

November 2010

WILLIAMSBURG'S

# Next Door Neighbors®

VOL. 4, ISSUE 11

Discovering the people who call Williamsburg home

PRICELESS

## What We've Learned

**Bernie Ngo**  
on Self-Reliance

### **BUSINESS**

**Michelle Manfred**  
TNCC Workforce  
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We tried something different with this issue so I hope you will enjoy it. Instead of assigning our writers to interview individuals within our community, we asked those individuals to share their thoughts with our readers directly. Our writers have provided the introduction to each story allowing you to learn a little bit about the folks who contributed to this issue, but the words themselves belong to the locals who agreed to participate.



Meredith Collins, Publisher

To help you better understand the nature of this issue, I share with you the email we sent to these individuals requesting that they take part. For the purpose of explaining this concept to you, I have used Bernie Ngo's email as an example:

Dear Bernie,

*I am writing to request your participation in the upcoming issue of Next Door Neighbors titled, "What We've Learned". For this issue I have selected a cross section of Williamsburg residents, including you, and I am asking them to share their thoughts and experiences relating to a specific, one-word topic. Each of the topics is what can best be described as a principle or core value, such as Commitment or Honesty.*

*The format of this issue will be slightly different from previous ones. One of my writers will contact you to find out a little about you on a personal level (background, profession, etc.) in order to write a short introduction, and a photographer will schedule a time to take your photo. In addition, I would like for you to consider the one word principle I have given you and take a little time to write down some of your thoughts on the subject.*

Your word is: SELF-RELIANCE

*We ask that you share 10 to 12 thoughts - they can be bullets, sentences or paragraphs - about what this word means to you. The more you can relate it to your life experiences the better. The idea is to illustrate for the reader the things you have learned about self-reliance in your life and why it is important to you. Your comments can be philosophical, humorous, or explanatory in nature. They can touch on one experience or a dozen experiences. They can express real life moments where you learned about the importance of self-reliance, reflect something you have read, or simply come from your observations as you have made your way through your own life. All submissions will be gently edited for continuity, clarity, and length, as needed.*

*We want this issue of Next Door Neighbors to be one where people will take a few moments to reflect on their own lives and our hope is that each of the individuals we have asked to contribute will share some of the knowledge they have gained from their own personal experiences to benefit others.*

The submissions we received were each unique in their own way. Some provided short sentences to express their thoughts. Some wrote lengthier paragraphs to fully explain the points they wanted to make. Many of them tapped into their past, finding dormant memories that gave definition to their words perfectly, sharing some of their personal lessons in life.

I was uncertain as to how all of this would come together since this is the first time we have done this. As I began the editing and production process, however, I was quite pleased. The contributors have provided us with wonderful insight into their personal interpretations of the word they were assigned through their own stories and snippets of wisdom, which appear in italics.

Read on and see what your neighbors say about the character words they were assigned! NDN



Cover Photo by Lisa Cumming

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# SELF-RELIANCE



## Bernard Ngo

President,  
Williamsburg/Gloucester  
SunTrust Bank

*Introduction by Lillian Stevens*

Ten years ago, Bernie Ngo was named President of SunTrust Bank of Williamsburg/Gloucester, the financial institution he has served in progressive capacities ever since his 1984 graduation from the University of Virginia. Armed with a Degree in Economics and a passion for finance, Bernie took a position at the venerable bank where – over the span of his 26 year career – he has moved up through the ranks from branch manager to president.

Born of parents who came to the United States from China in search of educational opportunities and a better life, Bernie is the first generation of his family to be born in America. He learned first-hand from his parents the value of hard work and self-reliance; he worked summers at Busch Gardens to pay for his tuition at the University of Virginia. It was at Busch Gardens that he met his wife, Tammy, an alumna of Christopher Newport University.

Quick to credit his parents for teaching him the essentials of personal finance, Bernie hopes to someday see taught – or even teach – some sort of “Finance 101” in our local schools. He worries that society’s youth are coming out of high school financially unenlightened, lacking the tools to manage their own finances, balance their own checkbooks or keep good financial records. In addition to basic literacy, he believes

that today’s young people need more guidance in terms of the morality of finance – the importance of giving back to a community.

Bernie feels very strongly about contributing to the Williamsburg community and serves a myriad of local organizations: the Williamsburg Community Health Foundation, James City County Economic Development Authority, the United Way of Greater Williamsburg, and his alma mater, Walsingham Academy.

He and his wife celebrate their 25th wedding anniversary next year and are the proud parents of three children, one at the University of Virginia, one at James Madison University and the youngest is a senior at Walsingham Academy. Bernie’s parents are retired and live in Williamsburg. The family considers the community “the perfect place to raise a family.”

### Self-Reliance

*It has taken various twists and turns in my life often meaning different things to me over the years. In college, self-reliance meant working enough hours at Busch Gardens at \$2.50 per hour to pay my way through. I only had to think of myself and back then, my needs were very short*

*term. Did I have enough money to fill my tank with gas, or have enough money for a drink after work at “Adams” now the “Bones” restaurant on Rt 60?*

*Over the years and through raising a family, I now realize self-reliance takes on a new meaning. Not only does self-reliance require the need for you to depend upon yourself but equally the need for you to depend upon others for your success.*

*I often think of self-reliance using a few easy to remember words:*

*-Ego is not conceit but the ability to believe in your abilities to succeed in anything that you do.*

*-Empathy is the ability to listen and sincerely care about all the people around you.*

*-Enthusiasm is the positive attitude that you portray. In today’s uncertain economic time, this is extremely important.*

*-Excellence is the never ending pursuit of doing your best and the commitment to constantly improve yourself.*

*If you were the sole person on this planet, self reliance is vital for your survival. In today’s complex and often confusing society, self reliance can only get you so far...I sincerely believe that we are all interdependent and it is the giving and sharing with others that leads to our ultimate success and well being. NDN*

# ACCEPTANCE

Acceptance has been the ladder in life that has allowed Adrienne Benbow to attain her dreams. Adrienne has high expectations of herself and encourages the same of others; she also advocates appreciation and respect for where you currently are in your life.

Born in Jamaica, she moved with her family to Canada at the age of seven. When she was 15, her parents chose a warmer climate and moved to Florida. A few years later, Adrienne became a citizen of the United States.

"Many people are surprised when they find out where I was born," Adrienne says, as she does not have a Jamaican accent. However, Adrienne smiles in response noting there would be no doubt as to her heritage if they heard her parents speak as their accent is still very strong.

After earning a Bachelor of Arts in Psychology, Adrienne moved to Virginia and attended Regent University where she received her Masters Degree in Counseling. She worked in the foster and community care and drug addiction fields for 10 years and decided it was time for a career change.

Not long thereafter she met her husband, Charles. They met through a friend who told Adrienne they 'would be perfect for each other'. The couple married in February of 2000 and will celebrate their 11th anniversary soon. Besides being 'perfect for each other', the two also independently shared a dream of owning a business, and inevitably, the two united their aspirations when they were presented with an opportunity to invest in The Coffeehouse.

"It has been challenging and rewarding,"



Lisa W. Cumming Photography

## Adrienne Benbow Owner, The Coffeehouse

Introduction by Rosemary Van Houten

Adrienne says. "I am thrilled to meet people from all walks of life."

Though she is frequently seen smiling, in fact has been dubbed 'Sunshine' since childhood, Adrienne admits one of her biggest challenges as she ages is that she has become more mindful of death. "One day you see them, the next day they are gone," she says, of everyday

people in her life, from church, and The Coffeehouse. Spending time with family and friends is one of Adrienne's greatest joys and foremost in her life.

Living by the golden rule is also important to Adrienne. "Do unto others as you would have them do unto you," is a quote she keeps constant in her mind as she lives her life.

### Acceptance

*For most of my life, I have lived in neighborhoods that were predominantly Caucasian. I quickly realized that many people judged me first because of the color of my skin before they saw my character, or my personality. I have been ridiculed for being too dark skinned. Even when people come into The Coffeehouse, they are surprised when they learn that my husband and I are the owners.*

*But, I realize that even if others do not have high expectations of me, I must have high expectations of myself. And in turn, my goal is to encourage others to have high expectations of themselves. This can only occur if I can accept others where they are presently in life. I have met many people in my life that were not beautiful as the world portrays beauty, but they were strikingly beautiful within. I have learned that speaking negatively about people, only reveals my own insecurities. I have learned as an employer to treat people with respect and not to belittle them in any way. Everyone has their strengths and their weaknesses. My goal is to focus on individuals strengths, and to help them minimize their weaknesses. Meeting the challenges of life expectancies can be overcome by obeying the golden rule, "Do unto others as you would have them do unto you." NDN*

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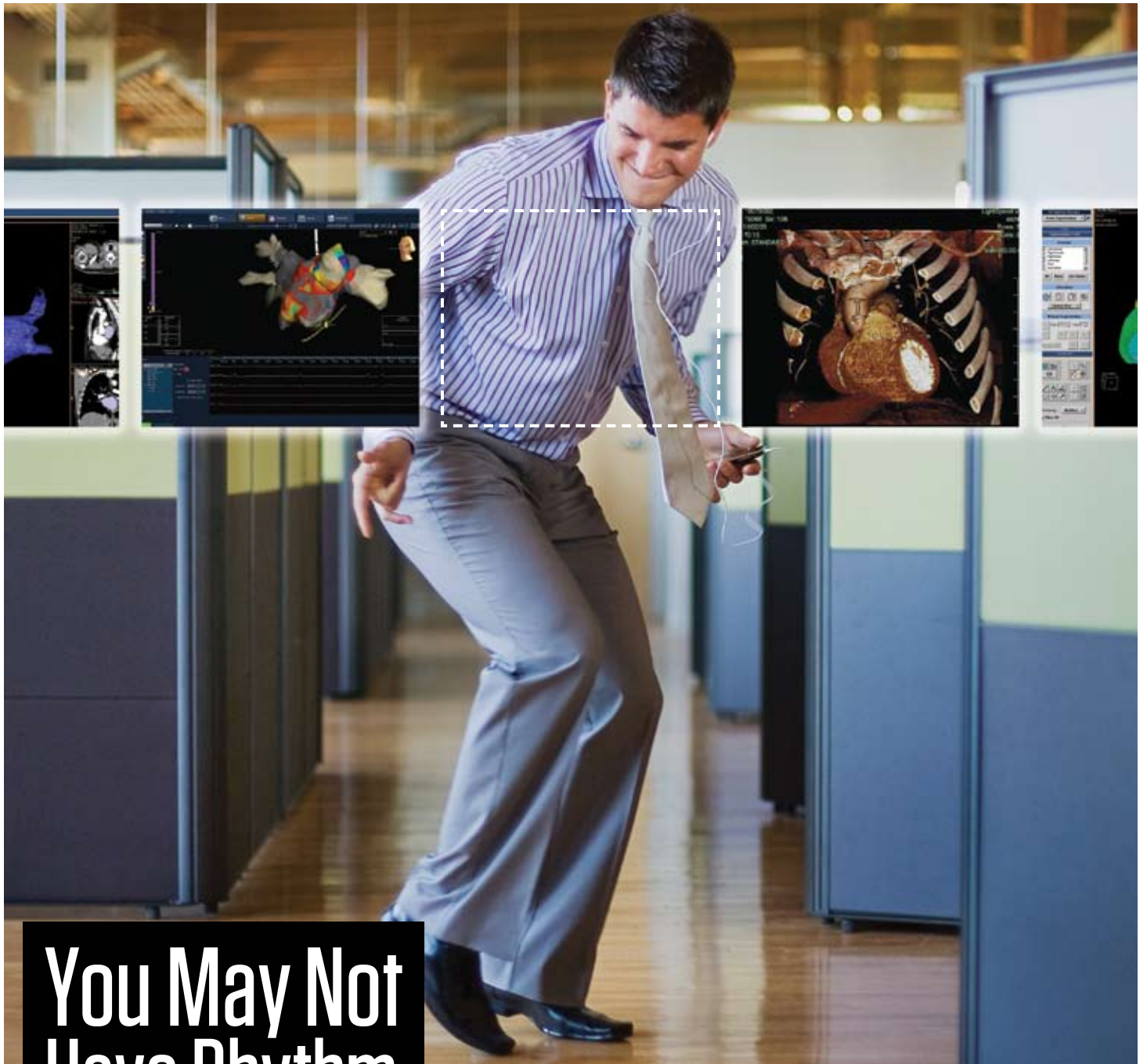


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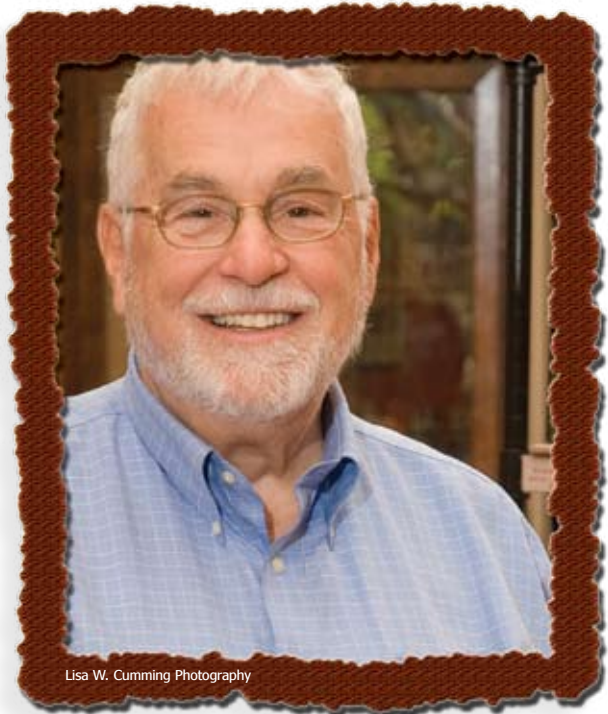
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# COURAGE



Lisa W. Cumming Photography

## Don Harris

Owner,  
La Tienda

*Introduction by Linda Landreth Phelps*

Courage is a precious coin with two sides. One aspect is physical courage, bravery in the face of physical pain, hardship, or even death. On the obverse of the coin lies moral courage, the willingness to stand alone, tell the truth, and do the right thing no matter what. Don Harris, retired chaplain and current Williamsburg business owner, has seen all sides of courage.

