



Our mission is to go above and beyond our customer's expectations, by providing quality living environments that enhance our resident's lives physically, socially, and spiritually.

The Lang Nelson Experience Q3 2020

The Lang Nelson Experience...Live it!

The Experience is an informative insert that celebrates all of the value added services and advantages available to you. We appreciate our residents!

Care and Compassion, we are all in this together!

The month of July begins our summer season and we also celebrate our Nation's Birthday. We also want to acknowledge, with care, all that is and has been happening in our cities, across our nation and around the world.



Lang Nelson Associates is **committed** to diversity, equality, and inclusion for its residents, customers and employees. We also respect and recognize the injustices placed on those whom have been and continue to be discriminated against in our country. Our Core Values speak to welcoming and honoring all people and we will continue to see that those values are delivered to those that live and work with us. Please join us in accepting those that may be different from you and also supporting those individuals and businesses that are taking steps to ensure equality for our black community. Together we can and will make a difference. Together we can change future outcomes. Together, we can make the Lang Nelson Experience truly great for all.

Over the 50 years we have owned and managed communities, and being our founders were born and raised in South Minneapolis, this issue of inequality has hit close to home. We as a company and community will stand and support all residents within our Lang Nelson family and the community at large. We are committed to continuing to ensure that all are treated respectfully and with **Care and Compassion**.

We must stand together in the fight against injustice.

Be the difference that we need today and join us in doing everything we can to make sure all feel welcomed, respected and valued.

COVID 19

At this point we can assume we are all well aware of what COVID-19 is. Anxiety and many other uncomfortable feelings can creep in and may even become overwhelming at times. This is normal and to be expected, as we are navigating unknown waters with this virus. Therefore, a positive attitude is crucial, as is self-care and surrounding yourself with a network.

Take care of yourself physically, spiritually, and emotionally. Take a break to recharge yourself when you need to. During that break, do something that you love to do, such as eating a healthy lunch, walking, listening to your favorite tunes, reading, or praying. Doing so will help you feel a sense of control over yourself even when you're thinking the rest of the world may be rather chaotic.

Although we are asked to stay safe, keep distance, and wear masks, don't completely isolate yourself. Rather, create a network that you can trust in, talk with, share stories and laughter with, but also be able to share concerns and questions. This network can be maintained by phone, Zoom, Skype and Facetime, but also by practicing social distancing within the community or walking around it.

Lang Nelson Associates thanks you for navigating these rough waters together, for your patience, and for the measures you are taking to keep yourself and others safe, engaged, and focused on the good in their lives. Together we will remain vigilant, we will get past this, and together we remain a community.

Our New Normal

The new normal is nearly on the lips of everyone as we all are continually tasked with figuring out how to adjust to life in a pandemic. For some it may be easy, and for others it may be learning a completely new way to navigate each moment of each day. Hopefully it has not come to that extreme, yet most of us are having to significantly adjust our way of life.

At Lang Nelson, we remain committed to The Experience regardless. The experience we speak of includes building relationships and also creating social engagement opportunities. These often include fun outings in the local community, birthday parties, happy hour socials, walking clubs, gardening clubs, resident councils, volunteering, shuffle board, and so many other opportunities, big and small, for fellowship and to stay active and connected.



As the saying goes, sometime we don't know what we have until its gone. Lang Nelson was not exempt from this. With the safe restrictions placed on gatherings and social interactions we too were forced to come up with new and creative ways to support this portion of the experience.

The quest to maintain this active lifestyle, though not easy, was tackled at each location with true success. To learn more about



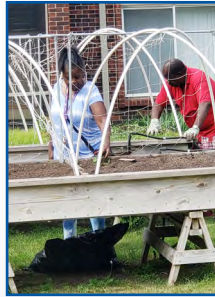
these "new" activities and engagement opportunities visit langnelson.com and select the blog tab. To see what is planned within the month our activity calendars are posted to each community

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The Lang Nelson Experience... Live it!

continued from Page 1 page within the Lang Nelson website. To encourage you to visit either of these places, or to contact a community for more information, we wanted to share some of the fun activities that are now part of Lang Nelson's new normal. Hallway Hangout Friday Happy Hours allow residents the ability to safely visit and see their neighbors. Zoom birthday celebrations are likely to continue anytime the desired party is not able to make it the community. Courtyard concerts series are popping up all over Lang Nelson lawns and we are excited to see these continue, as a way to fill the air with fun and excitement. We hope you choose to join us!



