



PEMBROKE HERITAGE MANOR  
retirement residence



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

## A welcome message...

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

The first thing you see when you come to our residence is a lot of activity. The atmosphere seems busy but it's warm, and you see a lot of people having fun. That's exactly what people find most appealing about us. Pembroke Heritage Manor is an elegant facility, yet you get that "down-home" feeling that comes with country-style living. You also have the convenience, comfort and security of our excellent services and facilities, which we consider second to none.

To see if Pembroke Heritage Manor is "your kind of place", 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? Pembroke Heritage Manor has it all...

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

There's no shortage of activities at Pembroke Heritage Manor, 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. We're known for our 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, Pembroke Heritage Manor 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

Situated just north of Ottawa, the picturesque town of Pembroke gives you the best of both worlds: convenient access to the city along with the leisurely day-to-day pace of a quiet small-town neighbourhood. Most medical, shopping and other services are nearby, and you can enjoy plenty of fresh air and green space, right on our own elegant grounds and throughout our friendly neighbourhood.

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

- Shopping
- Golf course
- Beach
- Boardwalk to marina
- Bike paths
- Riverside Community Park
- Horseshoes
- Mini Putt
- Baseball fields
- Camping



“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, Pembroke Heritage Manor 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, studios with den, one-bedrooms
- Private balcony in select suites
- Fireplace available in select suites
- Emergency call system and lighting
- Carbon monoxide and smoke detectors
- Fire alarm and sprinkler system
- Laundry facilities
- Chapel
- Library
- Games room
- Laundry and housekeeping services
- Hair and beauty salon
- Barber
- Banking and postal service
- 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
- Personalized diets for allergies & other health conditions
- Private dining room available
- Home-style cooking
- Healthy meals
- Fresh fruit snacks
- On-site prepared meals
- Themed menus
- Monthly birthday cake
- Refreshments & snacks available in the dining room
- 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, Pembroke Heritage Manor 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.

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

- Personalized care services
- 24/7 medical staff available
- Medication management
- In-house doctor
- Respite & short-term stay
- Assistance with daily personal hygiene
- Laboratory services
- Foot care
- Walk-in shower
- Wellness seminars
- Physiotherapy







“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 staff members, and many of the residents themselves, to create an activities schedule that’s diverse and well-rounded. Fully-supervised by our qualified personnel, our programs are designed to encourage lots of social interaction, and to enhance your physical, spiritual and emotional wellness. In addition to our onsite activities, we provide a variety of outings, from short shopping trips to all-day excursions.

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

- Sing-alongs
- Happy hour
- Shopping trips
- Exercise program
- Educational activities
- Music & live entertainment
- Bingo
- Movies
- Card games
- Crafts
- Excursions
- Games
- Picnics
- Billiards



# At Pembroke Heritage Manor, we promise you our undivided attention...

In addition to Pembroke Heritage Manor'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 **Pembroke Heritage Manor.**



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