

# *Signature*

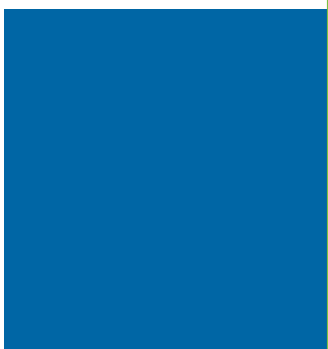
RETIREMENT LIVING



## The Signature Retirement Services Guarantee

When you choose a Signature Retirement Living community or residence, you are assured of an industry-leading set of programs and services that are comfortably consistent and notably superior. That is our guarantee. That is our Signature.

Experience Vibrant Seniors Living





## SIGNATURE VIBE™

At Signature Retirement Living communities and residences, we believe that enjoying life is what Vibrant Seniors Living should be all about. That's why we hire only the best people - people who truly care about seniors and understand their needs. We strive to create a positive, caring, fun, safe workplace where employees feel pride in their work and are committed to delivering the highest quality customer service. We believe vibrant employees equals a vibrant resident experience.





## SIGNATURE SAFE™

Ensuring your personal security is our priority at every Signature Retirement Living community and residence.

- Registered nursing staff in the building 24 hours/day, 7 days/week
- The security of 24-hour video surveillance of the building
- Complete fire protection with regular fire safety exercises
- Grab bars in all washrooms
- Concierge on-site for a minimum of 10 hours/day
- Individually coded locking system for each suite
- Sprinklers throughout building, including all suites





## SIGNATURE CARE™

At Signature Retirement Living communities and residences, you are 'part of the family'. It is our commitment to provide emotional, spiritual and physical support, backed by strong communication with residents, families, community partners and liaisons. We offer 'personalized' care and our staff work to anticipate residents' needs.

- Registered nursing staff in the building  
24 hours/day, 7 days/week
- Building-wide emergency response system
- Co-ordination of outside care services welcome
- "Aging in place" supports
- Commitment to resident and family education
- Customized care plan for every individual
- Follow provincial licensing\* standards



\*In provinces where licensing standards exist



## SIGNATURE GOURMET™

Every meal in a Signature Retirement Living community and residence is a memorable dining experience. Our fresh, delicious dishes, prepared by our Certified Chefs with creativity and passion will exceed your expectations, one plate at a time.

- Kitchens managed by certified Red Seal Chefs
- Open seating
- Flexible meal times
- Homemade food
- White linen service
- Room service options
- Choice/flexibility/diversity
- Private dining room for special occasions
- Family/guests always welcome





## SIGNATURE CLEAN™

We do the cleaning so you don't have to! In fact, we also do windows, mow the grass and shovel the snow. Washrooms and other high contact surfaces are disinfected regularly, and we also provide complete personalized housekeeping and laundry services.

- Friendly, courteous staff/housekeepers
- Continuous updating of staff training
- Regular comprehensive health inspections
- A variety of housekeeping options are available





## SIGNATURE CONCIERGE™

Every Signature Retirement Living community and residence includes the service of our personable, helpful and willing Signature Concierge who will go 'above and beyond' for you.

- Professional
- Dependable
- Caring
- Reliable
- Knowledgeable
- Available to you a minimum of 10 hours per day





## SIGNATURE FIX™

When you choose a Signature Retirement Living community or residence, you can leave the repairs to our friendly, fast, efficient staff. Whether interior or exterior, common or in-suite areas, all repairs are addressed in a timely manner.

- The reassurance of 24-hour emergency power
- We only work with qualified and secured trade contractors
- We fix it until it's right!

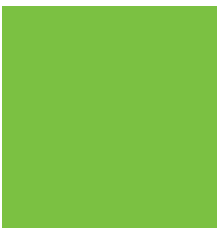




## SIGNATURE CLUBFIT™

Our specially designed fitness program was created just for our retirement community and residence residents. It's the perfect way to maintain and improve your health and wellness and discover new relationships – one push-up at a time. It's just an elevator ride away!

- Qualified staff and instructors
- Designed specifically for seniors
- New experiences through diverse exercise classes
- Guaranteed fun!

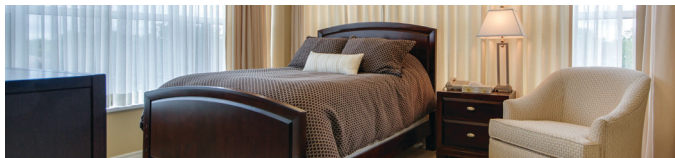




## SIGNATURE RESPITE™

Recuperate and rejuvenate with Signature Retirement Living\* at one of our retirement communities or residences. Let our team of experienced caring professionals meet your personal needs and considerations. Our furnished suites, with cable TV and telephone, feature above standard wider doorways and large bathrooms to accommodate specialty needs.

- Registered nursing staff in the building 24 hours/day, 7 days/week
- Building-wide emergency response system
- Therapeutic spa bath and shower room
- Relaxing lounge, amenities, activity and social programs
- Medication administration
- Bathing assistance
- Personal laundry
- Three taste-tempting meals per day
- Provincial Healthcare services welcome
- Daily rates available
- Family/guests always welcome
- Flexible meal times



\*Services may vary by location



## SIGNATURE DRIVE™

Our Bus or Luxury Sedan provides convenient, experienced personable door - to - door service.

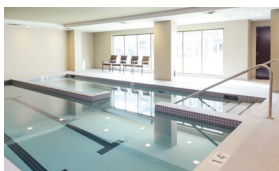
- Your driver will be courteous and on time
- Your vehicle will be
  - » Safe
  - » Clean
  - » Maintained
  - » Insured
- Your door will be opened for you





## SIGNATURE TRAVEL™

Every Signature Retirement Living community and residence resident is welcome to stay at any Signature community or residence at no cost whenever they travel\*.



\*Subject to availability



## OUR SIGNATURE VALUES

---

We value each and every Signature resident and share a common goal - to satisfy their needs and enrich their experiences.

We are a Team - we act with integrity and each of us is accountable for personal and organizational success.

We are here to make a positive difference in the community we all share.

We are committed to creating positive change, bringing energy and enthusiasm to everything we do.

**Experience Vibrant Seniors Living**



[www.SignatureRetirementLiving.com](http://www.SignatureRetirementLiving.com)

Signature Retirement Living Service Guarantee only applies to  
our retirement communities and residences.

## OUR SIGNATURE MISSION

*To establish Signature Retirement Living  
as Canada's leading purveyor of retirement  
lifestyles where our residents receive unmatched  
choice and an enviable level of service in a  
positive, vibrant and caring environment.*



To learn more about all  
Signature Retirement Properties  
across Canada visit:  
**[www.SignatureRetirementLiving.com](http://www.SignatureRetirementLiving.com)**

Experience Vibrant Seniors Living