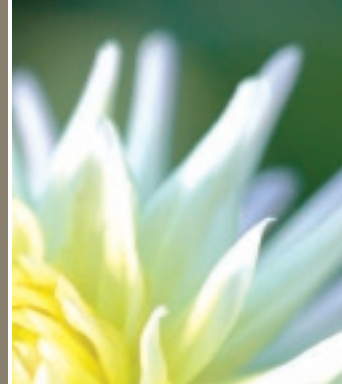




ALEXANDER MUIR
retirement residence



At **Alexander Muir**,
we promise you
our undivided attention...

A welcome message...

As general manager of Alexander Muir Retirement Residence, my role is to ensure that our entire team is always there for our residents. Making sure each individual feels comfortable, safe and secure is the first priority of every one of us.

In keeping with the vibrant and independent lifestyle preferences of our residents, we provide a diverse range of services and popular activities. At the same time, the atmosphere always feels relaxed and informal. That's exactly what people love about our facilities and our staff – it's all about making sure you feel right at home. And our residents know that if they have any suggestions about how we can make them feel even more comfortable, they can call or drop by my office at any time. My door is always open and their feedback is always welcome.

We hope you find that Alexander Muir feels like “your kind of place” and on behalf of our team, I thank you for considering us.

The General Manager



What matters most to you?

Alexander Muir has it all...

The atmosphere is warm, secure, and inviting

There always seems to be something going on in the lobby, the lounge and in our other common spaces, and yet somehow the atmosphere always feels relaxed and comfortable. It's as vibrant, or as peaceful, as you want it to be.

The staff is here for you

It's true: Our people really do make the difference. Alexander Muir is known for its friendly, dedicated team of service providers, caregivers and property management professionals. Each of us is here to serve you. Rest assured: You will always have our undivided attention.

The facilities are safe, modern and beautifully appointed

For your assured safety and well-being, Alexander Muir is equipped with emergency calling and alarm systems. And for your comfort and enjoyment, we can accommodate your most important personal needs and interests – for dining, health and wellness, socializing, recreation, and so much more. This is retirement living at its finest.



...and the neighbourhood is delightful

Alexander Muir is nestled in a quiet residential community in the center of town, just minutes away from most services and conveniences. Newmarket offers the best of both worlds: the relaxed pace of a small-town community together with a full range of big-city amenities. Outdoor enthusiasts can choose from several of the town's parks and recreational facilities. You also have easy highway access to some of Ontario's best lakes, resorts and "cottage country" destinations and, to the south, Toronto and the entire GTA.

You're close to everything, including:

- Public library
- Churches
- Fairy Lake Park
- Newmarket seniors' community centre
- Attractively landscaped property



“As a general manager in this industry, you can make a significant difference in people’s lives. We try to deliver the best level of execution day in, day out, so our residents really have an enjoyable experience every day.”

Feeling safe and secure

Designed with the active senior in mind, Alexander Muir is all about independence. We take care of all of your health, safety and security needs – and all the daily chores – so you can enjoy your freedom to the fullest. Whether you’re out in the community or staying within the residence itself, we make sure you’ll always have an array of options to consider. You can stay as active, or as laid back, as you like. The choice is always yours. And if you need us, we’re always nearby.

Enhance your lifestyle with all-included amenities and special features, including:

- Studios & suites
- En suite functional bathroom
- Kitchenette
- In-suite storage
- Private storage
- Fire alarm system and smoke detectors
- Emergency lighting
- 24-hour qualified security staff
- Fireside lounge
- Activity rooms
- Library
- Hair and beauty salon
- Barber
- Walkout patio garden
- Laundry facilities
- Housekeeping, laundry & handyman services
- Scheduled transportation





“We get a lot of ladies who grew up cooking for their families. It’s a tough crowd to cook for because they know food. For a food services manager, it’s a big responsibility and I enjoy accepting that responsibility.”

Eating **well**

You can count on our food services team to provide delicious, nutritious, healthy meals, served up daily in classic dishes “just like Mama used to make”. We plan our menus in accordance with the Canada Food Guide and we maintain the highest quality and safety standards. We work just as hard to make sure every meal is a pleasant and fulfilling experience, with colourful entrees that rouse the taste buds and appeal to the eye. Bon appetit!

For your everyday enjoyment, great food & special features, including:

- Full-service dining room
- Varied menus
- Monthly birthday cake
- Themed menus
- Home-style cooking
- Personalized diets for allergies & other health conditions
- Certified chefs and dietary staff
- On-site prepared meals
- Healthy meals
- Daily refreshments & snacks in the activity lounge
- GMO-free products
- HACCP (Canadian Food Inspection Agency) suppliers
- ORCA & government-inspected kitchens





“For residents, it’s like having a whole health network. If you need it, it’s here.”

Taking care

Our director of care works closely with each resident to plan and deliver health and wellness services that will help you keep fit and active, healthy and self-sufficient. Assisted-living support is provided on a flexible “a la carte” basis. You also gain the peace of mind of knowing that as your health needs change, we’re there for you on a 24/7 basis, 365 days a year.

Professional care & assistance services are always available, including:

- Personalized care services
- Physician on-call
- Laboratory services
- Nursing care
- Medical staff available
- Foot care
- Respite & short-term stay
- Medication management
- Assistance with daily personal hygiene
- Assistance services
- Pharmacy service







“If you looked in through a window and saw everybody, you might think we’re all part of the same family. And, in fact, we are.”

Having fun

Alexander Muir’s activities coordinator works to create an activities schedule that’s diverse and well-rounded. Our programs are designed to encourage social interaction and enhance your physical, spiritual and emotional wellness. In addition to our onsite resources, we have our own bus to provide a whole variety of outings, from short twice-weekly shopping trips to all-day outings.

We offer activities and programs for making the most of every day, including:

- Cultural activities
- Arts & crafts
- Movie nights
- Bingo
- Bridge & other card games
- Bowling
- Pet therapy
- Horse races
- Picnics
- Fitness
- Afternoon tea
- Choral groups
- Concerts
- Happy hours
- Shopping trips
- Lunch bunch
- Music for health
- Church services



At Alexander Muir, we promise you our undivided attention...

In addition to Alexander Muir's unparalleled on-site staff, facilities and services, we also provide the benefits of being part of Allegro Residences, one of Canada's largest networks of private independent and assisted-living retirement homes. Allegro maintains a comprehensive range of policies and work practices to ensure your safety, comfort and peace of mind.

Highlights include:

National customer service support

Allegro is the only major retirement residence network in Canada to offer national customer service support. If you ever have a question or would like to make a comment about your living environment, you can call our national toll-free number to receive immediate assistance.

Call 1 866 418.9992 weekdays from 8:30 a.m. to 4:30 p.m. EST.

Safety and security technologies

To ensure your safety and peace of mind, each of our facilities features fire and carbon dioxide detection and alarm systems, a call bell system available 24/7, and controlled access to the residence. In addition, all employees are trained to follow Allegro's emergency plan and safety procedures.

Food quality, safety and nutrition standards

To meet and exceed your expectations and comply with all food safety regulations, Allegro maintains a strict internal food services audit system. Our food service programs are managed in accordance with the Canada Food Guide and other agencies, and we source our foods only from reputable, well-established suppliers.

Workplace standards

All employees comply with Allegro's national training programs and policies for delivering personalized customer service.

Industry association accreditation

Allegro is a member of ORCA (Ontario Retirement Communities Association), QSHG (Quebec Senior Housing Group) and BCSLA (British Columbia Senior Living Association).

For retirement living at its finest,
choose **Alexander Muir**.



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