Don was raised in Boston, Massachusetts and moved to Williamsburg to join

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the Class of 1957 at the College of William and Mary. "That was back when Williamsburg was really a small, peaceful town," Don says. "That's what I was looking for and I found it here. My roots are deep in Williamsburg, but I traveled a good bit as part of my Navy career. My wife, Ruth, (also a William and Mary graduate) and I spent a lot of time in Spain, and the last of our three sons was born there."

Instead of living at the base in Rota, they decided to settle in the town next to it so they could get a taste of Spanish life. "We drove everywhere whenever we could and just fell in love with the country and the culture," Don says. "The families there are typically very close and their children are cherished. The average age that a young man leaves his home to establish his own family is 29. Spaniards love good food and good conversation, and a fine meal lasts for hours."

In his role of Chaplain, early in his Navy career Don created a program which sought to fill the spiritual and psychic void he found in many of the courageous young men who came to him during the Viet Nam years dealing with drug addiction and scars from abuse. Don, utilizing his education in psychology and using contemporary music familiar to his Sailors, based his therapy model on the Cursillo movement sweeping the Christian community.

This innovative program was effective but unfortunately stepped on a lot of territorial toes. Some clergy didn't see how Janis Joplin or the Beatles could possibly be beneficial to these individuals.

Don eventually retired from the Navy with the rank of Captain and the family returned to their Williamsburg roots. He took a position with Bruton Parish as Chaplain to William and Mary students and Ruth was hired by the college as a music librarian.

Ruth's brush with breast cancer in 1995, a formidable disease that requires courage no matter what outcome is predicted, convinced the couple that they wanted a job where they could work together. The Internet marketplace was just taking off and they decided that they could blend business with pleasure by importing and selling hard to find wine, food, and other products made in their beloved Spain. That decision led to a successful Internet company called La Tienda, and then to their opening a retail store on Jamestown Road.

Don's newest project, a book of essays and luscious photographs called *The Heart of Spain: Families and Food*, is due for publication this month.

**Courage**

*The most rewarding part of my 26-year career*

*as a Navy Chaplain were the times when I was able to help a young Sailor or Marine as he confronted the painful background that motivated him to join the service. His home may have been scarred by alcohol and drugs, abuse, or neglect, yet he had the courage to walk away from a difficult situation and seek a better way.*

*It is hard to express the joy I felt in supporting young Sailors and Marines as they fashioned better lives. Most people would not think of them as heroes, but they were nevertheless; and I am sure that many teachers and counselors would join in my appreciation of their courageous efforts.*

*Similarly, when I meet with some of the Spanish families who supply products to our company, La Tienda, I am aware of another kind of courage. Many endured a childhood drenched in the horror of a civil war, followed by years of near starvation during and after World War II, yet had the courage and resilience to start again. As I enjoy the hospitality so generously offered by one of these families, I often feel humbled by what they have endured and accomplished.*

*A different kind of courage is required today in the current climate of moral relativism - the courage to stand up for what we believe and resist being swayed by the various winds that blow. For each of us it requires a time of reflection to sort out the fundamental truths and then have the courage to stand up for them.* NDN

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# COMPASSION



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## Cindy Freeman

Director of Early Childhood Music School,  
Williamsburg United Methodist Church

*Introduction by Linda Landreth Phelps*

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Quaker, colonist and philosopher William Penn said these words about demonstrating compassion: "If there is any kindness I can show, or any good thing I can do to any fellow being, let me do it now, and not deter or neglect it, as I shall not pass this way again."

Compassion, a concern for others' well being, is not always comfortable or peaceful since it often leads to strong emotions that stir the heart. But when those emotions are directed correctly, they compel us to action. Cindy Freeman, Director of the Early Childhood Music School and Associate Director of Music Ministries at Williamsburg United Methodist Church, is sincerely passionate about music education. Cindy has focused her lifelong efforts on providing that education to children in all economic circumstances because she believes that music can transform lives. For her, it has been both a joyful blessing and a career choice.

Cindy was raised by parents who embodied the virtues of thrift and sacrifice. Life on a dairy farm near Syracuse, New York was a daily challenge, and though she and her three siblings were never in need, they occasionally found themselves in want. But as difficult as things were financially at that time, one thing that was always prioritized was music lessons. Somehow her mother (who had scrimped as a young, single woman to pay for her own vocal training) always managed to find enough disposable income to pay for piano instruction for her children. Music was their favorite family entertainment and songfests and hymn sings were common as Cindy grew up. When the time came, scholarships and student loans helped her to leave the farm to attend college.

"I was recruited by Greensboro College in North Carolina. They had a great music department and I thought it would be interesting to go to



school far enough from home that I would experience a different culture. North Carolina certainly was different from New York!" Cindy says with a laugh. "After I graduated, it took 10 years to pay off my loans, but the education I received was priceless."

While in school, she met her future husband, Carl, who was then an aerospace engineering student working as a co-op at NASA in Hampton, Virginia. They married on New Year's Day in 1972. As newlyweds, Cindy taught music for schools in Northern Virginia while Carl worked at Dahlgren's U.S. Naval Weapons Lab. Eventually Carl accepted a position with NASA and they returned to Hampton, where Tracey, their daughter, and Brian, their son, were born. It was then that Cindy's career shifted from schoolteacher to church music ministry. Lately, she has added yet another career.

"I finally wrote my first novel, a lifelong dream," Cindy says. "It's called *Diary in the Attic*, and is available on Amazon.com and in local book stores. It's not in the league with Mary Higgins Clark, but it's a start!"

Cindy's days are very busy, as are her husband's. Carl started his own technical business, Camus, Inc., in 1982, and between their two packed schedules they often find it hard to find time to visit their grown children and grandchildren. Retirement is still a long way off, but even then music education will probably be a part of Cindy's life, no matter her professional title. Somehow she will always find a way to continue to bring music into the lives of others.

### Compassion

*- Compassion is one of life's great motivators. The path of my life's work has been a direct result of compassion. Compassion for children from all walks of life and a yearning to feed their natural musical hunger has greatly influenced my professional choices.*

*- Throughout the thirty-eight years of my career, I have witnessed the gradual demise of music's importance in the education of children. Yet, research continually supports its benefits - not only in sustaining children's interest and in developing their musical intelligence - but also in enhancing their general academic achievement and ultimate well-being.*

*- Although I grew up in poverty, my parents valued music education so much that they made it a priority for their four children. They sacrificed modern conveniences, vacations and even store-bought clothes for our piano lessons. They made sure we sang in the choir of our little country church. Some years we were the choir. Throughout my childhood, every family gathering included live music-making.*

*- Recently, I received a letter of appreciation from a couple whose three children have been students in the Early Childhood Music School (ECMS) for a number of years. The oldest, now eight, is enrolled in one of our Keyboard (group piano) classes, having started his musical journey as a toddler. Because of a financial set-back, the parents were feeling compelled to withdraw their children from the school. They knew that they did not qualify, technically, for financial assistance. However, the ECMS Board and I felt compassion for them and granted scholarship assistance. Far from pity, our compassion was motivated by the assurance that these parents fully comprehend the importance of quality music education in the lives of their children. Because they have dedicated significant time and financial investment for several years, we felt confident that the financial support would not be wasted on this family.*

*- My concern for children's inherent need to be musical is rooted in the realization that, had my formative years not included music education, my life would be sorely deficient. It certainly would have turned out differently! Compassion motivates me to facilitate music education opportunities for as many children as possible, not so they can compete on American Idol, but so they can grow into well-rounded human beings who just might "pay it forward" because of their compassion. NDN*

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# INTEGRITY



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## James S. Kelly

Retired

Colonel, U.S. Marine Corps  
William and Mary Alumnus

*Introduction by Lillian Stevens*

Around Williamsburg, Jim Kelly is known as one of William and Mary's most popular local alumni. He and his wife Bev (William and Mary '53), both former William and Mary Homecoming parade marshals, are well-known fixtures in this town which they have lived in and loved for over five decades. Perhaps one of the College's most enthusiastic ambassadors, Jim is without a doubt one of its most dedicated long-time civil servants and administrators, having served his beloved alma mater and five of its presidents for some 48 years before he retired in 2002. Over the years, he held positions ranging from Alumni Secretary, Society of the Alumni, to Director of Development, and then Assistant to the President and Secretary to the Board of Visitors. Prior to his retirement, Jim was recognized at Commencement with the prestigious Algernon Sydney Sullivan Award.

Lesser known, perhaps, is the fact that Jim is also a retired Colonel from the United States Marine Corps. Jim sets an example for us all by living the core values he learned in the USMC: honor, courage, commitment.

Jim and Bev have raised three children including a son who died soon after his graduation from William and Mary, where a tennis scholarship bears his name. Their daughters are also alumni of the college. The Kelly's

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are the proud grandparents of three grandsons and one granddaughter. Very active locally, Jim serves as a Trustee at Bruton Parish Church. He has also served as the president of various organizations ranging from the Williamsburg Area American Red Cross, Colonial District Boy Scouts of America, and the Williamsburg-James City County Chamber of Commerce. He is a former Trustee with the Jamestown-Yorktown Foundation.

**Integrity**

*Definitions of integrity are often intertwined in moral phrases, and that's not entirely wrong. But this word is best understood by examples and from mentors, if a person is to be sainted with that titled noun. Occasionally, there are events or places that remind us of a moment that we experienced when integrity was present, or at least very near.*

*-The closing of the tunnel under Jamestown Road (aka, Alvin's Alley) was one such event for me. Years ago, then William and Mary President, Davis Y. Paschall, would – in his welcome remarks to freshmen – remind them that the safest way to cross Jamestown Road was to use the tunnel. Then, with a Paschallian twinkle in his eye, he noted his possession of a private fund that permitted him on occasion to leave a ten dollar bill in the tunnel. Anyone finding the bill should bring it to the President's office and it would be matched. The challenge was repeated annually. One fall afternoon a young man presented himself in the President's office with a ten dollar bill, requesting audience with Dr. Paschall. I was present and suddenly filled with great expectation – for here was the campus' greatest storyteller being confronted by the bravest liar in the freshman class and I had a front-row seat! Unfortunately, I was thoughtlessly excluded from the interview but in a few minutes the young man left with a pat on the back and one of the president's ten dollar bills. The President made some remark about the likelihood of the visitor ending up either in jail or the CEO of a large corporation. I ventured a suggestion that our leader should share some of the guilt. He only responded that they'd had a very good talk. Several days later, President Paschall received an envelope with ten dollars enclosed and he made sure that everyone in the office saw the contents. So the question was "who got the message?" Well, Dr. Paschall never repeated his challenge and I have reason to believe that the few words the freshman shared with the college would be a life-remembered experience.*

*So, what is Integrity?*

*-Integrity in action is a groundskeeper at the college finding an envelope filled with cash and giving it to the campus police. When asked why, he said "it was not mine".*

*-Integrity is a mother refusing her son's request to tell the insurance that the damaged rear end of his car was the result of hit and run and not his own reckless backing.*

*-Integrity is the almost weekly meeting in former president Timothy Sullivan's office when, after all sides were heard, President Sullivan said, "Now this is what we're going to do because I really believe it is the right thing."*

*-Perhaps integrity is best defined as the former president said: This is what we're going to do because I really believe it is the right thing. Integrity is, after all, a personal decision and often not the opinion of the majority. However, it is the men and women of integrity about us that do enhance the character of our lives and are the rebar of our institutions.* NDN

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# HUMOR

Nancy Paschall was born during a tumultuous time: the Vietnam War was escalating, and her father worked for the military as a navigator flying P-3 surveillance planes. "I just thought war was normal because I was born during a war," Nancy reflects. "I just thought that's what everybody did, that everybody's father was somehow in the military."

Nancy's somber entrance into the world may seem at odds with the word humor. But then again, humor is often one of the most effective tools we have for coping when faced with challenging circumstances. Nancy finds this to be true in her own work as Executive Director of the Williamsburg non-profit, Dream Catchers, a therapeutic riding center that offers lessons to children and adults with special needs. "I think that your attitude is what you make it," Nancy explains. "The kids at Dream Catchers look at the world differently; they challenge your perspective, and humor plays a big part in that."

For the children who visit Dream Catchers, sharing their sense of humor serves as a way to normalize themselves in the eyes of the community. "A lot of people look at these kids and feel sorry for them," Nancy says. "And that's not what they want, and that's not what their families want. Their parents want them to be accepted as part of the community. Even the ones with profound disabilities have a sense of humor; it's subtle and it's not in-your-face like a comedian, but it's there, and that's a rich part of every day."

