



Let's journey *together*

**THE HERITAGE**  
RETIREMENT RESIDENCE

INSPIRED SENIOR LIVING WITH





Retirement living can be  
*inspired* and *inspiring*.

Every day our residents prove that the  
historical definition of senior living  
can be reshaped and rethought.



## Welcome *home*

Rural meets sophistication at The Heritage Retirement Residence in the heart of West Kelowna. Its elegance complements the comfort, safety and fulfilling slate of programs and exceptional amenities. Lounge in our dining room, lawn bowl with friends, relax and enjoy the sun on the patio, or enjoy a swim in the saltwater pool.

From dining and services to the welcoming team members, we inspire active aging with Assisted Living support when needed. Welcome home to inspired retirement living. Are you ready to rediscover your verve for life?

**Be** *on your own terms*

**THE HERITAGE**  
RETIREMENT RESIDENCE



*Dining room*

## Our Accommodations

Create a living space that is uniquely you. Our suites come in different sizes, so you can pick the one that fits your style best. Relax and read your book or enjoy your favourite beverage in the privacy of your own suite. You will have access to great amenities and programs, as well as a community of people just like you. And if you have a furry family member, they're welcome too!

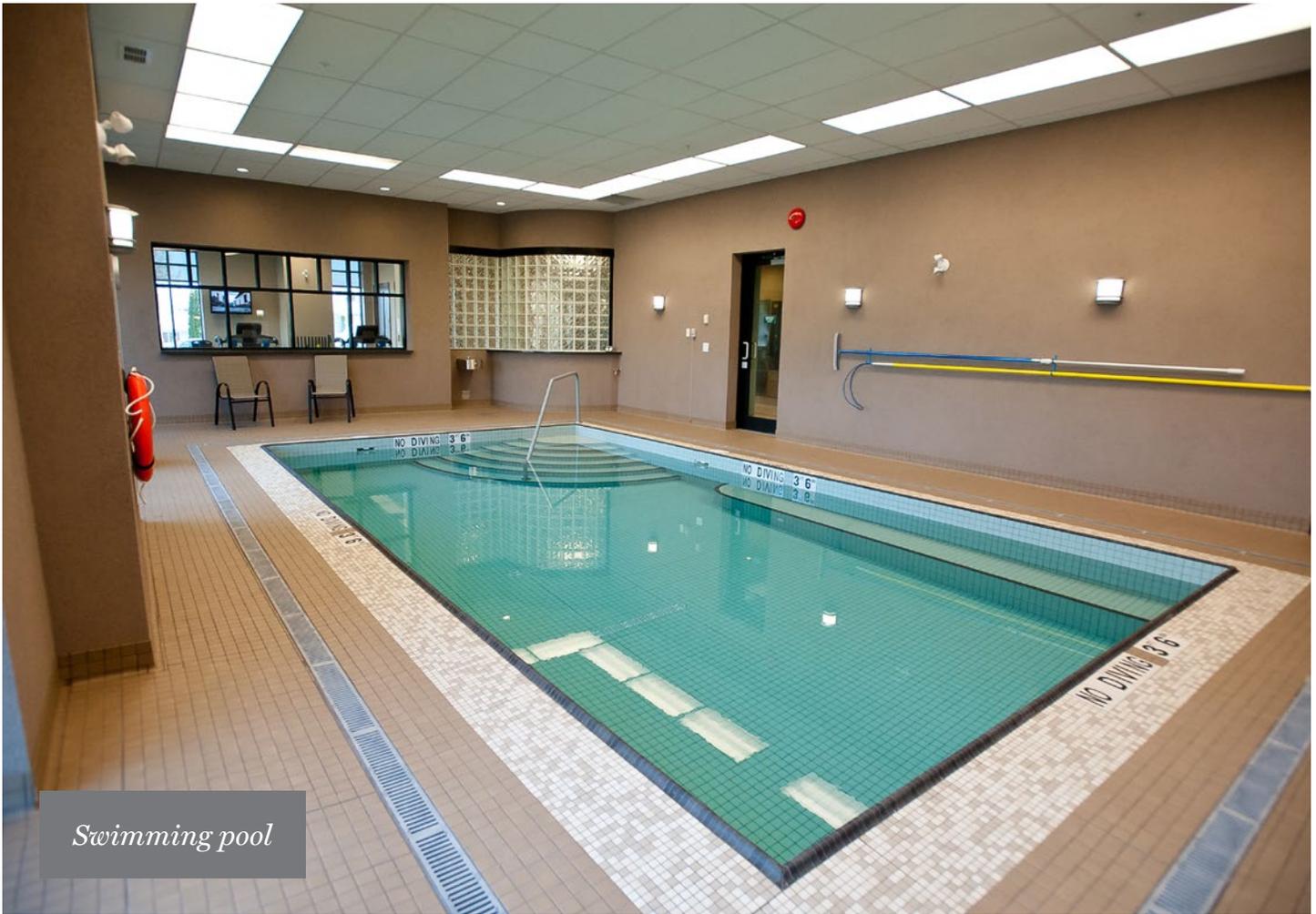
Our suite features:

