



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 2018

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!

The Shops at Broadway Village

It is not uncommon for us to hear, "I didn't know Lang Nelson also had that." And we proudly get to exclaim, yes we do! Nestled in a quaint residential neighborhood in New Hope sits the Shops at Broadway Village.



Four distinctive stores that serve not only Broadway Village and the Anthony James, but also the greater community.

Cakebox Bakery has been creating made from scratch wedding, birthday and specialty cakes for over 20 years. Locally owned and well known for their butter cream frosting, moist delicious flavorful cakes, and their cookies and bars. For more information or to order a personalized cake for your next party contact Roxy at 763-537-6560 or visit www.thecakeboxbakery.com



Jewell's Cave Diner has a tagline, home cooked meals served where it feels like home. From breakfast to brunch, lunch and dinner, Jewell's Cave Diner will give you the feeling of mom's home cooking. Join them on Friday nights for

their delicious Rib night. Visit Jewell's Cave today or for menus and information go to www.jewellscavediner.com

Rich's Barbershop has been a part of the shops at Broadway Village for nearly 40 years. Rich is the barber that your friends and family will rave about because he knows your name and treats you like family. If you need a barber call Rich at 763-533-6549

Olga at *Olga's Beauty Salon* has been perming, cutting and curling hair for the past 12 years. Olga not only enjoys styling your hair, she also enjoys getting to know her customers and delivering the best style possible. For an appointment at Olga's please feel welcomed to call 763-535-4728.

ENJOY the Shops at Broadway Village today!

The Winner Is...

The Legacy of St. Anthony was honored to win the 2018 MADACS Award, for Senior Property Excellence. This achievement is among one of the highest awards one can receive for delivering exceptional

service to their valued residents. The MADACS awards were created 23 years ago by the Multi-Housing Association (MHA) a non-profit trade organization representing more than 250,000 rental housing units in the state. MHA is the voice of the states multi-housing industry.



The Legacy of St. Anthony offers its residents a beautiful apartment home surrounded by daily social activities, spiritual wellness programs, made from scratch meals, and health care services. All delivered by quality and caring staff, which excel in service and treating everyone with dignity and respect. When we asked The Legacy to share why they are unique and different, Penelope Yohnk, Executive director stated, "The Legacy has built our program around Person Centered Care. This means we focus on the individual resident, their families and their likes and interests. We customize social programming, wellness programming and meals to exceed expectations at every opportunity."

Please join us in celebrating and congratulating The Legacy of St. Anthony for this wonderful honor. The Legacy of St. Anthony, a proud member of the Lang Nelson family.



For more information about The Legacy of St. Anthony, please call Lang Nelson Associates, Inc. at 952-697-4607 or Email: Info@lanel.com

Mindfulness

Within 2018 Lang Nelson has committed to growing participation and awareness, with its residents and employees, in the area of health and wellness. Yet still, it is not uncommon for us as a society, to think we are too busy to focus on it. Can we be too busy to take care of ourselves?

Many wellness professionals think not, and believe that good health, good relationships, and favorable outcomes all come from focusing internally first. Too often health and wellness are attached to physical fitness, weight loss, and nutrition only. However, if you're like most, your mood also has an effect on when you feel like being fit and eating well. Additionally, isn't good balance and being happy with who we are what we are all really striving for?

A buzz word which has grown in popularity recently, which can help achieve this desired balance and internal harmony, is a term referred

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The Lang Nelson Experience... Live it!

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to as Mindfulness. In accordance with the Mayo Clinic, "mindfulness is a type of meditation in which you focus on being intensely aware of what you're sensing and feeling in the moment, without interpretation or judgment. Practicing mindfulness involves breathing methods, guided imagery, and other practices to relax the body and mind and help reduce stress."

The Mayo Clinic goes on to share some simple ways in which one can help obtain mindfulness. We encourage you to bring some of these practices into your daily life as you focus on yourself to obtain the balance that is right for you. For more information on Mindfulness or healthy living resources, recipes, etc. visit www.mayoclinic.org/healthy-lifestyle

- Pay attention
- Live in the moment
- Accept yourself
- Focus on your breathing
- Body scan meditation
- Sitting meditation
- Walking meditation

"They Are Everything"



One of the largest and most significant portions of *The Experience* remains our quality maintenance professionals. Although this is not our sentiment alone, but rather that of nearly every Lang Nelson resident. Each month we collect nominations for work that exceeds expectations, and hearing "They are why I continue to live here." and "They provide exceptional service and are so friendly!" is not uncommon.

As you've probably experienced, and can tell by now, these onsite maintenance teams are far more than fixers. They remain leaders and take their responsibility very serious. Beyond repairs, they are expected to build and foster relationships within their communities and outside them, and they do this day in and day out. When they are not knee deep in repairs, they are finding ways to proactively make the community better. We are assured of this, because you can frequently find Lang Nelson techs visiting with residents, taking part in activities and events, brushing up on best practices or education, and asked to account for preventative maintenance actions.

Help us recognize these individuals, by simply saying "hi" or "thank you" when you see them throughout your community. When you have experienced extraordinary service, don't keep it a secret. Please share

anything you feel is above and beyond or exceeds expectations. These key contributors, are so valuable and deserve to be appreciated. Again, don't take our word for it, but know we could not do it without them and their steadfast commitment to each of you.

"I'm thrilled that my tech was able to resolve the issue so quickly. I want to pass along my gratitude and thanks."

"I was very happy and surprised that on a weekend my tech was able to take care of this for me. I remain a very happy resident."

"My tech is always kind, attentive, and ready & able to help solve any problem."

"My tech came over on Sunday to replace a part that was keeping it from working. I reported the problem at 8:15 am and he had it fixed by 9:45 am. He then called me, at my request, to let me know it was fixed."



Share Your Gifts

With the holiday season quickly approaching, we are seeing more and more solicitations, calls for action, and pleas for monetary donations for local charities. Many may not see donations of time as of equal importance as donations of funds, but time is equally valuable, if not more so. Charities rely on volunteerism to be able to meet the increasing demand for resources from the communities they serve.



There are several volunteer options in the metro area, local food banks need help sorting food for distribution, shelters need volunteers to answer telephones or sort donations, your next-door neighbor may need a helping hand during a time of need: perhaps help with shoveling snow or watching a child while they work.

The feeling of goodwill and purpose are among the many health benefits of volunteering your time. Whether it is an organized charity through a church or civic organization, or helping your next-door neighbor as you see a need, there is nothing more valued or appreciated than your time; the most priceless commodity. For more information about volunteering, please visit www.justserve.org or see your community manager.

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

www.facebook.com/langnelson