



Billingswood Manor Mission Statement

To provide our residents with a unique retirement community living experience in a professional, friendly, secure and caring environment.

To enhance their quality of life by offering a rewarding lifestyle of daily living

To provide our residents continuous quality health care and personalize service while respecting each individual's choices independence, values, and dignity.



Welcome home to Billingswood Manor

We thank you for your interest in Billingswood Manor as your new home.

We would like to extend a warm and heart-felt invitation for you to experience all that Billingswood Manor has to offer. This elegant retirement environment has been designed to provide you with the utmost in comfort and personal service, offering private accommodations complemented with a full range of services.

Here you will enjoy a quality of life you so richly deserve. Each day offers new experiences, friendships and freedom to enjoy those things you've always looked forward to. We invite you to share in some of life's greatest rewards at Billingswood Manor.

This information package should answer most of the questions you may have regarding our residence. However, if you require additional information or if you would like to schedule a personal site visit, simply give us a call. We would love to show you around and welcome you to our home.



General information about our basic care plans and services

Your suite includes:

- Activities Program, daily and weekly social events
- Medication dispensing and management
- House physician available
- Influenza vaccines clinics, information and counseling sessions
- Monitoring and logging of vital signs, weight and glycemia
- Monitored response emergency call system, twenty four hours health care supports
- Night checks as requested
- Three or four piece in-suite washroom with secured grab bars
- Individually controlled air-conditioning and heating
- Utilities such as electricity, water, heating, and property taxes
- On-site hairdresser and barber (additional cost)
- Chapel with monthly religious services
- Fully stocked quiet and cozy library
- Full access to all common areas and comfortable lounge
- Private mailbox, outgoing mail services
- Balanced and nutritious meals served in our cordial dining room
- Complimentary self serve refreshment and snack services
- Private dining room with upscale and custom menus
- Tray services as required, with approval of DOC
- Courtesy phone
- Weekly housekeeping and personal laundering
- Daily bedroom and bathroom refresh
- Provision of bed and bathroom linens
- Shaded gazebo, outdoor patio and beautifully landscaped grounds
- Transportation to shopping centers and organized outings



Safety Features:

Your personal safety is our primary concern, our fire system and practices are in compliance to the Ontario's Fire Marshal Code. Sprinkler systems, smoke detectors and alarms are located throughout the building and in all rooms. Fire evacuation plan, drills and equipment are done and inspected monthly. Each suite is equipped with a monitored emergency nurse call system. All ingress and egress doors are monitored after 9:00 pm; Keypad locked main entrance for limited access.

Services not included in your rate but available at Billingswood Manor

For personal preferences of service providers your telephone services, cablevision, dry cleaning, newspaper and other subscriptions, specialized medical service or medical equipment, hairdresser and barber, foot care treatment, dentist, laboratory fees, seamstress are not included in the room price.

Assisted Living Programs:

Our ALP was designed for residents who require additional care at unpredictable times throughout the day and night and yet still wish to enjoy the beautiful surroundings, services and family lifestyle offered at Billingswood Manor. The care includes assistance with transfers and mobility, daily personal care, tray service, dining assistance, incontinence care and other assistance with your daily activities. Our care plans are personalized to ensure that the distinctive needs of each resident are being met. These programs are also available on a temporary, convalescent, respite or permanent basis. Rates will be determined according to assessed level of care level one or two; this assessment will be done by the manor's director of care. This course of action is a consensus of both parties and a cooperative decision process.



Assisted Living Programs

Our "Assisted Living Programs" are designed to provide residents with more care in order to meet their needs of daily living.

Specialized Packages

Level one, \$23.00 per day

Consists of up to ½ hour of additional services per day

- Assistance with transfers and mobility
- Assistance with personal care and bathing
- Incontinence care, product management
- Night checks
- Assistance related to memory loss
- Preparation and service of special diets

Level one \$23.00 per day extra

Level two, \$45.00 per day

Consists of up to 1 hour of additional services per day

- Assistance with transfers and mobility
- Assistance with personal care, bathing and personal Hygiene
- Incontinence care, product management
- Night checks if requested
- Assistance related to memory loss
- Preparation and service of special diets

Level two \$45.00 add per day



Frequently Asked Questions & Answers

What is Billingswood Manor?

Billingswood Manor Residence is an independent retirement community for seniors who desire a full service lifestyle, free from all the traditional responsibilities of maintaining a private home.

Who is Billingswood Manor?

Billingswood manor is a privately owned and operated 64 room residence. The Manor opened its doors to its first residents in May 2001 and has since become one of Billings' community greatest retirement living center. Our team is composed of 25-35 devoted, qualified and professional associates. We strongly believe in diversity, equity and communication and this is one of many reasons why Billingswood manor has the success it has today.

How private is my accommodation?

Your room is your home. Your privacy and intimacy is respected by professional and discreet associates who are always available to assist you. When admitted to our residence, you will be asked what level of privacy you prefer. We will respect your request unless we need to respond to an emergency situation.

What activities are available?

