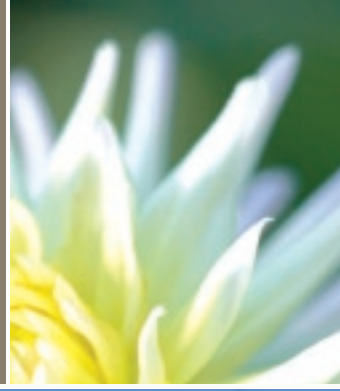




HERITAGE MANOR & APARTMENTS
retirement residence



At **Heritage Manor and Apartments**,
we promise you
our undivided attention...

A welcome message...

As general manager of Heritage Manor and Apartments, 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, making sure that you feel comfortable, safe and secure is the first priority of every one of us.

We provide a diverse range of services and popular activities. Where we really stand out is with our service. People really say when they come here that they immediately feel "right at home". Our residents appreciate the service they receive, and they 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.

To see if Heritage Manor and 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?

Heritage Manor and Apartments has it all...

The atmosphere is warm, secure, and inviting

There always seems to be something going on in the lobby or 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. Heritage Manor and 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, Heritage Manor and 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 – for dining, socializing, recreation, and so much more. This is retirement living at its finest.



...and the neighbourhood is delightful

Located in a quiet residential neighbourhood north of the city centre, Heritage Manor and Apartments is close to most big-city services and conveniences, and offers the added benefits of the fresh air and green space of a vibrant outdoor environment, within our own grounds and at the many nearby parks and recreational facilities. Our more active residents also enjoy easy access to Ottawa's excellent roads and thoroughfares, as well as to its public transit services.

You're close to everything, including:

- Large park areas
- Trees and summer gardens
- Montfort Hospital
- Medical offices
- Stores
- Restaurants
- Pharmacy
- Grocery store
- Tim Horton's



“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, Heritage Manor and Apartments 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, one-bedroom and two-bedrooms
- Kitchenette
- Security monitoring system
- 24-hour qualified security staff
- Emergency call system
- Sprinkler system
- Power generator
- Fire door system
- Hair salon
- Chapel
- Library
- Activity room
- Wheelchair accessibility
- Housekeeping & linen services
- Maintenance 7 days per week
- 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. Now it’s your turn: Bon appetite!

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

- Full-service dining room
- Varied menus
- Personalized diets for allergies & health conditions
- Private dining room
- Soup and salad bar
- Home-style cooking
- Healthy meals
- On-site prepared meals
- Sunday brunches
- Themed menus
- Certified chefs and dietary staff
- Monthly birthday cake
- Daily refreshments
- Fresh fruit snacks
- Resident food committee
- GMO-free produce
- 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**

Whether you are active and independent or you’re looking for assisted-living support services, Heritage Manor and 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, and we can provide care-intensive services such as medical supervision and convalescence care.

Professional care & assistance services are always available, including:

- Personalized care services
- 24/7 medical staff available
- On-site doctor
- Medication management
- Medical supervision
- Assistance services
- Assisted living unit
- Assistance with daily personal hygiene
- Assistance with dressing
- 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

Heritage Manor and Apartments’ activities coordinator works with staff members, community volunteers, and many of the residents themselves, to create an activities schedule that’s diverse, well-rounded and fully-supervised by our qualified personnel. Our programs are designed to encourage social interaction and enhance your physical, spiritual and emotional wellness. In addition to our onsite resources, we provide a variety of shopping trips and cultural outings.

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

- Bocce ball
- Sand bags
- Rosary
- Mass
- Card games
- Bingo
- Walking club
- Knitting club
- Crafts
- Themed events
- Cultural outings
- Book club
- Group discussion
- Scrabble club
- Physiotherapy
- Yoga
- Tai chi



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

In addition to Heritage Manor and 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 **Heritage Manor & Apartments.**



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