As Hurricane Irma was churning toward Florida’s west coast last September, Patrick Noonan, executive director of Glenview at Pelican Bay in Naples, was experiencing another value of working with the LCS Family of Companies. While Patrick was no stranger to his role, it was his first hurricane in his more than 20 years of serving seniors. Fortunately for Patrick, LCS had a hurricane plan in place and a team ready to help him through the storm.

Patrick and the LCS risk management staff knew the storm was unpredictable and began preparing for Hurricane Irma immediately. “We had ongoing communication about the hurricane during which we planned collaboratively to stay on the same page,” said Patrick. The consistent and effective phone calls with the LCS team—including risk management, fellow executive directors, sales and marketing, clinical, and CPS, to name a few—were critical in determining a plan for safety and exceptional care for Glenview residents. The calls offered Patrick the opportunity to speak with the experts in the LCS Family of Companies.

The decision to evacuate and get residents to a safe place was rapid. Independent living residents would be accommodated in an Orlando hotel while assisted living and memory care residents would receive care and shelter at Glenview’s sister community, Bayshore Memory Care. Bayshore was located outside the evacuation zone in Naples.

In Orlando, the executive director and staff of a soon-to-open Life Care Services community stepped in to coordinate details such as food preparation and delivery, bedding, and activities for their temporary neighbors. At Bayshore, the Life Care Services clinical team jumped into action to ensure they were prepared to fulfill the specific needs of the temporary guests.

Once final arrangements were complete, Glenview was evacuated and residents arrived safely at their temporary accommodations on a Friday; by Sunday Irma was bearing down. The transition for all residents was seamless. Following the aftermath, Patrick acknowledged, “It was comforting to know I could count on the clinical team at Bayshore and my colleagues in Orlando to take good care of our seniors.”

Hurricane Irma churned toward Florida’s West coast. LCS was ready.

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Patrick Noonan, executive director at Glenview
After Hurricane Irma hit, the building sustained substantial property damage and residents were unable to immediately return home to the community. According to Patrick, “Knowing everyone had sheltered safely through the storm, our next priority was returning our seniors to Glenview. CPS helped find remediation services that were unavailable locally and LCS Development came on-site to review the damage and help me know how to proceed. Their help was invaluable during the recovery process.”

Community staff response was excellent through all phases of the storm. Unfortunately, many employees faced their own damaged homes and property. In stepped the LCS Foundation to help. One pillar of the LCS Foundation, established by LCS to give back to the senior living profession and the seniors it serves, is to support its dedicated and compassionate colleagues when encountering an emergency or crisis situation beyond their control. Several members of the Glenview team benefitted from the Foundation’s cash gifts to help with high deductibles and seemingly impossible challenges. The financial help gave staff peace of mind to return their attention to the needs of their residents.

According to Patrick, “A simple, ‘You can handle this,’ from one of my colleagues who’s been through a previous hurricane, was invaluable during the recovery process. His friendship, support, and encouragement was just what I needed.” In addition, Patrick has the support of family: six companies and more than 40 years of senior living experience with the breadth of services and depth of knowledge to help him every day.