Please help us celebrate!

Lang Nelson has been a service driven company since our founders established their roots in Property Management over 50 years ago. Our valuable staff and communities have been awarded over 125 MADACS awards in the last 24 years. These awards are given for superior service, programs and people. We have so many employees and communities worthy of this nomination and proudly present this year's list. Our culture and the Lang Nelson Experience have always set us apart from the rest and that is by far the most rewarding award yet.

We are again excited and proud to share this year's nominations! It is with the utmost of honor we nominate the following for a 2020 MADACS Award:

- The Arbors of White Bear Lake: Alison Schram, Best Community Manager in Senior Housing
- Blaine Campus/Cloverleaf Courts: Amanda Morrison, Best Multi-Community Site Manager
- Creekside Gables: The Best Resident Experience for, Zenobia's Store
- The Crossings: Property Excellence- Senior Housing
- The Crossings: The Most Outstanding Charitable Event- Toys for Tots
- The Legacy of St. Anthony: The Best Resident Event, The Penguins are Coming!
- River Oaks: Lige Crawford, as Best Maintenance Technician single site
- Twin Lake North: The Best Team

We are so proud and honored to recognize these individuals and teams as our family at Lang Nelson. It will be our honor having them represent Lang Nelson at the 25th Annual MADACS Award Ceremony that is held on September 11th, 2020.

For more information on any of these great communities, or to begin living your experience please contact us at (952) 697-4607.

Lang Nelson Service Commitments:

- To exceed your expectations in every interaction
- To build relationships that positively impact our community and company
- To create memorable experiences

How to have fun in the midst of a pandemic

Lasting only 3 months, Minnesota summers are often considered too short. Then you add a pandemic, with limited opportunities and the need to practice social distancing, and you may find yourself asking, how to ensure this summer doesn't pass me by?

Satisfy your passion for puzzling with digital jigsaw puzzles made just for you by visiting exploreminnesota.com and search puzzle. These puzzles let you virtually visit your favorite Minnesota destinations like the Mississippi River headwaters, Paisley Park, Pipestone National Monument and more, all from the comfort of your couch.

Minnesota's endless trails are also open for hikers, bikers, or walkers. While maintaining proper social distancing guidelines, you can get outside to enjoy fresh air and get some steps in. Walk around the lakes, get into nature and enjoy the beauty of Minnesota. While most parks, recreation areas and public lands remain open to the public, many are seeing an influx of visitors at the moment. To maintain safe social distancing between yourself and other visitors, consider visiting during off-peak hours or heading to one of your area's lesser-known parks.



Farmers Markets are also open (practicing social distancing), and even have a website where you can get fresh produce delivered to your door.

You can also explore many great things to see and do in Minnesota from the comfort of your home. Attractions across the state have created virtual tour experiences via 360° photography tours, live webcasts or special apps. These tours offer a unique, behind-the-scenes look at attractions. The following is a small list including what some of our residents and staff are saying are the best.

360° PHOTOGRAPHY TOURS of

- Canal Park, Duluth
- The Polaris Experience, Roseau
- Artists Point, Grand Marais
- Pearl of the Lake, Lake City
- Glensheen Mansion, Duluth
- Minnesota State Parks and Trails

LIVE VIDEOS

- Mississippi Headwaters Live Webcam
- Virtual Vacations on Lake Superior, by Odyssey Resorts
- Tour the Como Conservatory's 2020 Spring Flower Show

ANIMAL CAMS

- Farm Babies at the Minnesota Zoo
- Minnesota DNR Live EagleCam