



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 Q2 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!

Welcome 'Twin Cities Physicians' to the Lang Nelson Family and The Legacy of St. Anthony

Twin Cities Physicians, an outstanding group of doctors, physician assistants and nurse practitioners, have joined in partnership with Lang Nelson to offer service-oriented primary care for our residents in the privacy of their own home.

This wonderful on-site program benefits our residents in so many ways.

- **Care coordination and communication** with healthcare and industry professionals.
- They are experts in **Geriatric Care** and have a passion for working with seniors.
- This partnership also allows families to focus on **'quality relationship building'** instead of always being the care givers themselves or being responsible to transport to and from local doctor's appointments.



By enrolling today, you will have the added service of your trusted healthcare professional in the comfort of your home. We are looking forward to expanding this partnership into additional Lang Nelson communities very soon!

For more information regarding Twin Cities Physicians please email info@lanel.com.

Another great Lang Nelson Advantage!

It Takes a Village!

"Service to others is the rent you pay for your room here on Earth." — Muhammad Ali



Thank You Lang Nelson Volunteers, for *The Experience* would not be the same without you. In fact, it may not exist at all, for each community reflects the many helping hands that contribute to its own unique flavor.



In querying a few managers regarding volunteerism within their communities, there were many similarities which illustrated the important role these VIPS play within a community. They help in so many ways; planning, organizing and leading activities, some are promoters, others help with attendance, some are cheerleaders, some take tours and sell their home to prospects at larger events, some help with bag stuffing for promotional events, set up for refreshments, make coffee, assist in serving and setting up for the meals and events. Basically anything and everything a site may need. Beyond being a great help, "it causes them to get recognized, feel connected, feel important, and then take extra pride in living within the community. It is a perfect cycle for fostering participation," says one manager.

"We could not function without the involvement of our volunteers. They are the lifeblood of our activities and social programs. It is also important because this is where 80 percent of our future residents come from the relationship with our current residents," says another manager.



With how important these volunteers are, several communities have taken it upon themselves to host a gathering in their honor, to recognize, celebrate, and thank them for their support. The invite is often sent to the residents family and friends, so they can too be thanked and encouraged to support the community where appropriate.

To learn of what volunteer opportunities may be available, contact your community manager.



The Lang Nelson Experience... Live it!

World of Wellness, a full continuum of Care!

We are proud to continue to celebrate our wellness initiatives that have rolled out within our Lang Nelson communities in 2017. Did you know that when you rent or renew your lease with us, we are committed to your health and wellness and we will recommend trusted resources to help you stay happy and healthy?



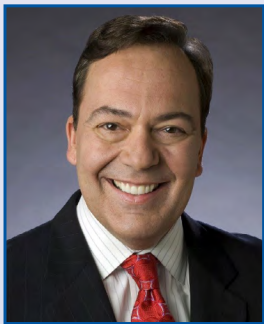
We have proudly added wellness clinics to several of our communities that include; Blood Pressure Clinics, Balance testing, Strength training, Foot clinics, Hearing Clinics, Physical and Occupational Therapy and Home health services. We expect these programs will meet your needs and exceed your expectations.

Hear one of our success stories below from a valued Lang Nelson resident!

"I was new to the Twin Cities area and needed a local doctor to support my needs. My manager made a call and I was immediately given the resources I needed to live safely and happily within my home. Everything I need to keep me going towards my goal, walking without a walker, is right here in my own place!" Tom B.

If you have questions about our Continuum of Care program or have a special request, please speak with your manager or email info@lanel.com. Cheers to staying well!

Learning how to better serve you... Our Customer!



Make an Impact... This concept is one that Lang Nelson is embracing for 2017. Lang Nelson employees learned through some time spent with Joe Schmit (YES! The multi award-winning KSTP-TV sports director Joe Schmit) how we go about our day never realizing the impact our attitudes, behaviors, and conversations influence the world around us. It was a great reminder to

always be intentional in our daily lives to make the most impact on the people we encounter; whether it be a customer, a resident, our friends and family, and strangers. Lang Nelson is constantly striving to live up

to our mission of going Above and Beyond, and believe the incorporation of this concept into our daily actions will enhance our ability to serve you. We want our impact and our dedication to be elevating the world around us, to be seen not only in our actions but also in our presence.



"As a parent, friend, or professional, we all need to be more intentional about the influence we have on others" -Joe Schmit

Heathy Eating Begets Healthy Living

Organic appears to be a buzz word of late, especially when discussing eating habits. Though eating organic foods vs. processed foods is best practice, there are several things that can help support healthier living.

Like with most things, success increases when you have a goal or make a commitment to change. Use



the below list to help outline a few simple things you can begin to try, in order to change the way you eat. Adopting even one change can make a large impact, and can often inspire you to try another, then another.

- Drink more water
- Eat breakfast
- Plant a garden, and include fresh vegetables
- Make a grocery list, and try and stick to the perimeter of the store
- Exchange fruits, vegetables, and nuts for chips and candy
- Avoid processed foods when you can
- Swap your white starches (buns, bread, cereals, & pasta) for whole wheat options
- Eat more lean meats (poultry, pork, and fish) than you do red meat
- Leave out the salt and select low sodium options when available
- Don't diet, eat balanced
- Get your rest

Eat Healthy, Be Healthy!

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

www.facebook.com/langnelson