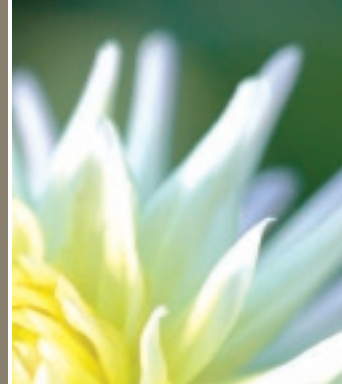




TRANQUILITY PLACE
retirement residence



At **Tranquility Place**,
we promise you
our undivided attention...

A welcome message...

As general manager of Tranquility Place 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.

From the moment you enter the lobby, it's clear that Tranquility Place is no ordinary residence. That's partly the result of the layout and beautiful décor of our facilities, but at the end of the day, it really comes down to the people. And that's our edge. Whether you're a resident or you're here to visit a friend or family member, our goal is to do everything we can to make you feel welcome. That's what people love most about Tranquility Place – 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 Tranquility Place 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?

Tranquility Place has it all...

The atmosphere is warm, secure, and inviting

There always seems to be something going on at Tranquility Place – 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. Tranquility Place 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, Tranquility Place 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

Tranquility Place offers you the peace and relaxed atmosphere of true country-style living plus all the benefits and conveniences of close access to downtown Brantford. 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 403, for easy access to the surrounding region's many towns, cities and popular tourist destinations. You can enjoy plenty of fresh air and green space, both within our grounds and in the numerous parks, waterways and recreational attractions throughout the region.

You're close to everything, including:

- Shopping
- Transit services
- Restaurants
- Banks
- Pharmacy
- Movie theatres
- Emergency response services



“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, Tranquility Place 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:

- Studios, one-bedroom, one-bedroom with den
- Kitchenette available
- Private balcony
- Private walkways
- Air conditioning
- Storage
- Internet
- Emergency call system
- 24-hour nursing staff
- Security monitoring system
- Hair and beauty salon
- Wellness centre/Exercise room
- Fireside lounge and bistro
- Activity room
- Auditorium and TV room
- Chapel
- Outdoor patio and gazebo
- Housekeeping, laundry & handyman services
- Laundry facilities
- Scheduled transportation
- Postal service





“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
- Healthy meals
- Fresh fruit snacks
- Themed menus
- Certified chefs
- Monthly birthday cake
- Daily refreshments & fresh snacks in the Bistro





“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, Tranquility Place 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:

- 24/7 medical staff available
- Medication management
- On-site medical director
- Visiting podiatrist
- Physiotherapy
- Visiting laboratory
- Pharmacy service
- Foot care
- Aesthetician 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 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. 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:

- Recreational activities
- Special events
- Billiard room
- Fitness classes
- Craft room



At Tranquility Place, we promise you our undivided attention...

In addition to Tranquility Place'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 **Tranquility Place**.



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