 28, he enlisted and served five years, attending a Korean language school in California and teaching fellow Marines. He moved to Hampton Roads in 1993 as a military defense contractor. In 2007, after 23 years of active duty and reserve time, Jeff returned to restaurants when he became a server – and later the Head Waiter and Maitre d' – at an Italian restaurant in Newport News.

At Seasons, Jeff's first daily duties are to turn on the ice machine and do a meat inventory, making sure none is missing and the right

amount is thawed for lunch and dinner. Keeping waste low is important, he explains, as food costs should total no more than 30 percent of total operating costs for the restaurant (liquor, inventoried monthly, should be 20 to 30 percent).

Once he's made coffee, Jeff reviews numbers from the previous night, counts petty cash and prepares a spreadsheet report for the restaurant's owners, Kurt and Geri Rosell. As more guests arrive, he begins visiting tables. Seasons has 256 seats inside and 126 more on a new outdoor patio, and the Rosells also operate the adjacent, 110-seat Stephano's Pizza and Subs.

"You've got to know how to read a table, as a manager or a server," Jeff says. "Some people don't want to talk a lot. Others do. If there are kids, it's good to ask the parents if they want the kids' food to come out first. Never assume." Staff also needs to be friendly and familiar with all menu items, including possible allergens.

While one big perk of the manager job is free food – the barbecue buffet is a favorite – Jeff chooses to eat just one meal a day at work, usually in the late afternoon or early evening. He

often multitasks during that 30- to 40-minute break, setting staff schedules and running more numbers. "I tend to be frugal," he explains. "I don't like to take advantage of things." Before closing, Jeff checks that tables and chairs are wiped down, floors are swept, the kitchen is clean and staff members are clocked out.

On days off, Jeff enjoys spending his time with wife, Amy, and adult daughters Amber, who has three children, and Jennifer, who is a Culinary Specialist in the Navy. He likes to read, and watch The History Channel. He's also a huge fan of musicals, especially The King And I (he once caught a live performance with Yul Brynner at the Kennedy Center).

"I'm this blunt former Marine who loves dancing and musicals," he notes with a laugh. "I guess that's a strange combination."

At the restaurant, every day brings a new combination of faces, foods, compliments and challenges. Jeff Khoury's job is both to embrace that variety and push for consistency. "At a restaurant, you want people to be able to rely on the quality of service and the taste and presentation of the food," he says. NDN

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Kindness & Humility

By Cathy Welch



Lisa W. Cumming Photography

“It’s bigger than me,” Kelvin Dillard says of his dedication to serving others. “I always say this to my associates.”

Kelvin is a breakfast attendant at Embassy Suites Williamsburg on Mooretown Road. He has been in food service for 36 years.

Born in Williamsburg in September 1961 to Douglas and Shirley Mae Dillard, he is one of four children. He graduated from Bruton High School and then entered the Marine Corps. Kelvin served his country in Operation Desert

Storm and Operation Desert Shield before his honorable discharge from the Marine Corps in 1991.

He was an E-5, food service specialist when he left. So he looked to food service for civilian work after his discharge. He sent out several applications, one to Embassy Suites Williamsburg.

“I didn’t know my father was food and beverage supervisor at Embassy Suites,” he says, explaining he had lost track of his father’s career while in the military. “I was called in for an in-

terview here. It had been a while since I’d seen my father and when I came around the corner and saw him – I got a shock.” After interviewing with his father and two others, Kelvin was hired on at Embassy Suites. He has been there ever since.

As breakfast attendant, Kelvin runs the buffet line, keeping everything stocked. He strives to make his guests’ stay a pleasure. “People come here for vacation,” he says. “It’s our responsibility to ensure they have a good time because

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people spend a lot of money on a vacation.”

An encounter with one guest brought this idea home for Kelvin. The man explained it would take him and his wife a year or two to save enough money to return.

“People want to get their money’s worth,” Kelvin says. “Putting myself in their shoes makes it easier to understand what I’m obligated to do in terms of providing service.”

He tells the story of a family with three small children who needed to leave the hotel early one morning. The kids were not cooperating at breakfast. “I got the mother’s attention to see if she wanted me to turn cartoons on. They were into Clifford the Big Red Dog, eating and settling down. I ran interference and they were very pleased. It makes me feel good because that’s what we’re supposed to do.”

Living in a tourist town like Williamsburg, Kelvin keeps in mind that you never know who is who. After working his shift at Embassy Suites from 5:00 a.m. to 1:30 p.m., Kelvin goes to the 2:00 p.m. to 10:00 p.m. shift at King’s Arms Tavern and Restaurant where he works the grill. “One day, on the way to King’s Arms, I was running behind schedule,” he says. “This couple was walking toward me and I could tell they needed assistance.” They were trying to find Duke of Gloucester Street. Kelvin took the time to walk them over even though he was late.

The next morning, he found out the couple were guests at Embassy Suites. They had seen the birthmark on the back of his neck the day before and his coworker knew it was Kelvin. “Basically, just treat everybody with common courtesy,” he says. “You never know who is who, so just be nice.”

Kelvin relates a story that brought this idea to life for him. “I follow baseball and Cliff Lee, a pitcher for the Texas Rangers, was wanted by the Yankees,” he explains. “They were offering him a multi-million dollar contract.” Lee’s wife traveled to New York to find a place to live and several Yankee fans were rude to her because she was wearing a Texas Ranger sweatshirt. Because of this incident, Lee decided to sign with the Philadelphia Phillies instead. “The Phillies beat the Yankees that season and went on to the World Series,” Kelvin says.

Kelvin did not always have this mindset of treating others with kindness and humility. “It’s a change for me,” he explains. “In the beginning, I wasn’t a people person.”

In the Marine Corps he was in charge of 30 to 60 people. He gave orders. “It was like a flip of the switch in terms of what I was doing based on how they do it in the hospitality industry,” he explains. “I had to grow into asking, ‘What is it I can do for you?’ I had to go from consistently being the hard nose to being more sensitive and aware of others.”

Kelvin’s two jobs are in different areas of hospitality which makes his work manageable. “At King’s Arms I work kitchen and then here the front of the house,” he says of his Embassy Suites position. “It is two different ends of hospitality.”

When he is not working his 15 to 16 hour days, Kelvin volunteers to better the Williamsburg community. “We have a care committee at Embassy Suites,” he says. “We just got involved in Relay for Life at Jamestown High School. I worked both of my shifts then walked the track for hours. It was a long day, but worth it.” Kelvin raises support for the event with coworker, Teresa Walker. They are working on a larger involvement next year.

He requests Sundays off to attend his church, Oak Grove Baptist,

where he is an usher. He and his fellow ushers are working on a schedule to choose one Sunday each month to serve. "I'm looking forward to the fourth Sunday," he says. "There's work to be done. We have our own events that we orchestrate."

Kelvin is proud of his home state. "People come from across the United States just to visit, observe or take part in what the state of Virginia has to offer," he says. "That fills me with a sense of pride. For people to come the distance to see The Pottery, Busch Gardens, Water Country, Jamestown and Yorktown. That speaks a lot about the state of Virginia as well as the city of Williamsburg."

Kelvin was named Employee of the Month for February 2014, marked by a plaque on Embassy Suite's employee break room wall. Nominated recipients are eligible for Associate of the Year. He won that award as well.

"I won the Spirit of Pride Award for the year 2014, too," Kelvin says, wearing the t-shirt that reads, Spirit Winner: Above and Beyond, Hilton Worldwide. "I was humbled to receive such a prestigious award," Kelvin explains. "Just to be nominated is a real honor. When I get things like this I like to sit down and not rush through it like it has no meaning at all, because it does have meaning."

Kelvin attributes his longevity and success in his work to one thing. "Just enjoying life. I like to see people enjoying themselves," he explains. "Being in this business, that's the type of people I provide service for and it's a nice feeling to know I'm taking part in them having a good vacation."

"This is basic arithmetic," Kelvin Dillard explains of his belief in treating others kindly. "If people weren't coming here to spend money then where would I be? Out of a job." NDN



"I left Sudan and lived in a refugee camp in Uganda for six years. I moved to the Williamsburg area and after several years I was introduced to Literacy for Life. My work makes me travel a lot, but when I am home I work with my tutor to improve my English, writing and reading. I am thankful that Pam is willing to work around my work schedule. My goal is to find a better job and one day to take the GED."

~ James Akera, Learner

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~ Pam Farnham, Tutor and Literacy for Life Staff Member



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An Advocate for Dental Health

By Lillian Stevens

It's no secret. Everyone is afraid of going to the dentist. Elaine Beckman, dental hygienist with Gisela K. Fashing, D.D.S., would like to change that.

"Sometimes, the first thing I hear from a person is 'I hate the dentist!' but people can be nervous. Heck, I was petrified of dentists when I was a child, so I get that."

Elaine has worked as a dental hygienist for 34 years and has been with Dr. Fashing for the past 19 of those years. She loves every minute of her work and takes pride in her work, and is always sensitive to her patients' needs, particularly if someone has a dental phobia.

"It can be a challenge to build a patient's confidence, especially if someone is really nervous or scared," she says. "But I talk them through it and make sure that they know that they are in control. If they want me to stop what I'm doing – I will. At the same time, I am a nitpicker and I want my patients to have healthy teeth and gums. I mean, we're in a health care profession so that is very important."

Of course, sometimes the sounds associated with going to the dentist can be the worst part.



Lisa W. Cumming Photography

A drill is going to sound like a drill, after all. "We tell people to feel free to bring their iPod or phone with earbuds and listen to music," Elaine says. "The noises really are the scariest part."

Dental hygienists are trained to take pa-

tient medical and dental histories, scale and polish teeth, take x-rays, and apply preventative agents. Licensed through the Virginia Board of Dentistry, Elaine is also qualified and trained to see patients that are on regular recall. That means that she can go under the gum.

When she was growing up in Ahoskie, North Carolina, Elaine and her siblings dutifully saw the family dentist every six months and lived a normal "small town" life. After graduation from high school, she enrolled at Peace College, a small, Presbyterian school in North Carolina, but didn't stay long.

"In one of my classes, the assignment was to write a paper on a career of my choice," she says. "Well, I've always liked math and science. I was interested in orthodontics too, so the career I chose for my paper was orthodontics. When I began my research, I started to learn about dental hygiene

when I talked with a girl from my hometown teaching dental hygiene at Wayne Community College in Goldsboro."

From the start, Elaine knew that she had found her bliss.

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quired at the time), she found herself among a small class of students in the dental hygiene program at Wayne Community College. She graduated in 1981. For the two summers prior to graduation, though, Elaine worked in Texas. “I had a lead on a summer job through relatives and they needed me, so I worked those two summers in Texas.”

