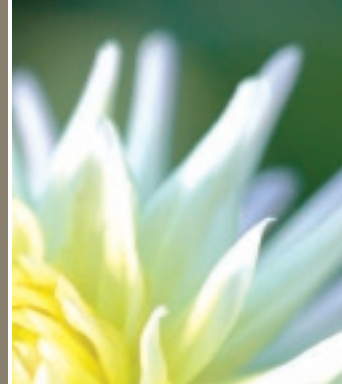




**BELCOURT MANOR & APARTMENTS**  
retirement residence



At **Belcourt Manor & Apartments**,  
we promise you  
our undivided attention...

## A welcome message...

As general manager of Belcourt Manor & Apartments Retirement Residence, my role is to ensure that our entire team is always there for our residents. Whether you lead an independent lifestyle or you're here for our assisted-living services, you have my assurance that making you feel comfortable, safe and secure is the first priority of every one of us.

The reaction we get from most first-time visitors is that Belcourt Manor & Apartments doesn't "feel" like a retirement residence. That's because our staff works hard to personalize each service to suit your individual needs, tastes and preferences. You get that "down-home" feeling plus the added convenience, comfort and security of our services and facilities.

To see if Belcourt Manor & Apartments is right for you, I invite you to join us for tea, lunch or a trial stay. I look forward to seeing you, and on behalf of our team, I thank you for considering us.

The General Manager



## What matters most to you? Belcourt Manor & Apartments has it all...

### **The atmosphere is warm, secure, and inviting**

There's no shortage of activities at Belcourt Manor & Apartments, in the lobby and our other common spaces, and yet 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. Belcourt Manor & Apartments 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, Belcourt Manor & Apartments is equipped with emergency calling and alarm systems. And for your comfort and enjoyment, we can accommodate your most important personal needs and interests, not only within your apartment but throughout the property – for dining, health and wellness, socializing, recreation, and so much more. This is retirement living at its finest.



## ...and the neighbourhood is delightful

Located just to the east of Ottawa, Orleans gives you the best of both worlds: close access to the action of the city along with the leisurely pace of a quiet residential neighbourhood. We're right on the corner of St-Joseph's Boulevard, near Place d'Orleans shopping centre and just a short walking distance from shops, restaurants and many other services. You can also enjoy plenty of fresh air and green space, at our own outdoor facilities and in nearby parks and walkways.

### **You're close to everything, including:**

- Public transit service
- Shopping
- Pharmacy
- Restaurants
- Churches



“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 to accommodate both an independent and assisted-living lifestyle, Belcourt Manor & Apartments is all about choices. 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 feel like getting out in the community or staying within the residence itself, our staff can help ensure that you always have an array of interesting 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, one-bedroom and two-bedrooms
- Private balcony
- Kitchen
- Security monitoring system
- Fire alarm, smoke detectors & sprinkler system
- 24-hour qualified security staff
- Emergency call system
- Hair and beauty salon
- Underground parking
- Activity room
- Religious services
- Postal and banking services
- Laundry facilities
- Housekeeping and laundry 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 French Canadian 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
- Personalized diets for allergies & other health conditions
- Home-style cooking
- Healthy meals
- Daily refreshments & fresh fruit snacks
- On-site prepared meals
- Sunday brunches
- Themed menus
- Certified chefs and dietary staff
- Monthly birthday cake
- GMO-free produce
- ORCA & government-inspected kitchens





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

## Taking **care**

Whether you are active and independent or you’re looking for assisted-living support services, Belcourt Manor & Apartments has every service and convenience at your doorstep, from daily fitness and exercise programs to a complete range of care services that are provided on a flexible “a la carte” basis. You gain the peace of mind of knowing that as your healthcare needs change, we’re there for you on a 24/7 basis, 365 days a year. We can also provide intensive care support on a transitional basis for residents waiting for placement in a long-term care facility.

### **Professional care & assistance services are always available, including:**

- Personalized care services
- Medication management
- Assistance services
- Medical visits
- Physiotherapy
- 24/7 medical staff available
- Wellness Centre/physio on weekdays
- Respite & short-term stay







“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

Belcourt Manor & Apartments activities coordinator works to create an activities schedule that’s diverse, well-rounded, and carefully organized to suit the pace and level of activity you prefer. Under the careful supervision of our qualified personnel, each of our programs is designed to encourage lots of social interaction, and to enhance your physical, spiritual and emotional wellness. In addition to our onsite activities, we have our own van to provide a variety of outings, from short shopping trips to all-day outings.

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

- Fitness classes
- Concerts
- Card games
- Bingo
- Shuffleboard
- Art classes
- Billiard room
- Recreational activities
- Physio group exercises



# At Belcourt Manor & Apartments, we promise you our undivided attention...

In addition to Belcourt Manor & Apartments 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 **Belcourt Manor & Apartments.**



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