Growing up in a military family, Nancy picked up the travel bug early. She spent much of her young life on-the-go, her father's assignments taking the family as far west as California and also across the pond to England. Nancy considered Virginia Beach to be her hometown in a loose sense since it was the city where she



Lisa W. Cumming Photography

## Nancy Paschall Executive Director, Dream Catchers

Introduction by Rachel Sapin

spent the most time growing up. She continued her travels as an adult, working for a time as a rancher in Wyoming and as a horse-trainer in Texas. "I was a policy analyst for the state of Virginia at one point," she laughs. "There's not a lot of humor in that. When I came to Dream Catchers, what was really important to me was the culture. And the culture had to be one where people enjoyed coming to work everyday: part of that is humor."

In her own life, Nancy has found humor to be an essential buoy to the challenging but rewarding nature of her work. "There's a lot of friendly teasing and joking here at Dream

Catchers," she explains, "but we also take our jobs very seriously. I'm really glad to work at a place where a quirky sense of humor is appreciated. It's a great fit for me."

### Humor

*This I believe: humor is one of those intangibles that connects us - as a comment on the human condition, it requires us to pay attention to the world around us. One of my favorite things about working at Dream Catchers is our kids have a gift of seeing things in a way we can't. They make unique connections that are obvious to them.*

*For example, Alexander, who was in an article in Next Door Neighbors last month, decided we needed a mongoose after a horse was bitten by a snake several years ago. A mongoose! Really, who would think of that?*

*The language the kids at Dream Catchers use is like that. One little girl describes the horse she rides - my horse, Bart, as "the wiggliest wiggliest horse ever!" One of our kids loves to tease his instructor by calling her "Old Lady". She is always threatening to kiss him. This young man, who is losing his ability to speak due to a progressively disabling disease, can be difficult to understand...yet his sense of humor comes through in what he can say and in his facial expressions.*

*One of the ways I express my sense of humor is through my dog, Zeke. He has his own Facebook page, and I often express my wacky sense of humor in his voice.*

*I think humor is the "grease" in tough and stressful situations. I use it to tell truths without confrontation or provocation. Laughing and joking are ways to relieve stress and create and strengthen bonds. People who can laugh together can solve problems together.*

*My dad always told me "if you don't like what you do, no one else will either." I believe that part of liking what you do is liking who you do it with, and humor is vital to that equation. NDN*



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# FAITH



**Gerry Poriss**  
Resident,  
Chambrel of Williamsburg

*Introduction by Ryan Jones*

**W**hat is faith?

For centuries, men and women of all creeds and philosophies have reached out to grasp a deeper understanding of this oft-repeated word. The Bible says that “faith is the substance of things hoped for, the evidence of things not seen.” If you’re ever in the mood for a good conversation about things spiritual and don’t mind questioning the old notion that ‘seeing is believing’, you might try sitting down for a visit with Williamsburg resident, Gerry Poriss. The former Illinois native has catalogued dozens of faith-filled experiences throughout her life that have strengthened her resolve to reach for higher levels of commitment and understanding.

“For me, faith is the joy of believing, of trusting and knowing there is a God,” Gerry says. “He is the one who created us, who loves and forgives us, who sustains us through every hour and every day of our lives. I have come to this realization over time as I struggled through seasons of adversity.”

Having grown up during the Great Depression, Gerry remembers living a typical life despite being subjected to poverty and poor health. “I attended college, became an art teacher, married, and lived happily ever

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Virginia is one of the few states that now allows **multi-generation trusts**. The underlying message parents leave to their children in a multi-generation plan is: “You will inherit enough money to get all of the education you need, perhaps pay a mortgage on your home or start a successful business. But, you will have to continue to work hard, have your own career or important duties as a homemaker and shop on your OWN dollar. Our (my) wealth will be there for your NEEDS, not your WANTS! And, at your death, what is remaining in your fund will be held for your child(ren) under the same terms and conditions as the trust share that was established for you.”

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after," she says. "I even published a book and became a recognized artist! Then I was diagnosed with glaucoma when I was 47."

For Gerry, faith has been a wonderful journey toward the edge of the unknown and beyond. It has been a sustaining witness that good will comes from whatever life brings. Having endured everything from the anxiety of critical medical procedures to driving twenty miles from the doctor's office with failing eyesight, it seems there might be more to Gerry's faith than meets the eye. In fact, for Gerry, the verdict on living a faith-filled life is finally out: Not seeing is believing.

## Faith

*It is not easy to put into words what is, basically, an inner feeling that SOMETHING that resides within us is a part of us. That which we call our faith.*

*I came to this realization through adversity. I was baptized and brought up in a Christian home, attended church [on an irregular basis] with my parents; lived the life of a typical American Protestant. I attended college, became an art teacher, married and lived happily ever after. Until...*

*One day, at my ophthalmologist's office, I was diagnosed with glaucoma, an eye disease that causes extreme eye pain due to high pressure of fluid in the eye. (Normal pressure is around 19. Mine was 60.) Left untreated, glaucoma destroys sight. It is usually found in older people; I was then 47. Leaving the doctor's office, the tears flowed from my eyes in a blinding stream, worsening the blurriness I experienced from the medications he had put into my eyes during his examination. I had twenty miles to drive before I got home. I could barely see the colors of the stop lights, let alone the rush-hour traffic. I found myself in panic and near despair. I cried aloud to God to help me. I was too upset to think of any formal prayers. I just kept talking to God in constant anguished pleas for Him to get me home safely. If I recognized a red light, I stopped. If I thought I saw a faint green light, I drove on. I could not tell how close I was to the car in front of me. I could not tell if there were cars in the intersections. I truly believe I got home safely simply because God "drove" for me; there is no other way I can explain it. Once there, I knew just how much God loved me. It was then I realized I had to start to change my life; to believe in Him wholeheartedly; not just on an occasional Sunday morning.*

*Surgery and medication cured my glaucoma. But I had more challenges! At 64, I was diagnosed with kidney cancer. Despite the odds being against me, I knew I would recover. I knew because of my complete faith in the power of prayer. Women of my church prayed fervently during the long hours of my surgery. I really felt their prayers; I knew I was in God's hands.*

*I think God has given me a survivor's gene! To date, I have had sixteen surgeries - five of them for my eyes alone. Every morning when I awaken, I thank Him for another day of life.*

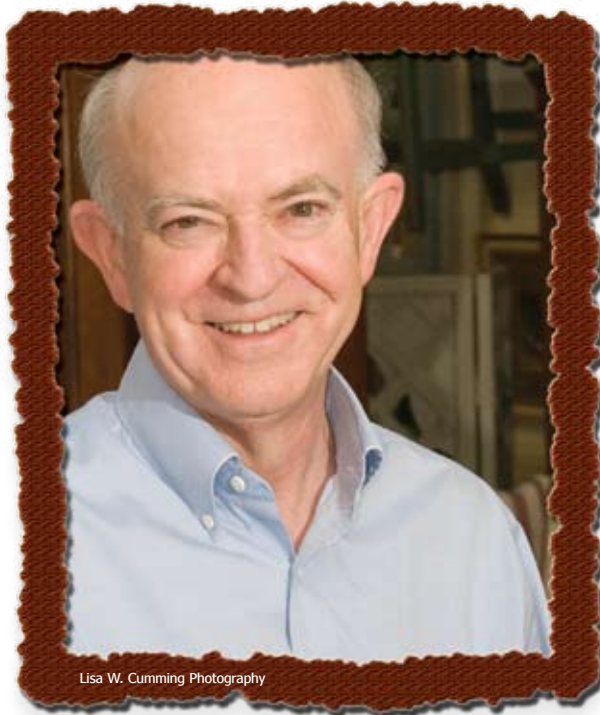
*Is living a faith-filled life easy? NO! My life is filled with more challenges than ever. I am losing my sight to macular degeneration. I have a number of other age-related ailments; I live in pain and discomfort. My mobility is gradually decreasing.*

*All this has changed me. It has given me more empathy for others. I try to help where I can. I live at Chambrel which has an in-house TV program of information for all residents. For those whose sight is compromised, there are volunteers who read the daily information aloud every morning. I am one of them. After the death of my husband, I became a Stephen Minister, trained to help others cope with their loss.*

*In faith, I pray daily for the strength to endure and ask others to remember me in their prayers. I say prayers of thanksgiving to God for His many blessings: for friends and loved ones; for the beauty of His creation; for our free country; for life! And now, as I near the end of my life's journey, I am content. I have loved my life, but oh, how wonderful will be my eternity!* NDN



# GRACE



Lisa W. Cumming Photography

## Ken Heckle Manager, Williamsburg Antiques

Introduction by Rachel Sapin

Williamsburg Antique Mall manager Ken Heckle grew up appreciating the simple things in life. Although born in Portsmouth, Virginia, Ken was raised in Georgia from the age of four. "I lived out in the country," he explains. "I was raised around family, farms, and the church." Through a rich career in the Army transportation corps that included an assignment in Heidelberg, Germany, Ken discovered a passion for antiques that eventually led him back to Virginia.

When he learned that an antique mall was opening in the Williamsburg area, Ken and his wife initially planned on applying as dealers; however, Ken was hired as assistant manager before the mall opened and manager in 2008 when his boss, Maggie Rawlings, retired. From the beginning, the mall quickly became prestigious for its one-of-a-kind wares. His passion for preservation coupled with experience in antique marketing and sales made him a good fit.

"I just have a love for old things, things of the past that really define what America is," he says. Ken is especially interested in the myriad of technological changes that have occurred through the years, and how those innovations are reflected in the everyday items we use in our homes.

"I have an interest in seeing history preserved, and certainly this is one of the best ways to see that preservation take place," Ken remarks of his desire to see obsolete objects get a second life. "We provide a venue for dealers who have similar interests to be able to sell their merchandise in a setting that minimizes the amount of

time that they have to spend here at the mall, so that they can spend more of that time buying and preparing for the resale of items."

When it comes to grace, Ken is not only a spokesman for the word because he facilitates giving objects that might otherwise end up in landfills a second grace; he also practices what he preaches. When I called in for our interview from Colorado - two hours behind the 11:00 a.m. Virginia-time we had agreed to - Ken for-

gave my error and we ended up having a wonderful discussion about his background and interests.

But enough about Ken. As he so thoughtfully explained during our interview, "There should be minimal about me and really more about what grace means because that's what's important." Ken's personal experience with the word has made him a firm believer in grace being "practiced, shared, and passed on."

### Grace

*-Grace has several definitions, but the one that means the most to me is unmerited favor; something given without expecting anything in return. You can't earn it or repay it.*

*-Grace is a sweet voice above the daily noise and confusion that life brings.*

*-A story is told about Henry Ford learning that one of his senior executives had made a serious mistake that had cost the company a lot of money. Another senior executive had the first appointment of the day with Mr. Ford after he had learned about the mistake and was apprehensive about the meeting; however, Mr. Ford said to this executive when he entered the office, "I guess you heard about our friend." He continued, "I've considered the large amount of money he has made for us in the past and think we ought to forgive him, don't you?" While this story of forgiveness is nice, it seems to be based on someone doing more good than bad. Grace is not like that. It is completely unconditional.*



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-My uncle, Gailard Carter, was a doctor in a small rural southern town that was predominately a farming community. His medical practice at the time was in a former bank and had a large waiting room. I visited my uncle frequently as a young boy and the waiting room was always packed. My uncle treated all types of medical conditions and people from different racial and socio-economic backgrounds, but primarily he treated his patients as human beings. He was gentle and kind, charged little for his services and nothing if a patient couldn't pay. His home served as an after-hours clinic and most evenings and nights people continued to come. He never turned anyone away. What a great lesson for me to see this gentle man at work, consistently showing me example after example of grace.

-Carl Jackson, my paternal grandfather and a farmer, also was a man of grace. He often provided food to people who would have otherwise gone hungry and delivered free wood to people for fireplaces in winter that would have otherwise been cold. Only at his funeral did I learn the extent of his giving to people as story after story was told of his grace, helping those who couldn't help themselves.


-Grace is the basis for my relationship as a Christian with God through Jesus Christ. It's an unfathomable gift.

-Grace is something we all have the capacity to give, but I've witnessed it most in the very young and the more seasoned. The very young because more often they still have pure motives, and the seasoned because they have had a lifetime of experiences, learned to be more tolerant, less judgmental and better understand the need for grace.

-Grace is impossible without love and mercy. The expression "I fell in love" sounds like an accident has occurred. Love and mercy are decisions we make to the benefit of others, not accidents.

-Grace is about relationships, not rules, and we need to be seasoned with grace as we deal with others and strive for consistency in how we treat them. Too often we are ready to receive grace but slow to give it. Grace is putting others first, it must become a lifestyle.

-John Newton, who wrote the hymn, Amazing Grace says it best "Amazing grace! How sweet the sound, that saved a wretch like me! I once was lost, but now am found, was blind, but now I see."

-We all need the kind of grace John Newton wrote about and likewise we need to be willing to freely give grace to others. 

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# FORGIVENESS

## Mark Morrow

Pastor,  
CrossWalk Community Church

*Introduction by Meredith Collins*

It would be completely understandable if one were to find it difficult to distinguish the fine line between where the CrossWalk Community Church ends and its lead pastor, Mark Morrow, begins. The two are intimately intertwined and define one another in the way so many of the most successful ministries do. Though Mark grew up in Dallas, Texas, and entered his ministry career there, he sincerely believes that God spoke to him directly about moving to Williamsburg to plant a church.

Mark and his wife, Pam, moved to the area nine years ago and started CrossWalk in the living room of their home with just their family. The church grew one-by-one to its present size and reach with approximately 1,000 followers and locations in both Norge and NewTown. Mark and Pam's family grew at a comparative pace; they are the proud parents of ten children.