That was where she met her husband, Ralph. The couple wanted to marry but that would have meant finishing school in Texas instead of North Carolina so they postponed their wedding for a year. “I graduated one weekend and got married the next and then I took my first State Board exam in Baylor, Texas.”

Soon after she passed her Texas Boards, Elaine’s husband was offered a job in Pittsburgh so the couple moved to Pennsylvania. The couple later moved to Massachusetts where her husband was offered a position in the hotel/resort field. Ultimately his career brought them to Virginia.

In most states, in order to be licensed to practice, dental hygienists must pass a written exam that covers each state’s respective laws and ethics. Additionally, the clinical portion of the examination requires dental work on an actual patient. Elaine has been licensed in five different states: North Carolina, Texas, Massachu-

setts, Pennsylvania and Virginia. In Virginia, the profession requires continuing education. “I think the requirement is 15 or 16 hours of continuing education to keep my license but I always wind up with more than the minimum,” she says. “And Dr. Fashing is very supportive about anything we need for our own professional development.”

That kind of support, at work and in the community, is one thing she has loved about living in the Williamsburg area since 1994.

“Williamsburg is such a small town and everyone knows everyone here,” she says. “In fact, Dr. Fashing’s daughter Maria babysat for my kids when she was in high school – and she just graduated from dental school last weekend. We are all very close. So I’m excited that Maria and her husband, Richard, will be joining the practice later this summer.”

By the time Elaine and her family moved to the area, their daughter, Ashley, was six years old and she’d lived in six states.

“My husband was working as a food and beverage director at the Hilton here in Kingsmill which Marriot took over,” she says. “His degree is in music education but he built a career in convention sales and the hospitality business. We hadn’t been in town six months when the company was sold and he lost his job.”

The couple decided that they weren’t moving again.

“I had a job lined up once I got my license, and we had two young children at the time. Plus, here, I am only two hours from family in Ahsokie.”

The years have marched on and Elaine and Ralph will celebrate their 34th wedding anniversary this year. Their children are now grown.

“Ashley graduated from East Carolina University with a Degree in Hospitality and works in a local restaurant,” she says. “And Adam works in the food industry in Virginia Beach.”

Family is everything to Elaine and she finds it ironic that while she was moving up in her career, her mother in Ahsokie, needed the very dental care that her daughter could have provided, had she known.

“After working more than 40 years, my mother had just retired from the insurance business and she didn’t have dental insurance,” Elaine says. “So she didn’t have the kind of preventative maintenance and care she needed, even though she had been to the dentist every six months for her entire life.”

Ultimately, Elaine’s mother traveled to Newport News to be treated by Dr. Harry Heard, III, the dentist with whom Elaine was working with at the time. “In the end, Momma needed

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three root canals and all these crowns too.”

Dr. Heard worked with Elaine’s mother and also sent her to an endodontist for more specialized care.

“Still, I just kept thinking that if I had lived closer, I could have helped her avoid some of this. If only I could have been close enough to see inside her mouth. In the end, my mom helped me go to school to learn this job and she needed a dental hygienist herself.”

Today, Elaine’s mother is almost 86 and has all but one of her teeth.

“You cannot drive your car forever and not have the oil changed and other things kept up,

right? It is like that with your teeth. If you have buildup on your teeth, it is bacteria. The bacteria can go into your blood stream and even to your heart. Just remember – healthy gums don’t bleed.”

The favorite part of her job is the instant gratification part of knowing her efforts make a difference.

“You see something and you fix it,” she says. “And our patients are walking out of here better off than when they came in.”

For those who haven’t been able to see a dentist regularly, Elaine encourages them to make an appointment.

“Also, the older we get – we need to be aware that medications can affect our teeth. Someone can go without problems for years and then find that they need to change the way that they take care of their teeth.”

If she had it all to do over again, would she change anything?

“Only one thing,” she says. “I’d have started sooner! Absolutely, I would have gone straight into the dental hygiene program. But that English paper I was assigned as a 19 year old in college is what led to all of this and so I guess you could say that everything just sort of fell into place.” NDN

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AMY DETWILER



Giving Visitors a Quality Education

By Michael Heslink

Lisa W. Cumming Photography

Amy Detwiler believes in her product, and that is a quality education of the attractions available from the Jamestown-Yorktown Foundation (JYF). As visitor services manager, she oversees all guest relations at the Jamestown Settlement and Yorktown Victory Center.

“Our fundamental mission is to educate

folks about the history and how it pertains to the Jamestown area in the early 1600s, as well as the American Revolution at Yorktown in the 1700s and 1800s,” she says. Amy feels that her strong background in service-related jobs, like restaurant and retail businesses, and her love of working with people allows her to excel in

her position and deal with the challenges of the service industry.

The youngest of three daughters, she moved to the area in 1980 and considers herself a “local yokel.” Her father was a Middle Eastern analyst for Langley Air Force Base, and although registered as a civilian, was classified in the reserves.

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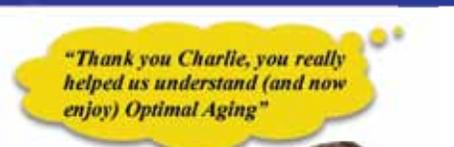
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- George Burns



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She says her family's military background is helpful to her for relating to people in the area.

Throughout high school, Amy held several jobs, including a position at Subway, buffet runner for Captain George's and hostess for Ruby Tuesday's. After graduation, she attended Mary Baldwin College, where her mother and sister earned their degrees, but left after two years. "It just wasn't a good fit for me."

She returned home and continued working in service-oriented jobs. She was employed as a server, bartender, trainer and wine hostess for Olive Garden. Amy also moved from a salesperson to a managerial position at ALLTELL Communications and bartended at Corner Pocket. She loved the bartender job and only left because the position required working nights. But, while at the Corner Pocket, Amy met her husband, with whom she will celebrate a 15-year anniversary in January.

Knowing that she loved working with people but looking to get away from the restaurant and retail hours, she applied for a job with JYF at the recommendation of her sister in law, who worked in another department.

In 2006, she was hired for a temporary position for the 400th anniversary commemoration ceremony. The position was extended for a year and a half and then an additional year before finally becoming permanent. Amy remained in the assistant position until 2010 when she was promoted to manager.

Her team in visitor services consists of a paid staff of between 10 and 15 employees and approximately 40 volunteers. Her department is responsible for ticketing, guest relations, admissions, check-in and information. "More simply put," she says, "anything and everything that walks through the front door."

Amy recognizes the rich history that comes with her job, but states, "It's more education about the local area versus historical education." This idea stretches beyond information about their attractions, but also includes giving directions and offering suggestions for lodging and restaurants. Her department is classified under Virginia's department of education and deals less with teaching guests about the history, but more of what's available. Each employee is required to work at the Jamestown and Yor-

town locations at least once a month so they are knowledgeable and have an understanding of both sites.

Amy's department handles anywhere from 2,000 to 3,000 people a day. She has encountered guests from all 50 states and every continent. "Except Antarctica," she adds with a smile. Having the opportunity to meet people from all over the world is one of her favorite parts about her job. She excitedly told how she recently met a guest from Cyprus and that was a new region for her. Having a wide customer range encourages her department to focus on maintaining a strong customer service program.

Amy loves JYF's emphasis on the internal and external aspects of customer service. This idea means that the same level of respect is shown to each employee as is given to the paying customers. "The understanding behind it is without our coworkers we would not be successful," she explains. Amy facilitates the Customer First! program, which maintains consistent customer service practices across the board. The program is a set of practices that



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produce valuable customer service, which Amy whole-heartedly believes they do. “My group is the first line of defense, and I hope to set a good impression that will carry over for the rest of a guest’s visit.”

She adds, “People work very hard for their money these days and it’s important for us to give them a quality product.” According to her, worthy customer service brings everyone together and helps them make it through the good times and the bad.

While the customers are Amy’s favorite part of the job, they can also be her department’s biggest challenge. She acknowledges that everyone is human, and we all have bad days, but states it is very difficult to be respectful to someone when they are not showing you the same courtesy.

“The sense of entitlement has grown in the last 10 years,” she points out and considers this one reason why guests have become more challenging. She believes everyone should work in the service industry at least once in their life and says that experience distinguishes how someone engages with you. “The customer is

not always right,” she says and notes that they run a business and are not able to give everything away. Instead, they are able to give a customer options. She believes it is the mark of a true professional if they are able to tell the customer “no” and the customer still walks away happy. “It’s a fine balance of customer service needs as well as business needs.”

Amy doesn’t consider everyone to be suited for the service industry. “No,” she states. “That’s an easy, no.” She believes you must love working with people and without that you will not be successful. To her, however, this is what she does best. “Working directly with the public is what I know. I enjoy it. I love it. That’s one of the driving reasons of why I work here.”

Remembering the rewarding experiences is one way she overcomes the challenges. “I’ll tell a little girl to go find a certain something in the museum and then she comes back four hours later and can’t wait to tell me that she found it. That, to me, is what I get out of this job,” she says. It is also seeing her staff grow and excel that helps to keep her going. Some staff members are in their 80s and have been with JYF for

over 20 years. She considers this is an indicator that it’s “a great place to work.”

Despite the wealth of history provided by the attractions, that aspect did not initially draw Amy to JYF. She was more heavily attracted by the service component and saw it as a chance to apply her background.

“It allowed me to apply my skill set that I have gained over the past 15 years.” Working at JYF has made her gain a greater respect for the history and its significance, which she claims makes her more passionate about what she’s selling.

Amy’s family resides mainly in Virginia and Maryland. She has no children, but says she lives vicariously through her “five glorious nephews.” She’s excited that her older sister is pregnant with her second child, and they recently found out it was girl. “This child will be the first girl we welcome into the family.”

Amy is very happy at her job. “Although I work holidays and weekends, I’m no longer working nights and that’s good. I’m still a local yokel. I have family here and a great place to work. What could be better?” NDN

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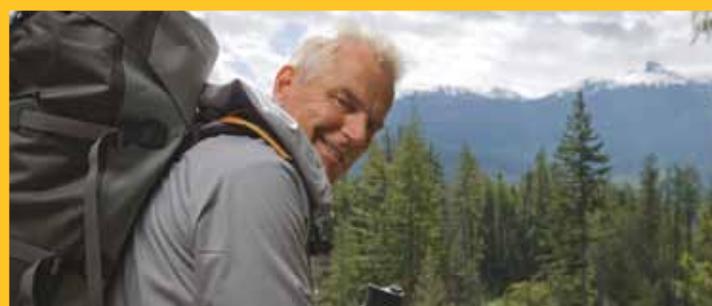
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The Joy of Serving Others

By Susannah Livingston



Lisa W. Cumming Photography

The one thing Alicia Cavanaugh always knew is that she wanted to do something that would help people. If you think being a hair stylist doesn't fit that bill, then you don't know Alicia.

