



# HORIZON

RETIREMENT MANAGEMENT

## Our STAFF

We are keenly aware of the importance of our staff in the quality of our services.

This is why our residences' staff is handpicked. We hire qualified and skilled personnel who abide by our values and conform to the way we want things done. They receive training for the tasks they need to accomplish, but mainly to learn what customer service means to us.

We recognize their role in the ambiance of the entire residence, both for essential services and leisure activities. Everything is put in place so that each employee will improve their knowledge of our targeted clientele, by the same token encouraging initiatives that enhance both atmosphere and quality of life. In a climate of respect, for both staff and residents.

We undertake regular evaluations to stay ahead of the status quo and remain continuously proactive with our personnel and our residents, in the implementation of improvements.

We ask our residents to keep us informed of their evaluation of the services they receive. We also ask them not to give tips (gratuities), to avoid resident discrimination by our staff. This also confirms that our staff's engagement relies on true service only.

It may seem daring to think we can satisfy each resident at all times, whatever their needs or expectations. It is nevertheless our ultimate goal. And to reach it, we create an atmosphere that promotes communication between residents, managers and decision makers, at all times.

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## HORIZON SERVICES

### FOOD Services

Many efforts are put forward to ensure superior quality food and health care, making day to day living in our residences easy and pleasant.

The meal policies for the dining room will differ from one residence to the next. Particular attention is given to food quality and to the way it is prepared and served. Our residences hold all required city and government permits and adhere to the many standards required by each. We give a lot of importance to our residents' comments and suggestions.



## **CARE Services**

We pay particular attention to health care. In all our residences, health care personnel are available around the clock (24/7). Our residents have access to assistance adapted to their needs. For instance, after an illness or surgery, they have access to "À la Carte" care services from our health care personnel, either in their apartment or in a respite room located in the residence's care unit (where available). We do our utmost to make special agreements with health care professionals so that each resident can receive the required services in his/her apartment or in a specially adapted room.

Telephone assistance is available to our residents and their family around the clock.

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## **ACTIVITIES – Social & Physical**

We promote resident-led activities, designed with the participants in mind, while providing the help and assistance of certified and qualified personnel.

In our residences, we encourage our residents to suggest and initiate their preferred group and/or community activities. The personnel help and assist them according to their needs. The team also generates and cooperates in the creation of new programs according to the residents' needs and wishes.

We promote physical activities and their diversified expressions. Although the material may vary from one residence to the next, the residents have access to equipment which is safe and adapted to their needs.

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## **À LA CARTE Services**

We are aware that each and every one of our residents has needs and preferences that can vary substantially. Determined to meet their expectations, we have developed "À la Carte" services based on the most frequently encountered comments and suggestions in our residences.

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## **A WAY OF LIFE – Common Areas**

All residents can use the common areas and the equipment at their disposal according to the rules of the residence. They can participate in common activities of their choice, at the time of their choice. Common areas are presented and described in the literature related to the residence where they reside.

Thanks to a continuous co-operation between staff and residents, the residences are always clean and well organized, at all times.