Mark's childhood hero/mentor was his father, Don Morrow. Once he entered the ministry as an adult, Mark had the opportunity to sit under the ministries of both Rick Warren and Bill Hybels, who he says provided strong influences upon his life regarding ministry models and systems. Mark believes the right influence is important to building a church

whose impact is significant.

"Success is all about acquisition; significance is all about influence. The secret to success in life is not aiming for success, but for significance. Success merely follows significance. Similarly, we don't aim for church growth, but for church health. Growth merely follows health."

Mark also believes that seeds of a healthy and well guided ministry begin at home. Mark and Pam home school their children and family is at the center of their life.

As a pastor, Mark's work puts him next to both people and their concerns. He tries to use life lessons to help them address them in ways that promote growth, health and success.

### Forgiveness

*All of us have been victims of the ill behavior of others. Whether it was the criticism of a parent, the affair of a spouse, the rejection of an employer, the violence of a perpetrator, or the betrayal of a friend. We live in a world wrought by self-centeredness that drives people to injure one another – sometimes intentionally, most of the*



Lisa W. Cumming Photography

*time unintentionally. While we cannot control the actions of those around us, we certainly can manage our own responses. In fact, for our own health and well-being, we have a responsibility to do so. When we have been hurt or violated, our tendency is to nurse anger, bitterness, and even vengeance. But when we hold a grudge and do not practice forgiveness, we actually exasperate our own problems.*

*Interestingly, when someone hurts us, we tend to say to ourselves, 'I'll show him/her. I will just get them back by holding a grudge against him/her.' But the twisted irony of that line of reasoning is this: Those who have injured us move on and forget about it. They are not the ones wounded by our resentment; we are.*

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We are the ones who actually suffer further when we seethe with unforgiveness toward someone else. When we live with toxic antipathy, the only person that gets hurt is our self. Over time, that prodding pain infests our lives and can harm our potential, our abilities, our personalities, and our actions. Quite frankly, it's just not worth it.

Considerable research is being conducted about this subject and evidence is mounting that indicates grudges and bitterness are the cause of long-term health problems. Living with unforgiveness has such grave effects upon us in various ways – physically, emotionally, socially, mentally, and spiritually. It has been described by some of the nation's leading psychology specialists as a debilitating, self-imposed prison. Others in that field suggest that resentment is like one drinking poison and then hoping that somehow his offender suffers the consequences for it.

Dr. Larry Phillip Nims, clinical psychologist in Orange County, California, went so far as to say, "I am convinced that unforgiveness and related attitudes of resentment and bitterness are among the deadliest dynamics in the human psyche. I have not seen a client yet who does not have numerous unresolved hurts and other emotional injuries, always with judgment, criticism, unforgiveness and related negative attitudes attached."

However, when we forgive, it is a deliberate choice to let go of the negative feelings toward someone else. Forgiveness is a willful act of unty-

ing ourselves from thoughts and feelings that bind us to an offense committed against us. It may very well be difficult and even counter-intuitive, but it is certainly in our best interest.

Contrary to popular belief, forgiveness does not mean forgetting, denying, or condoning what has happened. Neither does it minimize or justify someone else's wrongdoing. But truly letting go does set us free from the powerful grip that such harmful experiences can have upon us. Studies show that forgiveness offers numerous benefits, including lower blood pressure, stress reduction, better sleep patterns, lower heart rate, fewer symptoms of depression and anxiety, healthier relationships, greater spiritual well-being, and improved psychological health.

Dr. Carl Thoresen, professor of psychology at Stanford University, has found that people who replace anger, hostility, and hatred with forgiveness will have better cardiovascular health and fewer long-term health problems. Dr. Pietro Pietrini of the Cognitive Neuroscience Section at the National Institute of Neurological Disorders claims that forgiveness dramatically changes an individual's biological homeostatic equilibrium. Dr. Michael McCullough, a researcher at the National Institute of Handicapped Research, claims that forgiveness actually slows the effects of disease upon the body. And Dr. Porter Storey, professor of Medicine at the Hospice at the Texas Medical Center, is testing the effectiveness of forgive-

ness among terminally ill cancer patients. These case studies are just a few samples of the thousands that are being conducted at this time.

Obviously, the world is discovering that there is a direct correlation between our health and our willingness to forgive. But this should come as no surprise to those who are familiar with the teachings of the Bible, God's Operational Manual for Life. For instance, Romans 12:17-21 says, "Do not repay anyone evil for evil... Do not take revenge... but leave room for God's wrath, for it is written, 'It is Mine to avenge; I will repay...'" God sees all things. He notices when we are wronged by others. When we forgive another person, we surrender our right for revenge and vindication and give it over to God. God keeps good records; He will make things right in the end. But His ways are often different than our ways.

The famous, 19th-century, British playwright, Hannah More, once said, "It is cheaper to pardon than to resent. Forgiveness saves the expense of anger, the cost of hatred, and the waste of spirit." Personally, I have discovered that a daily commitment to walking in forgiveness is life transforming. Instead of making myself sick, dwelling on injustice and other things that I cannot change, it is liberating to just let go, give up the elusive possibility of a better past, and experience true peace, compassion, mercy, and kindness – virtues that also exist in this beautiful world we call home. NDN



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# PERSISTENCE



Lisa W. Cumming Photography

“Don’t settle for anything less than your best effort,” are the words that Jim Ducibella says were always stressed by his mom and dad. “The Ducibellas are intelligent,” Jim says and then admits, “a lot of people are...” adding the difference being his family “has an abundance of perseverance.”

Jim’s grandparents were Italian immigrants. Their persistence brought them to America, and though they did not speak the language, the couple produced a CIA agent, an FBI agent, a mayor of a town in Connecticut and a CPA/comptroller of a building supply company. The perseverance carried through to the next generation producing doctors, lawyers, an international security expert, professor and a former sports writer turned public relations executive. Jim admits the latter and jokingly calls himself the black sheep.

There’s no question that the Ducibella perseverance and intelligence pulsed through Jim’s veins. This is evident in his accomplishments as a sports writer as well as a loving and devoted husband and dad.

Born in Washington D.C., Jim lived in suburban Maryland until attending Xavier College in Minnesota. He completed his graduate study in journalism at Marquette University and moved back to Washington D.C. where he worked for the *Washington Star*. In August of 1981 he was promoted to a full-time position and four days later an announcement was made the *Washington Star* would be going out of business in two weeks. Jim was then contacted by *The Virginian-Pilot* where he spent

**Jim Ducibella**  
 Writer / Author  
 Former Sportswriter for  
*The Virginian-Pilot*

*Introduction by Rosemary Van Houten*

27 years covering the Redskins as well as local, regional and national golf tournaments. He continues to do some column and freelance writing and his first book, *Par Excellence: A Celebration of Virginia Golf* was published in 2000. Jim was inducted into the Virginia Sports Hall of Fame last April.

When Jim left *The Virginian-Pilot* he had two projects in mind. The first was to write a second book, and the second was to begin

a golf-event planning business. Unfortunately, the latter did not own up to its fast start and with the grueling economy did not survive. However, Jim’s second book, *King of Clubs*, will be out next spring. Jim says it’s a true story that takes place in 1938 about a man that makes a \$100,000 bet that he can play 600 holes of golf in four consecutive days, starting in California and ending in New York.

After 150 applications, 8½ months of job searching and a lot of persistence, or “getting lucky” as Jim puts it, he is currently working as a web writer for William and Mary. Along the way Jim has learned tremendous lessons on how to be happy with the basics in life - a family, love, a job, health insurance, etc. He also admits he waited a while for some of those.

“I was 38 and pretty much past thinking I’d ever find a mate,” Jim says. “As I’ve been most my whole life, I got lucky again.”

A blind date with a woman named Sue changed his life. She disliked sports. Apparently the adage of opposites attract proved true for the two. On New Year’s Eve Jim proposed and they married in 1990.

Despite all the accolades and bylines Jim has experienced, one thing that makes him smile the most is watching his daughters, Stephanie and Katie, dote over Jim’s dad. “They’ve forged a relationship with him that he is blessed to have, and I am blessed to be able to witness,” Jim says.

**Persistence**

*-My family has always preached the mighty power of persistence. My paternal grandparents*

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came here from Sicily in 1904 not knowing a word of English. My grandfather, a barber, died young. My grandmother raised children who went on to become a university professor, the mayor of Danbury, Connecticut, a vice-president/comptroller for a large building supply company, and two who became nurses.

Grandma never let abject poverty to stand in the way of her children's dreams. When my uncle Sal quit high school to work in a hat factory, Grandma went to his boss and asked him to fire him. She refused to let him forfeit his life for a few dollars. Sal finished high school, earned a scholarship to Yale, enjoyed a long career in the FBI, and returned to Yale as recording secretary to president Kingman Brewster.

-I think I've achieved some notable things: a three-decade newspaper career in which I was voted Virginia sportswriter of the year seven times, author of two books, former host of a radio talk show. Last April, I was inducted into the Virginia Sports Hall of Fame in acknowledgement of 27 years at The Virginian-Pilot. Editors always said they could give me a story and sit back knowing that I'd do everything I could to pursue it.

And yet, to me persistence was just something in the Ducibella genes, not a quality that required a daily commitment. I couldn't have been more wrong.

After leaving the paper and taking off 2008 to write a book, I started looking for a job. I applied at public relations firms and advertising agencies. I applied for voice-over work, ghost writing positions, technical writing. On and on it went, month after month, position after position, big jobs, small jobs.

There is no such thing as not having a job. When you're unemployed, your job is to find a job. You get up the same time you would when you had to be in the office, you set up a schedule the same as you did before.

When I would question why I had left a job I loved, why I was the one who always sought a new challenge, why I couldn't just sit in the saddle and ride with the wind at my back, I'd reflect on the tenets my parents preached, the same things they heard - albeit in a different language - from their parents. Go after what you want with everything you have. Don't let anyone tell you it can't be done.

After 8 1/2 months and more than 150 applications, I got lucky. William and Mary called. I had applied for so many jobs that I hardly remembered this one. It's not in sports, but I love being there. My mind is stretched in so many new directions.

I looked up several definitions of the word persistence. Do you know which component I didn't find? Success. Persistence has much less to do with someone actually achieving their goal as it does their continued, unflagging effort.

In that context, we don't much value persistence in this country. You win or you lose. What's the sports cliché? No one remembers who finished second? We chide those whose efforts lead nowhere. They're 'tilting at windmills'.

Pity.

-Here's a story that personifies persistence.

My dad had a friend, an attorney. One of his jobs was to deliver a subpoena to a contractor who was seriously in arrears on his payment to the company my dad worked for.

This attorney wrote letters. He phoned his office, only to be intercepted by a secretary. He phoned his home, where the man's wife would stonewall him. This went on indefinitely. The attorney even hopped in his car and paid surprise visits. No one ever answered the door. Sometimes, he'd even hear them whispering on the other side: "It's that \*\*\*\* lawyer!"

Then the attorney thought, "What's the one day of the year people were most likely to be home, and would most likely answer the door?"

Super Bowl Sunday. So the day the Jets played the Colts in Super Bowl III he asked his wife if she wanted to take a little ride. He was right; the contractor never suspected the attorney would leave his home on the biggest football day of the year. He answered the door.

Touchdown, persistence. NDN



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# LOYALTY



Lisa W. Cumming Photography

## Joe Collins Sr. Vice President, Performance Systems Division Intelligent Decision Systems, Inc.

*Introduction by Meredith Collins*

Joe is a retired Navy Chief Petty Officer who was fortunate enough to find a second career that he loves, working for a small company based in Centerville, Virginia. Intelligent Decision Systems, Inc. (IDSI) specializes in helping organizations and individuals perform their jobs better through the development of training and human performance services and solutions. He has been working for IDSI for the past nine years.

Joe was born and raised in Clarksburg, Maryland where he enjoyed growing up in a large, close-knit family - two very patient parents, six sisters and three brothers. He has been a Hampton Roads resident for many years and moved to Williamsburg a little over three years ago. Joe is married to Meredith, Publisher of *Next Door Neighbors*.

Loyalty is a trait that Joe believes is worth aspiring to; when it is the right kind of loyalty for the right reason, it is a trait he greatly admires. He has several thoughts on the subject and recognizes that, like all traits, loyalty is something to continually develop.

"It is relatively easy to pick out a person

or group of people and identify them as loyal to something: an alumnus who is loyal to his school, a child who is loyal to his parents, a voter who is loyal to his party," Joe says. "But

upon closer examination there is much that can be learned about people and what motivates them to be loyal to a particular person, organization, cause, or idea. Just about everyone has some things they are fiercely loyal to and others they only have a passing loyalty to."

In short, Joe believes there are many layers and many facets to a person's loyalties that go far below the surface.

"In my experience, someone's loyalty is too often taken as a total reflection on who they are when in fact it is only a partial manifestation of their likes and dislikes, passions and beliefs, and character," he says. "The more we take time to study and understand the motives behind a person's loyalties - study the prism that is loyalty and look at it from as many angles as possible to let in the most light and remove as much distortion as possible - the better we become at accepting and embracing others as individuals."

### Loyalty

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to witness a situation where someone is blindly loyal to someone. For example, I have heard people comment admiringly about how fiercely loyal a dog can be, how it will always greet you with unconditional love; they express that they would like to be on the receiving end of that kind of loyalty from someone. While that is warm and rewarding in its own way we should remember that evil men have owned dogs too and their dogs probably wagged their fool tails off whenever they saw their master. We appreciate that kind of blind loyalty in a pet, but not in a fellow human being. We are blessed with the ability to reason and rationalize so the least we can do is use it every chance we get, and in particular in those cases where we are deciding where we will place our allegiance.