Alicia grew up in East Longmeadow, Massachusetts, and showed an interest in salon work from an early age. When she was in her late

teens, a salon offered her a chance to fill in for a nail technician who had left to have a baby. "I had three months of training and that was it. I started working."

Alicia did just nails for a while, but she never took her eyes off of her main goal, becoming a topnotch hair stylist. Not long after she and her family moved to Williamsburg in March of

2000, she joined Acclaimed Appearance salon and jumped at the chance to get professional training. She's been there for more than 11 years now, an unusually long tenure in an industry where stylists tend to come and go.

Hands down, the best thing about her work, Alicia says, is the chance to really get to know people and to make a positive impact on their

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lives. Appointments usually include interesting, often quite personal conversation because, Alicia says, people welcome a chance to talk with a dispassionate listener—someone outside of their immediate circle of family and friends.

“You can help a person change for the better physically and mentally,” Alicia says. She sees some nail clients every week or two and says she “would have stopped doing nails probably 10 years ago because it’s bad on my back, but my clients have been with me since I started in Williamsburg. I know them, I know their kids.”

Not every client wants to talk through every appointment. “Sometimes people come in and want to relax and not talk at all. Maybe it’s their one time when they’re away from people. But usually, we talk the entire time.” Laughing, she adds, “Sometimes I work blindly because we get lost in conversation and then I say, ‘I hope you like this style because I just did it!’”

Most people walking into a salon would be surprised at how much the industry constantly changes, Alicia says. “It changes on a daily ba-

sis. Styles change and come back around. I just hope the 90s bangs never come back,” she says. “The other thing a lot of clients don’t realize is how much training goes on all year. We travel all over the country to be certified. That’s lots of money that we put into ourselves or the owner puts into the stylists.”

When it comes to training, Alicia knows what she’s talking about. In addition to her work with the salon, she works for a California-based company called J. Beverly Hills.

“It’s actually a company that we’re involved with at the salon,” she explains. “When they started doing cutting classes I went to Los Angeles. I’d just started cutting hair so that’s where I learned my basics. So when they needed educators I signed up.”

For the last six years, Alicia has traveled across Maryland and Virginia teaching classes to other salons. It was tough when she first tried it. “I’d always wanted to teach, but I was nervous to stand up in front of people at first. It became a real goal, and I pushed myself,” she says. “I love meeting the other stylists. They’re

artists, and I’ve probably learned more from them than they have from me.” As for the travel itself, the busy wife and mother concedes that it sometimes makes for a nice change.

The most difficult things about her work, Alicia says, are the 12-hour days and the considerable physical demands, including long periods of standing or bending over a nail table. “When my kids were little it was hard, but the work is also flexible.” Alicia works three or four days per week and sets her own schedule for the most part. It can be stressful, she says. “I don’t schedule a lunch. I eat granola and have a piece of fruit and that’s my day.”

The happy, team-based work environment makes working at the salon fun. “We support each other, we ask each other questions all the time. Customers like that,” she says. She especially enjoys working with long hair and free-form cutting. “I don’t like to be in a box. I like to change everybody at least a little bit every time they come in.”

In addition to her regular work at the salon, Alicia does on-location styling for weddings.

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“Wedding days are my favorite but also some of the hardest,” she says, because expectations are so high and everything is on a strict schedule. Still, she says, “Having someone ask you to be part of their big day is huge.”

In a form of outreach that Alicia considers a central part of her life, she does hair or nail appointments in people’s homes when they are too ill or infirm to come to her. “I travel to people’s houses who have diabetes and can’t come to the salon as much,” she explains. “I had a client who didn’t have anybody to cut her toenails or do her hair. She was a lady who loved to go out and do things but she felt she wasn’t presentable. She would watch basketball and I’d do her toes. These are things that are very special that I get to do in my work that most people don’t get to do. Clients become like family.”

Alicia’s life outside of work can be summed up in two words: family and soccer. A former player herself (as is her husband), she spends weekends, and many weeknights, driving her daughter and son to practices and out-of-town

games. Her daughter, a rising sophomore at Jamestown High School who is also a talented artist, made the school’s varsity team as a freshman. Her son, who will be in eighth grade at Berkeley Middle School, plays on a Virginia Legacy travel team like his sister.

Although quick to downplay her abilities, Alicia admits that she is probably better suited than most people for working with the public. “I just care for people. I’m a very sensitive person and because I’m a mom, I’m a ‘motherly’ hairdresser,” she explains. “I’m a good listener. And you have to be patient. My colleagues will tell you I’m a very patient person.”

Talking with Alicia and getting caught up in her youthful energy, it’s hard to believe she’s been in any industry for nearly 20 years. Does she plan to keep doing what she’s doing for the rest of her working life? “Ooooh, yeah,” she says almost before she hears the end of the question. “I always wanted to be in an industry where I served people, and that’s what I’m doing. I won’t give it up until my body gives out on me. It’s the best profession.” **NDN**

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CHARLES & ADRIENNE BENBOW



Lisa W. Cumming Photography

LIKE FAMILY

By Brandy Centolanza

When you step through the doors of The Coffeehouse in Williamsburg Crossing Shopping Center, you can expect to pick up more than just a cup of java.

For the last eight years, Charles and Adrienne Benbow, proprietors of The Coffeehouse,

and their dedicated staff have created a real sense of community with their most loyal patrons, developing family-like relationships with each other.

“We have customers who come in on a daily basis, sometimes more than once a day,” Adri-

enne says. “We’ve learned their names and what they like to order. They come in and meet with friends, and we all really listen to each other. We know when someone is sick, or what they may be going through. We comfort each other. This is their home away from home.”

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“It was nice to have someone looking out for us. Everyone has been so positive. Everyone knows us personally. I’m not just another parent. This is my support group.” -- Lashane, mother of Avery and Brayden, and a parent in CDR’s Early Head Start Program.



If there’s one thing early childhood educators know, it’s that early intervention makes all the difference to a child’s later success in school and life. Child Development Resources (CDR) Early Head Start program is a federally-funded program that promotes family self-sufficiency and healthy parent-child relationships for eligible infants and toddlers and pregnant women with support from York County, WJCC public schools, and United Way.

CDR’s EHS program served 255 individuals last year, including prenatal women and children birth to age three. Of the 195 families served by EHS, 61 were homeless, 87 received food assistance benefits, and six were military. Fourteen of the families had a mom age 20 or younger.

Early Head Start (EHS) families are supported through home-based or center-based services or both. Through home-based services, families receive weekly home visits from a CDR family consultant who helps the parents embrace their role as their child’s most important teacher.

“Nothing is a more powerful predictor of risk in a young child’s life than poverty. But EHS helps tilt life’s chances back in favor of the child,” said Paul Scott, CDR’s Executive Director. “School readiness is EHS’s ultimate goal, and parents play an important role through participation and by learning more

about helping their children develop and grow.”

Parents who work or are in school can participate in either of CDR’s First Steps Child Care and Development Centers, which provide high-quality child care for their babies and toddlers. Teachers at the centers support families through education and advocacy and by linking families with other resources in the community. While the First Steps Child Care and Development Centers (one at Lafayette High School and another at Griffin-Yeates in York County)

mean support and progress for the families and developmental gains for the children. The centers are also places where young children play, nap, eat, and come to love learning. Through indoor and outdoor play, young children enrolled at the First Steps Centers develop their motor skills, learn to share and trust, and work their muscles and their minds.

While her daughter, Avery, was enrolled in the First Steps Center at Lafayette High School, she thrived, said Lashane. “I didn’t worry that she would be ready for kindergarten. Her vocabulary took off and she used complete sentences. She woke up every day wanting to see her friends and teachers.”

Lashane also benefitted from the program. “This has been such a positive place. Not just for the children, but for the adults, as well,” she said.

Looking ahead: CDR’s Superhero 5K at the Vineyards of Williamsburg will take place August 8, 2015. To register for the run/walk, or to join or start a team, go to cdr.org



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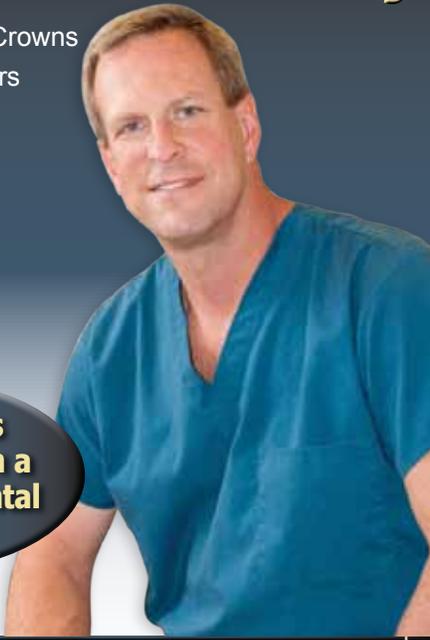
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Adrienne, who holds a degree in counseling from Regent University in Virginia Beach, appreciates the fact that customers are so open with her.

"I love serving people, and the interaction we have with them," she says. "I like talking with them, and allowing them to share with us. Some may be going through some issues, so I am happy to listen and help them. What we have here is amazing. We are blown away by it. It makes us feel like we are doing something for the community and making a difference."

The Benbows hadn't given any thought to owning a coffee shop, but opportunity came knocking back in 2007. At the time, Charles was serving in the Army and working as a recruiting officer for the U.S. Army Recruiting Center when it was still located in Williamsburg Crossing Shopping Center. One day, the new owner of The Coffeehouse popped into the recruiting center to introduce himself and hand out coupons for free coffee.

"We started talking and he was telling me how he just bought The Coffeehouse, and I told him I wish I had known it had been for sale because I would have bought it," recalls Charles, who had been contemplating what to do with himself as retirement from the Army approached. "A few weeks later, he came back and asked me if I was serious about owning The Coffeehouse because he was looking for a business partner. I was looking for something to do after the military, but I didn't know anything about owning a coffee house."

Charles became convinced of partnering up with The Coffeehouse after learning that coffee is roasted fresh on site.

"He had his own roaster and roasted his own coffee beans," Charles says. "I was fascinated by it. I always liked coffee, and I just thought it would be something unique to do."

To learn the ins and outs of the coffee business, Charles attended a coffee festival in Chicago and later toured a coffee roasting factory.

