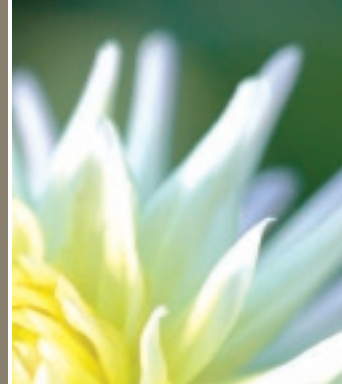




ROYAL MARQUIS  
retirement residence



At **Royal Marquis**,  
we promise you  
our undivided attention...

## A welcome message...

As general manager of the Royal Marquis 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.

Our theme at the Royal Marquis is "home-style elegance". You'll find the atmosphere elegant and charming; it's an active, vibrant facility, yet it's always warm and inviting. Our goal is to make the residence feel like it's your home. We want you to feel comfortable. We want your suggestions about how we can make you feel even more at home. My door is always open and your feedback is always welcome.

We hope you find that the Royal Marquis feels like "your kind of place". On behalf of our team, I thank you for considering us.

The General Manager



## What matters most to you?

Royal Marquis has it all...

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

There always seems to be something going on in the lobby, lounges and 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 Marquis 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, we're 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 right in the heart of South Windsor, the Royal Marquis is minutes away from any and all major services and conveniences. You'll enjoy the fresh air and green space of a pleasant outdoor environment, both at our own outdoor facilities and along the quiet walkways throughout the surrounding residential community. You can also use Windsor's E.C. Row Expressway for quick access across the city and the surrounding communities.

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

- Restaurants
- Coffee shops
- Convenience stores
- Greenway
- Nature trail
- Devonshire Mall
- EC Row Expressway



“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, the Royal Marquis 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, you can be 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 & one-bedroom with den suites
- Kitchenette with fridge and freezer
- Emergency call system
- Smoke and heat detectors
- Sprinkler system
- Security monitoring system
- Pub
- Piano
- Library
- Patio
- Wellness centre/exercise room
- Wireless high speed Internet
- Religious services
- Hair and beauty salon
- Conference room
- Media room
- Handyman service
- Laundry facilities





“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
- Home-style cooking
- Healthy meals
- Fresh fruit snacks
- On-site prepared meals
- Themed menus
- Certified chefs and dietary staff
- Monthly birthday cake
- 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

Whether you are active and independent or you’re looking for assisted-living support, the Royal Marquis has every service and convenience at your doorstep, from daily fitness and exercise programs to a complete range of wellness and assistance services, all 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
- Laboratory service
- 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 with staff members, and with many of the residents themselves, 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. For many of our social and recreational events, friends and family are invited to participate, and we have many regulars from the community at large.

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

- Recreational activities
- Card games
- Board games
- Billiards
- Residence-operated private bus



## At Royal Marquis, we promise you our undivided attention...

In addition to the Royal Marquis 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 **Royal Marquis**.



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