



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 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!*

### Summer is a time to Celebrate!

In Minnesota, many of us wait all year for these coveted few months. Within each Lang Nelson community it is no different, and therefore the fun has already begun, with so much more scheduled.

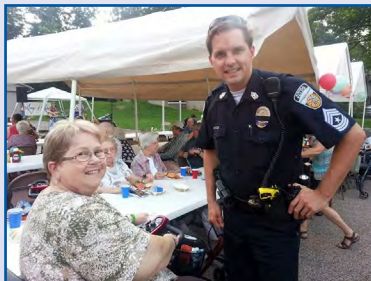


To list everything would not be possible. However, we urge you to review the monthly Lang Nelson activity calendars online, at LangNelson.com, or to stop in your community office to find out what is planned for you and those most important to you.



Beyond The Legacy of St. Anthony's exciting summer partnership with Kramarczuk's Deli, featuring a Polish themed event (scheduled for July 21), and The Arbors 15 year anniversary party (scheduled for August 22nd), there are in-house farmers markets scheduled to make community visits and others scheduled to attend their local farmers markets. There are musical events, featuring a trombone quartet among other local talents, state capital visits, community parades, hog roasts, a gadget fair, state fair visits, and many pool parties, barbecues, ice cream socials, and much more.

In addition to the monthly activity and outings planned, Lang Nelson is committed to remaining a Twin Cities leader of Night to Unite. Also known as National Night Out. In accordance with the website, "it is an annual community-building campaign that promotes police-community partnerships and neighborhood camaraderie to make our neighborhoods safer, more caring places to live."



Lang Nelson has often been recognized by several cities for embracing this important community building event, by having some of the largest turnouts and engaging programming. Come Tuesday, August 1st please join us at any one of the Lang Nelson communities for a gathering and party like no other.



### We work hard for you, the resident, our VIP!

June marked the 4th annual Lang Nelson Resident Visit Month, also known as LNRVM. The purpose of this initiative is to remind everyone of the importance of this program, and ensure we are spoiling you our resident. Making time to conduct personal visits with each one of our residents, across 16 communities, also ensures each community is uniquely different, and allows us the ability to both meet and exceed our resident's interests and needs.

Is this easy? Not at all. Rather, it is very challenging, as it requires an

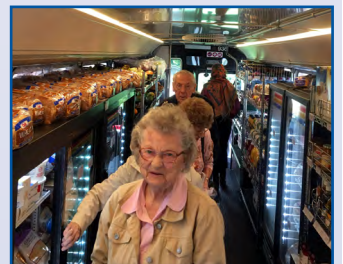


immense amount of scheduling and follow up. To both schedule the visit and ensure timely follow up and implementation is not easy. Although going above and

beyond each resident expectations is even more difficult. However, when accomplishing this, seeing faces light up when family, friends, and individuals come together to share in an event or activity, or learn of the impact a Lang Nelson resident has on another or entire community, it is truly remarkable and something to bask in.

"Working with people is what attracted me to this line of work. Bringing joy to my residents, by implementing something learned from a resident visit, is why I love what I do." said one manager.

Though LNRVM lasts only a month, the Lang Nelson Resident Visit program lasts all year long, ensuring every resident will get a chance to be heard and spoiled.



### Hennepin County Health... We appreciate you!

**Harvesting Community** is all the rage in a recent story shared by Hennepin County Health (HCH), referencing a partnership they have with our very own Creekside Gables. We are proud to share how this extraordinary partnership has grown over the years.

Lang Nelson has always been an advocate of improving health through Health and Wellness Programming. Through some creative brainstorming, HCH and Creekside Gables partnered with

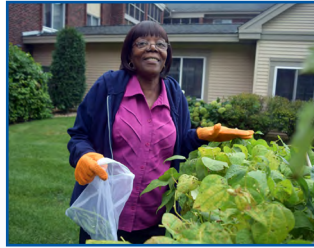
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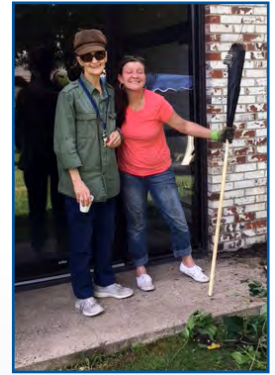
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Backyard Farms who built organic raised gardens. From this wonderful experience, our residents have been growing fresh vegetables and throwing salad parties to promote Healthy eating. Additionally, we have added exercise equipment to our exercise room and trained a staff member to lead on-site Tai chi classes. Nutrition and educational programs continue to be presented within the community and healthy vending was also introduced earlier this year. This amazing partnership also just created an indoor walking map to celebrate the steps to being and staying Healthy. Finally, HCH also advocated for the residents of Creekside Gables and funding was approved to improve the Pedestrian crosswalk on a busy corner adjacent to the community.

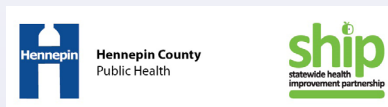


Additionally, each week of the year, Lang Nelson meets to review each community's wants and needs in order to physically enhance their campus. Thus, each week thousands of dollars are allocated to the physical elevation of the Lang Nelson Communities. No project is small, as all are aimed at improving the customer experience, to helping each community and its residents Explore, Discover, and Engage with its residents, staff, vendors, and VIPS.



## Libraries have more than Books?

Are you looking for fun activities to beat the heat? An excellent option is heading over to your local (air conditioned) Library! The library offers so much more than simply checking out books. Have you ever dreamed of becoming a writer? Explore writing class options offered in different genres. Interested in learning a language? The library offers self-paced instruction for over 70 languages. Maybe you're interested in exploring your familial roots? There are resources for exploring your genealogy and history. The library also offers crafty activities for adults and seniors, including theatre options for those interested in exploring an acting bug. You can also attend performances and movies live or on screen. There are art exhibits and author lectures to be enjoyed. The best thing about all of these activities... they are either free or very low cost! So stop by and check out what your library has to offer, you may be surprised at what you find.



We are so thankful for all of the wonderful programs this partnership has created! We

look forward to introducing this partnership into other Lang Nelson communities and have scheduled a Wellness Kickoff event at Twin Lake North Apartments in mid-July.

Cheers to Staying Healthy and well!

## Explore. Discover. Engage. 2017



Although Twin Lake North has officially confirmed that Explore, Discover, Engage is their community mantra for 2017, Lang Nelson believes it accurately represents all Lang Nelson communities and its commitment to constantly be looking for ways enhance 'The Experience'.

Lang Nelson is committed to going above and beyond its customer's expectations. Although this remains a monumental challenge, we never give up trying. Therefore, we remain in search of increasing the services available, the programs and events offered, and our overall customer service.

At the same time, we are aware that each community's physical asset remains extremely important. In the winter, it may be the colored and white lights that help break the cold days and long periods of darkness. Now as we all bask in these sunny, hot, and long days, we can take great pride in the beautifully landscaped grounds across each community.

## Contact your local library to discover all they have to offer:

### Hennepin County Library

Phone 612-543-5669

text message 'hclib' to 612-400-7722 (standard message rates apply)

[www.hclib.org](http://www.hclib.org)

### Anoka County Library

763-324-1500

<http://www.anokacounty.us/1758/Library>

### Ramsey County

651-724-6007 option 3 for White Bear Lake Branch

<https://www.rclreads.org/>

*"The only thing you absolutely have to know is the location of the library."*

~Albert Einstein

### 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](http://www.facebook.com/langnelson)