

Retirement Homes in Waterloo Wellington

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This document contains information on several types of housing in Waterloo Wellington with the exception of long-term care. If you are interested in long-term care information, please speak to Intake or your care coordinator.

Standard Definitions

There are lists of each of these categories of homes at the back of this booklet beginning on [page 37](#).

Independent Living

Independent living, as seen by its advocates, is a philosophy, a way of looking at disability and society, and a worldwide movement of people with disabilities who proclaim to work for self-determination, self-respect and equal opportunities. In the context of eldercare, independent living is seen as a step in the continuum of care, with assisted living being the next step.

Integrated Assisted Living Program (IALP)

Staying in your own home is important to you. At the same time, you may be feeling the need for extra support. Everyday tasks might seem a bit more difficult and it can be harder to stay active and to meet people.

Home and Community Care Support Service's Integrated Assisted Living Program (IALP) can help.

Our Care Coordinators can link you to the personalized care you need, while respecting your independence. With the extra support provided by our program, you can continue to live well while living in your own home. Personal support services through Home and Community Care Support Services are at no cost. Services available include personal care, recreation activities and 24-hour monitoring through a personal response system.

The IALP program is only available in certain neighbourhoods and locations in Cambridge, Guelph and Kitchener-Waterloo. Please speak to Intake or your care coordinator for more information.

Assisted Living

Assisted living facilities provide supervision or assistance with activities of daily living (ADLs); coordination of services by outside health care providers; and monitoring of resident activities to help to ensure their health, safety, and well-being. Assistance may include the administration or supervision of medication, or personal care services provided by a trained staff person.

Assisted living as it exists today emerged in the 1990s as an eldercare alternative on the continuum of care for people, normally seniors, for whom Independent living is no longer appropriate but who do not need the 24-hour medical care provided by a nursing home. Assisted living is a philosophy of care and services promoting independence and dignity.

Supportive Housing

Supportive Housing is for residents who require minimal to moderate levels of personal care in order to live independently. This care may be in a retirement residence or an apartment-like setting and may include rent-geared to income accommodation or subsidy. To qualify for supportive housing, you must be eligible for Home and Community Care Support Services.

Retirement Homes

Retirement homes (or communities) are privately owned and operated homes for older people with minimal health concerns that provide a furnished room or suite, meals, and organized social activities. Residents can usually bring some of their own furnishings and some homes allow small pets as long as the resident can look after them. Some assisted living homes provide 24-hour supervision, assistance with bathing, grooming, and medication management.

Additional facilities are provided within the building. Often this includes facilities for meals, gathering, recreation, and some form of health or hospice care. The level of facilities varies enormously.

A retirement home differs from a nursing home primarily in the level of medical care given. Retirement villages and retirement communities, unlike retirement homes, offer separate and independent homes for residents.

If you live in a home where you pay the landlord for a room or apartment and for care services and meals it is called a “retirement home”. In the *Residential Tenancies Act, 2006* they are called “care homes”. Some homes may also provide nursing supervision and other health services. In June 2010 the province of Ontario passed the *Retirement Homes Act* which states “a retirement home is to be operated so that it is a place where residents live with dignity, respect, privacy and autonomy, in security, safety and comfort and can make informed choices about their care options. 2010, c. 11, s. 1”.

Unlike long-term care or nursing homes, there is no standard application for retirement homes, you will have to visit the home and apply individually to the home that best suits your needs.

Retirement Home Options

Every retirement home should give you a copy of their information package and lease. It will give you information about services, costs and the terms of the lease. Some retirement residents in Ontario are

for-profit or not-for-profit. Not-for-profit homes may have rent geared to income or have an agreement with the County of Wellington to help subsidize the cost for residents who meet specific requirements.

Subsidies to help with the cost of a retirement home may be available for some residents through the County of Wellington (see “Retirement Homes with a Subsidy”).

Some retirement homes are members of the Ontario Residential Care Association (ORCA) (see [page 38](#)). You and your family can visit any retirement home to help select one that meets your needs.

This Retirement Home Information Package includes basic information about retirement homes, and we encourage you to contact the homes that interest you to find out more details.

Retirement Homes with a Subsidy

Retirement Homes with Subsidy are funded through the Ministry of Municipal Affairs and Housing as a part of the Community Homelessness Prevention Initiative (CHPI). The funding for Retirement Homes with Subsidy is administered through the municipality as a part of the Domiciliary Hostel Program to provide subsidy for eligible individuals living in supportive housing who are unable to afford the monthly-subsidized rent. A per diem subsidy based on the individual’s income is topped-up to a maximum amount of \$55.38, and is paid by the municipality directly to the Retirement Home.

