

Mr. Lane,

First, I must start off by saying we should have sent you this a long time ago. We often find, especially in this industry, it is easy to point out inefficiencies rather than acknowledgments of good performance.

We simply want to make sure you are aware of what such an awesome job the Legacy staff here at Willow Creek does. From our very first meeting with Jessica it was obvious her desire was to work with us and to make Legacy a valued part of the Willow Creek team. Jessica shares the same compassion, attitude and outlook as we ourselves have in managing this building and our residents, this is reflected in her entire staff here, Ron, Brittany, Yolanda, all of them share the same care and concern for our residents.

As long as we have been working in the senior living industry, we had never experienced situations in which we encountered during the corona virus and the many protocols our building was placed in over a 3-month period and as of this date, still with some restrictions. While for any community setting, having the dining room closed down, restricted visitation, residents quarantined in their apartments, is difficult in itself, but it was the effects it had on our residents that was the most challenging. While we had considered our residents more on the vibrant and active side, in only a short period of time we started to see a decline in all areas, cognitive, mobility, depression and sadness.

Jessica made a point to meet with us on a daily basis, we discussed our residents, what issues we were seeing, Jessica and her team were on it, I cannot think of anything that came up that her team was not able to help. We all started our days with a full plate with the expectation of knowing it would be added to, throughout the day, we want you to know that Legacy went above and beyond, they always had the best interest of our residents at heart. The entire Legacy staff handled themselves in a most professional, caring and patient manner, not only during this crisis, but on an everyday basis and they have become a valued part of our team.

As we look back over the last few months and reflect on all that has happened, we are grateful that Legacy is in our building, especially with what was experienced by all during this pandemic.

So please, make sure they receive the acknowledgment they deserve for a job well done, for they do stand out in a most outstanding way.

Regards,

Glenn and Valerie Campbell
Willow Creek
Managers