



## Kingsway Arms at **YOUR** Service

Visit us at [www.kingswayarms.com](http://www.kingswayarms.com) and take a virtual tour.

### Thank-you for allowing us to offer YOU our assistance –

When you are calling or visiting a prospective Retirement Facility – it is important to know what questions to ask – to make your information seeking task much simpler. It is always helpful to check out 1-3 facilities in order to make a good comparison – and to assist you in making an information-based decision.

**NAME OF FACILITY:** \_\_\_\_\_

**PHONE NUMBER:** \_\_\_\_\_

**WHO I SPOKE WITH?** \_\_\_\_\_



<b>FIRST IMPRESSIONS- "At your Service" Attitude</b>	<b>Yes</b>	<b>No</b>
Member of Ontario Retirement Communities Association		
Great location (ie – close to shopping, transit, hospital, etc)		
Residents appear HAPPY and well cared for		
Staff are friendly, helpful and accommodating		
Building is clean, inviting and well maintained		

<b>SERVICES AVAILABLE - what am I looking for?</b>	<b>Yes</b>	<b>No</b>
Individual Personalized Programs available – "A-La-Carte"		
24 hour Emergency Response System		
24 hour Emergency Life Systems		
24 hour Nursing Supervision		
Medication Administration		
Dietary and Nutritional Counseling		
Nursing Assessment and Consultation		
Pharmacy Service		
Laundry Facilities/ Personal Laundry Service		
Weekly Room Clean		
Daily Bed Making		
Full Service Assisted Bath		
Weekly Change of Linens/Towels		
Daily Meals – depending on Care Choice Level		
Snacks/Refreshments available at all times		
Leisure Activities		
Wellness Program		
Visiting or on-call Physician		
Visiting Professional Services		
Assisted Daily Living Services		
Specialized Alzheimer/Dementia Care Program		

Special Diets accommodated – how?		
Tray Service to Suites – cost?		
Respite/Convalescent Care		
Short Term – Trial Stays available – cost?		
Transportation to Appointments/ Outings		
Social and Recreational Program		
Cable Services Available/Included in cost? If not – how much?		
QUICK ADMISSION PROGRAM – ask for details		
2 <sup>nd</sup> Person Cost – Details and Cost		

<b>BUILDING/SUITE AMENITIES AND FEATURES</b>	<b>Yes</b>	<b>No</b>
Air-conditioned Building/ and in rooms – Individually Controlled		
Smoke alarms and sprinkler systems throughout/ In Rooms		
Wheelchair Accessible		
Central Dining Room		
Private Dining Room/Area		
Designated Chapel		
Comfortable and welcoming lounge areas		
Resident and Guest Parking		
Tuck Shop		
Barber/Beauty Salon		
Multi-Purpose Activity Room		
Computer/Internet Room-Area		
Designated Fitness/Exercise Room		
Designated Library		
Therapeutic Whirlpool/Aquatic Program		
Greenhouse or Horticultural Area		
Designated Home Theatre Room		
On-Site Canada Post Mailboxes/On-site Postal Services		
On-Site Banking Services		
Designated Guest Suite		
Wireless Internet Services/Cost?		
Designated Bistro/Café/Friendship Room		
Designated Children's Play Area		
Designated Billiards Room		
Furnished Rooms Available for Short Term		
Patio/Balcony/Walk-out Patio		
Carpeting/Flooring		
Kitchenettes Available		
Private Bathroom Facilities		