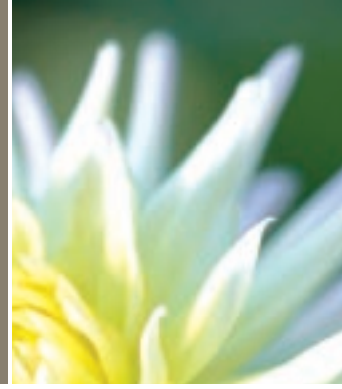




STONEHAVEN MANOR  
retirement residence



At **Stonehaven Manor & Apartments**,  
we promise you  
our undivided attention...

## A welcome message...

As general manager of Stonehaven Manor and Apartments, my role is to ensure that our entire team is always there for our residents. Whether you are a fully independent resident in your own apartment 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.

Each member of our team is focused on delivering on the promise of Stonehaven's theme: "Total freedom, total pleasure, total comfort." Whatever you're looking for, we have it. Whatever it takes to help enhance your retirement, we're here to help. That's what most people love about Stonehaven – 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 Stonehaven 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? Stonehaven Manor has it all...

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

There always seems to be something going on at Stonehaven – 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. Stonehaven is 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, Stonehaven Manor 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, health and wellness, socializing, recreation, and so much more. This is retirement living at its finest.



## ...and the neighbourhood is delightful

Located in the small community of Bridlewood in Kanata, Stonehaven offers the relaxed pace of a quiet suburban community along with all the amenities you'd expect to find in a big city, all just minutes from your doorstep. Outdoor enthusiasts enjoy lots of fresh air and green space, both within our grounds and in the parks and walking paths in the surrounding neighbourhood. For a more urban-flavoured experience, you're just a short drive to Ottawa.

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

- Grocery stores
- Banks
- Pharmacies
- Golf course



“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, Stonehaven is all about flexibility, freedom and lots of options. You can live as independently as you like. If you want any of our assisted-living services, or you just feel like “spoiling” yourself, we can take care of your health, safety and security needs – and all the daily chores – so you can enjoy your freedom to the fullest. 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, and two-bedroom suites
- Kitchenette
- Private balcony
- In-suite climate control
- Air conditioning
- En suite functional bathroom
- Housekeeping
- Linen service
- Emergency call system
- Pastor services
- 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. 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
- Home-style cooking
- Healthy meals
- Certified chefs and dietary staff
- On-site prepared meals
- 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**

The majority of Stonehaven’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, so you pay only for the services you choose. 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.

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

- 24/7 medical staff available
- Medication management
- Assistance with bathing
- Pharmacy services
- Medical visits
- On-site physiotherapist
- 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

Stonehaven’s 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 outings.

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

- Fitness classes
- Tai Chi
- Walking club
- Bridge club
- Outdoor excursions
- Mystery tours
- Pub nights
- Recreational activities
- Social activities
- Cultural activities



# At Stonehaven Manor and Apartments, we promise you our undivided attention...

In addition to Stonehaven'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 **Stonehaven Manor & Apartments.**



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