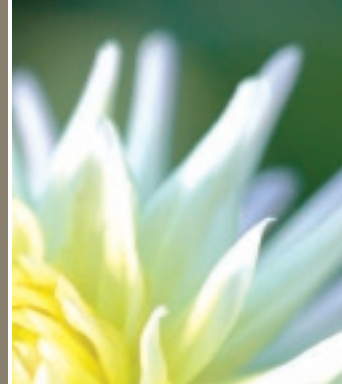




SCARLETT HEIGHTS
retirement residence



At **Scarlett Heights**,
we promise you
our undivided attention...

A welcome message...

As general manager of Scarlett Heights 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.

From the moment you enter our lobby, it's obvious that Scarlett Heights is no ordinary residence. We've centralized many of our social and recreational amenities on the main floor, and it's immediately apparent that our programs are geared to meeting a wide range of independent lifestyle preferences. That's what people love most about Scarlett Heights – 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.

We hope you find that Scarlett Heights has everything you could ask for, and so much more. On behalf of our team, I thank you for considering us

The General Manager



What matters most to you? Scarlett Heights 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 throughout the residence, 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. Scarlett Heights 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 Etobicoke, Scarlett Heights strikes the perfect balance: you're minutes away from most major services and conveniences, and you have direct access to Toronto's TTC and major roadways, yet you're surrounded by an abundance of green space and wide open spaces. You can go shopping, take a long walk in the park, or just enjoy the view, and it's all just a stone's throw from your doorstep.

You're close to everything, including:

- Humber Valley walking trails
- Humbertown shopping centre
- Parks, services and amenities
- St. Georges Golf and Country Club



“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, Scarlett Heights 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:

- One-bedroom & two-bedroom suites
- Kitchen with fridge and freezer
- Individually-controlled heat & air conditioning
- 24-hour emergency call system
- Fire alarm, sprinkler system & emergency lighting
- Internet
- Landscaped grounds, walking paths & outdoor patio
- Hair and beauty salon
- Spa and therapy pool
- Wellness centre
- Housekeeping and maintenance services
- Scheduled transportation for shopping & outings
- 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. 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
- Sunday brunches
- Themed menus
- Certified chefs and dietary staff
- Monthly birthday social
- Daily refreshments & snacks
- GMO-free produce
- HACCP 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, Scarlett Heights 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
- Health care monitoring
- Professional on-site management
- Medication management
- Assistance with daily personal hygiene
- Assistance services
- Rehabilitation & short-term stay
- Weekly on site physician







“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 intellectual wellness. For many of our social and recreational events, friends and family are invited to participate, and we have many regulars joining in from the community at large.

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
- Resistance pool and fitness area
- Activity room
- Movie theatre
- Library with computers and Internet
- Posit science brain fitness



At Scarlett Heights, we promise you our undivided attention...

In addition to Scarlett Heights 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 **Scarlett Heights**.



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