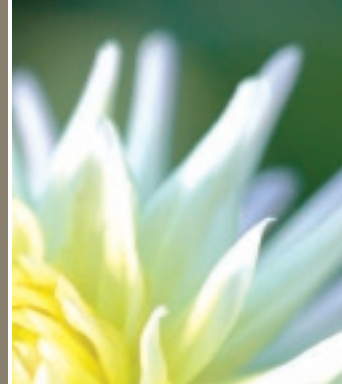




IMPERIAL PLACE
retirement residence



At **Imperial Place**,
we promise you
our undivided attention...

A welcome message...

As general manager of Imperial Place 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. You'll find that many of our residents also get involved, helping you get to know your way around so you'll start to feel at home as quickly as possible.

That's what people love most about Imperial Place. Our facilities are beautiful and impeccably maintained, and we deliver exceptionally high-quality services. Above all, we're a warm, closely-knit little community. 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.

To see if Imperial Place 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?

Imperial Place has it all...

The atmosphere is warm, secure, and inviting

There always seems to be something going on at Imperial Place – in the lobby, lounge and our other common spaces, indoors and throughout the grounds – 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. Imperial Place 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, Imperial Place is equipped with the latest 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, wellness, socializing, recreation, and so much more. This is retirement living at its finest.



...and the neighbourhood is delightful

Imperial Place is situated in a quiet residential neighbourhood, with virtually every service and amenity within a couple of blocks. You're a short drive or bus ride away from downtown Surrey, and just far enough away to ensure the pace is relaxed and easygoing. You can enjoy plenty of fresh air and green space throughout the year, in our courtyards, from your own private balcony, or any of the beautiful nearby walkways and parks, including the beautiful Green Timbers Urban Forest. If you're in the mood for more action, it's just a short hop to Vancouver, either by car, bus or the Skytrain.

You're close to everything, including:

- Hospital
- Several shopping centres
- The Skytrain
- The Green Timbers Urban Forest



“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, Imperial Place is all about independence. We take care of all of your safety, wellness 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, you can be as active, or as laid back, as you like. The choice is always yours. We make sure you have a lot of options to choose from, 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-bedroom
- Kitchenette
- Carpets
- En suite functional bathroom
- Walk-in shower
- Private balcony
- In-suite climate control
- Housekeeping & laundry services
- Religious services
- Activity room
- Emergency call system





“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. Our residents also get involved: whenever you feel like preparing a special dinner yourself, you have access to a fully-equipped country kitchen. Bon appetit!

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

- Full-service dining room
- Varied menus
- Personalized diets for allergies & other health conditions
- Healthy, home-style cuisine prepared on-site
- Daily refreshments & fresh fruit snacks
- Themed menus
- Certified chefs and dietary staff
- GMO-free produce





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

Taking care

Although Imperial Place is designed for the active, independent senior, many of our residents use fee-based care and assistance services available through private service providers; some residents are eligible to have certain services subsidized through the provincial health authority. We can assist you by working in partnership with the non-profit care-giver Cornerstone Care Services, or in conjunction with any other service provider of your choice. Regardless of which options you choose, our goal is to do everything we can to help you keep healthy, active and independent.

We can help you arrange for private fee-based or subsidized care services to meet your current and evolving healthcare needs and preferences.







“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

Our activities coordinator works with our in-house team, community volunteers and several of our residents themselves, to create an activities schedule that’s diverse, well-rounded and fully-supervised by our qualified personnel. Whether you prefer a lot of action or a quiet, relaxing get-together, our facilities and programs are designed to encourage social interaction, and to enhance your physical, spiritual and emotional wellness. In addition to our onsite activities, we have our own bus, which we use almost every day to provide a variety of outings, from short trips to the shopping centre to all-day excursions.

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

- Social activities
- Live entertainment
- Tai Chi
- Fitness classes
- Bus outings
- Card games
- Physical activities
- Themed events



At Imperial Place, we promise you our undivided attention...

In addition to Imperial Place'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 5:30 a.m. to 1:30 p.m. WST.

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 BCSLA (British Columbia Senior Living Association), QSHG (Quebec Senior Housing Group) and ORCA (Ontario Retirement Communities Association).

For retirement living at its finest,
choose **Imperial Place**.



13853 102 Avenue
Surrey (British Columbia) V3T 5P6
604.581.1555