



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 Q1 2017

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!

Lang Nelson Thanks You!

Lang Nelson wants to thank each one of our residents for being a part of our family. We work hard to provide a unique experience with your interests in mind, because you are our VIPs. We also want to take the time to thank our Vendors, Partners, and Staff for the work they do to ensure the Lang Nelson Experience is second to none. Our vendor partnerships walk beside us to give the best physical enhancements and social experiences, through community improvements, community gatherings, and entertainment. Our Partners support us in delivering additional programs and services such as blood pressure clinics, flu shots, and added home care services. Finally, thank you to our staff for their commitment to always going above and beyond.



A Look Back

This past year has been a year with a continued focus on services, supportive programs and retention. We do everything possible to keep our residents active, safe, and well. Our Continuum of Care program has continued to grow, assisting close to 100 residents and their families in the last year. The residents served by this great program are a testament that you can get the services you need, in your home, when you need them. Our presentations on 'Staying Well' are continuing throughout 2017.

We also have officially implemented Smoke Free Housing at all of our remaining communities. The wellness and safety benefits are immense, and therefore your fellow neighbors and we appreciate your support.

You, our fabulous residents have referred well over 150 friends and family, which have in return come to begin their own Lang Nelson Experience at one of our communities. This has lead us to pay out over \$45,000 in rent credits, and we thank you for your support.



On-site programming has grown dramatically within the past year, as we have added a minimum of 2 new programs or activities each quarter, at each community. This is a result of well over 4,000 resident visits, to find out our residents likes and interests.

Our fleet of Transportation Services continues to add wonderful destinations with our City of Lakes Tours this past summer, our Fall Scenic Drives and of course our Holiday Lights Tours to name a few. Lang Nelson is passionate to continue delivering this concierge service to our residents, and remains extremely proud of our drivers who care for our residents in this fashion. Our drivers often say, "They have several "Mom's and Dad's" as they treat you, our customer, as they would their own parents." To better serve you we look forward to adding a new bus to our fleet this spring!



With tremendous pride, Lang Nelson has awarded nearly 200 Above & Beyond awards to it residents and staff in 2016 alone. These awards are



in recognition for actions that are deemed beyond the normal call of duty or have had a significant impact on another. The awards are nominated by residents and peers, and act as a visual reminder that we aim to spoil.

Learning Equals Growth

With a mission committed to going above and beyond, it requires staff to always be looking for opportunities to better themselves and the experience. This is not easy and does not come without a lot of hard work and thought. To help accomplish this, staff takes part in monthly seminars to grow their skill set, be reminded of best practices, and are requested to share positive experiences and success stories. As a company and culture, we believe one is never too experienced to learn something new, and therefore we stretch to learn new ways to better serve you.



The Lang Nelson Experience... Live it!

Enhancing The Experience, For You!

Enhancing 'the experience', doesn't always come in the form of adding programming or staff. Sometimes it is expected to be physical or visual. These types of changes are often said to be some of the most exciting, and have an impact that can change an entire community.

The Rehab Team, or sometimes also referred to as the "Blue Shirts", focuses on these special projects and has a goal of bringing added value to a community. With a staff of 3-6 carpenters they are able to do about anything,



and have. A few examples include, the addition of the Anthony James screened in Deck and complete building re-siding, Cedarwood's community room expansion and re-siding, the Autumn Woods villa kitchen upgrades, Broadway Village's community room addition and guest suite renovation, and River Oaks dining room addition. This team and the projects completed remind us of our commitment to reinvest and ensure the highest quality of living we can for our residents. Additionally, the team truly enjoys the impact it has on each community. A Blue Shirt was recently heard saying, "After each project it is always fun to see how much the residents enjoy the community enhancement."

Make Winter Fun

Whether you're a Minnesota native, or new to our great state, there is no better way to beat the frigid winter temps than to embrace them. Staying inside or venturing outdoors, there is so much to do and see. Through our list of low or no cost activities, we hope to inspire something new for you to do to combat the winter blues.



Whether you decide to check out the new expansion at Mall of America, visit your favorite library, ice skate at many of the outdoor rinks, take part or observe one of the

many Winter Carnival activities, or check out Red Bulls Crashed Ice competition, there is no reason to get bored this season.



- St Paul Winter carnival, held from Jan. 26th – Feb. 5th, has so many fun events and activities. Some of the highlights include, the always fun treasure hunt, the colorful ice palace, ice and snow sculpture contests, the annual snow stomp, parades, and a jigsaw puzzle contest. By checking the official winter carnival website, you will quickly see there is something for everyone.
- Minnehaha's Ice Cave remains one of those remarkable occurrence all should see with their own eyes.
- Como Park Zoo and Conservatory, showcasing a slice of summer with a remarkable arboretum, may cause you to forget about the snow, if only for a second.
- Lake Harriet Kite Fest, scheduled for Jan. 28th, brings a few hundred together and puts roughly 100 kites high in the winter sky.
- The Minneapolis and Hennepin county library's offer so much more than just books, there are educational classes, homework help, book clubs for all ages, counseling and so much more.
- Red Bull's Crushed Ice competition, held Feb. 3rd and 4th, in Minnesota's capital city is the second to last round of the Ice Cross Downhill World Championship.
- Did you know, walking one floor of the Mall Of America (prior to the expansion) equals 1.15 miles?



Lang Nelson Service Commitments:

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