



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 Q4 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!



With great excitement and pride, Lang Nelson welcomes Orono Woods Senior Living to The Experience!

At Lang Nelson, 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."

Lang Nelson knows Orono Woods, and its residents, already embody this mission and therefore Lang Nelson believes it to be a perfect complement to our award winning communities and above and beyond culture. Like all Lang Nelson's communities, the residents are the heart of the community. We take this very seriously and look forward to getting to know each and every one who calls this community home.

Lang Nelson also looks forward to sharing the long list of company benefits, with all of the Lang Nelson residents, thus growing the Lang Nelson Experience through Orono and beyond.



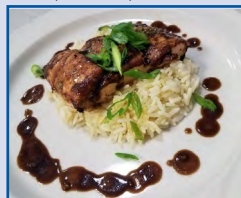
For more information about Orono Woods call 952-473-0010 or email oronomanager@lanel.com.

Ida Marie Restaurants...Good food, good friendship, good feeling...Where body and soul are nourished!



Our Ida Marie Restaurants, within our Senior Assisted living communities, offers our residents full service dining each and every day. It is with pride that we again celebrate the talents of our wonderful chefs and staff that serve our residents so graciously.

Ida and Marie were our founder's mothers and always made sure that meal time was family time. They enjoyed a friendly rivalry over their delicious home cooking and tried to surpass each other when friends would come for dinner. Their gift for tasty, home-cooked cuisine and gracious hospitality created a wonderful legacy that continues today.



Our restaurants are thriving and proudly the creativity keeps getting better and better. In addition to serving breakfast, lunch, and dinner... they cater our larger social activities with full meals, appetizers and Hors d'oeuvres. As a Lang Nelson resident we welcome you to visit one of our communities and dine with us. The menu's each week are posted on the River Oaks and Legacy of St. Anthony's web pages at www.langnelson.com.

Please also look forward to a flyer distributed in your November newsletters offering Holiday treats for purchase! Thank you Ida Marie Staff for your continued commitment to great food and great friendships! We appreciate you!



Ida Marie Restaurant, The Legacy of St. Anthony 612-843-3700
Ida Marie Restaurant, River Oaks of Anoka 763-421-4011

The Minnesota Multi Housing Association hosted the 22nd Annual MADACS Awards ceremony Friday September 15th!



The Minnesota Multi Housing Association acknowledges the MADACS awards as the most honored award given in recognition of superior contributions to the multi housing industry. The purpose of the MADACS awards is to recognize owners and associates who have made significant contributions to multi housing marketing and management through exemplary achievements.

Lang Nelson Associates Inc. proudly added another award for Property Excellence in senior housing. **Cloverleaf Courts award brings Lang Nelson's total to 123 awards**, causing Lang Nelson to remain one of the most awarded providers of rental housing in Minnesota.

Join us in celebrating each and every one of our winners, as each go to great lengths to ensure an experience second to none.

- Greg Iacono from Summit Oaks, for Maintenance Individual (100-150 Units)

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The Lang Nelson Experience... Live it!

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- Trent Grossman from Cloverleaf / Blaine Courts, for Maintenance Multiple Sites
- Creekside Gables, for Outstanding/ Innovative Resident (continuous) Service
- Jessie Bowers from The Arbors of White Bear, for Community Manager (senior)
- Scott Farmer from Autumn Woods, for Community Manager (161-214 units)
- Autumn Woods of St. Anthony, for Property Excellence built prior to 1997
- Cloverleaf Courts, for Property Excellence in Senior Housing
- The Crossings at Brookwood, for (on-site) Team



Congratulations to all!

Make an Impact!

As Lang Nelson continues to strive to be award winning, we never want to lose sight of what matters most, the people. It is these relationships, and our opportunity to impact them on a daily basis, that allows us to love what we do.

To learn how to do this even better, Joe Schmit (Yes, the same Joe Schmit from KSTP-TV) visits us each month to share a unique Impact Resolution. The impact resolution shared provides us with the opportunity to view things differently and take things further than we may have on our own. We are only 6 months into these monthly resolutions, although we are finding that embracing these simple yet important concepts can have a profound effect.

The first six Impact Resolutions are listed below. Consider asking yourself the question, and finding ways to embrace any that you feel may impact a relationship of your own.

Communication: How can I improve my own communication?

Listen: Do I listen for understanding or simply to hear?

Humor: Do I have a sense of humor and/or use humor to improve understanding?

Persistence: Where in my life does persistence pay off?

Teamwork: Do I ask what can you do for me, or what can we do for the good of all?

Availability: Am I approachable?

By asking yourself any one of the above questions, you are committed to making an impact!



Give Thanks!

You have likely been made aware that the holidays are coming in just a few short weeks. Holiday lovers are delighted to let their friends and family know exactly

how many days there are until Christmas. Retail stores are beginning to display holiday goods even before Halloween. Whether you are a holiday enthusiast or prefer to be restrained, showing gratitude and thankfulness for others is always in season.

In the spirit of the upcoming months we would like to challenge you to create a "Reverse Bucket List". A "Reverse Bucket List" is intended to enrich the lives of others by seeking out opportunities to go above and beyond doing good for someone else. Perhaps you



could brighten someone's day by paying a compliment to a stranger, fulfill a random act of kindness, show extra gratitude to those who serve us, or maybe you know someone who could benefit from your generosity. In times when negativity seems to abound, be a positive light; positivity is contagious! You never know when one small silent impact will make a world of difference to those around you.



As the seasons begin to change and bring us the festivities related to them we wish you all happiness and glad tidings, today and every day.

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