Retirement Homes with Subsidy typically provide older adults (generally over the age of 50) a group living environment with 24/7 staff supervision with meals provided at scheduled times with multiple meal sittings and a set weekly menu. Retirement Homes with Subsidy typically provide individuals and couples semi-private furnished rooms attached to semi-private bathrooms with shared access to all common rooms. All prescription and over-the-counter medication is managed by healthcare professionals and given to tenants at the specified times. Tenants may have access to a range of structured recreation and social programming depending on the housing provider.

Subsidy is only available at the Retirement Homes that have a Domiciliary Hostel Program Agreement with the County of Wellington. The subsidy is not transferable to another retirement home that is NOT a part of the Domiciliary Hostel Program.

To qualify for subsidy, you must meet all of the following financial conditions. A person may be eligible for a subsidy if:

- 1) They qualify for or are accessing income supports:
 - a) Ontario Works (OW)
 - b) Ontario Disability Support Program (ODSP)
 - c) Old Age Security (OAS)
 - d) Guaranteed Income Supplement (GIS)
 - e) Canada Pension Plan (CPP), GAINS, etc.

2) All sources of monthly income do not exceed the monthly subsidized rate at the home (i.e., \$1,614.25); and

3) All assets are below the maximum allowable level.

For more information regarding Retirement Homes with Subsidy please contact each home individually or for general information about the Domiciliary Hostel Program, please call:

County of Wellington 519 837 2670 or toll free 1 800 265 7294

About The Residential Tenancies Act, 2006

The *Residential Tenancies Act, 2006* explains that rent can be increased once every year but you must be given 90 days' notice by the landlord before the increase.

You must let the landlord know a minimum of 30 days before you plan to leave your unit. All tenants in retirement homes have the same rights and responsibilities as all other tenants in Ontario with some exceptions. For more about those exceptions, please contact the Landlord and Tenant Board at 888 332 3234, Monday to Friday (except holidays) from 8:30am to 5:00pm.

Depending on the retirement home, your monthly rent may include nursing care, meals, laundry or other services. Other retirement homes may offer these services as an extra charge. Every retirement home is different so make sure to look at their information package to help ensure you choose the best place that meets your needs.

Contact each home directly to determine suitability and to verify availability of space.

About the Ontario Residential Care Association (ORCA)

The Ontario Residential Care Association (ORCA) is a non-profit group that represents the owners and operators of retirement homes. Retirement home owners and operators have to apply for membership and be accepted if it meets ORCA's mandatory standards.

Anyone in Ontario can call ORCA's toll-free information and complaint line at 1 888 263 5556. This information and complaint service is for all retirement homes in Ontario, even those that are not members of ORCA.

Complaints that are not settled are posted on the ORCA website at www.orcaretirement.com. The website also has links to more information on your right as a tenant of a retirement/care home and information for new tenants.

Retirement Home Regulatory Authority (RHRA)

The RHRA was created to facilitate the retirement home sector which will provide residents a safe environment where they can live with dignity and make informed choices about their care.

Under the *Retirement Homes Act, 2010* (the “Act”), the Retirement Homes Regulatory Authority (the “RHRA”) is responsible for:

- Licensing and regulating retirement homes in Ontario
- Maintaining a public register of retirement homes in Ontario
- Handling complaints about retirement homes
- Educating retirement homes, consumers and the public about the Act

As of July 2012 all retirement homes must have applied for a license by the Province of Ontario. For more information on homes that are licensed, or to find out about a Retirement Home Residents Bill of Rights or to file a complaint, visit www.rhra.ca/en/.

Homes in Waterloo Wellington

This retirement home list is to help people find a retirement home in our community. Home and Community Support Services cannot make recommendations for any retirement home. This list may not include all retirement homes in the Waterloo Wellington area but do list all the homes that are registered with the [Retirement Home Regulatory Authority](http://www.rhra.ca/en/).

The information contained on the next several pages outline the location, contact number for the home, type of special conditions and amenities pertaining to each home. If you have other questions or want to clarify what is listed below, please contact the home directly or visit wwhealthline.ca to view the profile for each home.

There is a list of questions to ask at the back of this booklet to help you find the home that suits your needs.

