



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 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!*

### Thank You!

As we prepare for the holidays many of us may be getting excited, others stressed, and some may realize that this year may look different than all those previous. However, as you welcome this season, we encourage you to take stock of all the support you have shown one another, reflect on the small and large milestones, and ponder what you are grateful for. Most importantly, especially in light of the last several months, Lang Nelson wants you to know how truly important each of you are and how grateful we are for each of you.



Since early in the year, your world and ours has changes significantly. To some it's been turned upside down and nearly everything in their life has changed. For others, the changes have been minimal. Regardless, the many things several of us once took for granted have been eliminated or changed significantly. Yet, each one of you perseveres and looks to do what you can to pick up your neighbor, friend, team member, or complete stranger. Often using the words, "we will get through this together" and embracing the new normal.

Lang Nelson is grateful for this, and for your steadfast support of one another. We continually hear of remarkable acts of kindness, generosity, and support. Just review the Lang Nelson Blog to get a glimpse of the Lang Nelson spirit, and how supportive each Lang Nelson community, resident, family, staff, and the greater community has been and continues to be. Thank you, for you are all heroes!

each of which set progressively higher standards for performance. By moving through the three award levels, organizations will improve the quality of the care and services they provide. The Legacy of St. Anthony, standing on the pillars of Lang Nelson's Above & Beyond Commitments to Excellence, naturally acquired this distinguished recognition thanks to our already established diligence and dedication to quality and care.

Congratulations Legacy, you continue to impress!



This exciting Mardi Gras Celebration was taken just days before covid-19 began here in MN. Our award winning events are still continuing, but look a little different.

### Volunteerism and Helping others during a Pandemic

If there is a common thread that is heightened as a result of the new normal it may be our deep desire to help others. We have seen firsthand the gracious gift of volunteerism within our communities. We understand that for most (if not all) of us, this virus feels uncertain and scary. But, in spite of those feelings, many of us have been moved to ask, "How can I help?"

We have listed below some opportunities for you to take the gift of YOU and use your time and talents to help others.

- **Check on your neighbors!** Call or text your neighbors or visit in person (6 ft apart) and share with them some of the things you are grateful for. Grandchildren, pets, favorite sports teams, etc.
- **Volunteer within your rental community.** Many of our communities are continuing with Comfort calls to their residents that are not able to be socially active. Feel free to call your rental office and get on the list to help deliver notices, set up for a socially distanced event or help clean up after an outdoor activity! You can also look up virtual volunteer opportunities near you at [www.volunteermatch.org](http://www.volunteermatch.org).
- **Give Blood!** Donating blood is a safe process and people should not hesitate



### The Legacy of St. Anthony Wins Again!

The American Health Care Association (AHCA) represents assisted living providers through its National Center for Assisted Living (NCAL). NCAL is dedicated to serving the needs of the assisted living community through national advocacy, education, networking, professional development, and quality initiatives. The NCAL Bronze Award program recognizes the distinguished contributions within the assisted living profession. The Bronze award was only awarded to 714 Long Term Care facilities nationwide, approximately 1/3 of those who applied. Based on the Baldrige Performance Excellence Framework, a nationally recognized method for improving business performance, the Program sets high standards for quality and excellence. The Program has three levels of awards: Bronze – Commitment to Quality, Silver - Achievement in Quality, and Gold – Excellence in Quality,

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# The Lang Nelson Experience... Live it!

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to give or receive blood. The need for blood is constant, and volunteer donors are the only source of blood for those in need of transfusions.

- **Make a donation:** If you have the resources, consider making a donation to your favorite organization. Whether they're on the front lines of the fight to quell the coronavirus, or their mission is entirely unrelated to the current crisis, your dollars will make a big difference.
- **Give back to our Front-line workers.** Call a local hospital and ask if they are accepting donations or words of encouragement for our health care heroes. Start a group within your community and gather notes of encouragement or set up a donation barrel at your community to gather supplies that are needed.

Helping others is a gift that keeps on giving. As we enter the fall, winter, and holiday seasons, it is more important than ever to pay it forward!



## Who said one person can't make a difference?

Merren Abell joined Lang Nelson a few months ago in the Home Office, as an Assistant Property Manager. This position touches nearly everything Lang Nelson does, and therefore is an integral component of the Lang Nelson Experience. Merren made an immediate impact by video conferencing each community by way of Zoom, in order to introduce herself and get to know the onsite teams so she could find out how to support them and their goals. It is this early engagement and drive, plus so much more, that caused us to know right away that all will benefit from Merren joining the Lang Nelson Team.



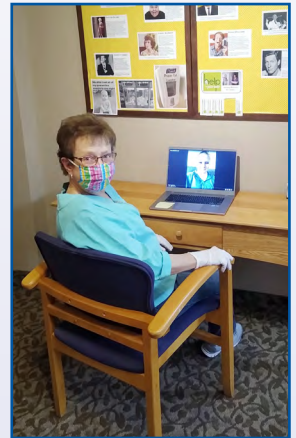
Merren comes to Lang Nelson working previously as an ASL interpreter, fluent in American Sign Language, where she picked

up so many professional and life skills. For example, Merren has reminded us of something that wearing masks also has, and that is the importance of good eye contact. Her faith, focus on family, and her fondness for travel, scuba diving, bird watching, running, and all out adventure has us excited to see how it will impact our and your lives.

So next time you call, email, or query about The Experience, chances are you will cross paths with Merren. If you are lucky enough to, pick her brain on what she likes best about the Experience or where she is excited to bird watch next. Whatever you discuss, know you are in good hands.

## Virtual Gatherings & Celebrations!

This year, fun get-togethers and holidays can be celebrated in your home, your friend's home, and in your families' home simultaneously! Enjoying holidays from the comfort of your home has never been easier, all you need is a computer or phone with a camera that is connected to the internet. Virtual gatherings are quite a change, but it comes with some benefits. Family and friends that typically opt out of traveling for the holidays can now be included like everyone else! As an added bonus, you can attend multiple events in one day and in one place.



If you are looking to plan a virtual gathering, here are some helpful tips. One, schedule it! The more time in advance with scheduling, the better. With that said, people are able to pop-in and out of virtual meetings at a short notice. Two, spread the word that you are hosting a virtual gathering via FaceTime, Zoom, or any other platform you prefer. Three, pick out the type of gathering you want, formal or informal. If the gathering is more relaxed and informal, schedule it as a "CYOF", Cook Your Own Food. For a more formal gathering, such as a holiday, decorate your home and ask for everyone to make a specific food. For example, if you are planning a Thanksgiving gathering and you traditionally eat turkey, mashed potatoes, and stuffing ask your guests to make their version of those dishes! When everyone joins the call, there will be a wide range of Thanksgiving feasts and lovely company to celebrate with.

Happy Holidays from all of us at Lang Nelson, we wish you and yours happiness, health, and all the very best!

### 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