- Well-appointed kitchenettes with ceramic cooktops
- Climate control for your suite
- Accessible showers
- 24/7 Emergency response system
- Pet-friendly

## Respite Stays

We offer respite stay services in private, fully furnished suites that include a telephone, television, and a monitored emergency response system. Caregivers and family members can find relief and peace of mind knowing their loved ones are being looked after by professionals in a safe and secure environment that feels like home.

- Housekeeping service
- Bed linen and towel refresh
- Window coverings
- Complimentary laundry facilities
- Non-slip bathroom flooring



*Swimming pool*

## Our Amenities

Living at The Heritage Retirement Residence, you will be energized and inspired—whether you're relaxing in the comfort of your suite, listening to live music, or enjoying a game of cards with friends. Experience our chef's home cooking and invite your family and friends to join you for a meal. Your friends will feel comfortable the moment they enter our lounge/bar and share a cappuccino, glass of wine, beer, or cocktail with you.

### Our residence features:

- Main dining room
- Bistro and bar
- Café
- Private dining room
- Country kitchen
- Fitness and wellness centre
- Spa and hair salon
- Fireplace lounge
- Library
- Activity room
- Piano lounge
- Billiards room
- Tuck shop
- Worship services
- Outdoor patio and gardens
- Transportation for planned excursions
- Guest suites
- Rooftop activities terrace
- Heated saltwater swimming pool
- Personal mailboxes

## Your Well-being

As evolving and varied as they may be, we all want our needs met in a certain way. At The Heritage Retirement Residence, we celebrate that. Though the types of support we offer are different, the level of respect and dignity we display is unwavering.

INSPIRED SENIOR LIVING WITH



### Independent Living

- A wide variety of exceptional, chef-inspired meal plans available, including continental breakfast
- Access to first-class services and amenities
- Specialized and purpose-built life enrichment and fitness programs
- Transportation for planned excursions
- Personalized wellness programs and clinic
- Access to support services as required
- Resident wellness checks
- Housekeeping services including bed linen refresh
- Emergency response system including pendant
- Professional on-site management
- 24-hour security monitoring service
- In-house access to pharmacy services

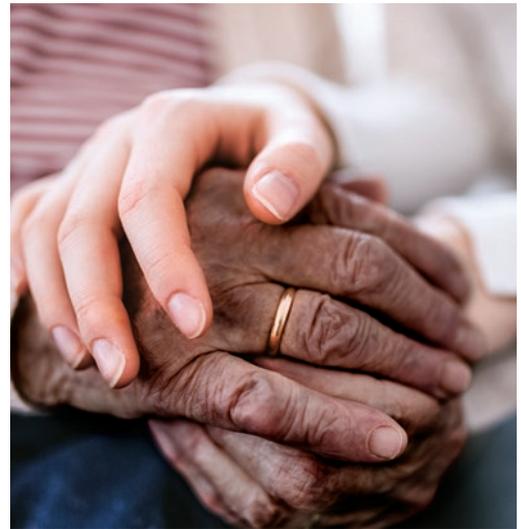
### Personalized Support

When you or your loved one needs a little extra support, we offer a tailored approach to care with à la carte options designed to supplement our full suite of Independent Living services.

Personalized support can include:

- Medication administration
- Assistance with light personal care
- 24-hour registered staff
- Weekly personal laundry

*For a complete list of our personalized care service options, request a copy of our à la carte care services menu.*



At The Heritage Retirement Residence, we believe that all of our residents should live purposefully, with spirit, energy, and the confidence to participate fully in community and social events. Changing needs are always met with respect by our trained and specialized individual service providers.

## Assisted Living

Features everything from Independent Living as well as personalized Assisted Living services\*.