Arthur

Caressant Care Arthur

215 Eliza St., Arthur, N0G 2A0

Tel: 519 848 3795 / Fax: 519 848 2273 / [Website](#) / [Email](#)

Contact: Operations Manager

Subsidy with Wellington County: YES

Registered with ORCA: NO

- 15 private rooms; 13 shared rooms
- Wheelchair Accessible
- Medication Management
- 24hr Monitoring
- Special Diet Available
- Respite Care Available
- Regulated Professional Staff

Cambridge

Chartwell Queen's Square Retirement Residence

10 Mellville St., N., Cambridge, N1S 1H5

Tel: 519 621 2777 / Fax: 519 621 2441 / [Website](#) / [Email](#)

Contact: General Manager

Registered with ORCA: NO

- 80 suites
- Wheelchair Accessible
- Medications Management
- Special Diet Available
- Assistance with dressing
- Assistance with Continence Care
- Assistance with Personal Care / Bathing
- Palliative Care Available
- Nursing 24/7
- Physiotherapy

Fairview Suites Retirement Home

799 Concession Rd., Cambridge, N3L 4L1

Tel: 519 653 5719 / Fax: 519 650 1242 / [Website](#) / [Email](#)

Contact: Operations Manager

Registered with ORCA: YES

- 46 rooms
- Medication Management
- Special Diet Available
- Assistance with Dressing
- Assistance with Personal Care / Bathing
- Heated Therapeutic pool
- Attached health and wellness centre

Granite Landing

30 Light Dr., Cambridge, N1T 0B9

Tel: 519 624 1212 or 855 386 3435 / Fax: 519 624 1216 / [Website](#) / [Email](#)

Contact: Operations Manager

Registered with ORCA: YES

- 117 private rooms; 20 shared rooms; 137 suites
- Frail Elderly
- Alzheimer / Dementia
- Mental Health (Cognitive / Developmentally Delayed)
- Addictions
- Technologically Dependent – oxygen, feeding tube
- Wheelchair Accessible
- Medication Management
- 24hr Monitoring
- Special Diet Available
- Assistance with Feeding
- Assistance with Dressing
- Assistance with Continence Care
- Assistance with Personal Care / Bathing
- Respite Care Available
- Regulated Professional Staff
- Nursing 24/7

Marian Residence Retirement Home

640 Hillview Rd., Cambridge, N3H 5H3

Tel: 519 653 0363 / Fax: 519 653 2755 / [Website](#) / [Email](#)

Contact: Operations Manager

- Mix of private rooms, shared rooms and suites
- Frail Elderly
- Wheelchair Accessible
- Medication Management
- 24/hr Monitoring
- Special Diet Available
- Assistance with Personal Care / Bathing
- Assistance with Dressing
- Regulated Professional Staff
- Physiotherapy

Riverbend Place Retirement Community

650 Coronation Boulevard, Cambridge, N1R 7S6

Tel: 519 740 3820 or 877 929 9222 / Fax: 519 740 0961 / [Website](#) / [Email](#)

Contact: Operations Manager

Registered with ORCA: YES

- 37 private rooms, 55 apartments
- Frail Elderly
- Technologically Dependent
- Rehabilitation
- Wheelchair Accessible
- Medication Management
- 24hr Monitoring
- Special Diet Available
- Assistance with Feeding
- Assistance with Dressing
- Assistance with Continence Care
- Assistance with Personal Care / Bathing
- Respite / Palliative Care Available
- Regulated Professional Staff
- Nursing 24/7

Vila Nova Place

611 Dunbar Rd., Cambridge, N3H 2T4

Tel: 519 219 5483 / Fax: 519 219 6682 / [Website](#) / [Email](#)

Contact: Owner Operator

Registered with ORCA: NO

- 4 private rooms, 24 semi-private rooms
- Medication Management
- 24hr Monitoring
- Special Diet Available
- Assistance with Bathing
- Assistance with Dressing
- Assistance with Continence Care
- Respite Care Available
- Regulated Professional Staff
- Nursing 24/7
- Physiotherapy

Elmira

Chartwell Elmira Retirement Residence

8 Snyder Ave. N., Elmira, N3B 2B1

Tel: 519 669 4111 / Fax: 519 669 3027 / [Website](#) / [Email](#)

Contact: Administrator

Registered with ORCA: YES

- Mix of 64 suites and private rooms
- Frail elderly
- Technologically Dependent - oxygen
- Wheelchair Accessible
- Medication Management
- 24hr Monitoring
- Special Diet Available
- Assistance with Dressing
- Assistance with Continence Care
- Assistance with Personal Care / Bathing
- Respite Care Available
- Regulated Professional Staff

Elora

Heritage River Retirement Residence

25 Wellington Dr., Elora, N0B 1S0

Tel: 519 846 5350 / Fax: 519 846 0911 / [Website](#) / [Email](#)

Contact: Operations Manager

Subsidy with Wellington County: NO

Registered with ORCA: YES

- 112 private rooms
- Convalescent Care Available
- Frail Elderly
- Mental Health (Cognitive / Developmentally Delayed)
- Technologically Dependent
- Wheelchair Accessible
- Medication Management
- 24hr Monitoring
- Special Diet Available
- Assistance with Dressing
- Assistance with Personal Care / Bathing
- Respite / Palliative Care Available
- Regulated Professional Staff
- Nursing 24/7
- Physiotherapy / Occupational Therapy

