

# Fresh from the Garden



## SEPTEMBER EVENTS

### Labor Day

September 7  
Stores Open  
9am-3pm

### Employee Appreciation Discount Day

September 10  
Enjoy 50% Off

### Employee Appreciation Discount Day

September 11  
Enjoy 50% Off

### Adopt a Houseplant

September 12  
All Stores  
10am-4pm

### Adopt a Houseplant

September 13  
All Stores  
10am-4pm

### Employee Appreciation Discount Day

September 24  
Enjoy 50% Off

### Employee Appreciation Discount Day

September 25  
Enjoy 50% Off



## OBSERVATIONS

### Customer Success

by John Darin, President



Christmas is right around the corner! And although the holidays may look different for some, one thing is certain- families will continue to spend more time in the homestead. At English Gardens, we have more opportunity to engage them with all the wonderful products we offer to transform their homes into a Winter Wonderland.

As we transition seasons, this is a great time to brush up on your Success Training Cards to make sure you have the answers to customers' questions. The more you know, the more successful our customers will be.

Our Success Training Cards cover a variety of topics. The cards for the Christmas season provide helpful tips on: Fresh Christmas Trees; Life-like Christmas Trees, Wreaths & Garland; Christmas Trim & Décor; Christmas Lights; and Fresh Wreaths, Garlands, Boughs & Trim. There's even a card reviewing the services we offer during the holidays.

Speak simply, explain thoroughly, listen fully, respond promptly. This is the way you can truly engage with your customers and share the knowledge you have while making their life easier and their experience memorable.

During this month's Holiday Preview training, we hope you learn a multitude about the new products English Gardens will carry for the season, but also take notes and walk away with a game plan on how to share this knowledge with your customers.

Thank you for continuing to make our customers successful!

*John Darin*



# Tell Us About It



**Royal Oak-** We are very pleased with the service of all staff at English Gardens and have been for 11 years. Keep up the great work!

**Eastpointe-** The General Manager was awesome! Had the answers I needed almost before I asked them. They also had the product that I have been looking for at four other stores prior. This will be my go-to garden supply store!

**Plymouth-** My husband and I were in to your Plymouth store on Saturday. Joan helped us in your patio furniture area- we bought a table and new umbrella, and she was so helpful. She was knowledgeable, patient and even walked to your storage area to double-check inventory on the umbrella I wanted. I would highly recommend Joan to anyone looking for patio help and hope you'll let her know how thankful we are for her help. We were Plymouth Nursery customers and always satisfied, and no doubt the same with English Gardens- we will be back!



## EMPLOYEE ANNIVERSARIES

Years of Service	Employee Name	Location
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### MANAGERS:

26	Patrick Fairbrother	ACO
16	Kim Milewski	PN
12	Deborah Purdue	MO
7	Jim Welch	WB
4	James Wilson	LC
2	Kendra Bleakley	ACO

### ASSOCIATES:

22	Pat Birch	CT
9	Sarah Miller	RO
4	Johnnetta Barnes	LC
4	Brian Dale	LC
3	Colleen Sullivan	DB
3	Edward Frank	RO
2	Juan Andrade	LC
1	Rebecca Bak	WB
1	Jacob Babe	CT
1	Bernadette Aiello	EP
1	Deven Brazzell	LC
1	Mackenzie Stephans	WB
1	Tori Jordan	EP

## SAFETY *It's Everyone's Business*

### Maintaining Safe Emergency Exit Routes

Knowing how and when to exit a building is critical in an emergency situation. All employees should be properly trained on emergency exit procedures, and evacuations should be routinely practiced.

A successful evacuation is dependent on having reliable exit routes. OSHA requires every workplace to have at least two emergency exits, or more depending on the size of the facility or workforce. Maintaining the safety of these exit routes should be of the utmost importance.

To keep exit routes safe, OSHA advises:

- Keep exit routes free of all clutter, equipment, locked doors and dead-end corridors.
- Be sure to keep highly flammable furnishings and decorations at a safe distance from emergency exits.
- Arrange exit routes so you will not have to travel past high-hazard areas unless absolutely necessary.
- Post signs along the walls indicating safe evacuation routes and be sure paths are well-lit.
- Clearly label doors that can be mistaken for an exit with a sign reading "Not an exit" or indicating the room's use, such as "Closet."
- Renew fire-retardant paints and solutions when needed.
- Maintain safe exit routes during construction, maintenance and repairs.
- Exit doors must open from inside without keys, tools, or special knowledge.
- Exit doors must open outwards.
- Each exit must have a distinctive sign that says "Exit" marked in letters that are at least 6 inches height with a 3/4 inch stroke width.
- Exit doors must have no signs or furnishings that obscure their visibility.

## Freshen Up Fall Planters

Fall is on our doorstep, and with the changing seasons comes changing of our summer décor — especially summer planters.

There is no need to overhaul your entire design. With a few simple changes you can make your summer planters pop for fall.

### **Bold Foliage:**

Keep long-lasting perennials and evergreens and swap the summer flowers for leafy plants and bold grasses. Use wine-red and vibrant green to transform your summer look to fall with minimal effort.

Try plants like Begonias, Heuchera or Coleus, which range in color from deep purple and reds to bright greens.

### **Add Cold-tolerant Flowers:**

Use cold-tolerant flowers like Mums, Pansies, Lobularia and Nemesia to add season-extending color to your planter.

Be sure to plant them when the weather is a bit warmer so they will fully bloom. Choosing bright oranges, reds, yellows and purples will provide a nice contrast to the greens and dark reds of the foliage.