- Medication administration
- Assistance with personal care needs (i.e. dressing, personal hygiene, and escort services)
- Assistance with showering
- Ordering of personal hygiene supplies
- Health counselling, referrals, and liaison with medical practitioners

*“From the beginning, the staff was very professional and had a heartfelt warmth and kindness for our requirements.”*

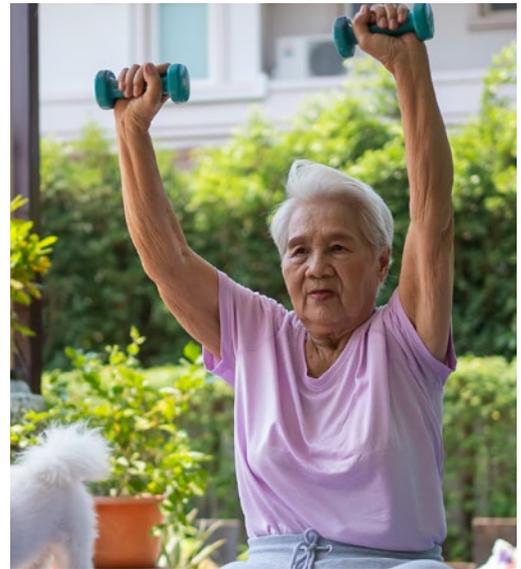
*— Resident’s family member*

# *A fresh take on dining*

For most of us, the kitchen is the heart of any home where everyone is welcome, and everyone's tastes and preferences are taken into consideration. We agree that a good meal, formal or informal, is part of creating great memories. At The Heritage Retirement Residence, our culinary team takes care of everything so you can enjoy your time with friends and family. We are quite literally at your service!

- *Living, Loving, Local* food program
- Meal plans available
- Dining room with open seating
- Monthly brunches
- Daily specials and à la carte menu options
- Dietary accommodations
- Licensed bar, dining room, and patio
- Express lunch
- Private dining room for family gatherings
- Healthy choices, including superfoods





Indulge in immersive experiences and a community atmosphere unlike any other.

## Life Enrichment

At The Heritage Retirement Residence, everything we do is to ensure that you have a great day, every day! That's why we hold monthly meetings to recognize that your opinions and suggestions are valued. Our monthly activities calendar is a great reflection of how we act upon your ideas. Selected by the residents, our engaging activities will inspire you to participate!

- Excursions to museums, galleries, and entertainment venues
- Guest speakers specializing in music, art, health, education, technology, and politics
- Regularly scheduled live entertainment
- On-site vendors offering unique clothing, jewelry, and more so you can shop in the convenience of your home
- Various on-site non-denominational religious services
- Monthly resident council meetings

Fitness classes include:

- Walk Fit
- Drum Fit
- Go4Life
- Dance classes
- Yoga

Other purposefully designed programs include:

- Meet Me at the MoMA
- Artfull Enrichment Program
- Java Music Club
- Fit Minds

An elderly couple is shown in a domestic setting. The woman, on the left, has short brown hair and is wearing a light-colored t-shirt and pants. She is smiling broadly and clapping her hands. The man, on the right, has white hair and is wearing a light purple and white striped short-sleeved shirt. He is also smiling and clapping. In the foreground, a pair of hands is seen playing a piano. The background is slightly blurred, showing a doorway and some furniture.

*“Our philosophy for better health and well-being is living an inspired life.”*

## It's About You

Attention to individual needs and wellness is a priority at The Heritage Retirement Residence. We have a monitored emergency response system and are staffed 24 hours a day by a team of individuals dedicated to your comfort and well-being. In addition, your Health & Wellness Manager provides health assessments and co-ordination of other services as needed.



## Safety & Security

The Heritage Retirement Residence is a place you can call home, and not because it's where you wake up every morning, but because you're surrounded by people who care about your well-being, providing you with peace of mind. We believe that you should feel safe and reassured when living in your new home. Our residence has innovative safety features.

- 24/7 emergency response pendant
- Security door system and cameras in public areas
- Regular fire safety and equipment testing
- Sprinkler system and smoke detectors
- Emergency response system in every suite



