

Heroism in Missouri

The courage and sacrifice of our associates – even in the face of adversity – are always truly remarkable. They are our “everyday heroes” as they attend to the needs and the comfort of our residents. But their dedication and compassion extend beyond our resident population – to one another, and to others in the community who suddenly find themselves in difficult circumstances.

The latest example of “going the second mile” occurred in Missouri last week. Michael Graham, director of sales and marketing in the Ozark Region, tells the story:

Let me share some incredible stories of how the St. Louis team rallied to accommodate storm victims and offer food and shelter for those left without power. A horrendous storm blew through the area last Wednesday with many experts describing the winds of a Category 1-type hurricane. Over 500,000 homes, businesses, facilities and hospitals were left without electricity. The temperature was near 100 degrees and the city was in a near panic. No ice was available for miles around, and hotels were filling up fast. The area was devastated so bad that the National Guard was called in to go door-to-door to check on the elderly and disabled.

Life Care Center of Bridgeton began receiving calls from local hospitals and other facilities that did not have power. We opened our doors to those stranded at home and those individuals who were shuttled to local emergency rooms. As the hospitals continued to fill up, we put all the marketers on alert and began admitting residents. Life Care Center of St. Louis admitted 10 patients on Friday and is currently assessing another 17 for admission today (this past Monday). Chris Rayborn, LPN (marketing), spent most of his weekend at the hospital arranging for the placement of patients for the upcoming week. Lorraine McNeil, executive director, opened her doors in the most generous way and accepted six residents from a nearby facility that had no power. The Westchester House followed up with nearby hospitals in their area and were on alert. Some of our facilities were just a cooling station for some individuals with a hot meal and some rest.

To watch a team come together in a stressful situation is a true reflection of the "Whatever It Takes" motto. The real story is that most of the individuals who pitched in were without power in their own homes, but refused to let this stop them from reaching out to their fellow man. I was truly amazed to witness first-hand the joy of giving and sharing with those who rely on our services. Life Care should be proud of these individuals who reflect the mission of this awesome company.

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We are grateful to Michael for pointing out our associates' personal sacrifices to serve others in the wake of the storm. We are, indeed, proud of them and the luster they bring to our mission. Last week – and every day.

--Beecher Hunter