Select the activities you enjoy the most from the monthly calendar. An activity coordinator is on staff to organize outings, shopping excursions, card tournaments, bingo, special parties and events and other interests you may have. We invite suggestions and encourage diversity to our programs.



What about medical concerns I may have or may develop?

Our home offers well-trained, caring and devoted healthcare personnel available to assist you 24 hours a day, seven days a week. In addition, each suite is furnished with an emergency call system. At Billingswood Manor we have several protocols and procedures in place to ensure that crisis situations are dealt with in a safe and efficient way.

What if I need more care?

Our relationship with you, your physician and your family is of utmost importance to us. If your physician recommends hospitalization, your suite will be waiting for you when your health improves and you return to us. Should specialized care be required, additional care can be arranged here if we cannot provide the required care, we will assist in the transition to a more appropriate home that will suit your needs.

What about the suites?

For your enjoyment, all of our suites are freshly painted and in mint move in condition. Your private suite is spacious and bright with 9 foot ceilings, a 4 piece in-suite bathroom with grab bars, a roomy closet, and a kitchenette with sink. For your comforts, heat and air conditioning are individually controlled. For your safety and peace of mind, monitored emergency call system, and fire safety equipments are in place. Residents furnish their carpeted rooms and we encourage them to decorate their own suites with their favorite personal belongings and memories from home.

May I have guests?

We are proud of our home and we are happy to welcome your guests to Billingswood Manor. We want you to feel comfortable inviting them to visit you in your new home. For your convenience, arrangements for over-night accommodation and meals can be made in advance with management.





What is included in my rate?

Your room rate includes these services:

- Three nutritious and balanced meals per day
- Refreshments and snacks available all day
- Medication administration and management
- Emergency 24 hr nurse call system
- Minimal assistance with in and out of tub transfers
- Night checks
- Care plan, vital signs monitoring
- Individual laundering services
- Weekly housekeeping services
- Daily bed room and bathroom refresh
- Provision of bedding linen and towels
- Provision of paper supplies, tissue
- Dynamic activity and wellness program
- Social and games room, lounge
- Tuck shop on-site
- Personal mail box

Treat yourself to a hydro sound therapeutic bath in our soothing and calming spa. One hour of exceptional care and relaxation (see CHIP package for fee).



My family and I would like a site visit of Billingswood Manor; Is This Possible?

We would be please to have you and your families visit our facility. At you convenience, arrangements and appointments can be made with Management. You could also inquire about our trial stays.

Must I Sign A Lease?

The Government of Ontario, RHRA requires that you enter a residency agreement with the Manor. Convalescent, respite and short-term stays requires a short term agreement.

How do I arrange to move in?

We will provide all the information and advice on the various options available to you during your tour with our team. Moving can be stressful, therefore we are more than happy to assist you in arranging the details of your move. We promise to make this transition a pleasant and positive experience for you.

Reservation process

If you wish to hold a room for a near future move in date, the director will complete a reservation agreement and will ask for a \$500.00 deposit. If for any reason you wish to cancel the room reservation we will reimburse your deposit in full.

What If I change my mind?

If, after paying your reservation fee to hold a specific room and you change your mind, simply let us know in writing and we will refund your reservation fee in full.



Do you have a priority waiting list?

If the accommodation of your choice is not currently available, we encourage you to move into an available unit at Billingswood Manor. Our in-house residents receive priority for openings within our community. Your name will be placed on our priority waiting list according to your reservation fee and location preference. When a suite matching your preference comes available, you will be given an opportunity to move in.

***Price List
Rate Schedule - Full Service***

Suite Model	Monthly Rate Starting at
Riverside 1	\$2,225.00
Riverside 2	\$2,300.00
Riverside 3	\$3,000.00
Billingswood 1	\$2,300.00
Billingswood 2	\$2,550.00
Pinewood	\$3,000.00
Sawmill	\$2,550.00
Capital (one bedroom unit)	\$4,200.00

***For couples sharing one room add \$700.00 per month
Prices subject to change without notice***





Convalescent / Respite stay package

At Billingswood Manor, we understand the diverse needs of seniors in our community this is why we offer a comprehensive, comfortable and affordable convalescent stay package. Whether recuperating after a hospital stay or just getting over an illness, our plan is tailored to meet your needs. Our package is comprised of the following:

- Fully furnished private suite
- Private four-piece wheelchair accessible en-suite bathroom with secure grab bars
- 24-hour nursing supervision
- Dispensing and ordering of medication with our pharmacy
- Monitored emergency nurse call system
- One full service bath per week, in your room
- Equipment such as bath benches, raised toilet seats, bed rails
- Transfer assist to dining room, lounge, and common areas
- Three delectable and balanced meals per day
- 24 hour snack station, complimentary for visiting guest
- Tray service if required due to temporary medical reason
- Full use of all scheduled recreational activities, events and outing
- Basic cablevision and access to our courtesy phone
- Weekly housekeeping and
- Personalized laundry service
- Daily bed making and bathroom refresh
- Individually controlled heating and air conditioning
- Security and state of the art fire safety system

Price does not include in room telephone and any outside/extra nursing care charges such as specialized services or treatments.

Prices are respected for a 60 day period, and based on occupancy and availability