Emergency response pendant



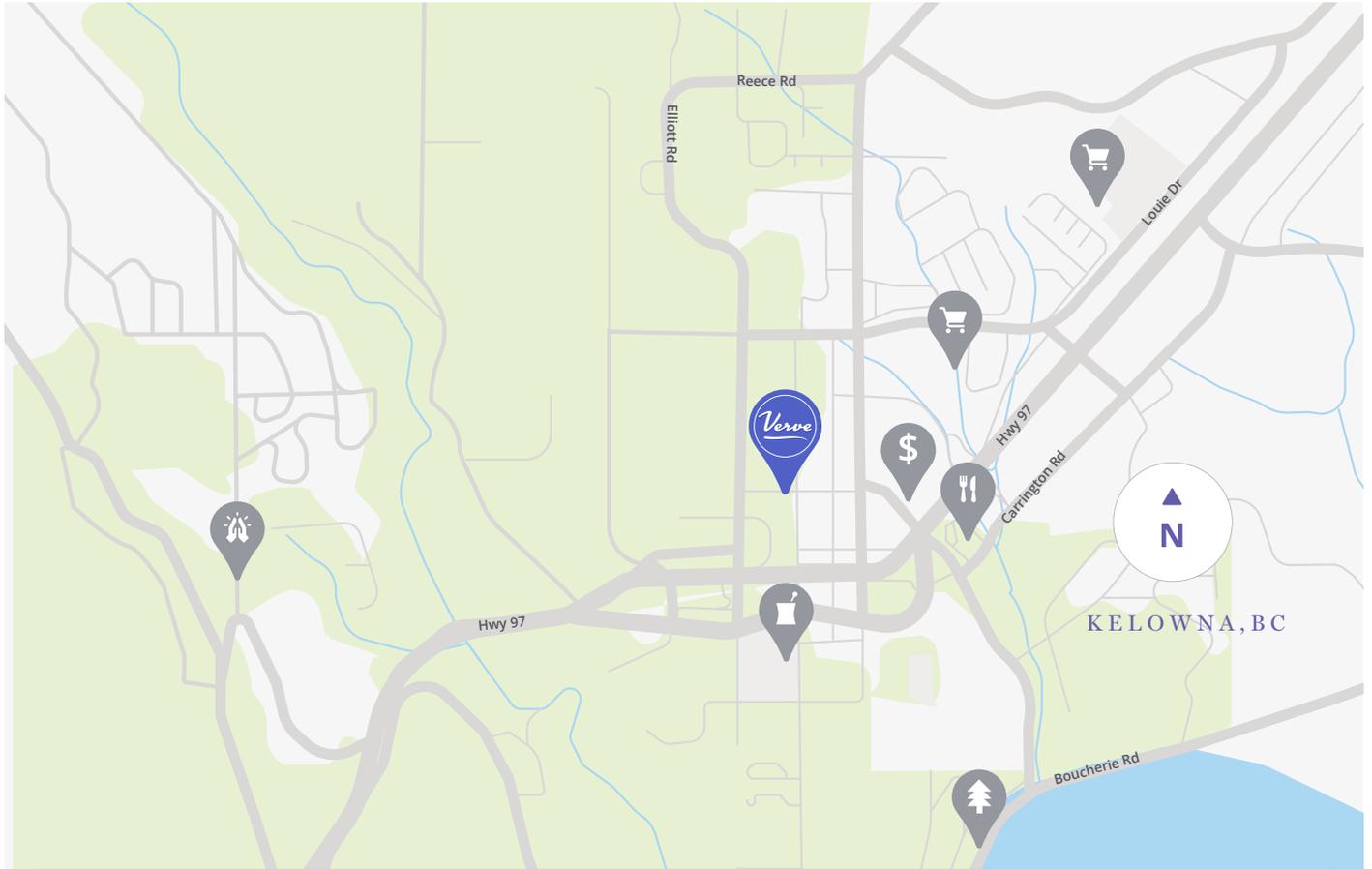
Regular safety equipment checks



Sprinkler system and smoke detectors



In-suite emergency response system



## The Neighbourhood of The Heritage Retirement Residence



Park



Grocery



Restaurant



Bank



Pharmacy



Worship

Map by mapbox.com

*A view of the idyllic grounds of The Heritage Retirement Residence.*



# A one-of-a-kind place where you can escape the everyday, every day

The Heritage Retirement Residence is near parks, shopping, restaurants, doctor's offices, physiotherapy, fresh fruit orchards, and churches. In just minutes, you can be lounging at the beach or visiting one of our regions many renowned wineries. Here, how you spend your day is your choice — leave the details to us.



*Rich natural beauty and attractions abound in West Kelowna, including nearby orchards and the world renowned Mission Hill Winery.*







We believe retirement living can be *inspired*, and *inspiring*.

Every day our residents redefine aging by experiencing retirement with purpose. An empowered life built on the pillars of mind, body, and spirit is the cornerstone of Verve Senior Living, supported by a professional team with a passion for excellence.

The Heritage Retirement Residence

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