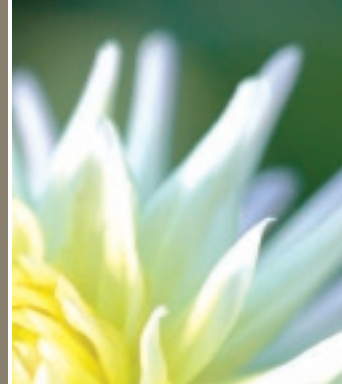




THE ROYAL ON GORDON  
retirement residence



At **The Royal on Gordon,**  
we promise you  
our undivided attention...

## A welcome message...

As general manager of The Royal on Gordon Retirement Residence, my role is to ensure that our entire team is always there for our residents. Whether you are fully independent or you're looking for assisted-living services, making sure each individual feels comfortable, safe and secure is the first priority of every one of us.

Most of our residents tell us that they got "an instant warm feeling" about The Royal on Gordon from the moment they entered the lobby. That's partly the result of the layout and beautiful décor of our facilities, but it's also because of our staff. Whether you're a resident or you're here to visit a friend or family member, our goal is to greet everyone with a smile and to do everything we can to make you feel welcome. That's what people love most about The Royal on Gordon – 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.

To see if The Royal on Gordon 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? The Royal on Gordon has it all...

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

There always seems to be something going on at The Royal on Gordon – 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. The Royal on Gordon 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, The Royal on Gordon 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

The Royal on Gordon is located in a popular new residential community, just south of downtown Guelph. The neighbourhood is growing quickly, offering virtually every service and amenity within walking distance from the residence, yet the pace is relaxed and peaceful. You can enjoy plenty of fresh air and green space, both within our landscaped grounds and in the beautiful parks nearby. You're just minutes from the city centre, either by car or public transit (with a bus stop right at our doorstep), and also just a short drive from the 401, for easy access to the surrounding region's numerous towns, villages and cities.

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

- Parks and amenities
- Guelph General Hospital
- Renowned arts and music festivals



“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, The Royal on Gordon 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. 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:**

- Unfurnished studios, one-bedroom suites
- Kitchenette with fridge
- Individually-controlled air conditioning
- Call bell system
- Assistance services
- Emergency call system and lighting
- Fire alarm and sprinkler system
- Elegant fireplace lounge
- Landscaped grounds, walking paths and outdoor patio
- Beauty and hair salon
- Spa
- Internet
- Bistro
- Housekeeping, handyman & laundry services
- Scheduled transportation for local shopping
- Smoke-free environment
- Wheelchair accessibility





“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; their suggestions and family recipes are among our most popular dishes. 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
- Fresh fruit snacks
- On-site prepared meals
- Monthly birthday cake
- Dietary staff
- Daily refreshments & fresh snacks in the Bistro
- 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

The majority of The Royal on Gordon’s residents are active and fully self-sufficient. Our goal is to help you remain healthy, active and independent. For your added convenience and peace of mind, we offer in-house care and assistance services on a flexible, “a la carte” basis. It’s good to know 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
- 24/7 qualified care staff on duty
- Health care monitoring
- Professional on-site management
- Medication management
- Assistance with daily personal hygiene
- Assistance services
- 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

Our activities coordinator works to create an activities schedule that’s diverse, well-rounded and fully-supervised by our qualified personnel. Our facilities and 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 trips to the shopping centre to all-day excursions.

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

- Scheduled life enrichment programs in recreation, leisure, social arts, entertainment and fitness
- Activity room and fitness centre
- Games room and common lounges
- Movie theatre
- Library
- Horticulture room



## At The Royal on Gordon, we promise you our undivided attention...

In addition to The Royal on Gordon'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 **The Royal on Gordon.**



1691 Gordon Street  
Guelph (Ontario) N1L 1E1  
**519.837.3605**