"I learned about different coffees from all over the world at the fest," he says. "They had latte art competitions. It was really neat. I realized just how in to coffee people really are, as well as all the different types and the different characteristics of coffee."

Charles and Adrienne soon became co-owners of The Coffeehouse, and Adrienne managed the day-to-day operations of the establishment until her husband officially retired from the military in 2012. The Benbows became the sole owners of the business in 2010.

"We've really learned a lot on the job," says Adrienne. "People who really love coffee get excited about coming here because the coffee is so fresh."

Adrienne remains responsible for the daily operation of the coffee shop, while Charles works through the night roasting the coffee in the roaster. Charles even created his own coffee called "Charles' Special Blend," a medium-roast coffee with three types of beans, though he won't divulge the exact recipe.

"It is our top seller," he says. "Everybody loves it."

But it is more than just the coffee that keeps patrons coming back.

They return for the camaraderie.

“It’s a joy to meet and talk to people,” says Charles. “I like to entertain the customers. When people come in here and they are having a bad day, they want to know that there is someone who really cares about them. No matter who they are, I always take the time to talk to them. I never want to get too busy that I can’t listen to them. I think that is why a lot of people come back. This is their haven.”

It isn’t just talk. On the wall to the left as soon as you come through the door, Charles and Adrienne have hung a “Family Bulletin Board,” filled with photos of customers who’ve been stopping in regularly for more than five years. Some folks have been coming to The Coffeehouse since it first opened in 1992.

Consumers from all different backgrounds congregate at the coffee shop each morning. The Benbows have had many conversations with prominent doctors and lawyers in the community, as well as people who have worked at the White House and who have served in World War II. “We never know who we are going to serve,” Adrienne says. “It’s very intriguing.”

In addition to their patrons, The Benbows are close with their employees, sharing the joy of their lives’ milestones, such as birthdays and graduations.

“You can have all the training in the world as a small business owner, but if you don’t have good staff, you don’t have anything,” says Charles. Charles and Adrienne rarely spend time outside of The Coffeehouse. When they aren’t at work, the couple devotes time to their church, New Life Church.

“It’s our foundation,” Adrienne says. “I think it’s why we are able to relate so well to people.”

The pair also enjoy doting on their seven-month-old grandchild, Yden, who lives in Texas with Charles’ son, Brennan and wife, Shady.

“They send pictures of her every day,” says Adrienne. “She is so beautiful and precious. She is our new love.”

In addition, Charles is working on an MBA from Columbia Southern University and would also like to earn a second Master’s Degree in Divinity.

For now, though, his main focus is the business, which includes online orders for coffee beans.

“You can order our beans online, but we have people who travel one to two hours to get our coffee beans,” says Charles. “Some people even travel from North Carolina for them.”

Future goals for the Benbows include expansion of The Coffeehouse to a second location, though they aren’t sure where, as well as the development of a new blend of coffee a blend of half caffeinated and half de-caffeinated coffee.

“We’ve found our passion,” says Charles. “We are here to help people and put smiles on their faces when they come in. We are doing what we believe the Lord wanted us to do. We are so blessed and so grateful to have everyone treat us like family here. It’s a good feeling.” 

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Inspiration To Make A Difference

By Ryan Jones



Lisa W. Cumming Photography

Some people radiate positive energy and that draws people to them. Fitness guru and personal trainer at Iron-Bound Gym, Pat VanGalen, is one of those people. Her enthusiasm for living well in an increasingly convenience-oriented world is contagious, and her matter-of-fact understanding of human nature is invigorating, especially for those who are just starting out on the path to better health and fitness.

“People come to see me for a lot of reasons,” she says. “Many of them want to know what the best exercise or diet is, and I tell them that really, there isn’t one. Then I ask them this question: What do you want to be able to do when you’re 50, 60,

70, or even 80+ years old? Do you want to be sitting in a chair, or do you want to be flying, climbing stairs, traveling and playing golf? Advances in medical care are allowing us to live

longer, but unfortunately, the years of disability are expanding along with our lifespan. Staying fit and leading an active lifestyle are not about one particular diet or exercise fad. They are about seeing the big picture and working with the patterns in our behavior to facilitate positive change.”

Pat has over 35 years of hands-on experience in the field, including health promotion, injury risk-reduction and fitness program design / implementation, rehabilitation, personal training, teaching, coaching, lecturing, tutoring and conducting workshops and certification courses in the U.S., Asia and Australia. She also has a Master of Science degree

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in Exercise Science and Cardiac Rehab, along with numerous certificates: ACSM, ACE, AALC, Network (Australia) and AASFP (Asia).

“A lot of people get into the field and they never had the science, the biomechanics of movement, anatomy, and physiology,” she explains. “Science isn’t completely black and white, but it’s a good foundation. That said, every person is different. As a rule, people may have similar needs in movement and exercise, but how I get them to do it is always unique in some way.”

In addition to her academic credentials, Pat possesses a second quality that makes her an effective personal trainer: a genuine zest for helping people move forward to achieve their goals and improve their quality of life.

“Active people tend to be happy people. I like to ask, ‘How big is the environment in which you live, work and play?’ The more places you go, the more stairs you climb, the more you travel, the more you play golf, the more you get out and socialize, the bigger your living environment becomes – and you want to live, work and play in as big an environment

as possible. People tend to get set in their ways and, instead of enlarging their environment, they start downsizing it. Yard work? Nope. I’m retired. I’m hiring the kid down the street to do it. But once you stop doing those things, you tend to not be able to do them anymore. The tendency is to downsize in favor of ease and convenience, so my philosophy is not confined to physical fitness, it’s about leading an active lifestyle.”

Glancing back a few decades, Pat says she started out in 1976 as a Physical Education major at Springfield College in Massachusetts, then married a foreign services officer and lived overseas for fifteen years – twelve in Asia and three in Europe. In addition to having the opportunity to observe the diet and fitness cultures of other countries, Pat took a front row seat to the evolution of fitness as it progressed from one level of insight to the next.

“I’ve been in it forever,” she says. “Fortunately, I was able to stay in the industry wherever I went; personal training, lectures, certification courses, continuing education. I’ve done just about everything there is to do. I was taking

Personal Training exams before there were PT textbooks. When you’re in it this long, you see how everything rolls and evolves. In the 1970s, it was Ken Cooper and aerobics. Strength training was just coming along. It was pretty much exclusive to athletes and very little of it was functional. Then there was the Air Force Basic Seven that included functional body-weight movements like squat thrusts, burpees, push-ups, and pull-ups. Aerobics evolved from Jane Fonda’s choreographed workouts to cycling, spin, boot camp classes, CrossFit, muscle conditioning, yoga and Pilates. Now, it’s wide open.”

Over the years, Pat has worked with a spectrum of ages, personalities and talent levels. She points out that there is no cookie-cutter program that will work for everybody.

“Let’s start by seeing what you can do right now,” she suggests. “Can you bend? Can you stretch? Can you lunge? Can you squat? Can you push and pull? Can you rotate? Can you get up off the floor without using your hands? Do you know how many people in their 30s can’t do that? I’ve trained athletes and coached

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kids. Most of the people that I see are adults, and they come in tighter than this pole (here she taps on a patio umbrella). So it's not that they've lost strength, they're just so tight. We get the mobility cleaned up, then work on stability, then strength, then power, and then whatever. But if a person doesn't have a good foundation of mobility, they're going to end up getting hurt."

To complement her physical fitness assessment, Pat stresses the importance of a reasonable diet grounded in common sense rather than in passing trends. "Food is way harder than exercise to get right," she admits. "Losing weight is 89% diet. I don't care if you are a longshoreman and burn 8000 calories a day. If you eat four pizzas at night, you're not going to lose weight. Again, it's all about patterns. If you eat ice cream once per week, that doesn't really set you back. If you eat a pint every night, it's a problem."

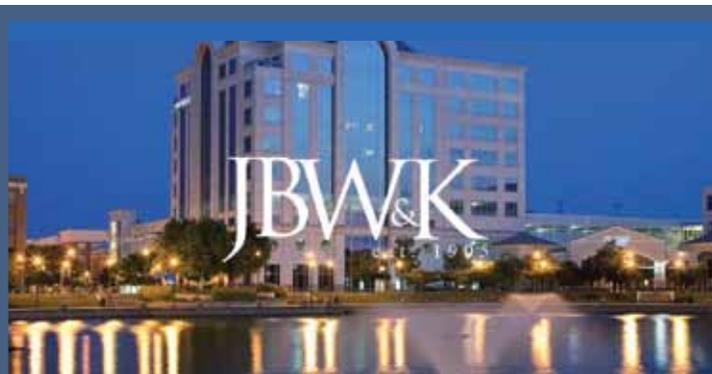
As with most exercise programs, Pat says there is no one diet that works for everyone.

"In order to understand a person's nutritional needs, you have to look at their build," she explains. "For instance, there are skinny people who are known in the business as ectomorphs. Picture the elite long-distance runner. They can eat carbs, carbs and more carbs and not gain weight. Their metabolism is like a fast-idling engine. Then there are the muscular, athletic people who are mesomorphs. Sprinters, jumpers, team sport athletes, and so forth. They hit the weights and blow right up. Then there are endomorphs. They tend to have big bones and lots of muscle, but they also struggle with fat accumulation. These are your linemen, your discus throwers. There are different styles of eating that work better for each body type, so you really have to tailor the program to the individual. Meal frequency? It depends on what you do. Are you stationary or mobile most of the day? People tend to want everything to be black and white; good and bad. Can I eat this? I tell them to look at the big picture and their patterns. Can I have fries? Well, that depends. How many times a week? What is your goal? Health? Fat loss? Muscle preservation?"

Personal trainers, Pat says, can only inspire. "I see my clients once or twice a week. They're by themselves those other five days and all those other hours. That's what makes the difference. What kind of sacrifices do you want to make to achieve your goals? From my end, the rewards are sweet."

She says as an example, someone with Type II diabetes on multiple meds can drop 40 pounds and walk 10,000 steps a day. Their physician can then reduce or wean them off their medications because their diabetes is under control. "Believe it or not, I have an 80 year old client who did just that! Do you know where she walks? In her house and in the parking lot to the store. She doesn't go to a gym. You don't need fancy stuff – that's why I like the functional training. It's the stuff you did when you were a kid. Movement is the foundation for fitness. Move daily! Move well! Then 'train' so that you can live, work and play at your desired level and intensity within your environment of choice. Train for what you want to be able to do."

