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**New Managers take over duties at Rappahannock Westminster-Canterbury**

This fall there are two new managers at Rappahannock Westminster-Canterbury, but neither is a stranger to the area. Both new director of human resources Karen Walker and new operations manager Phillip Williams have roots in the Northern Neck, and they are delighted to be joining what they consider one of the premier institutions in the region.

Walker was born and raised in the area, graduating from Lancaster High School. She has worked for most of her career at a number of local institutions, including Rappahannock General Hospital. Before joining RWC she served as human resources manager for the Warsaw Healthcare Center. In her role at the continuing care retirement community outside Irvington, she is responsible for recruiting staff and working with managers to assure top-level performance from all employees.

Even though her most recent job was just a half-hour away, Walker describes the move to RWC as making her feel “like I’m coming home.” She is impressed with the loyalty and professionalism of the workforce at RWC, noting that there is comparatively little turnover and a general feeling of satisfaction among employees. Still, even though she believes RWC is the “employer of choice” for many people, her greatest challenge will be maintaining the high-

quality workforce. “It is vitally important,” she says, that she secure staff that will make RWC residents feel comfortable, safe, and well cared for.

Williams, too, feels quite at home in his new position. Although he was raised in Chevy Chase, Maryland, he has deep roots in the area. His grandmother grew up in Irvington, and his mother was one of the founders of radio stations WNNT and WKWI. Williams now lives in the Irvington house that was once the family’s vacation home. Prior to joining the RWC management team, Williams worked in the railways industry in Kansas City, Washington DC, and Baltimore. He also taught mathematics at Chesapeake Academy for several years.

As director of operations Williams oversees departments responsible for maintenance, landscaping, housekeeping, and security. His job takes him all over the facility, and he is already getting to know fellow staff and residents whom he meets in their homes and in RWC’s many common areas. At the moment Williams is supervising the annual fall landscaping program on the grounds at RWC and handling some pressing matters involving drainage. He is also coordinating replacement of equipment in the continuing care facility’s boiler room, a project he says must be completed before winter sets in.

Williams feels his greatest challenge is to meet the high expectations of residents who expect a safe, clean environment that is also aesthetically pleasing. Nevertheless, he notes, “the chance to remain in the area and work with such a great group of people made it easy for me to say ‘yes’ when I was offered the position.”

RWC president Stuart Bunting says he is delighted to have see Walker and Williams join the management team. “Hiring and maintaining a competent, professional staff and maintaining our buildings and grounds are critical to our success in providing residents the quality of life they have come to expect. We are certain Karen and Phil will help us continue our tradition of excellence that has become the hallmark of RWC during the past twenty-five years.”

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Photo Caption: New Managers at Rappahannock Westminster-Canterbury: Phillip Williams, Director of Operations and Karen Walker, Human Resources Director.