Erin

Fox Run

5475 Wellington County Rd. 24, Erin, N0B 1T0

Tel: 519 833 1033 / Fax: 519 833 2508 / [Website](#) / [Email](#)

Contact: Owner

Subsidy with Wellington County: NO

Registered with ORCA: NO

- Mix of 10 private and semi-private rooms
- Frail elderly
- Alzheimer / Dementia
- Mental Health (Cognitive / Developmentally Delayed)
- Medication Management
- 24hr Monitoring
- Special Diet Available
- Assistance with Feeding
- Assistance with Dressing
- Assistance with Continence Care
- Assistance with Personal Care / Bathing
- Respite Care Available
- Registered Professional Staff

Fergus

Caressant Care Fergus

450 Queen St., E., Fergus, N1M 2Y7

Tel: 519 843 2400 / Fax: 519 843 2200 / [Website](#) / [Email](#)

Contact: Operations Manager

- Mix of 42 private and semi-private rooms
- Frail elderly
- Mental Health (Cognitive / Developmentally Delayed)
- Addictions
- Wheelchair Accessible
- Medication Management
- 24hr Monitoring
- Special Diet Available
- Assistance with Bathing
- Respite / Palliative Care Available
- Registered Professional Staff
- Physiotherapy

Highland Manor Retirement Lodge

110 Belsyde Ave., E., Fergus, ON N1M 1Z5

Tel: 519 843 6694 / Fax: 519 843 7875 / [Website](#) / [Email](#)

Contact: Administrator

Subsidy with Wellington County: NO

Registered with ORCA: NO

- Mix of 54 units, private, semi-private and couples
- Convalescent Care Available
- Frail Elderly
- Wheelchair Accessible
- Medication Management
- 24hr Monitoring
- Special Diet Available
- Assistance with Bathing
- Respite Care Available
- Regulated Professional Staff
- Nursing 24/7

Guelph

Chartwell Royal on Gordon Retirement Residence

1691 Gordon St., Guelph, N1L 1E1

Tel: 519 837 3605 / Fax: 519 837 0676 / [Website](#) / [Email](#)

Contact: Operations Manager

Subsidy with Wellington County: NO

Registered with ORCA: YES

- 98 private rooms and 14 individual homes/townhomes
- Frail elderly
- Technologically Dependent - oxygen
- Wheelchair Accessible
- Medication Management
- 24hr Monitoring
- Special Diet Available
- Assistance with Dressing
- Assistance with Continence Care
- Assistance with Personal Care and Bathing
- Regulated Professional Staff

Chartwell Wellington Park

181 Janefield Ave., Guelph, N1H 1V2

Tel: 519 763 7474 / Fax: 519 763 4918 / [Website](#) / [Email](#)

Contact: Operations Manager

Subsidy with Wellington County: NO

Registered with ORCA: YES

- 114 suites
- Convalescent Care Available
- Wheelchair Accessible
- Medication Management
- Special Diet Available
- Assistance with Dressing
- Assistance with Continence Care
- Assistance with Personal Care / Bathing
- Respite / Palliative Care Available
- Registered Professional Staff
- Nursing 24/7
- Physiotherapy

Eden House Retirement Home

5016 Wellington Rd 29, RR2, Guelph, N1H 6H8

Tel: 519 856 4622 / Fax: 519 856 1274 / [Website](#) / [Email](#)

Contact: Administrator

Subsidy with Wellington County: NO

Registered with ORCA: YES

- 20 private rooms
- Convalescent Care Available
- Frail Elderly
- Wheelchair Accessible
- Medication Management
- 24/hr Monitoring
- Assistance with Dressing
- Assistance with Continence Care
- Assistance with Personal Care / Bathing
- Respite / Palliative Care Available

Elliott Community Retirement Residence

170 Metcalfe St., Guelph, N1E 6W3

Tel: 519 822 0491 / Fax: 519 822 5658 / [Website](#) / [Email](#)

Contact: Operations Manager

Subsidy with Wellington County: NO

Registered with ORCA: YES

- 114 Suites
- Convalescent Care Available
- Frail Elderly
- Technologically Dependent
- Wheelchair Accessible
- Medication Management
- 24hr Monitoring
- Special Diet Available
- Assistance with Dressing
- Assistance with Continence Care
- Assistance with Personal Care / Bathing
- Respite / Palliative Care Available
- Regulated Professional Staff
- Nursing 24/7

Heritage House

2113 Gordon St., Guelph, N1L 1G7

Tel: 519 822 2006 / Fax: 519 826 0015 / [Website](#) / [Email](#)