Pat VanGalen helps her clients find their own spark of motivation by seeing each one as the individual that they are. She inspires and guides them toward their goals with her positive energy and enthusiasm. NDN



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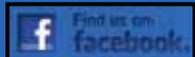


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Rebecca S. Aman

DESIGN THINKING

By Greg Lilly, Editor

Lisa W. Cumming Photography

William and Mary associate professor, Dr. Michael Luchs, teaches and guides students and corporate executives in a new way of thinking. "Can we solve problems? Ultimately, that's what most of us are engaged in. That's how we contribute. Problem solving resonates, not just with students, but with the business world," he says.

Whether a business student, artist, history major, attorney or government worker, people use their knowledge and experience to solve problems. In school, the standard methodology presented an issue that needed a solution. Students would take the problem and return with a solution, and then they would defend it as the best solution.

"We are delivering students that are very good at solving well-defined problems when they are given the data," Michael explains. "We're not teaching students how to address ambiguously-defined problems. We're not teaching most students the skills of creative thinking. We're not sufficiently teaching students how to collaborate toward solutions."

Michael's Ph.D. focused on consumer psychology. "It's the study of the psychology and behavior of consumer decisions. My emphasis is on product choices in the context of sustainability. What products people buy and why, and how they factor social and environmental concerns into their purchase decisions, or why they don't." Sustainable consumption is his re-

search focus. When he started at William and Mary, he taught the basic business classes like Intro to Marketing, Marketing Research and Statistics. "But, I really wanted to take my research in sustainability into the classroom. The question was how to do that."

He suggested a course on sustainability and started thinking about what that would cover. "At the same time, there were faculty discussions about how to innovate in higher education. On the content side, are we teaching our students the right things? How do they take their knowledge and use it in the business community?"

This discussion about educational content sparked an epiphany for Michael. "The ques-

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tion about teaching sustainability and the need to teach problem solving and my background in product development could marry these together in a great course.”

Michael had always wanted to be an inventor, and the creative process held his interest. He studied engineering at Tufts University. “And just to round it out, I decided to study psychology, as well. I didn’t understand what the practical combination of engineering and psychology would be, but in hindsight that mix makes perfect sense. Think about the best designs: the engineers focus on the people and the capabilities of the technology. Engineering and psychology go well together for design.”

He worked for 12 years in new product development in the power tool industry and the computer industry. “I felt like I had done the things I’d wanted to do. Over time, as much as I liked engineering and technology, I became much more concerned and interested in societal issues like sustainability and the role of technology.”

From the time he was in college, he had thought about being a professor. Teaching felt like a good fit for him. “I came to a point in my life where it was ‘Do it now...or never.’ I went back to get my Ph.D. at 36, so I was ten years older than most of the other doctoral

students. This was a mid-career change, and it was tough being a student again. At the time we had two children and had our third son while I was working on my doctorate.”

With his focus on sustainability and his background in product development, plus the call to teach problem solving skills, Michael joined these subjects together in a unique course. “The course I wanted to teach was Design Thinking. It’s a problem solving methodology. As opposed to a linear problem solving methodology of present the problem, generate some solutions, identify technology and solve it, Design Thinking takes problem solving into an iterative process.” Design Thinking has been evolving for 40 to 60 years. Michael is editing a book on the subject coming out in the fall.

“Design Thinking puts emphasis on the front-end problem exploration: learning how to craft and define the problem and identifying the right problem to solve,” he explains. “People tend to want to jump to the idea generation when they haven’t thoroughly explored the problem.”

The other big aspect of Design Thinking is repetition in the exploration. “With complex and ambiguous problems, you may not be able to sufficiently define the problem the first

go-around. So, you define it the best you can – and then develop a crude, basic prototype of a solution. You use that to get additional feedback. It’s an iterative approach.”

In the years that this concept has made the rounds in industry, it has gained popularity in the technology sector as an effective methodology to prototype and develop software. “In different disciplines, technology, fine arts, finance, hospitality, these skills have emerged. People have recognized that they can learn from other disciplines in the way they problem solve. It’s a mindset that is interdisciplinary and open to exploration.”

This process takes many students by surprise. “Most students are risk-averse. They want the right answer to pass the test. Here, we’re training students to take a different approach to solving problems, an approach of experiences on collaborative projects. They use Design Thinking to come up with prototypes and solicit feedback to learn – not to sell your initial ideas, but to improve the solution.”

He introduced Design Thinking three years ago with its first course. Today, there are four different undergraduate courses and two graduate courses. The college has a new concentration in Innovation and Design and a concentration in Sustainability for undergraduate

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business students. “We also teach corporate executive sessions. It’s resonating with students and the business community.”

The more the students work together to define a problem and hone a solution, the better they understand the process. With the national companies that workshop the process with Michael, they are excited to try Design Thinking at their own business. The biggest hurdle the companies report is the cultural change for management. The old “bring me a solution” mandate must evolve to a collaborative problem solving process.

“People learn to be patient with the process of exploring problems and the process of prototyping,” Michael says. “The prototype is a tool of exploration.”

Even though Michael is in the college’s business school, he and the other faculty go out of their way to have non-business students involved. “We have a course that is cross-listed with the theater department on creative problem solving. My course is cross-listed with environmental sciences. The reasons are to have students appreciate that the best solutions come from having a lot of diverse people participating. They can’t be an expert on everything, and another student’s knowledge should

not be a threat, but an asset to the team.”

He sees Design Thinking as having huge potential beyond the business field. “It’s great for business to develop products and services, but I want to see students come through the Innovation & Design (I.D.) Studio going into government, into health care and other non-business areas. We have so many opportunities in the world that need these minds addressing them. Already there are pockets of interest in other departments. Faculty in other parts of the campus are exploring how to take these tools and mindset and apply them to their discipline. Students learn history or biology because they want to use that knowledge to solve problems. That to me is really powerful.”

The revolution in problem solving thrives in the college’s Jim and Bobbie Ukrop Innovation & Design Studio. Michael is the current director of the I.D. Studio. “I invite people to get in touch with us – even to rent the I.D. Studio to get an introduction to Design Thinking. We have a Boot Camp that lasts three hours.” The College of William and Mary’s School of Education is interested in Design Thinking. “They’ve met with the W-JCC school superintendent to talk about Design Thinking and to share what the college is doing – exploring

ways to bring this to the local school system.” This summer, Michael starts a research sabbatical, while staying involved with the I.D. Studio. “My new project is about consumer wisdom,” he explains. “The research starts this summer in Portland, Oregon. We’re driving across country and letting the boys – our three boys are nine through fourteen – see the country. In Portland, I’m observing and interviewing people from collectives where they share products instead of buying products, where people help each other repair products instead of tossing them – very progressive ways of consuming. It’s wise consumption.”

In parallel, he’ll work with the college’s development team on expanding the Innovation and Design Center. “It would be interdisciplinary and teach problem-solving skills to all students, regardless of where they want to contribute in their lives. That’s what I hope to come back to. My time is focused on the research and on shepherding this forward.”

Dr. Michael Luchs teaches Design Thinking, an interdisciplinary and collaborative process to expand the possibilities of problem solving for students and for business. NDN

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International Hiker

By Greg Lilly, Editor

Chris James and his wife, Linda, have travelled and lived all over the world. So why would Chris jump on a plane, once again, and fly to New Zealand? For a hiking adventure.

With his background in international human resources, Chris and Linda have lived outside of the United States for over 18 years. "Mostly in Asia Pacific, Southeast Asia," Chris explains.

His BA from Long Island University and a Master's Degree from George Washington University in Human Resources led him to work with consulting company Booz Allen. They asked Chris to move to Singapore and help stabilize the operation there. While in Asia, he opened the company's Sidney, Australia office. "They wanted me to come back to corporate in New York, but after having a



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taste of living overseas, we decided not to.” Independent contracting moved Chris and Linda around the Asian Pacific and then moving back and forth from the U.S. to foreign posts including Saudi Arabia and Jakarta, Indonesia and back to Singapore.

“Borders had a bookstore in Singapore,” Chris explains. “We would come in from Jakarta and head for Borders because you could get American books and magazines you couldn’t get locally, a major deal in the expat community.”

He and Linda discussed the fact that they didn’t own property in the U.S. “This was in 2003 when the real estate market was going nuts here,” he says. “We didn’t have a stake in the U.S. market.” They thought having a home base would be useful and an investment.

“Shortly after that conversation, I was in Borders at the magazine rack. There was a magazine called Retired with a typical magazine article: ‘Ten Best Places to Retire.’ On that list was Williamsburg. We had been here before and loved it. In the article, it specifically listed Ford’s Colony.” One thing led to another and the couple purchased their home in Ford’s Colony.

“Those first two years here, I travelled 95 percent of my time,” Chris says. “When I came

here in 2005, everyone thought I would retire, I didn’t.” He worked and travelled more. “I was in Marriott hotels for 253 days of that year.”

Linda was in Williamsburg making friends, joining clubs, enjoying life in her new hometown. “I’d go to events, and people said they didn’t think I really existed,” he says with a laugh. “I finally went back to the company and said I needed to be home more. I took over the global HR services group out of Phoenix. We kept the house and moved to Phoenix and spent three years there. I still got bounced around to London and Brisbane, but mostly in Phoenix.” Eventually Linda decided that Phoenix wasn’t where she wanted to be, so now Chris is retired and living here.

“I love travelling. Funny, when I was growing up in New York City, I never in my wildest dreams thought I’d live outside of New York. But now, if I’m sitting home, I get edgy being here too long,” Chris says.

About two years ago, Linda had been diagnosed with uterine cancer. “That scared me and scared her. When we got over that, we decided we were not putting off any trips. We would do them now.”

They just returned from an African safari and spent time in Amsterdam and southern Germany. “I’m heading off to New York to see

my sister. We plan to go to Portugal later in the year.”

New Zealand had been a frequent destination for Chris and Linda when they lived in Singapore and Jakarta. “After being in that region for so long, we had made the typical trips: Thailand, China and Hong Kong, really all over Asia. For Christmas week, we had thought it would be more fun to be in a western environment. We first went to Australia for Christmas and then to New Zealand in later years. I fell in love with New Zealand. It’s the most gorgeous place. For the last four years we were in Singapore, every year we’d head to New Zealand. My wife likes the outdoors, but she’s not an outdoors person. We would do wine tours and things like that. She doesn’t do a lot of hiking.”

He knew some of the greatest hiking in the area was on the South Island of New Zealand. “I wanted to do some of those hikes. New Zealand is a long way from here, so I wasn’t travelling that far to do a three day hike. I wanted as much hiking as I could over an extended period.” He booked a two-week tour and went last November. “That’s their springtime.”

