



The Legacy Senior Communities Champions Residents Despite Winter Storm Damages

While so many in the metroplex continue to suffer in the wake of the latest winter storms, The Legacy Senior Communities have proven resilient. The Legacy team's experience and unwavering dedication was celebrated this week with the successful relocation of 60 residents of The Legacy Willow Bend to sister community, The Legacy Midtown Park, in response to inclement weather. The Legacy Midtown Park also made accommodations for over 30 employees who were staying overnight to continue caring for residents and to avoid icy conditions.

"The Legacy Willow Bend team went into action immediately, no questions asked, just did what needed to be done. The Legacy Midtown Park team also immediately went into action, prepped their community and welcomed us with open arms knowing how difficult the next several days was going to be." – Laura Levy, Executive Director The Legacy Willow Bend.

Starting early Monday morning, The Legacy Willow Bend suffered from a power outage and then busted pipes due to the city's record low temps. Over the course of the following 24 hours, the Legacy staff transitioned 60 residents from its Willow Bend campus in Plano to The Legacy Midtown Park in Dallas, including 31 healthcare patients, 26 Assisted Living/Memory Support residents, four Independent Living members and two canine companions. Such a large scale move in unstable weather conditions required remarkable collaborative efforts between the two communities. Each department assumed their unique role in managing the crisis, including the transportation team, maintenance crew, housekeeping, and the dining and culinary staff. Every member of The Legacy team pitched in to ensure their seniors received the best care possible.

"Employees from across The Legacy organization have pulled together to quickly and effectively respond to the most recent crisis threatening our residents and clients" says Melissa Orth, President and CEO of The Legacy Senior Communities. "Our staff adapted to care for and serve our residents in an incredible way." Lynne Lautin's parents are residents at The Legacy Willow Bend and were among the group transferred to Midtown Park. She offered high praises for how the organization graciously handled this week's challenges. "I am so proud to be a part of the Legacy family. I truly appreciate what they've done during the pandemic and now this. I'm not sure what can be thrown at The Legacy next, but whatever it is, The Legacy will handle it beautifully."

The Legacy's broad reaching and diverse portfolio in the Dallas market offers their seniors a strength that sets them apart. This week's obstacles have only further established their ability to maneuver well in less than ideal circumstances. Orth acknowledges that while her team's quick resolve deserves recognition, their excellence doesn't surprise her. "Once again, The Legacy Senior Communities demonstrates how unexpected challenges bring us closer together and strengthen our resolve and sense of community. I consider it a privilege to be a part of The Legacy team."