### Fickle Loyalty

Some people turn their loyalty on and off. One example I can think of is a fair weather sports fan. Decked out in all manner of team regalia when their team is on top, when that same team is not doing so well that team attire and paraphernalia disappear to the back of the closet. Being loyal is easy when the going is easy and is tough when the going is tough. If you want to find out who your most loyal friends are share some of your hardships with them. Loyal friends will still be there when

the going gets tough.

### Inspired Loyalty

There have been many people who have inspired loyalty through nothing more than doing what they do naturally: George Washington, Dean Smith, and Mother Theresa are a few that come to mind. There is something about those people - charisma, sincerity, or a certainty as to how to lead - that simply makes people want to follow them. Can you imagine the inspiration it must have taken for a fisherman and future disciple to get up and abandon his work and his home simply because a young Nazarene walked up to him and said "Follow me"?

### Sacrificial Loyalty

Another example that has always stuck with me has to do with a Chief I worked for in the Navy. We worked in a space called the Combat Information Center where we helped navigate the ship, keep track of other ships, and plan tactics and strategies for what the ship should do next. This meant we frequently had to make recommendations to the Officer of the Deck or Captain on the Bridge of the ship as to what we should be doing.

On one occasion a new, young Division Of-

ficer was there with the Chief and he disagreed in earnest with him on what recommendation to pass to the Bridge. While the Chief had almost 20 years more experience than this Ensign fresh out of college, the Ensign outranked him so the Chief deferred, knowing the Ensign was not correct, and let him pass his recommendation to the Bridge. The recommendation was met with silence for a moment then the Captain's voice came across the speaker ordering the Ensign to come to the Bridge. The Chief had not been summoned but he went along and stood beside the Ensign while he received a tongue lashing for the poor recommendation he had made.

The Captain then turned to the Chief and said, "Chief, I might expect this out of the Ensign but how could you let a recommendation like that get made?" As he later told it, the Chief was dying to say "Captain, I tried to tell this numbskull he was wrong" but instead he said, "You're right, Captain. I'm sorry, it won't happen again."

I don't think I can describe the degree of loyalty that Ensign forever after had to that Chief for standing by him and taking the fall with him. This Chief sacrificed only a small part of his pride and reputation and wound up with a lifelong loyal admirer and passed on a good lesson in leadership and loyalty in the process. NDN

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# BOB HARRIS



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Bob Harris moved back home to Williamsburg in 2007 after 16 years in Atlanta and now serves as the Vice President of Tourism for the Greater Williamsburg Chamber & Tourism Alliance. In this capacity Bob manages the tourism marketing efforts for the Williamsburg area including sales, advertising, publications and public relations in one of America's oldest and

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Prior to moving to Williamsburg, Bob served for seven years as the Director of Global Sales for the Georgia Department of Economic Development. In this capacity he was responsible for statewide tourism efforts. He also served as the liaison between Georgia's tourism public, private and industry partners and state efforts.

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Bob was actively involved with the marketing and branding of Georgia and helped with the establishment of the Georgia Tourism Foundation. With over 23 years in the hospitality industry Bob brings a wealth of experience to the Williamsburg area tourism team.

### What is your role as Vice President of Tourism?

To work with a dynamic and talented team of destination marketing professionals to promote the Williamsburg Area (Williamsburg, Jamestown, Yorktown) as a destination to all types of visitors including individuals and families, group tours, conferences, sports teams, social groups. We constantly look for new and emerging audiences to reach out to and attract them to our area.

We live in a world of change and our efforts as the destination marketing organization for Williamsburg must adjust with this change. This year that change has involved adding Sports Williamsburg, a committee focused on coordinating the destinations marketing efforts to sports team and sports events. The Holiday Season is a great opportunity for us to work with our tourism partners to provide a comprehensive site ([www.ChristmasInWilliamsburg.com](http://www.ChristmasInWilliamsburg.com)) with listings all of the attractions and community events occurring throughout the holiday season. With the addition of Christmas Town at Busch Gardens in 2009 and the recently announced expansion of Christmas Town for 2010, we realized that we had a real opportunity to promote the destination. Williamsburg has long been a top destination for Christmas shoppers and with the growth of shopping options and events like Midnight Madness at Williamsburg Premium Outlets and Yankee Candle we truly have the "must visit" holiday destination!

### What are some of the major projects the Chamber is focusing on to help increase tourism in our area?

We are focusing new efforts for 2010 and 2011 on five main new initiatives including Sports, the Sesquicentennial or 150th Anniversary of the Civil War, the Holiday Season, Gardens Month (Spring), and Arts Month (September and early October). Each of these areas of focus are opportunities to grow business for the destination especially during periods of non-peak demand.

The world of online technology continues to grow and be a larger part of our marketing efforts for the destination. We are adding new content daily to our website, enhancing navigation, and other features to improve the site and respond to consumer demanded content. Our consumer tourism website, [www.ExploreWilliamsburg.com](http://www.ExploreWilliamsburg.com), will soon have a new design that we are confident consumers will find easier to navigate and more appealing to explore. This month we launched our new mobile website [www.Wmsbg.mobi](http://www.Wmsbg.mobi) as a new site to improve the navigation and information access for visitors and locals using new smart phone technology while visiting our area. According to the US Travel Association, 67% of smart phone users (iPhone, Droid and most Blackberry phones) use their device for information and assistance while traveling. The new website offers simple navigation and links to Google Maps, phone numbers and mobile coupons to encourage visitors to see all that there is to do in the area and hopefully extend their stay!

The Alliance is also working diligently to bridge the gap between our print collateral and our growing online marketing efforts. We will continue to have a presence with both forms of marketing but are also looking at opportunities to enhance the traffic between both forms of communication. An example of this would be our just printed 2011 Historic Triangle rack brochures. We produce



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## How does increased tourism impact our community – both businesses and residents?

The Virginia Tourism Corporation reported that in 2008 tourism in our area provided \$1,022,429,021 in tourism expenditures! The study reported that our three municipalities have over \$197 million in payroll expenditures as a result of tourism with more than 11,000 people working in the industry. Almost \$40 million in local tax receipts are related to the tourism industry. Local taxes generated by our tourism sector are equivalent to about \$760 per household annually – taxes that support the programs and services we enjoy from our municipalities, but don't have to pay out of our own pockets. Without tourism in the Greater Williamsburg area, municipalities would need to raise taxes by that much per household in order to maintain their current levels of spending.

## When was "Williamsburg Weekends" created and what is your goal for this Internet feature?

The *WilliamsburgWeekends.com* website and monthly/weekly e-blast was created in the Fall of 2009 and continues to be an important part of our communication to prospective visitors to keep them updated on the many tourism experiences available in the Williamsburg, Jamestown and Yorktown area each week. The original target for the promotion was the Washington, DC area and we hoped to use the effort to encourage long weekend visits to our destination. We soon discovered that consumers from outside the DC area also wanted this information and we have expanded our efforts to reach more potential visitors. Currently more than 4,000 people each week receive an e-blast with updated area tourism experience information.

## Do businesses have to be a member of the Chamber and Tourism Alliance to be included in the event listings online?

No. We would prefer that everyone be part of the Alliance and our effort to promote the destination but feel that it is important to make the events more inclusive for the destination in order to better serve the visitor. Hopefully those that participate but are not members will see the value of our efforts and want to be part of the team promoting our community as a destination.

## How has Williamsburg Weekends been received so far? How has it grown?

Our goal for the Williamsburg Weekends database for the first year was 3,000 households and we surpassed that this by over 1,000. The response to the effort has been outstanding both from a local partner standpoint as well as the response from our visitors. Many of those who received the data share the information with

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friends and family which further extends the information sharing. We've added new quarterly e-newsletters with content specific for the Group Tour (Motorcoach), AAA/MWR, and Conference Market Segments. This year we will be adding another e-blast to sports event planners to promote area facilities and increase awareness of Williamsburg as a sports event destination.

**Recently two new committees have been formed to help increase tourism and to also provide locals with more information – Sports Williamsburg Committee and a Christmas in Williamsburg Committee. What is the mission of these two committees?**

Sports Williamsburg will focus on coordinating the sports solicitation for new groups and events coming to our area as well as helping to facilitate and enhance the experience for the sports event planner. According to the National Association of Sports Commissions, the sports event industry produces \$6.3 billion in revenues each year. Most consumers know of Williamsburg as a popular tourist destination, but they may not be aware of the amazing sports venues and events that we are able to host. The average spending rate per athlete during an event is \$789. We want to increase these revenues for the destination and improve and enhance the experience for those coming to our area.

In similar form, the Christmas in Williamsburg Working Group is a sub-committee of our new Leisure Travel Committee. The Alliance studied visitation trends for the destination and quickly realized that the months of November and December were two months that offered the greatest opportunity for real visitor growth. The combination of new Christmas products like Busch Garden's Christmas Town as well as the positive holiday brand experience that we have enjoyed for years gives us a real opportunity to grow visitation and extend the stay of those who may have only visited for a short period of time in the past. Williamsburg truly has something for everyone during the holiday season and this working group is putting in a lot of effort to make sure we do all that we can to market these experiences.

The Alliance will complete a radio and television advertising campaign that is projected to reach 90% of the Washington, DC area households reaching females between the ages of 35 and 65. We know that Mom's have a tremendous impact on travel planning and we want to be certain to remind them that THIS is the year to visit the Williamsburg area for the perfect holiday travel experience. We then want them to make that trip an annual experience.

The working group is updating our holiday calendar of events, helping to coordinate State Welcome Center displays, complete sales calls on AAA and MWR offices, Churches in the DC area, and more to promote the *ChristmasInWilliamsburg.com* website. We have launched a new and improved version of the website to further improve holiday experience information sharing and will also utilize the Williamsburg Weekends e-blast as well as social media, including Twitter and Facebook, to spread the word.

Our local residents are also an important part of the effort as we know they host many family and friends throughout the holiday season and we hope they will familiarize themselves with the site as they help plan the activities for their out-of-town visitors as well as their own plans!

**What are some of the holiday plans that the Christmas in Williamsburg Committee is working on?**

One of the biggest projects for our committee is building the database of events and experiences available in the area dur-

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ing Christmas. Those are being added to our [www.ChristmasInWilliamsburg.com](http://www.ChristmasInWilliamsburg.com) website. Each week from mid-November through New Years we will share themed week activities to our Williamsburg Week-ends e-blast database.

We will host our 4th Annual Christmas In Williamsburg familiarization tour December 3-5, 2010 for group tour operators who bring business to our area or have the potential to bring business to the area. We find that one of the best ways for us to sell our destination is to have the client experience all that we have to offer.

We will be platinum sponsors of the AAA Carolinas annual trade show in Charlotte, NC where we will share all that there is to do in the Williamsburg area during the holidays with over 500 AAA staff from North Carolina and South Carolina.

Five of our conference hotel partners joined us for sales calls in Northern Virginia to churches to encourage visitation during the holiday season.

The Alliance staff along with four of our tourism partners completed 67 sales calls on group tour operators and AAA offices in NC, PA and NJ in September to promote the holidays season. We received a great response from this effort with many request

for more information and assistance with bringing groups and families to the area. During this sales mission we also completed a special presentation to a NJ Group Tour operators top 100 group leaders to encourage them to bring their groups to Williamsburg during the holiday season. Many of the group leaders were excited to hear about the many new holiday experiences available in our area.

We hosted a special Fall Tourism Forum for tourism industry partners with each of our major attractions updating the attendees of the holiday experiences available to their clients.

**How can local businesses and/or residents participate in and benefit from these efforts?**

- Please help us update the holiday events calendar.
- Utilize the [ChristmasInWilliamsburg.com](http://ChristmasInWilliamsburg.com) event calendar to plan your holiday season as well as help plan experiences for visiting family and friends.
- Share our [ChristmasInWilliamsburg.com](http://ChristmasInWilliamsburg.com) website from your website as well as through your personal social media shar-

ing. If we all work together we can make this the best holiday season ever!

- Decorate for the Holidays! Williamsburg is known as one of the most beautiful towns in the country during the Christmas season but we can all work hard to improve this reputation by making our homes and businesses festive for the holidays.
- Sign-up for [WilliamsburgWeekends.com](http://WilliamsburgWeekends.com) to receive a weekly update of tourism experiences available during the holiday season and throughout the year.
- Invite the world to visit! What a wonderful time of the year to invite family and friends to experience the amazing place that we all call home!
- Look for *Williamsburg Holidays*, arriving in your mailbox on or around November 18th. This guide will feature locals giving you insight into fun things to do during the holidays including shopping, dining and more! Plus, it will remind you to refer to the [ChristmasInWilliamsburg.com](http://ChristmasInWilliamsburg.com) website for the most comprehensive listing of events.

Bob Harris may be reached at: [harris@williamsburgcc.com](mailto:harris@williamsburgcc.com)



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# Working Well with Others

Michelle Manfred  
Leads Thomas Nelson Community College's  
Workforce Development

By Greg Lilly, Editor

Michelle Manfred grew up in Hampton and earned her undergraduate degree from Christopher Newport University and her MBA from the College of William and Mary. During her graduate studies at William and Mary, Michelle felt surrounded by hard numbers and reports. "I was there with a bunch of strong quantitative people," she describes, "financial people who had been CPAs, financial advisors or accountants returning



Lisa W. Cumming Photography

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to school to get their MBA. That was very popular back then, in 1990. I was the soft side of the house. I wasn't a number cruncher; I was the soft skills person. I liked the interaction with people." When she decided what direction to go in, she knew it wouldn't be the quantitative side. The Human Resources (HR) track gave her the relationships she enjoyed and the ability to work with people to make a business better.