Contact: Operations Manager

Subsidy with Wellington County: YES

Registered with ORCA: NO

- 27 private rooms, 20 shared rooms, 1 suite
- Wheelchair Accessible
- Medication Management
- Special Diet Available
- Assistance with Dressing
- Assistance with Continence Care
- Assistance with Personal Care / Bathing
- Respite Care Available
- Regulated Professional Staff
- Nursing 24/7

Norfolk Manor

128 Norfolk St., Guelph, N1H 4J8

Tel: 519 837 1100 / Fax: 519 836 4003 / [Website](#) / [Email](#)

Contact: Managing Director

Subsidy with Wellington County: YES

Registered with ORCA: YES

- Mix of private rooms, shared rooms and suites
- Convalescent Care Available
- Frail Elderly
- Mental Health (Cognitive / Developmental Delay)
- Addictions
- Wheelchair Accessible
- Medication Management
- 24hr Monitoring
- Special Diet Available
- Assistance with Feeding
- Assistance with Dressing
- Assistance with Continence Care
- Assistance with Personal Care and Bathing
- Respite Care Available
- Regulated Professional Staff

Stone Lodge

165 Cole Rd., Guelph, N1G 4N9

Tel: 519 767 0880 / Fax: 519 767 1690 / [Website](#) / [Email](#)

Contact: Operations Manager

Subsidy with Wellington County? NO

Registered with ORCA: YES

- 86 private rooms, 8 shared rooms, 94 suites
- Convalescent Care Available
- Frail Elderly
- Technologically Dependent
- Wheelchair Accessible
- Medication Management
- 24hr Monitoring
- Special Diet Available
- Assistance with Feeding
- Assistance with Dressing
- Assistance with Continence Care
- Assistance with Personal Care / Bathing
- Respite Care Available
- Regulated Professional Staff
- Nursing 24/7
- Physiotherapy

Village of Arbour Trails

32 Bayberry Dr., Guelph, N1G 0A2

Tel: 226 251 3065 / Fax: 519 840 1501 / [Website](#)

Contact: Operations Manager

Subsidy with Wellington County: NO

Registered with ORCA: NO

- 211 suites
- Frail Elderly
- Alzheimer / Dementia
- Wheelchair Accessible
- Medication Management
- 24hr Monitoring
- Special Diet Available
- Assistance with Feeding
- Assistance with Dressing
- Assistance with Continence Care
- Assistance with Personal Care / Bathing
- Respite Care Available
- Regulated Professional Staff

Village of Riverside Glen

60 Woodlawn Rd. E., Guelph, N1H 8M8

Tel: 519 822 5272 / Fax: 519 822 5520 / [Website](#)

Contact: Operations Manager

Subsidy with Wellington County: NO

Registered with ORCA: YES

- 100 ground floor patio suites for relatively independent seniors, 50 support care suites for seniors experiencing mild to moderate confusion, 50 assisted care suites for seniors who have additional physical care needs
- Convalescent Care Available
- Alzheimer / Dementia
- Wheelchair Accessible
- Medication Management
- 24hr Monitoring
- Assistance with Feeding
- Assistance with Dressing
- Assistance with Continence Care
- Assistance with Personal Care / Bathing
- Regulated Professional Staff
- Palliative Care Available
- Nursing 24/7
- Physiotherapy

Harriston

Caressant Care Retirement Home Harriston

24 Louise St., Box 520, Harriston, N0G 1Z0

Tel: 519 338 3700 / Fax: 519 338 2744 / [Website](#) / [Email](#)

Contact: Retirement Home Operations Manager

Subsidy with Wellington County: YES

Registered with ORCA: NO

- 30 rooms
- Frail Elderly
- Alzheimer / Dementia – Early stage
- Addictions - Case by case basis
- Technologically Dependent
- Wheelchair Accessible
- Medication Management
- 24hr Monitoring
- Special Diet Available
- Assistance with Bathing
- Respite / Palliative Care Available
- Regulated Professional Staff
- Nursing 24/7
- Physiotherapy

Hamilton's Hometown Retirement Living

294 Elora St., S., Harriston, N0G 1Z0

Tel: 519 338 4222 / Fax: 519 338 4227 / [Email](#)

Contact: Owner and Managing Director

Subsidy with Wellington County: NO

Registered with ORCA: NO

- Medication Management
- Special Diet Available
- Assistance with Feeding
- Assistance with Dressing
- Assistance with Continence Care
- Assistance with Personal Care / Bathing

Kitchener

Briarfield Gardens Retirement Residence by Revera

1250 Weber St., E., Kitchener, N2A 4E1

Tel: 519 748 4814 / Fax: 519 748 4840 / [Website](#) / [Email](#)