The tour guides provided the infrastructure for the hikes. “They made the reservations for the sleeping accommodations, small motels or national park facilities,” Chris describes. “They



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moved our suitcases to the next location. During the day when we went hiking, I had my daypack and hiking sticks and off we'd go." The hikes ranged from the shortest of 6 kilometers (3.7 miles) to the longest of 22 kilometers (13.7 miles) each day. A typical day was about 10 kilometers of hiking.

The touring group consisted of five people and two guides. "I was the oldest person in the hiking group," Chris says. "Then there were two women from the Denver area and a man and wife from Michigan. All four of them were experienced hikers."

Although not an experienced hiker, Chris was in good shape and went to the gym on a regular basis. "But, I did need to get in shape before the trip. I needed to get specific about what I did," he says. "I started taking CrossFit 1607 at Iron-Bound Gym. It caught my interest. I did that for about seven months. I was in the best shape I had ever been, and then I tore my rotator cuff in my shoulder."

The doctor told Chris that surgery was the only way to fix it. "This was the end of August. The doctor said I'd need the surgery then eight weeks of recovery and four months of rehab. I looked at the doctor and told him I was booked for hiking the South Island of New Zealand during the month of November. I opted for a

couple of aspirin before I go to bed instead of surgery." Chris still hasn't decided if he will go through the surgery.

"One of the guys from CrossFit, Garrett, and I put together a plan. No lifts, but work on core strength and legs," Chris explains his plan modification after the injury. "We worked together two days a week until I left on the 27th of October. That worked out well. I went into this thing, promising myself I wouldn't race through the hike. I have a tendency to always race to a goal, get to the end. Maybe that's the New York part of me coming out!"

He found the terrain of New Zealand varied and challenging. "At sea level, it is subtropical. At high elevation, it's arctic. The environment is everything from a beautiful subtropical forest, green and mossy with water running, up to arctic conditions of snow and long-underwear weather."

He explains that New Zealanders love their outdoors, and their government spends a lot of money maintaining their national parks for their citizens and for the tourists. "The trails were always in beautiful condition with amazing facilities – rustic, but clean and neat. At Lake Nelson, for example, we stayed in a hut. There are huts throughout all the national parks. This was a premium (\$22) hut because

it had running water. Not hot water, but it had water. That was three nights with 19 of my closest friends. The government puts money into the parks because it is important to the Kiwis to have it and important to the tourism industry."

One night, Chris describes, he woke up and had the urge to visit the latrine. "I crawled out of my sleeping bag, and as I walked out of the hut, I looked up and the entire sky was nothing but diamonds," he says with awe in his voice. "Right over my head was the Southern Cross. Just spectacular! I had seen the Southern Cross before, but not in that majestic of a setting – the mountains around me and no ambient light." Those types of experiences are why Chris loves hiking.

The itch has returned for him, and he's scouting his next trek. "I found a hike in England that I'm thinking of doing. They have the Coast to Coast (C2C) walk. It's northern England and goes from the west coast, crosses the Lake District and ends at Robin Hood's Bay on the east coast. It's about a 200 mile walk, over about 14 days. The hardest day is a 23 mile walk. It goes through three national parks."

It's easy to see that Chris James' excitement about the trip is already building. Off to another international hike. NDN



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Singing the Oldies

By Greg Lilly, Editor

“We would go down to where the Hampton Coliseum is now,” says Billy Mitchell. “That used to be a sand pit. There were huge mounds of sand around the water, and apple orchards around back of the sand dunes. During the summer, we’d have bonfires and weenie roasts...and sing. Back then, kids sang.”

Billy and his friends would sing the songs they heard on the radio. He says the AM radio was always on, and he would mimic the singers he heard. “That was how I learned to sing.”

In 1955, the radio occupied a lot of his time. “My buddies and I would stand under the street light on summer nights and sing – trying to harmonize together. They call that a cappella and ‘doo wop.’ I loved it then and love it today, the Golden Oldies from the 1950s and ‘60s.”

After high school, Billy tried a few different jobs around Newport News and Hampton, and then by the time he was 20, he decided to join the Army.

“I wasn’t even out of Boot Camp when I fell in love with the Army,” he says. “I stayed in for 22 years. I did various things: drill sergeant then I was with the Rangers in Vietnam. I was in Berlin, Germany before the Wall came down. I was in England, all of these overseas places, plus around the United States where I was stationed.



Wherever I was, I always found a venue to sing. Sometimes it was with a live band, other times without music – a cappella. I’d always found a place.”

He retired from the Army in 1989 and went into the construction business with his five brothers. “I worked for them for 20 years,

until I got too old to keep doing that.” His love of singing continued. He’d find a karaoke bar and sing for hours.

“I was singing karaoke at a hotel night club here in Williamsburg, just messing around with some friends, and that’s when I met Cindy. That was in 2010. Cindy and I became friends, along with the friends she’d brought to the night club.”

It was “Unchained Melody” by the Righteous Brothers that worked the magic between Billy and Cindy. “I was doing that song, a few by Roy Orbison, a couple by Tony Bennett. Cindy liked it. The people at the club liked it. That was my hang-out.”

Cindy could see how much Billy loved to sing and his talent for performing. “One day, Cindy told me I needed to do something more than singing in a karaoke club. From that time to six months later, she started a business.” She called around and had Billy performing in a couple of local retirement homes. Within six months, she had over 30 regular bookings for him.

Cindy and Billy married in 2012. Today, they travel around the area entertaining at retirement facilities, nursing homes, class reunions, VA hospitals, special events and churches from Richmond to the Southside.



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They travel with their own players, track music, speakers and mixers. “Cindy works all the equipment. I do the easy part of singing the songs,” Billy says.

“The audience is the pleasure I get from this,” he adds. During one performance at a nursing home in Norfolk, Billy noticed a man sitting between two women, most likely his daughters. They had tears in their eyes as they watched their father. “I was doing ‘Unchained Melody.’ One of the women came up to Cindy afterwards. She said her father had a stroke six months earlier. He hadn’t moved his mouth until that song started playing. He was trying to sing along. That’s why the two daughters were crying.”

Workers at the assisted living facilities, especially in the Memory Care Units, tell Billy and Cindy how much the music means to the patients. “People will dance and sing along. We had a 95 year old man, on a walker, with an attendant close behind him, dance about an hour to the songs. It was because of the music. The attendant said he had never seen him do anything like that before.”

Billy credits the Golden Oldies repertoire as the catalyst bringing the spark to the audience. He says, especially for the dementia and Alzheimer’s patients, the songs from their youth bring back memories that they might not have had for a while. “When we do the Tony Bennett and Frank Sinatra songs, even some of the rock and roll songs like ‘Proud Mary’ from the late 1960s, they want to dance to it, if they can.”

He modestly says the idea to perform for the retirement communities was Cindy’s idea. “I’ve been singing these songs for over 40 years. That’s the easy part for me. Cindy does the hard part.”

Singing since he was a young boy, Billy has left an impression on many people. He explains that when he went to Vietnam on his first tour in 1967, he carried a Gene Pitney album with him. “I love Gene Pitney’s music. Of course, the album stayed in my duffle bag and the heat of the sun warped it, but I always sang Gene Pitney songs in the bunkers, pulling guard duty, wherever. I was known for that.”

Two years ago, Billy received a phone call from one of his Vietnam buddies. “I hadn’t heard from him in 46 years,” Billy says. “He asked if I was the Billy Mitchell who used to sing Gene Pitney songs in the bunkers in Vietnam. I said yes. He told me who he was and I remembered his name right away.” His Army friends had been trying to track down Billy to tell him about a reunion in Branson, Missouri. “After that first phone call, I received calls every night from other buddies from the platoon in Vietnam. The first thing out of their mouths was ‘Are you the Billy Mitchell who used to sing Gene Pitney songs?’ That’s how they found me.”

He and Cindy went to their first reunion in Branson, and Billy did a show for the platoon. “It was amazing how they remembered the songs and me. We’re going again this November. That was the first thing the guys remembered about me – those songs.” While in Branson, Cindy has booked Billy at some of the local retirement homes for performances during their trip.

Performing in Branson, Missouri had been on Billy’s Bucket List. Another Bucket List moment occurred last year. “I opened for two shows on a Friday night cruise ship in front of 1500 people,” Billy says. “We cruise about once a year, and I always wanted to sing in one of those beautiful theaters with a professional PA system and professional band behind me. Last year I was able to do it. That was a highlight for me.”

Neighbors get their own highlight when Billy Mitchell sets up his makeshift practice studio in his garage. “I practice until I get the songs sounding like the originals. The doors are open, and the neighborhood is welcome to come listen anytime they hear music coming from my garage.” NDN



Lisa W. Cumming Photography

Recovery SUPPORT

By Greg Lilly, Editor

Addiction isn't a topic of polite conversation in most circles. Jan Brown says it should be. Jan founded SpiritWorks Foundation to assist people living day to day with addiction.

"It's a brain disease," she says. "We now know the part of the brain that is damaged. It can certainly recover, but people with addictions are always susceptible. Helping other people understand that has been significant."

In a parents group that meets at SpiritWorks, the participants say they hear from others that their child's behavior is so atrocious they should simply kick them out of the house. Jan keeps stressing to them: "It's a disease. Would you kick out a loved one if it were a different kind of disease? We can prove it is a chronic illness. What you don't like about it is the dreadful symptoms, which is your loved

one's bad behavior."

She explains that the addicts' ability to make sound decisions is impaired. While people dismiss the behavior as a lack of willpower, Jan counters that the decision process isn't the same as a non-addict's. "That's the area of our brains that is most damaged. We need to learn how to make better choices. When stress comes up, our ability to make those healthy choices goes

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down. Certainly when you add the drug, all bets are off, and that's when you see the horrible behaviors that people engage in."

Jan has experienced addiction and has lived in recovery for twenty-eight years. Her father was career military and the family moved often. After high school, Jan went to the United States Military Academy for two years.

"That's where my alcoholism was discovered, and I went to treatment for the first time. Following treatment, I had a mutual agreement with the Military Academy that because of my inability to kill anything and my bad behavior, the academy wasn't the best fit for me."

The concept of recovery and the idea it was a lifelong process wasn't a concept Jan was prepared for. "Originally when I went to treatment, it was to get me out of trouble. I didn't know alcoholics. We didn't have them in our family. I was grasping for anything at that point. At treatment and meetings, people said I was too young, too bright, all of these things. 'You can't be an alcoholic,' they said. I thought I wasn't. Lo and behold, I really am."