**Michelle Manfred helps inform employers and employees on the changing workplace environment, on how to do a job better and on becoming more productive.**

For fifteen years, she worked in the 'temp industry' helping place temporary staff and technicians with manufacturing businesses in the area. "I worked primarily in sales," she says. "My background was in HR. That was a good background to have since I met with HR people, the people who would hire a temporary employee."

With the busy career, Michelle had returned to work quickly after her twin sons were born. "When I became pregnant with my third child, it was a life moment," Michelle says. "I was having a child at forty and already had the twin boys. I knew that I might not have another opportunity to stay home with the kids and decided to do it. I planned on staying home for a year, but it turned into five years." As she prepared to re-enter the workforce, she thought about what she'd like to do. "I had done training, public speaking, that type of thing. From being in the temporary work industry, I was an expert in writing resumes, interviewing and job-hunting skills. I thought I'd like to get into education." She started working in Thomas Nelson Community College's (TNCC) career center, helping graduates find jobs. When the Workforce Development center opened in Williamsburg, she became the director.

Today, Michelle guides the Workforce Development staff in providing meeting and classroom facilities for businesses to train their employees. She also offers customized training that might not be part of TNCC's regular course catalog, along with community events like the free Lunch & Learn series.

The popular training topics for the Williamsburg area are leadership and communication skills, and like many places, this area has a wide age range of workers. From tattoos to Brooks Brothers' ties to AARP cards, the workforce has a diversity that Michelle says requires new skills in managing and communication.

The four generations in the workforce today consist of the Traditionalists (born 1922 - 1945), the Baby Boomers (born 1946 - 1964), Generation X (born 1965 - 1980) and the Millennials or Generation Y (born 1981 - 2000). Like most categorizations, not all people who fall into any given label will have all the characteristics.



“First you have the Traditionalists, which would be our parents,” Michelle says. “About half of them served in the wars or in the military. They are used to the rank and file, and strongly believe in traditional hierarchy and roles.” Most of this group tends to be retirees who may be working part-time.

“Then you have the Baby Boomers who are our age,” Michelle says. “All the things that went along with being raised in the 1960s and ‘70s: political correctness, social reform.” Baby Boomers like to work, to be rewarded for their work, and to work some more.

“Gen X,” Michelle describes, “were raised by the Baby Boomers. A lot of them have lost their jobs and may not trust the establishment.” She adds that this generation learned to balance their work and life after seeing the workaholic routines of their parents.

“The Millennials (or Gen Y) are the twenty-somethings who tend to be very techno-savvy. Like my kids who were playing on a computer at eighteen months. They’ve never known anything without a remote.” These workers can text, research a problem on the Web, create a smart phone app all while walking to lunch.

Michelle explains that these four generations are now working together, sometimes not understanding each other, and sometimes not valuing the contribution of the others just because it may be different. “The Traditionalists may be on their second or third careers now and don’t want to stop working,” she says. “A twenty-year-old might be working with an eighty-year-old. When we grew up that wasn’t the case.”

She says this is a distinct issue in her leadership and communications classes. “I’ve seen it during our training sessions with a big cross section of people in the room, many of those different generations. It really opens their eyes talking about the stereotypes associated with the generations. Then we talk about managing those different generations, whether you’re a Baby Boomer managing a Gen Xer,” she says, “or even a Millennial managing a seventy-year-old. That’s a workforce topic we get a lot of good comments on, people say they learn so much about themselves from the training. It also gives them a better perspective on other people, how to work with, not just different personalities, but different generations.”

A major difference in workforce philosophy today that not all the generational groups understand is how to deal with emotions in the workplace. “Unlike us Baby Boomers,” Michelle says, “who learned to leave our personal emotions at home, the current philosophy is that emotions are a very important part of the workplace. You can’t disregard them or ignore them because emotions happen. You can’t turn them off. Now the behavioral scientists are moving into the process of addressing emotions in the workplace.”

Michelle helps inform employers and employees on the changing workplace environment, on how to do a job better and on becoming more productive. Her knowledge, leadership, and the resources of the Workforce Development center produce a trained and enlightened labor pool to give area businesses a competitive edge...and the ability to understand each other a little bit better. NDN

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Lisa W. Cumming Photography

## Lisa Wiertel Paints in a Big Way

*"I decided that if I could paint that flower in a huge scale,  
you could not ignore its beauty."*

-- Georgia O'Keeffe

By Greg Lilly, Editor

Lisa Wiertel used to sell computer hardware and software to Federal Government customers around the Washington D.C. area. With the birth of her first child, she became a stay-at-home mom and enrolled in art classes one night each week. "I wanted to find an outside interest," Lisa explains. "I started taking acrylic class taught by James Warwick Jones, the gallery manager at the Charles Taylor Art Center."

A lifetime of interest in art led her to this path. As a child, Lisa made her own paper dolls, and she'd draw and cut out the shapes of each state to create her own puzzle of the United States. "I grew up near Buffalo, New York," Lisa says. "I went to college there, focused on an English degree. I took so many art electives that by the time I was a junior, I



had enough credits for an Art degree as well.” Her thought was to go into advertising with her double major, but during that time finding employment in the Buffalo area seemed impossible. She moved to Washington D.C. and began her career in computer hardware and software sales.

“That’s where I met my husband, John,” Lisa adds. “After we were married, we decided to start a family, but we didn’t like the hustle and bustle of D.C., and we wanted John to have a commute that was manageable. We moved to the Peninsula.”

In 2006, Lisa and John moved to Williamsburg. “We came here because, at that time, we had two children and wanted a good community to raise them in,” she says. “Williamsburg reminds me a lot of the town I grew up in, near Buffalo: It’s big enough to have everything you need, but small enough that you run into people you know. I really like that.”

They bought a home near Greensprings Trail. “That turned out to be a blessing,” she says, “because we’re outdoors people; we like to walk, bike, run. A lot of the things I see on the trail inspire my art.”

Becoming an artist wasn’t as simple as hanging out a shingle. She had painted as a hobby for years, creating artwork for family and friends. “I took classes, wherever I lived,” she says. “Always in the back of my mind, I thought I should be doing something with art.”

Then she became a stay-at-home mom with her weekly acrylics class. “Before I used watercolors,” she explains, “but as I started learning acrylics, I got really hooked on them. Watercolors aren’t very forgiving. I’m a perfectionist when it comes to my work, so I liked the flexibility of acrylics, the forgiveness of acrylics. James Warwick Jones taught me how to paint. I just kept taking classes from him for six years until I had my last child in 2007.”

As she painted more and more, her confidence grew. Although family and friends admired her work, she tended to take the compliments as loving encouragement, not as critical praise. In 2006, Lisa entered the Gloucester County Daffodil Festival Poster Contest. “I was extremely nervous entering it because I had never really shown my work in public before,” she says. “I took a deep breath and entered a painting into the competition. I was floored when they called me and told me I’d won.”

That honor built her confidence as an artist. “I was at the Daffodil Festival for two days, signing my posters,” she describes. “For someone who has never shown her work before, to be in a situation where people come up and tell me how much they loved the poster, it gave me hope that I could do more. I started entering juried exhibitions.”

After her son was born in 2007, she decided to start exhibiting at regional art fairs. “That’s not the normal way of starting an art career,” she admits about starting with a contest win, “but I always did art. My family and friends encouraged me during that period I was selling software and hardware. I didn’t know what my path was supposed to be.”

Lisa’s subjects range from still life to landscapes and from architecture to animals, but her favorite themes are florals. “Large scale florals,” she adds. “I don’t really enjoy painting roses in a vase, but I want something that makes a big impact. When I’m working, the flower almost looks abstract, the way they curve and make these different shapes. When you step away from it, you then see the flower.” To the viewer of her work, a rose takes on the characteristics of a landscape; shading evokes evening hues of the Appalachians Mountains and the gradual tone changes create

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# COMMUNITY ANNOUNCEMENT

If your organization has a holiday event planned, *Next Door Neighbors* and the Greater Williamsburg Chamber & Tourism Alliance want to know! We're posting and promoting a comprehensive calendar of holiday happenings of all kinds – everything from art exhibits and choral programs to church concerts and charity bazaars – online at [www.ChristmasinWilliamsburg.com](http://www.ChristmasinWilliamsburg.com). We want everyone – locals and visitors – to know and enjoy all there is to do, hear and see here during the holidays.

**To inform us of your event,  
email the what, when, where and  
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**[skrabala@williamsburgcc.com](mailto:skrabala@williamsburgcc.com)**

On November 18th, *Next Door Neighbors* and the Greater Williamsburg Chamber & Tourism Alliance will bring you **Williamsburg Holidays**, a guide to the holiday season in the Williamsburg area. We'll be interviewing your neighbors who are bringing you some of the exciting events and we'll remind you of the many ways you can make your Christmas fun by going to [www.ChristmasinWilliamsburg.com](http://www.ChristmasinWilliamsburg.com) to discover everything there is to do!



For advertising information regarding the *Williamsburg Holidays* issue please contact Meredith Collins at (757) 560-3235.

the depth of the Shenandoah Valley. On another painting, the highlighted tips of the flower bring to mind the white caps of the Chesapeake Bay. The beauty of the bloom is meant to be contemplated and pondered.

She roams the Huntington Rose Garden at Huntington Park in Newport News with her camera, snapping photographs. "I take a huge amount of pictures there," she says. "Maybe one will eventually become a painting. That's the main source for the rose paintings. A lot of the other florals are from my own garden. I'm always taking my camera around with me so if I see an unusual flower, I'll take a photo of it." From those images, Lisa looks at the composition of the bloom and the layering of the petals. "It's the shapes that make the flowers interesting to me."

One of her favorite paintings is a yellow rose piece. "When I was working on it, I didn't have the right colors," she describes. "I was on a deadline and thought it would take me hours to get it finished. I sat there and started mixing colors, greens, yellows, and all of a sudden, I saw the perfect color. Once I figured it out, it took only 45 minutes to finish the painting.

That's when I realized all the classes and hours in the studio were paying off."

One of the most popular paintings Lisa has created came from a photograph sent to her by a friend in Maryland: a close-up of a basket of crabs. "I had never painted crabs before," Lisa says. "At first, I tried to figure out whose legs belonged to whom, but then decided to paint exactly what I saw. The painting has won several ribbons."

She's beginning to do more paintings of wildlife, in the same style as she does her florals, a close view to reveal the beauty. "I've started doing dragonflies and butterflies," she says. "People at the last show loved them. It's weird because I sit in the studio and think of these ideas. As an artist, you spend so much time alone working out your paintings. A lot of times I think no one will relate to it or think it's cool. But then, I'm surprised at what connects with other people." She enjoys creating large-scale images of naturally small subjects to allow viewers to marvel at the construction and pattern of petals or dragonfly wings or crab shells, to see how beautiful nature really is in the minute details.

Lisa shows her paintings at the Gallery on the York in Yorktown and will have an exhibit at the James City County Government Center on Mounts Bay Road this winter. She's exploring different types of media like mixed media for her artwork. "The dragonflies are mixed media," she says, "using acrylic paint, canvas, Japanese rice paper, some silver and gold leaf, and inks."

As a stay-at-home mom to three children who she home schools, art is a part-time career. "The kids are my priority," Lisa states. "It's a balancing act especially when I go to art fairs." But art envelopes her life and the lives of her children. During their home schooling, the children receive an art class from Lisa. "My eight year old son is a big-time artist. He likes to do nature journaling with me. If I could teach my children what I know, that would be really cool."

Lisa focuses on revealing the splendor of the small details of life to her collectors, friends, family and to her children. As Georgia O'Keeffe famously explained about her large-scale paintings, you can't ignore the beauty. NDN

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# All Is Calm

Dr. Renee del Rio Heyliger  
Puts the Holidays in Perspective

By Greg Lilly, Editor

The holiday season takes the stress you already carry and piles on more. Dr. Renee del Rio Heyliger of Williamsburg Behavioral Arts says that's the bottom line for people being stressed out around the holidays. "The biggest stressors that people deal with on a daily basis are finding a

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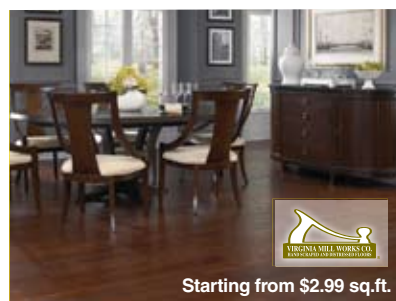
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work/life balance and money worries,” she explains. “Those same stressors come up during the holidays. In fact, money is the number one holiday stress reported by a lot of surveys, followed by time, feeling like everything can’t be accomplished, and the commercialistic hype of the holidays.”

There seems to be pressure to find the ideal gift, to set the perfect table or to create a wonderful family memory – Martha Stewart pressure. With that plus all the regular anxiety over work and family, the challenges of monthly bills and the realization that time and money demands increase in November and December can leave a person hiding under the covers.

Dr. Heyliger says understanding your goal for the season is the first step. “When you ask people what they want most from the holidays, they say reconnecting with family and friends,” she states, “not receiving a certain gift. It’s like we’re all in the same boat, but we put so much pressure on ourselves to do everything just right.”