### **Add Texture:**

Experiment with grasses, twigs, and broad-leaf plants to add height and texture to your planter. Add bamboo or feathery grasses, or try varieties such as Snake Plants, Feather Reed Grass or Red Fountain Grass. Or simply add willow branches or seedpods for an easy planting-free option.

### **Fill Gaps with Seasonal Items:**

To fill in gaps, add seasonal decorations like pumpkins



or gourds. The colors and textures instantly say “fall” and create a focal point for your container garden. Flowering Kale will also fill space. These plants range in color from deep-purple to green and grow great in the cooler temperatures of fall.

### **Add Late-Blooming Perennials:**

Add a few late-summer or fall-blooming perennials to help transform your planter.

Varieties like coneflowers, Black-eyed Susans, Anemones or Toad Lilies (Solomon’s Seal) are great for fall color.

All of these design tips and container gardening tricks will be helpful to share with your customers this Fall season, in order to make their Container gardening a success.

**Remember we can offer our customers custom potting! Less work they have to do and lots of fun for us! It is a great way to show off our staff’s talents- get creative, get inspired and get dirty!**



## Think Positive

Many of us may be faced with having to make some important decisions over the next few days, weeks, or months.

Maybe you need to decide what’s best for your family, children, career, health, finances, or our country. No matter what, remember to take good care of yourself, too. Having a positive attitude can help.

Did you know your attitude --whether it’s positive or negative --can affect how you feel, what you do and the decisions you make for yourself? It can also affect your weight, too.

Studies show that our attitude and outlook on life can affect everything around us, including our present and future. Life

comes with a lot of challenges. However, sometimes all we need is the right attitude and our very best effort.

I’ve faced many challenges in life. The results were better for some than others, but I try to face them all with a positive attitude. I remind myself that anything is possible with the right attitude and to do my very best – no matter what the task or situation may be.

In fact, having a positive attitude is important in all aspects of our lives, especially when it comes to our responsibilities, relationships, how we handle stress and make good decisions.

So, remember to smile, think positive and eat your fruits and vegetables.

- Love, love, love,  
*Florine Mark*



August 7<sup>th</sup> was the third and final Food truck visit, in Clinton Township and Eastpointe!

The team enjoyed tacos from a safe distance on a beautiful summer day.



# Health Corner for Employees

## ***Pandemics can be stressful***

The coronavirus disease 2019 (COVID-19) pandemic may be stressful for people. Fear and anxiety about a new disease and what could happen can be overwhelming and cause strong emotions in adults and children. Public health actions, such as social distancing, can make people feel isolated and lonely and can increase stress and anxiety. However, these actions are necessary to reduce the spread of COVID-19. Coping with stress in a healthy way will make you, the people you care about, and your community stronger.

## ***Take care of yourself and your community***

Taking care of your friends and your family can be a stress reliever, but it should be balanced with care for yourself. Helping others cope with their stress, such as by providing social support, can also make your community stronger. During times of increased social distancing, people can still maintain social connections and care for their mental health. Phone calls or video chats can help you and your loved ones feel socially connected, less lonely, or isolated.

## ***Healthy ways to cope with stress***

- Know where and how to get treatment and other support services and resources, including counseling or therapy (in person or through telehealth services).
- Take care of your emotional health. Taking care of your emotional health will help you think clearly and react to the urgent needs to protect yourself and your family.
- Take breaks from watching, reading, or listening to news stories, including those on social media. Hearing about the pandemic repeatedly can be upsetting.
- Take care of your body.
  - Take deep breaths, stretch

- Try to eat healthy, well-balanced meals.
- Exercise regularly.
- Get plenty of sleep.
- Avoid excessive alcohol and drug use.

- Make time to unwind. Try to do some other activities you enjoy.
- Connect with others. Talk with people you trust about your concerns and how you are feeling.
- Connect with your community- or faith-based organizations. While social distancing measures are in place, consider connecting online, through social media, or by phone or mail.

## • ***Take care of your mental health***

Mental health is an important part of overall health and well-being. It affects how we think, feel, and act. It may also affect how we handle stress, relate to others, and make choices during an emergency.

People with pre-existing mental health conditions or substance use disorders may be particularly vulnerable in an emergency. Mental health conditions (such as depression, anxiety, bipolar disorder, or schizophrenia) affect a person's thinking, feeling, mood or behavior in a way that influences their ability to relate to others and function each day. These conditions may be situational (short-term) or long-lasting (chronic). People with pre-existing mental health conditions should continue with their treatment and be aware of new or worsening symptoms. If you think you have new or worse symptoms, call your healthcare provider.

Call your healthcare provider if stress gets in the way of your daily activities for several days in a row. Free and confidential resources can also help you or a loved one connect with a skilled, trained counselor in your area.

**You always have access to Magellan, our Employee Assistance Program, at 1-800-356-7089**

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## **NEWS** *from the Landscape Company*

### **"Professionals Doing Extraordinary Work"**

September for the Landscaping Company means switching gears a bit. Two of our big holiday projects are starting to get installed and we are still planting new landscapes. As you know, fall is a great time to plant and we plant until the ground freezes in November.

We also offer maintenance services, so remind customers we can help with fall clean ups of landscape beds. We cut back perennials, prune shrubs, do a bit of leaf clean up and can spray outdoor evergreen plants with Wilt-Stop. Our schedule can fill up quickly, so earlier is better for getting projects started and scheduled.

Please remember to fill out a lead for any potential customers.



### ***2020 Spiff Program:***

- \$1,000-\$5,000 = \$10 gift card
- \$5,000-\$25,000 = \$20 gift card
- \$25,000-\$50,000 = \$50 gift card
- \$50,000 & up= \$100 gift card

Please continue to tell customers about our award winning Landscape Company!