



A Touchmark® community
Est. 1980

River brings historic flood. Hard work and hope keep Waterford dry.

Waterford at Harwood Groves is located just a few blocks from the Red River. In late March, the city of Fargo ordered precautionary evacuations. Waterford leadership developed a plan of action, and team

members, families, and volunteers implemented the plan. This special issue highlights the heroic efforts that helped ensure residents' well-being and protect the buildings on the Waterford campus.

Evacuating



Staff at Waterford begin the process of moving residents in a well-organized manner. Approximately 30 residents stay at The Legacy Place in Valley City, and about 24 residents are driven to Waterford at All Saints in Sioux Falls, South Dakota. Other residents stay with their families or friends.



Preparing for possible flooding



Immediately after the last residents departed, remaining staff and volunteers started moving furniture from the first floor to the second. During the next few days, about 20 staff, family, and friends sandbagged around every exterior door of the main building and cottages, lifted first-floor office furniture onto cinder blocks, moved storage boxes to the second floor, raised all Waterford Health & Fitness Club equipment onto cinder blocks and removed club furniture, and sealed all first-floor drains.

Fighting the flood



Thousands of people gathered to build the first dike. The National Guard and construction workers built a secondary dike down the middle of 35th Avenue. Some houses stood sandwiched between the first and second dikes. In spite of record river levels, the dikes held, and Waterford and the surrounding neighborhoods were spared.

Historical Crests for Red River

40.82 feet ~ March 2009

40.10 feet ~ April 1897

39.57 feet ~ April 1997

Working together

“I’m amazed by the spirit of the staff and residents and community. They made what could have been a difficult situation into something that went incredibly smooth. Much like the Fargo-Moorhead community, we saw a smaller version of how people connect and pull together to help out. We came up with priorities to be done, and with all the volunteer help, we got even more done. I think we are stronger as a team as a result. You can’t replicate this in a lab. With a number of new staff, we were all thrust together in various different roles and teams. As a result, we go forward with a stronger engaged team. At the heart, we tried to keep the comfort of residents first and foremost. I think this kept all of us going at those tired moments.”

—Kari Dick, Executive Director



Moving back home



In early April, the Red River continued to fall slowly. The Waterford Health & Fitness Club opened, and about 20 members worked out. Soon residents and staff began to return to the community. Left: Local media covered the homecoming. Here, resident Evelyn Gilmore, 103, is interviewed.

Receiving a note of thanks

A few days after returning to Waterford, resident Ed Hoag wrote the following comments to Touchmark CEO Werner G. Nistler, Jr.:

Dear Werner:

... As president of the resident council here at Waterford, I know that I speak for all residents in conveying to you our deep and sincere appreciation of the way Kari [Dick] and Bill Belanger along with the rest of the management team faced these emergencies. It was not easy to, on very short notice, inform us that we needed to move to a place of our choosing or one provided by Waterford. Kari and Bill and their team went to work, and the departures went off smoothly.

After nine days, we all came back to a warm “welcome home” with the staff extending hugs and handshakes along with offers to help get belongings back to our apartments. This was topped off with a champagne social hour before dinner. You can be very proud of the way your managers here handled this emergency. With personal best wishes ...

Sincerely,

Ed Hoag