Contact: Executive Director

- 102 private rooms
- Convalescent Care Available
- Frail Elderly
- Technologically Dependent - Oxygen
- Wheelchair Accessible
- Medication Management
- 24hr Monitoring
- Special Diet Available
- Assistance with Dressing
- Assistance with Continence Care
- Assistance with Personal Care / Bathing
- Respite Care Available
- Regulated Professional Staff
- Catheter Care

Chartwell Bankside Terrace

71 Bankside Drive, Kitchener, N2N 3L1

Tel: 519 749 9999 / Fax: 519 749 1947 / [Website](#) / [Email](#)

Contact: Operations Manager

Registered with ORCA: YES

- 90 private rooms
- Convalescent Care Available
- Frail Elderly
- Mental Health (Cognitive / Developmentally Delayed)
- Addictions
- Technologically Dependent
- Wheelchair Accessible
- Medication Management
- 24hr Monitoring
- Special Diet Available
- Assistance with Feeding
- Assistance with Personal Care / Bathing
- Respite / Palliative Care Available
- Nursing 24/7
- Physiotherapy / Occupational Therapy

Chartwell Westmount Retirement Residence

190 David Bergey Dr., Kitchener, N2E 0E7

Tel: 519 571 1110 / Fax: 519 571 9994 / [Website](#) / [Email](#)

Contact: Operations Manager

Registered with ORCA: YES

- 105 suites
- Wheelchair Accessible
- Medication Management
- 24hr Monitoring
- Special Diet Available
- Assistance with Dressing
- Assistance with Continence Care
- Assistance with Personal Care / Bathing
- Respite Care Available
- Regulated Professional Staff

Cobble Creek Residence

210 Woolwich St., Kitchener, N2K 1S7

Tel: 519 579 0655 / [Email](#)

Contact: Debbie Schnurr, Owner/Operator

Registered with ORCA:

- 10 private rooms
- Medication Management
- Special Diet Available
- Assistance with Bathing

Conestoga Lodge Retirement Centre

55 Hugo Cresc., Kitchener, N2M 5J1

Tel: 519 576 2140 / Fax: 519 576 1790 / [Website](#) / [Email](#)

Contact: Operations Manager

Registered with ORCA: YES

- 60 private rooms, 20 shared rooms
- Convalescent Care Available
- Frail Elderly
- Mental Health (Cognitive / Developmentally Delayed)
- Addictions
- Technologically Dependent
- Wheelchair Accessible
- Medication Management
- 24hr Monitoring
- Special Diet Available
- Assistance with Dressing
- Assistance with Continence Care
- Assistance with Personal Care / Bathing
- Respite Care Available
- Regulated Professional Staff
- Nursing 24/7
- Physiotherapy / Occupational Therapy

Doon Village Retirement Residence

868 Doon Village Rd., Kitchener, N2P 1A4

Tel: 519 896 3338 / Fax: 519 896 5145 / [Website](#) / [Email](#)

Contact: Operations Manager

Registered with ORCA: NO

- 75 units in a mix of private rooms and suites
- Convalescent Care Available
- Frail Elderly
- Provision of skin and wound care
- Mental Health (Cognitive / Developmentally Delayed)
- Technologically Dependent
- Wheelchair Accessible
- Medication Management
- 24hr Monitoring
- Special Diet Available
- Assistance with Feeding
- Assistance with Dressing
- Assistance with Continence Care
- Assistance with Personal Care / Bathing
- Respite / Palliative Care Available
- Physiotherapy

Fergus Place Retirement Centre

164 Fergus Ave., Kitchener, N2A 2H2

Tel: 519 894 9600 / Fax: 519 894 3383 / [Website](#) / [Email](#)

Contact: Operations Manager

Registered with ORCA: YES

- 11 shared rooms, 39 suites
- Convalescent Care Available
- Frail Elderly
- Mental Health (Cognitive / Developmentally Delayed)
- Technologically Dependent – Case by case basis
- Wheelchair Accessible
- Medication Management
- 24hr Monitoring
- Special Diet Available
- Assistance with Dressing
- Assistance with Continence Care
- Assistance with Personal Care / Bathing
- Respite Care Available
- Regulated Professional Staff
- Nursing 24/7
- Physiotherapy

Highland Place Retirement Residence

20 Fieldgate St., Kitchener, N2M 5K3

Tel: 519 741 0221 / Fax: 519 741 1356 / [Website](#) / [Email](#)