She transferred to William and Mary. After a few months, she started drinking again. The culture of college life in the late 1980s was about alcohol and drugs. "I stayed at William

and Mary until my second semester as a senior. By then, my alcoholism had caught up with me again. I had gone away for the weekend on a binge and fell down a flight of concrete stairs and was left for dead by my friends, who were afraid. The next several months still remain a mystery – whether that's from the brain injury or addiction, I don't know. Thankfully, in my case, treating my addiction and alcoholism first, kept me alive. It's a primary illness, and I needed to be treated for that."

Jan was in addiction treatment for an extended period of time. "Several years later, I was able to go back to college and graduate. I am pleased for that. It was a long haul." That college culture and her experience fuels a passion for the Collegiate Recovery program. "The program lobbies for sober dorms and recovery programs on campus. It may have made a difference if I'd had support back then." Jan also serves on the Governor's Task Force on Prescription Drug and Heroin Abuse, working to reduce deaths from overdose especially of college-aged people.

Her treatment program started in Hampton and lasted sixteen months. "I was in for a long time and needed every bit of it. Young people need that time because their brains

aren't fully developed. I needed to draw lots of sober breaths and create new habits that have become lasting habits. I needed to be out of the community that I knew for an extended time. All of those things were afforded to me, for which I am very grateful."

When she received her bachelor's degree in psychology from William and Mary, she thought she wanted to be a psychologist. "I discovered that I didn't. I had started working at the Farley Center. Some of the people who had cared for me, years prior in my addiction treatment program, then became my colleagues. I became the Community Manager and Addictions Educator." The Community Manager worked with the patients when they were not in therapy, during the evening and on weekends. "As Addictions Educator, I taught the patients about addiction and strategies they could use to support their recovery."

"They were in there for 90 days," she says. "We had a gentleman who was a dentist, who after his 90 days, was released. Probably four hours after he had left, I received a call from his wife. She was very angry because he had been pulled over and arrested with a DUI. In her mind, treatment didn't work and she had wasted money on it. How could this happen?"



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For me, that was a great question.”

Jan explains that people describe leaving the safety net of treatment as “stepping off a cliff.” When they were in treatment, they went everywhere in pairs and participated in supervised activities. They didn’t have the experience of doing things by themselves.

“I decided I wanted to create an organization that would catch people crossing that threshold. That became SpiritWorks. We guide those transitioning from treatment, providing them with recovery support and we also work with the correctional system in an attempt to smooth the transition for people who are leaving jails and prisons. Our roots are still very much tied to treatment because it was my lived experience.”

Treatment centers provide safe, nurturing and supportive environments. “But then, you’re away from it. There are Twelve-Step meetings and faith-based meetings in the community. Yet, my thought is ‘What are you going to do for the other 23 hours of the day when you’re not in a meeting?’ Or ‘What will you do on day 91?’ That was the impulse behind SpiritWorks. We want to be here for day 91 when people get out of treatment and give them a place to come for those other 23 hours.”

Jan helps people recognize that recovery is bigger than just sobriety. “Sobriety is the entry point. People need to learn how to live and manage life as a person in recovery.”

Recovery management is based on principles of wellness in all areas of life. “If you simply remove the substance, then all these other behaviors pop up,” Jan says. “We engage folks in looking at all aspects of health and wellness, not simply the fact that they are not drinking or using drugs. What are you doing emotionally? What are you doing spiritually? What are you doing physically? Socially? All those come into play when you talk about recovery.”

She stresses that recovery has a beginning, but no end. “It’s a lifelong process. I’ve been in recovery for 28 years and still use a lot of the strategies and tools I learned in treatment. Some say it’s addiction management because that’s what we are managing, our addiction.”

Like any chronic illness, for example diabetes management, recovery management is a continuous process.

“It’s constant. If twenty-some years later, you pick up a drink, your brain is still your brain, then it will process it in a way that alcoholic brains process it. You’ll be in danger of addiction again.”

You’re sober. Now what? Jan explains that she focuses on what brings joy. “That’s what we aim for. We begin to put those things in your life so there is purpose and meaning and a reason to get up every day. The first year of sobriety is the most difficult because you have to change everything. Whatever chemical or behavior that you were using isn’t there anymore.”

She’s seen where many times the addiction develops because of self-medication. “It’s not to get high or feel good, but to not feel bad anymore. You take that substance away and they feel bad. Being able to equip them with tools that support them and help them navigate life on life’s terms is very important.”

A big challenge for Jan and her SpiritWorks team is the education of non-addicts. “Being able to help them understand the nature of addiction and recovery brings compassion and the ability to detach with love. It does not excuse the addict for their behavior, but rather reinforces the non-addict’s desire to support their family member or friend to seek treatment. Just as with any chronic disease, addiction requires understanding and management.”

Jan Brown lives life in recovery and now helps support others with tools and methods so they can too. NDN

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Preserving Williamsburg's Battlefield

By Greg Lilly, Editor

Drew Gruber, a member of Williamsburg Battlefield Association, became fascinated with the Civil War while growing up in coastal New Jersey. "In New Jersey, there're only so many battlefield sites you can visit," he says.

He noticed that many older structures met the wrecking ball in the name of progress. "Demolition for strip malls and such was common in New Jersey. Monmouth Battlefield, which wasn't too far from where I grew up, had a train that ran through the center of it. I didn't understand knocking down one house to put up a new one."

By high school, he became involved in civics. He liked the idea of public speaking, and the role of local government in making decisions that affect the community captured his attention.

"It made sense to me to be involved in the local discussions. With that interest civics and history, I went to Mary Washington College in Fredericksburg for my undergraduate in his-



Lisa W. Cumming Photography

toric preservation. That's where I met Kate, my wife."

College in Fredericksburg put Drew in the middle of Civil War history. "The college is on the Heights that saw several engagements during the Civil War. Driving down Route 3 or really in any direction you went, there was the Civil War. It was phenomenal for me. But, everything was slowly being developed. I was sitting in Fredericksburg watching New Jersey happen all over again. I knew we couldn't

let that happen." Drew acknowledges there is a delicate balance between development and preservation.

"The historic preservation program at Mary Washington incorporated a little bit of everything," Drew explains. "That was exactly what I needed. I was very zealous, but didn't know how to channel that. In that department, we did archeology, architecture, planning and museum study that included conservation. We studied any facet that was involved in the appli-

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cation of history. Any time we had a discussion, we talked the legal aspects: codes and zoning.”

In his senior year, he looked into graduate school. “Virginia Commonwealth’s (VCU) planning department worked closely with their history department. That was the natural next step for me. That’s when Kate and I moved to Williamsburg in 2008.”

While going to VCU, Drew worked at Colonial Williamsburg to help pay the way through school. “I’m still at Colonial Williamsburg today. I’m an administrator for the public history department. That’s cool and very challenging.”

With his long-standing interest in the Civil War and studying historic preservation, Drew began to search out information on the Civil War in Williamsburg. “I found Carson Hudson, who is the Civil War guy in town. I read everything he’s written on the Civil War in Williamsburg. He’s been a phenomenal mentor. One of the first things I did when we moved here was to find the Williamsburg battlefield. As I traversed the battlefield, I had flashbacks to Fredericksburg and New Jersey. That’s what involved me in battlefield preservation here in Williamsburg.”

He explains that technically speaking, the

Battle of Williamsburg happened over 10,000 acres, crossing all three of today’s municipalities: James City County, the city of Williamsburg and York County. “It was a very large battle. It’s been overshadowed since the restoration of Colonial Williamsburg because the colonial era was a very pivotal time period and there is no other Williamsburg. So, the Civil War period is naturally overshadowed. But it was a huge battle, both in the period and geographically. It stretched from Quarterpath Road and 199 all the way to New Quarter Park.”

Most people, Drew says, have always assumed that the battle was in and around Fort Magruder. “That was the center of what was the Williamsburg line,” he adds. “The reason the Battle of Williamsburg is so hard to follow today, you have to get in the car and drive to the next place, is exactly the same reason the battle happened here.” The earthworks redoubts dug across the Williamsburg area were well calculated. The Confederate engineers identified this as the narrowest point on the peninsula and where the major roads came together.

“There are a series of about a dozen earthworks spread out from each other with a huge ravine in the front with the roads converging

here,” Drew describes. “There were tens of thousands of men fighting over 10,000 acres for 14 hours in a driving rainstorm. No way would the battle be controlled in one area. The nucleus was not around Fort Magruder. Several studies from the Park Service, interviews from local residents who continue to find artifacts in their yards and reading Civil War soldiers’ diaries tell us this was a geographically-large battlefield. From the Kingsmill gates at 199 to New Quarter Park is a large battle area that is hard to navigate today unless you’re with someone who understands that. The location has been a hot button issue. We shouldn’t shy away from it, but capitalize on it.”

Drew and the Williamsburg Battlefield Association (WBA) want to help people envision this battle. Being a new organization, the WBA is still determining their direction and specific objectives. They begin with the idea of education and preservation. “We want to educate people about where the battle took place, why it was important and how to find out more about it,” Drew says.

“It was an amazingly interesting and historic battle. We can capitalize on that cultural resource today. We’re building partnerships to

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help us preserve battlefield land. Anheuser-Busch recently gifted 65 acres of battlefield property, which was phenomenal. That only comes about when people have partnerships and talk about battlefields and resources and planning before decisions are made. This is a community discussion about the battle and how we can preserve it and market it.”

For a community, battlefield preservation benefits more than history enthusiasts. Battlefields are open land. “Even for folks not interested in Williamsburg’s Civil War history, battlefield preservation is pivotal to their daily lives. Preserved space becomes a backyard to walk your dog, go jogging...it’s huge for the community. It ensures the community we’ve chosen to live in stays authentic and true.”

Battlefields, besides being a place of reflection and reverence, are community gathering places. “It becomes a community asset. People interact with the land, like playing disc golf at New Quarter Park or running your dogs or having a family picnic – it benefits everyone, not just the history enthusiasts.”

Today, the battlefield experience consists of several Civil War Trail markers. A map is available on-line or at our local visitors’ centers.

“Another great resource for people to experience the battlefield today is Carson Hudson’s book, Civil War Williamsburg. It explains the battle and what happens in downtown Williamsburg during the occupation by Union soldiers.” Also, the Williamsburg Battlefield Association gives tours of the battlefield.

“There are several parcels of property yet to be developed,” Drew explains of future possibilities. “Of the 10,000 acres, there’s about 68 acres of the core battlefield that have been preserved. That’s 68 of 10,000. Of the remaining undeveloped battlefield land, there’s only 300 to 400 acres.”

If deep pocket benefactors were a reality, Drew says the goal would be to preserve those remaining acres and tie them together with a series of trails, interpretive markers and driving instructions. “All of these things become facets of the community. Various neighborhoods would have the land to bike on, to walk and jog on, to bird watch on. In a perfect world, I’d love to see large chunks of battlefield preserved, even if they were discontinuous, but could be connected with a series of trails, markers and maps.”

