



“Every morning I had to make the effort to go to Tim Horton’s just to get out of my condo and be with people. I only saw my neighbours on the elevator. Now I just come downstairs and coffee’s always on. I’m immediately around friends with common interests and lots of things to talk about.”

Mary K



“Because I’m so social it’s wonderful to have dinner companions and not have to eat alone. I’m constantly amazed that all the staff instinctively know precisely how to make living here an experience second to none. Even the chef comes around to make sure we’re enjoying the meals and asks for input.”

Ken B



“I moved here after a brief hospital stay and never looked back. Friends have been so impressed when they visited me here that they’re now my neighbours again. I take part in everything. There’s so much to do – classes, lectures, and excursions to interesting destinations!”

Mary Y

DEL MANOR
SENIORS COMMUNITIES
a Member of the **TRIDEL** group





The Delmanor Experience

There's something that makes the Delmanor experience unique. It's not just our building, or suites or ambience. It's us. Many of us have been with Delmanor from the very beginning. Others have just picked up the calling. But we're all devoted to one common ideal. We come to work every day knowing we're coming into your home, not just a building. And we are the better for it. We know change can be hard. We also know that moving on doesn't have to mean moving away. We want to get to know you, and we want you to know us. We know we've been invited to become part of a community that each and every one of us has a responsibility to enhance every day, in every way. We're focused on enhancing that daily experience by offering dependable, personalized attention you can count on – the way friends count on each other. We know it's important that we each do our part, because this is where we'd want our parents to live.



Dedicated

We weren't just hired; we were selected. We've been selected because we intuitively embrace life and share that experience, not just with residents, but with each other, the way a family does. That's just the way we think and we confirm it every day. Our individual values were formed around a respect for a generation that protected us and shaped the world we live in. It was people like you who have given us the opportunity to become what we are today, not just as a company, but as the individuals behind the corporation. We want the best for you. If something isn't right we're dedicated to trying to make it right, whatever it takes. All of us are empowered to impact positive change, to make your home a better place for everyone. We listen to you and each other, and management listens to us. After all, we spend as much time in your home as we do in our own.



Distinctive

You'll find our lifetime of experience provides a lifestyle of experience. It's distinctive to Delmanor and it's very apparent. Just as our parent, Tridel, is known for distinctive addresses, Delmanor is known for distinctive touches that go beyond the ordinary. That's why you'll find the Delmanor experience is anything but retiring. Nowhere is that more apparent than in the dining room. We don't work in an institution, so why would you want to eat in one? A fine dining experience is the word of the day. White tablecloths, table service and exquisite china set the stage for your choice of appetizers, entrees and desserts. You'll choose from the varied daily menu where nothing repeats for months, all prepared for you, not by you. If you're entertaining family or guests, it's as simple as making a reservation to enjoy the comfort of the private dining room. After all, it's your home and friends are always welcome.





Delightful

We believe in vibrant surroundings that allow you to enjoy the life you've worked hard to achieve. We believe in new beginnings rather than old dreams. We believe that friendships keep us young, that activity keeps us fit, and that interactions keep us whole. We believe we all have the power, individually and collectively, to make retirement fulfilling. So we surround ourselves with people like you – active seniors too busy to act retired. We even make staying in the shape to enjoy it all a delightful experience. Our LivingWell coach will develop a program just for you; a program that can help reduce your risk of heart disease, increase bone density, rehabilitate back pain, minimize the risk of falls, adult-onset diabetes and develop an overall sense of well-being. But, most of all, it's all about fun, because as Mark Twain said, "He who laughs, lasts". At Delmanor we expect you to retire and get active. After all, you only go around twice.



Visionary

Just like you, we're sisters, brothers, fathers and mothers. But most of all we think like grandparents. When it comes to building, that attitude costs more, but one look in our grandchildren's eyes and we know it's worth it. Each new community goes beyond the last one to make use of new technology through Leadership in Energy and Environmental Design (LEED). Under the watchful eye of Green Toronto Award Winner Tridel, we constantly evolve our systems to minimize our carbon footprint: solid waste is monitored for recycling, water usage is reduced, and future energy systems may even contribute to the grid, so we can put back more than we take out. Building materials and systems are chosen from the best available. So when your grandchildren visit you needn't worry about indoor air quality, or a lecture about recycling! It's something else you can teach them. For more information about the standards we set for ourselves visit www.naturallybetter.ca.

Traditions

Delmanor teams are dedicated to creating the best retirement community in its geographical area. Their personal commitment to an exceptional level of service, meals and accommodation ensures that they can confidently recommend any Delmanor community to their own parents and their friends as the best choice for retirement living, by far.

- The right to individual privacy will be honoured and protected by every team member at all times;
- Individual residents have the right to welcome family and friends into their home, just as they have always done;
- All employees and volunteers, regardless of their duties, are committed to reinforcing the dignity and self-worth of both colleagues and residents;
- Every resident is entitled to a personal level of service that acknowledges individual interests, needs and abilities;
- Team members are dedicated to remaining current in their field by attending workshops and courses throughout their career;
- Our buildings, services and amenities will be designed and operated so as to provide definitive safety for our residents and staff.

It is these traditions, in their entirety, that will be the foundation on which we build a caring, nurturing community dedicated to the equality of all its members.