Contact: Operations Manager

Registered with ORCA: YES

- Mix of 84 suites
- Convalescent Care Available
- Frail Elderly
- Mental Health (Cognitive / Developmentally Delayed)
- Technologically Dependent – Case by case basis
- Wheelchair Accessible
- Medication Management
- 24hr Monitoring
- Special Diet Available
- Assistance with Dressing
- Assistance with Continence Care
- Assistance with Personal Care / Bathing
- Respite / Palliative Care Available
- Regulated Professional Staff
- Nursing 24/7
- Physiotherapy

Highview Residences

20 Reichert Dr., Kitchener, N2G 0G9

Tel: 519-519-657-4468 / [Website](#) / [Email](#)

Contact: Operations Manager

- 26 units
- Convalescent Care Available
- Alzheimer / Dementia
- Provision of skin and wound care
- Technologically Dependent – Case by case basis
- Wheelchair Accessible
- Medication Management
- 24hr Monitoring
- Assistance with Feeding
- Assistance with Dressing
- Assistance with Continence Care
- Assistance with Personal Care / Bathing
- Regulated Professional Staff
- Nursing 24/7
- Secure Gardens
- Therapeutic Art and Music Programs

Lanark Village

44 Lanark Cresc., Kitchener, N2N 2Z8

Tel: 519 743 0121 / Fax: 519 743 8901 / [Website](#) / [Email](#)

Contact: Operations Manager

Registered with ORCA: YES

- Mix of private rooms and suites
- Convalescent Care Available
- Frail Elderly
- Wheelchair Accessible
- Medication Management
- 24hr Monitoring
- Special Diet Available
- Assistance with Dressing
- Assistance with Personal Care / Bathing
- Respite Care Available
- Regulated Professional Staff

Murrays Millwood Manor

409 Mill St., Kitchener, N2M 3R9

Tel: 519 745-9901 / Fax: 519 745-9901 / [Website](#) / [Email](#)

Contact: Operations Manager

- Mix of single and double suites
- Provision of skin and wound care
- Wheelchair Accessible
- Medication Management
- 24hr Monitoring
- Assistance with Feeding
- Assistance with Dressing
- Assistance with Continence Care
- Assistance with Personal Care / Bathing
- Regulated Professional Staff

Trinity Village Studios

2711 Kingsway Dr., Kitchener, N2C 2T2

Tel: 519 896 3112 / Fax: 519 896 4618 / [Website](#) / [Email](#)

Contact: Operations Manager

Registered with ORCA: YES

- 50 private rooms, 11 shared rooms, 6 suites
- Convalescent Care Available
- Frail Elderly
- Provision of skin and wound care
- Mental Health (Cognitive / Developmentally Delayed) – with assessment
- Technologically Dependent – Oxygen Only
- Wheelchair Accessible
- Medication Management
- 24hr Monitoring
- Special Diet Available
- Assistance with Feeding
- Assistance with Dressing
- Assistance with Continence Care
- Assistance with Personal Care / Bathing
- Respite / Palliative Care Available
- Regulated Professional Staff

Victoria Place Retirement Residence

290 Queen St. S., Kitchener N2G 1W3

Tel: 519 576 1300 / Fax: 519 744 7097 / [Website](#) / [Email](#)

Contact: Operations Manager

Registered with ORCA: YES

- 86 units made up of private rooms and suites
- Convalescent Care Available
- Frail Elderly
- Mental Health (Cognitive / Developmental Delay)
- Addictions
- Wheelchair Accessible
- Medication Management
- 24hr Monitoring
- Special Diet Available
- Assistance with Feeding
- Assistance with Dressing
- Assistance with Continence Care
- Assistance with Personal Care / Bathing
- Respite Care Available
- Regulated Professional Staff

Village of Winston Park

695 Block Line Rd., Kitchener, N2E 3K1

Tel: 519 576 2430 / Fax: 519 576 8990 / [Website](#) / [Email](#)

Contact: General Manager

Registered with ORCA: YES

- 180 private rooms, 11 suites, 40 homes/townhomes
- Convalescent Care Available
- Frail Elderly
- Alzheimer / Dementia
- Mental Health (Cognitive / Developmental Delay)
- Addictions
- Technologically Dependent
- Wheelchair Accessible
- Medication Management
- 24hr Monitoring
- Special Diet Available
- Assistance with Feeding
- Assistance with Dressing
- Assistance with Continence Care
- Assistance with Personal Care / Bathing
- Respite / Palliative Care Available
- Regulated Professional Staff
- Nursing 24/7
- Physiotherapy / Occupational Therapy

Zora Srpski Dom

143 Madison Ave. S. Kitchener, N2G 3M4

Tel: 226 647 4438 / Fax: 226 647 4438 / [Website](#) / [Email](#)

Contact: Operations Manager

Registered with ORCA: NO

- 8 suites
- Medication Management
- Assistance with Feeding
- Assistance with Dressing
- Assistance with Continence Care
- Assistance with Personal Care / Bathing
- Regulated Professional Staff
- Nursing 24/7