Even with sections of the battlefield that have been developed with businesses or houses, Drew and WBA would like to work with those property owners to put up a Civil War Trails sign to help people visit from one site to another. “In a perfect world, we’re talking about a series of different parcels pulled together by walking trails and a driving tour.”

This fall, the Williamsburg Battlefield Association wants to invite all of the people who have shown an interest for a general membership meeting to build consensus and conversation about how to move forward in preservation.

“Recently, I had this amazing opportunity to serve on the Board of Historic Resources for the Commonwealth,” Drew Gruber says. “It’s a gubernatorial appointment, a citizen body of folks who come together and do things like work on and adopt the historic highway markers. We also work on creating the appropriate means for preservation to happen, like tools and grants. The board has been a phenomenal opportunity for me because it allowed me to take that young high school student from New Jersey who saw everything disappearing, and come to Virginia to talk about historic resources and why they’re important. For me, I hope my future continues in preservation for the Commonwealth and for Williamsburg.” NDN

Know Someone We Should Interview?

If you know of someone that you would like to see us interview, email a paragraph about this person with contact information to Greg Lilly, Editor.

GregLilly@cox.net

All submissions will be considered.

Next Door Neighbors

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Sherry Kletzly
President of WAAR

There are some changes that will be coming on August 1, 2015, that will affect your settlement statement or HUD-1, and the closing process when you purchase a home with financing. The statement will be called the “closing disclosure”, and one of the new requirements will be a three day waiting period from the time you receive the final closing disclosure to when you actually close. While this provides an opportunity to absorb the realities, logistically it may cause some challenges to the process. The walk-thru (inspection) of your new home is typically done just before closing to make sure it is in the same condition as when you were last there, and any agreed upon repairs have been completed. If anything is discovered that requires further negotiations with the sellers, and causes changes to the statement, the closing would now be delayed an additional three days. If the walk-thru was done three days in advance of the closing it could help that process, but there is still a risk that some changes could have occurred between walk thru and closing. It is more important than ever to get with a Realtor to help you navigate through the process.

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KAYAK

Through September, 2015

Bring your own kayak (BYOK) is a fun monthly program, held every third Saturday through September, from 9 am - 12 noon, at New Quarter Park. The paddle is free with you own kayak or one can be rented from Chesapeake Experience. The rental cost is \$30 and includes kayak, paddles and life jacket. Rentals can be made and paid for on the Chesapeake Experience website at <http://chesapeakeexperience.org/experience/queens.htm>. New Quarter Park is located at 1000

Lakeshead Drive between the Queen’s Lake neighborhood and Cheatham Annex. For directions or more information, visit www.yorkcounty.gov/ParksandRec or call New Quarter Park at (757) 890-5840.

Hey Neighbor!

MOONLIGHT AND MUSIC AT NEW QUARTER PARK

Through September, 2015

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Hey Neighbor!

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June 27, 2015

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July 4-5, 2015

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Through July 15, 2015

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Hey Neighbor! SOCIAL - NETWORKING LUNCH

July 16, 2015

At 12 noon, join us at Tony's All American Grill for a special profit-share networking lunch with fellow young professionals. YEP will receive a portion of all profits from this lunch so let's be sure to have a great turnout! For more information, contact Young Emerging Professionals of Williamsburg, yepofwilliamsburg@gmail.com

Hey Neighbor! SOCIAL - PARTY AT THE POOL

July 16, 2015

From 6-8 pm, join us for Party by the pool at The Pointe in New Town. YEP provides pizza for all, cold drinks, and casual networking. We'll have a donation jar in support of St. Jude, so be sure to come out to have a great time and help kids fight cancer! For more information, contact Young Emerging Professionals of Williamsburg, yepofwilliamsburg@gmail.com

Hey Neighbor! WHAT'S WRONG WITH MY TREE?

July 18, 2015

Freedom Park Interpretive Center, 10 am, open to the public, a \$5 donation is appreciated to make our garden grow. Bartlett Tree Expert Andrew

Koenig will show homeowners how to prevent tree damage, care for new shrubs, and control pests and diseases. Contact Andrew at www.bartlett.com or call (757) 234-0403.

Hey Neighbor! ART IN THE 'BURG

July 18, 2015

Art in the 'Burg brings art into the Williamsburg Arts District every other Saturday (August 1 and 15, September 5 and 19, October 3 and 17, October 31 and November 14) from 10 am - 4 pm at 110 Bacon Ave. The new series of art fairs, sponsored by the Williamsburg Arts District Association, are designed to bring local artists, art and art lovers together in the Arts District. Each event features a variety of local and regional artists and craftsmen in many different media -- from fine art to folk art, from birdhouses to jewelry. Events are free and open to the public. Artists, including performing artists, interested in showing are encouraged to visit www.artintheburg.org, or call Dave Burgdorf at (757) 941-8926 for additional information.

Hey Neighbor! LADIES VACATION BIBLE SCHOOL

July 21-23, 2015

A vacation for your heart as you rest in the Lord, for ladies ages 14 and up. 7-9 pm each night at the New Town United Methodist Church, 5209 Monticello Ave, next to the court house. For additional information, go to the web site www.westgraceministries.org or call Karen Bossieux at (757) 253-7976.

Hey Neighbor! FREE "SPORTS CAMP" FOR KIDS

July 24, 2015

From 10 am - 3 pm, one day "Sports Camp" for kids K thru 6th grade. Team Jesus will be held at Kiwanis Park, Williamsburg. Children will learn about Bible Champions, and the day will include many fun sporting games, worship, crafts and a BBQ lunch. Team Jesus Sports Camp is hosted by Calvary Colonial Kids Ministry, Calvary CW. Register online. <http://calvarycolonialkids.wufoo.com/forms/team-jesus-one-day-sports-camp/>. Call Heidi Barrera at (727) 220-8400 for additional information.

Hey Neighbor! REPTILES AND SNAKES!!

July 25, 2015

At Freedom Park Interpretive Center, 10 am open to the public, \$5 donation appreciated to make our garden grow. Description: Scary, no more! Children can join us for a hands-on journey to observe our native and exotic species of reptiles and snakes. Instructor: James Ewell, Reptile Ranch, Inc. Registration required by emailing sherryapat@yahoo.com.

Hey Neighbor! "TOOLS OF THE TRADE" THEME MONTH

August 1-31, 2015

Jamestown Settlement & Yorktown Victory Center - Interpretive programs in August feature a range of 17th- and 18th-century tools and implements. Program highlights include "On the Riverfront," August 1-2 at Jamestown Settlement, featuring objects used to build dugout canoes and harvest Chesapeake Bay waterways, and "Tools of the American Revolution Seminar," August 15 at the Yorktown Victory Center, with hands-on activities and scholarly topics. Jamestown Settlement is located on Route 31 South in Williamsburg. The Yorktown Victory Center is located on Route 1020 in Yorktown. For information, call (888) 593-4682 toll-free or (757) 253-4838, or visit www.historyisfun.org.

Hey Neighbor! "ON THE RIVERFRONT"

August 1-2, 2015

"On the Riverfront," Jamestown Settlement - As part of "Tools of the Trade" theme month, scrape out a Powhatan-style canoe with an oyster shell and learn about Chesapeake Bay life with crafts and games. Jamestown Settlement is located on Route 31 South in Williamsburg. For information, call (888) 593-4682 toll-free or (757) 253-4838, or visit www.historyisfun.org.

Hey Neighbor! COMPASSION IN ACTION: DALAI LAMA AWAKENING VOL 2

August 7, 2015

Film goers are invited to the welcoming sanctuary of Unity Fellowship Church in Williamsburg to view an exclusive private screening of Compassion in Action: Dalai Lama Awak-

ening, a 15 year realization of American director Khashyar Darvili's newest documentary film which critics and audiences alike are already calling a "shift in consciousness." This one time only screening of Compassion in Action: Dalai Lama Awakening will take place at Unity Fellowship church at 7 pm. Admission is \$10 per person, or \$8 per person for students and seniors. Tickets are available at the door. No one is turned away. 50% of the proceeds will be used to support the World Wide Tour of this film. Unity Fellowship Church is located at 624 Queens Creek Road, just off Penniman Road in Williamsburg. For more information call (757) 5940389 or email unityfellowship@verizon.net.

Hey Neighbor! "TOOLS OF THE AMERICAN REVOLUTION SEMINAR"

August 15, 2015

Yorktown Victory Center - As part of "Tools of the Trade" theme month, this one-day seminar features hands-on activities illustrating period tools and scholarly topics ranging from military engineering to land surveying. Admission to the Yorktown Victory Center is \$9.75 adults, \$5.50 ages 6-12. Children under 6 are free. Museum hours are 9 am - 5 pm daily (until 6 pm through August 15). The Yorktown Victory Center is located on Route 1020 in Yorktown. For information, call (888) 593-4682 toll-free or (757) 253-4838, or visit www.historyisfun.org.

Hey Neighbor! RESPITE CARE BENEFIT LUNCHEON

October 7, 2015

At 11:30 am at Williamsburg United Methodist Church, catered by Carabba's Italian Grill. Menu includes your choice of Chicken Marsala, pasta, salad, bread, iced tea, and dessert. Tickets must be purchased in advance for \$18 each. All proceeds support Respite Care of Williamsburg United Methodist Church which offers an enriching, social afternoon program for adults with special needs, in a safe and supportive environment, while providing a break for their caregivers. Contact: Carolyn Yowell, Executive Director, Respite Care of WUMC, (757) 229-1771.

Williamsburg's
IN THE
NEIGHBORHOOD
photo challenge

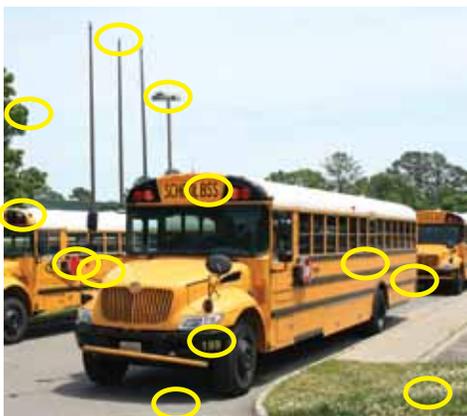
FILL'ER UP
AT THE
WILLIAMSBURG-
JAMESTOWN
AIRPORT

Find the 12 differences between the original photograph (top) and the altered photograph (bottom).

Enjoy!

Look for the answers
in the next issue of
Next Door Neighbors

JUNE 2015
In the Neighborhood
Photo Challenge



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