Reconnecting with family and friends is a goal that Dr. Heyliger shares with most people.

She moved to Virginia for a post-doctorate research team position at the Medical College of Virginia in Richmond. “I ended up staying in Virginia,” she says. “I wasn’t planning on it, but I had children in school here and wanted to wait for them to graduate. My son graduated from Jamestown High, and then my daughter started at Burton. Once they had graduated, I re-married.” She admits the area has grown on her over the years. “It’s absolutely beautiful here. My extended family loves coming out from California, and I like showing people around Williamsburg when they come to visit.”

That faraway extended family in California was Dr. Heyliger’s holiday stressor. “Yes, being away from my extended family. I missed that, my siblings, nephews and nieces.” Last year, she went to see them.

Growing up in California, Dr. Heyliger always knew she wanted to work with people. “I was probably one of those kids who would study other kids on the playground and wonder what makes that bully act like that or what was forming his choices?” When her older

sister studied criminal justice in college, the young, junior-high Dr. Heyliger would read the textbooks on the criminal mind. “I was fascinated by that type of thinking.” During her undergraduate studies, Dr. Heyliger wasn’t sure if psychology or family law would be her path. “I had a couple of undergraduate internship experiences of peer counseling, working with other students on campus,” she says. “That clicked. That was the direction for me. Clinical psychology would allow me to make a difference, and I liked the one-on-one aspect of counseling.”

Many couples encounter additional stress on deciding where to spend the holidays and what activities to do. With extended or blended families in different locations, or even on opposite coasts, a decision on where to be for the holidays can create tension. “I recommend that people be clear about their goals for the season just like any other goals in life,” Dr. Heyliger says. “Find out what your partner or family feels is important. Be clear about your needs and expectations.” With direct communication on your goals, the family can gauge all activi-



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ties toward those and eliminate the cluttering events that add stress.

"I also recommend that people set parameters in advance," Dr. Heyliger adds. "Be proactive. Know what your budget is and stick to it. Overspending is a major stressor. Set limits. You can only do what you can do, in terms of financial assets and the asset of time. Involve your family, including your children, in setting these parameters."

Besides the demands of time and money, personal relationships generate holiday stress. Gatherings of family, friends and co-workers may position you into a spot that you would rather avoid. Past hurts or conflicts may be renewed as people find themselves thrust together during the holidays.

Dr. Heyliger says to be realistic about complicated relationships. "Throw away any fantasies of a perfect holiday ending," she suggests. "If you've had a wound with a sibling dating back twenty years, it probably won't go away overnight. The longer the conflict, the longer it will likely take to repair. Consider trying to

clear the air before you sit down to carve the turkey or before you see that person face-to-face. Otherwise, you'll be so built up with anxiety you won't be able to enjoy the gathering."

**"I recommend that people be clear about their goals for the season just like any other goals in life."**

- Dr. Renee del Rio Heyliger

She adds that you can give yourself permission to decline an invitation or avoid a certain individual if it's not the right time for you to try to repair that relationship.

On the other hand, she says, "If you do want to repair the relationship, like dealing with conflict in general, you need to be willing to listen more than you talk. Approach the person knowing that their experiences, thoughts, points of view and feelings have merit for them. They have made decisions that have worked for them. They certainly have the right to make

"True conflict negotiation needs both parties to be open to the idea of some type of compromise," she adds. A clear goal of why you want to resolve the conflict will help focus both you and the other person. Do you want to be closer to a sibling for the sake of your parents? Repair the hurt of a divorce for your children? But, again, she emphasizes the holiday dinner table is not the time to start this healing process.

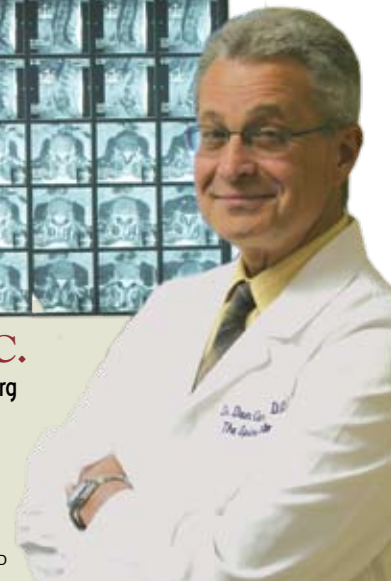
Setting goals, listening and establishing boundaries sound like learned skills, and Dr. Heyliger says they are. She named her practice

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Behavioral Arts as part of a trend to “de-mystify the psychotherapy experience, de-stigmatize it,” she says. “More and more people are

state, free from anxiety and strain is what Dr. Heyliger loves about her career.

“I’ve been doing this for about fifteen years,

situations you found stressful last year and resolve to do things differently this year,” she suggests. “Do at least one thing differently, like stick to your budget, make healthier recipes, or reconnect more with friends.”

Think about how you respond to stress and plan for it. “People respond differently to stress,” Dr. Heyliger says. “I recommend you check in with yourself each day to gauge the level of stress and decide in advance what you will do to help relieve it. Build some stress management techniques into the season: maybe deep breaths, walking, a hot bath, a massage, mediation or yoga. Schedule these stress relievers into your holiday calendar.”

Know your holiday goal. “What’s the most important thing you want to accomplish in the season? Keep that goal in front of you.”

Keep things in perspective. “How does this season fit in with your overall life?” Will missing the office holiday party matter a month from now?

Dr. Heyliger’s final suggestion: “Just breathe.” NDN

**“I tell them dealing with anxiety and learning how to relax is a skill. Like playing tennis or playing the piano, you have to practice over time so your body can enjoy a more relaxed state.” - Dr. Renee del Rio Heyliger**

seeking out psychology services. You are doing something good for yourself, your relationship, your family.” These coping and distressing skills are techniques most people never learn. It’s rarely taught in school or on the job. “Anxiety and depression are common reasons people seek help,” she adds. “I tell them dealing with anxiety and learning how to relax is a skill. Like playing tennis or playing the piano, you have to practice over time so your body can enjoy a more relaxed state.”

Helping people achieve that relaxed, calm

and I still get a thrill helping people. The trust they put in me to help them with their lives is an honor.”

She offers a few tips to deal with holiday stress:

Try to keep a normal routine, as much as possible. “It may not be the time to begin a new diet or exercise program,” she says, “but keep doing what you’re doing that makes you feel good.” Continue with those feel good daily rituals like a walk or a bike ride.

Be proactive on stressors. “Think about the

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## Kitchen Organized & Thanksgiving-Ready

Jen Harman

By Greg Lilly, Editor

“Starting my own business was a roller-coaster,” Jen Harman of Harmanize Consulting admits. “That first year was intense, but I found a great network of small business people around Williamsburg who are very helpful with information and references.” Now, three years later, Jen’s business is growing and allowing her to do what she loves: helping people organize their lives. The big question people ask her during the autumn is how to be prepared for hosting Thanksgiving dinner. She has found

ways to make that grand meal of the season easier by applying a systematic approach.

Even as a child growing up in Williamsburg, Jen liked order and efficiency. “I always enjoyed organizing as a hobby and had helped friends.”

After graduating from Lafayette High School, she attended the College of William and Mary concentrating in European Studies. “A very liberal arts major,” she says. “I wasn’t really sure what I wanted to do.” From col-

lege she moved to Germany for four years and worked with Young Life Ministry. “I was doing youth ministry with American military kids,” she explains. “That was quite a departure from Williamsburg life. I loved being there. I was very comfortable in Europe.”

She spent a year trying different jobs back here after returning from Germany and began working for a non-profit organization in Hampton. The mismatch for Jen came from sitting at a desk in front of a computer. “That

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was not how I wanted to spend my days," she says. She missed the face-to-face interaction. Helping others still ranked high on her priorities, but she wanted to be more hands-on, to work directly with people.

A home improvement television show featuring a professional organizer caught her attention. "I thought it was awesome that someone could do that for a living," Jen says.

"One of my friends, Beth Streater, is an interior designer," Jen explains, "and I watched her start her business. She encouraged me and introduced me to my first client. Now it's three years later." Jen turned her knack and skill for organizing into her dream career. She helps people organize their homes and offices; she assists seniors with tracking and paying their bills, filing Medicare forms, as well as finding and scheduling home maintenance. "Life management," she labels the tasks. "I'm like a personal assistant who can resolve some of the stressors of life. It's a passion for helping clients achieve a life/work balance that has put me on this road," she says.

Balancing daily life and the extra demands of holiday entertaining takes skills that Jen

shares with her friends, clients and neighbors. "I preach balance and healthy expectations, not perfectionism," Jen states. "There are so many demands on people to be good at everything. It's just too much pressure." A perfect holiday is not attainable, so she says to not even try. Instead, aim for enjoyment.

"You can take some of holiday stress away if you are well prepared and intentional," she advises. Hosting Thanksgiving dinner can make a person sweat even before the oven heats up.

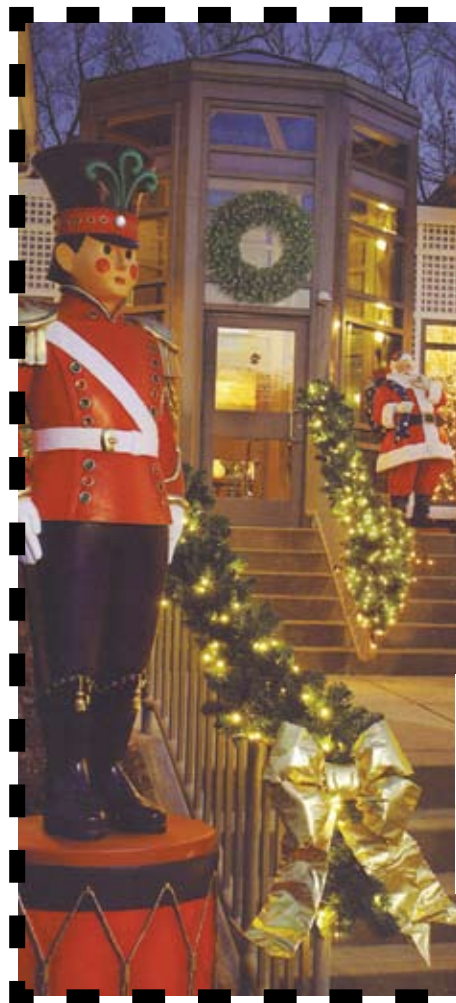
Jen suggests starting today to help make the dinner a low-stress and enjoyable occasion. First, set up your kitchen for maximum functionality. "Now's a great time to take stock of your kitchen and reorganize," she says. "How many broken tools are in the drawers? Do you have rarely or never used appliances in prime cabinet space? Move those out of the kitchen to a garage or closet. Take stock and see where you have holes. Are there certain tools you will need that you don't have? Start looking for those at the local stores." Her idea is to remove the clutter of unused tools and gather the items you will need.

When cleaning out drawers and cabinets,

Jen advocates emptying the entire drawer (or cabinet). Then place like things together. "Sort first," she says. "You'll see things like having six spatulas. It's easier to recognize what stays and what should go."

With tools accounted for, she says to organize the kitchen for ease of use. "Create activity zones so you can complete a task without crossing the kitchen. An ideal kitchen set up would be when you plant your feet in a location, you have everything you need for a certain task." An example is making rolls: the mixing bowls are right above you, your baking pans are below, the rolling pin is the drawer next to you. "The longest counter space should be for food preparation with all the tools, cutting boards, mixing bowls, etc. within arm's reach," Jen explains. "You shouldn't be crossing the kitchen all the time to retrieve what you need."

As November moves toward Thanksgiving, Jen says the week before is a great time to wash and iron the table linens and polish the silver. "Set out the dishes and serving pieces to make sure you have what you need," she says. "Plan your outfit – make sure it fits, and if it needs a trip to the dry cleaners, now is the time." She



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also advises to visit the grocery store, and to prepare any dish for the meal that freezes and reheats well.

On the day before Thanksgiving, Jen says to: set the table; wash, chop, dice, and measure ingredients to get a head start on meal preparations; and choose some great background music to set the holiday mood.

"It's a team effort," she states. "Get the kids and the spouse to assist. They can help decorate, set the table, be your sous chef and help clean up afterwards." Delegate tasks as much as possible. Family and friends are happy to help, and they don't expect one person to do all the work. "People attending can bring side dishes," Jen adds. "Also consider if you need to prepare a full turkey. Maybe a turkey breast or a ham will do and that's a little easier. It doesn't always have to be a full turkey." No one can duplicate a Norman Rockwell painting in real life.

"Focus on the relationships more than the meal," Jen adds, "focus on quality time, relaxed time." The dinner is really just a great excuse to get together with family and friends. "The people coming to your house really just want to see you," she emphasizes. "They would rather have quality time with you than have the most perfect meal in a perfect house. Greet everyone at the door with a smile and a drink in your hand and it will immediately put them at ease. If you are enjoying the day, your guests are much more likely to enjoy it as well."

Jen Harman's systematic approach to organizing a Thanksgiving-ready kitchen puts all the tools you need at your fingertips and helps take the stress out of holiday entertaining. 



# Q&A

## An Interview with Nan Piland

PRESIDENT OF WILLIAMSBURG AREA ASSOCIATION OF REALTORS®

Email Nan at [info@waarealtor.com](mailto:info@waarealtor.com)

### When it is time to enlist the services of a Realtor®, how do you select one that will best suit your needs?

#### PILAND:

Selecting a Realtor® is a personal decision based on your individual preferences. Some people will be content to go with the first Realtor® they have a conversation with while others are very selective about who they choose to represent them. While one individual may look for a Realtor® who has a lot of experience another may rank performance higher than years in the business. Still others may want to rely on a referral from someone who has had experience with a particular Realtor® while others prefer to interview prospective Realtors® to find out more about them.

When you need the services of a Realtor®, it is best to establish the criteria that you think is important and begin your process of finding the right Realtor® from there.

If you are someone who is fairly selective about the Realtor® you want representing you, here are a few basics that will help you choose the right Realtor® for you:

#### Referrals

Referrals can be good, however, every situation is different and personal preferences vary. What may be a great relationship for one person could be less than ideal for another.

#### Knowledge

A strong real estate professional will be able to answer your questions because they have invested themselves in their profession. Questions

from the current housing market to pricing to mortgage rates to the process and more should be fielded by a Realtor® the way a short stop picks up a grounder and throws the batter out at first base. When there are questions that cannot be answered right away, a good Realtor® will find the answer and communicate it in a reasonable amount of time.

#### Experience

In a professional setting, time in the business does not necessarily equate to expertise that will translate to results for you. Find out if your experienced Realtor® candidate has "their skin in the game". Have they demonstrated over time that they want to continue their education, stay abreast of market changes and network with other professionals at their level? Are they members of real estate associations, and growing through leadership and involvement? Do the letters behind their name stand for the work they continue to put into enhancing their ability to serve you long after the classes have been completed?

#### Marketing

What kind of marketing efforts have you observed from the Realtor® you are considering? A Realtor® who is successful is not only able to provide you with a marketing plan that will achieve your objectives, but they are also actively marketing themselves to others in the community through advertising, networking and community involvement. A real estate professional is typically

well-rounded and engaged in many aspects of their business.

#### Communication Skills

How well does your Realtor® candidate communicate with you? Communication skills are typically consistent with businesspeople. Does your prospective Realtor® return phone calls and emails promptly? Is he on time for an appointment with you? Does he do what he says he will do? If you are someone who wants consistent communication from your Realtor® you will want to select someone who values communication similarly to you. Experience does not guarantee this. Your initial interactions with a Realtor® are a start, but it may also require a conversation about your expectations. Realtors® who value strong customer service demonstrate those skills in how they serve all of their customers and they know how to manage their schedule to meet the expectations of their clients.

#### Performance

The saying that "past performance is a good indicator of future success" makes sense with most business professionals. If someone has a good track record in real estate it is probably because they have learned what they need to do to be successful and their actions create the outcomes they seek. Sales don't just happen. They are the result of strategies that are put in motion. If the Realtor® you are considering has been successful it is likely for a very good reason.

*For up to date local market conditions, to find a Realtor® or to find out more about the Williamsburg Area Association of Realtors® and all the information we provide, visit our website: [www.WAAREaltor.com](http://www.WAAREaltor.com).*

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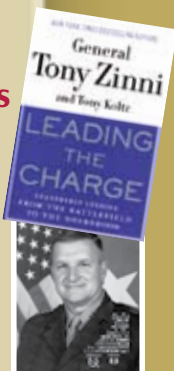




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# Hey Neighbor!

## NON-PROFIT ORGANIZATIONS!

Please email [heyneighbor@cox.net](mailto:heyneighbor@cox.net) to submit event information you would like to see on these pages. Submit your info in similar format to what you see here. Please do not send press releases or flyers. Text only in short paragraph form. *Thank you!*

### Hey Neighbor!

#### EXPRESSION IN ABSTRACTION AT MUSCARELLE MUSEUM

Through January 2, 2011

A selection of works from the collection of the Muscarelle Museum of Art chosen to represent the diverse canon of the Abstract Expressionists. Admission is \$10. For more information about this exhibition or the Muscarelle Museum of Art in general, please call 757-221-2700 or visit [www.wm.edu/muscarelle](http://www.wm.edu/muscarelle).

### Hey Neighbor!

#### A STUDENT'S GUIDE TO VOLUNTEERING NOW ONLINE

The 2010/2011 Youth Resource Booklet: A Student's Guide to Volunteering in Williamsburg is now available online! Review volunteer opportunities available for students of all ages at dozens of nonprofits serving the greater Williamsburg area. Search by time of year, type of opportunity, field of interest, age requirements, and more! Includes links and contact information to nonprofits in need of student volunteers. To access the online booklet, visit [www.NetworkWilliamsburg.com](http://www.NetworkWilliamsburg.com).

### Hey Neighbor!

#### OPENINGS - WILLIAMSBURG PARENT COOPERATIVE PRESCHOOL

The Williamsburg Parent Cooperative Preschool has openings in its 2s, 3s, and 4s classes. The program encourages learning through play and exploration. Be part of your child's education in an environment with exceptional teachers who foster independence and cooperation. Located in the lower classrooms at St. Martin's Episcopal Church, 1333 Jamestown Road. For more information visit the school's website at [www.williamsburgpreschool.com](http://www.williamsburgpreschool.com) or contact Molly Gareis, Director, at 229-3407.

### Hey Neighbor!

#### IMAGINATION MADE REAL EXPO 2010

October 23, 2010

The Virginia Inventors Forum (VIF) will hold its annual EXPO on October 23, 2010 from 9-5 at the Historic Triangle Community Center located at 312 Waller Mill Road. Cost to attend: \$5. For more information about this event or to register, please visit [www.virginiainventors.org](http://www.virginiainventors.org).

### Hey Neighbor!

#### LEGAL OUTREACH PROGRAM

October 23, 2010

10 a.m. to 1:00 p.m. at Warhill High School, 4615 Opportunity Way. Free Legal Services are provided to those who meet financial criteria and who live in Williamsburg, James City County and Upper York County. This effort is partnered by Williamsburg Bar Association and Williamsburg-James City County Community Action Agency. Law services include: uncontested divorce, landlord/tenant and real property, employment law, immigration law, child custody and support, consumer law, will/estate law, bankruptcy, Medicaid, protective orders, social security, wills and estate planning, restoration of driving privileges, restoration of civil rights, domestic relations and voting rights. Call Yvonne or Linda for an appointment at 757-229-9332.

# COMING SOON!

#### JANUARY ISSUE

##### Write Here!

*Meet some of our local authors.*

- In Home Date: December 16, 2010
- Advertising Deadline: Tues, Nov. 30th

#### FEBRUARY ISSUE

##### Getting There

*Transportation stories.*

- In Home Date: January 20, 2011
- Advertising Deadline: Tues, Jan. 4th

#### MARCH ISSUE

##### A Better Life

*Self-improvement issue.*

- In Home Date: February 17, 2011
- Advertising Deadline: Tues, Feb. 1st

#### APRIL ISSUE

##### Animal Stories

*Interviews with animal lovers.*

- In Home Date: March 24, 2011
- Advertising Deadline: Tues, Mar. 8th

#### MAY ISSUE

##### The Ideal Golf Course

*Creating the golfer's dream course.*

- In Home Date: April 21, 2011
- Advertising Deadline: Tues, Apr. 5th

#### JUNE ISSUE

##### Home Grown

*Locals who produce food items for us!*

- In Home Date: May 19, 2011
- Advertising Deadline: Tues, May 3rd

## Next Door Neighbors

For more information about 2011 issues contact Meredith Collins  
[meredith.collinsgroup@cox.net](mailto:meredith.collinsgroup@cox.net)



# Hey Neighbor!

Please visit [www.WilliamsburgNeighbors.com](http://www.WilliamsburgNeighbors.com) and click on **Hey Neighbor!** for a complete list of current community announcements.

## Hey Neighbor!

### CYCLE YOUR WAY THROUGH AMERICA'S HISTORIC TRIANGLE

October 24-29, 2010

Register with Program # 2284 at <http://roadscholar.org>. Questions? Call the Elderhostel local office at 757-221-3649 or 1-800-454-5768

## Hey Neighbor!

### SMART DINER CARDS SUPPORT SCHOLARSHIPS

October 25 to April 22

Smart Diner Cards offer BOGO discounts, valued at nearly \$400, on meals at 33 local restaurants. The WJCC Community Scholarship Fund of the Williamsburg Community Foundation uses all proceeds from the cards to award scholarships to high school seniors. The cards cost \$30 and can be purchased at SunTrust Bank, The Virginia Gazette, and The Williamsburg Community Foundation office. For more information, see [www.smartdiner-card.com](http://www.smartdiner-card.com).

## Hey Neighbor!

### WORKSHOP FOR THOSE WITH SPECIAL NEEDS

October 28, 2010

ARC of Williamsburg and Network Williamsburg present this program in partnership with Williamsburg Estate Planning to help families and caregivers plan for loved ones

with special needs. Find answers to important questions such as how disability benefits factor into estate planning, how a special needs trust differs from other trusts, and what the responsibilities are for a trustee of a special needs trust. This event is provided FREE to the public as a community service. It will be held at Crosswalk Community Church, 5:30-7:30 p.m. RSVP is required. Please call Karen at 945-1285 or e-mail [karen@networkwilliamsburg.com](mailto:karen@networkwilliamsburg.com)

## Hey Neighbor!

### ANNUAL HEALTH, HOPE & HEALING – A BREAST CANCER SURVIVOR RETREAT

October 30, 2010

Whether you are in treatment now or completed it several years ago, we invite you to attend our annual retreat where you can learn stress reduction techniques, hear what's new regarding diet/nutrition, experience gentle yoga, relax with a chair massage, participate in an informal Q&A session with local physicians or let it all go during the drum circle. Registration fee of \$25 includes all of the day's events, breakfast, lunch, afternoon tea & dessert, and gift bag. Registration is limited to twenty participants, so reserve your space soon! For more information, contact Wendi Whiting, Patient Navigator for Breast Cancer at Sen-

tara Williamsburg Regional Medical Center, 757.345.4204 or by email [wjwhitin@sentara.com](mailto:wjwhitin@sentara.com).

## Hey Neighbor!

### READERS' THEATRE AUDITIONS – TERRA NOVA by Ted Talley

November 1, 2010

7:00 P.M. -- 9:00 P.M., The Williamsburg Players; In the winter of 1911-1912 a team of Englishmen led by Robert Scott and a team of Norwegians led by Roald Amundsen raced to the South Pole. Only the Norwegians returned. This is the story of the Englishmen. 1 Woman 20-35; 6 Men 30-60. For more info contact Les Waldron (757-566-4062).

## Hey Neighbor!

### DÜRER, REMBRANDT, PICASSO, AND HOCKNEY AND MORE NEW ACQUISITIONS

November 6 – December 31, 2010

Features approximately 80 of the more than 600 new acquisitions of the Museum within the past five years. Admission is \$10. For more information about this exhibition or the Muscarelle Museum of Art in general, please call 757-221-2700 or visit [www.wm.edu/muscarelle](http://www.wm.edu/muscarelle).

## Hey Neighbor!

### EXPERIENCE THE EMOTION, WILLIAMSBURG CHORAL GUILD

November 7, 2010

At 4:00 p.m. Warhill High School Auditorium. Featuring outstanding soloists, a 26-piece chamber orchestra, harpist, Anastasia Jellison, and the Warhill Chamber Choir. The program includes Bach's Cantata 147, Brahms's Alto Rhapsody, Britten's Ceremony of Carols and the "Kyrie" and "Gloria" from Beethoven's Mass in C, Op. 86. The lecture will begin at 3:00 p.m., followed by the performance. Cost: \$20/\$10 for students. For ticket information, call (757) 220-1808 or visit [www.williamsburgchoralguild.org](http://www.williamsburgchoralguild.org).

## Hey Neighbor!

### SHARE NETWORK ACCESS POINT (SNAP)

SNAP is committed to helping you look for a job regardless of your race, gender, ethnicity or religious belief. This service provides one-on-one help to jobseekers who may lack computer literacy or just be uncomfortable with using the computer to seek job openings and related services. SNAP locations are located at Williamsburg-James City County Community Action Agency at 312 Waller Mill Road, Ste. 405, Monday through Thursday, 10:00 a.m. to 3:00 p.m., and at Lafayette Square Apartments at 122 Lafayette Blvd. every Thursday at 4 p.m. to 6 p.m. Call Linda at 229-9332 for questions or more information.

Non-Profit Organizations! Please Email Your Submissions to: [HeyNeighbor@cox.net](mailto:HeyNeighbor@cox.net)



## WE'RE ON THE MOVE TO END ALZHEIMER'S

Williamsburg Community Building • 401 North Boundary Street

Saturday, November 6, 2010

9 am Registration / 10 am Walk Time

[www.alz.org](http://www.alz.org)

*Teams and Individual Walkers Welcome!*

More information contact Faith Amoroso [faithrn971@cox.net](mailto:faithrn971@cox.net)

# Do you LIVE UNITED?



“In tough economic times the needs for those less fortunate are even greater. I encourage you to get involved and donate to this year’s United Way Campaign. With your support we can LIVE UNITED and improve the health and well-being of OUR community. To learn more, please visit the United Website at [www.uwgw.org](http://www.uwgw.org)”

*Marshall Warner  
Executive Vice President, Chesapeake Bank  
2010 Campaign Chair*

At United Way the focus is on six building blocks that can promote a better life:

People in Crisis \* Self-Sufficiency \* Senior Independence & Support  
Health & Wellness \* Children & Youth \* Family Sustainability

**GIVE. ADVOCATE. VOLUNTEER.**

**LIVE UNITED**



United Way of Greater Williamsburg

312 Waller Mill Road, Suite 100, Williamsburg, VA 23185. 757-253-2264  
Pledge on line at [www.UWGW.org](http://www.UWGW.org)