Maryhill

Hillside Residence

46 St. Charles St. E., Maryhill, N0B 2B0

Tel: 519 648 3212 / Fax: 519 648 3388 / [Website](#) / [Email](#)

Contact: Owner

Subsidy with Wellington County: NO

Registered with ORCA: YES

- 14 private rooms
- Alzheimer / Dementia
- Mental Health (Cognitive / Developmental Delay)
- Provision of skin and wound care
- Addictions
- Wheelchair Accessible
- Medication Management
- 24hr Monitoring
- Special Diet Available
- Assistance with Dressing
- Assistance with Continence Care
- Assistance with Personal Care / Bathing
- Respite Care Available
- Regulated Professional Staff

Mount Forest

Birmingham Retirement Community

356 Birmingham St. E., Mount Forest, N0G 2L2

Tel: 519 323 4019 / Fax: 519 323 3005 / [Website](#) / [Email](#)

Contact: Operations Manager

Subsidy with Wellington County: YES

Registered with ORCA: NO

- 101 Suites
- Frail Elderly
- Mental Health (Cognitive / Developmental Delay)
- Technologically Dependent – Oxygen
- Wheelchair Accessible
- Medication Management
- 24hr Monitoring
- Special Diet Available
- Assistance with Continence Care
- Assistance with Personal Care / Bathing
- Assistance with Feeding / Dressing
- Respite Care Available
- Regulated Professional Staff
- Nursing 24/7

New Hamburg

Nithview Community

200 Boullee St., New Hamburg, N3A 2K4

Tel: 519 662 2280 / Fax: 519 662 1090 / [Website](#) / [Email](#)

Contact: Operations Manager

Registered with ORCA: NO

- 50 private rooms (some suitable for couples)
- Frail Elderly
- Mental Health (Cognitive / Developmental Delay)
- Technologically Dependent – Oxygen, tube change assistance
- 24hr Monitoring
- Assistance with Dressing
- Assistance with Continence Care
- Assistance with Personal Care / Bathing
- Palliative Care Available
- Regulated Professional Staff
- Physiotherapy

Palmerston

Royal Terrace Retirement Home

600 White's Rd., Palmerston, N0G 2P0

Tel: 519 343 2611 / Fax: 519 343 2860 / [Website](#) / [Email](#)

Contact: Operations Manager

Registered with ORCA: YES

- 42 private rooms, 2 suites
- Technologically Dependent – Oxygen
- Wheelchair Accessible
- Medication Management
- 24hr Monitoring
- Special Diet Available
- Assistance with Dressing
- Assistance with Personal Care / Bathing
- Respite Care Available
- Regulated Professional Staff
- Nursing 24/7

St. Jacobs

St. Jacob's Place

10 Water St., St. Jacobs, N0B 2N0

Tel: 519 664 6637 / Fax: 519 664 6355 / [Website](#) / [Email](#)

Contact: Operations Manager

Registered with ORCA: NO

- 50 private rooms
- Frail Elderly
- Wheelchair Accessible
- Medication Management
- 24hr Monitoring
- Special Diet Available
- Assistance with Dressing
- Assistance with Personal Care / Bathing
- Respite Care Available
- Regulated Professional Staff

Waterloo

Beechwood Manor

305 Erb St., Waterloo, N2L 1W4

Tel: 519 746 1560 / Fax: 519 746 8958 / [Website](#) / [Email](#)

Contact: Administrator

Registered with ORCA: NO

- 45 private rooms, 2 shared rooms and 37 suites. 37 Independent Living and 46 Assisted Living
- Convalescent Care Available
- Frail Elderly
- Wheelchair Accessible
- Medication Management
- 24hr Monitoring
- Special Diet Available
- Assistance with Feeding
- Assistance with Dressing
- Assistance with Continence Care
- Assistance with Personal Care / Bathing
- Respite Care Available
- Regulated Professional Staff

Chartwell Terrace on the Square Retirement Residence

100 Caroline St. S., Waterloo, N2L 1X5

Tel: 519 749 2888 / Fax: 519 749 1674 / [Website](#) / [Email](#)

Contact: Operations Manager

Registered with ORCA: YES

- Mix of 89 suites and private rooms
- Convalescent Care Available
- Frail Elderly
- Mental Health (Cognitive / Developmental Delay)
- Addictions – Case by case basis
- Technologically Dependent – Case by case basis
- Wheelchair Accessible
- Medication Management
- 24hr Monitoring
- Special Diet Available
- Assistance with Dressing
- Assistance with Continence Care
- Assistance with Personal Care / Bathing
- Respite Care Available
- Regulated Professional Staff

Chartwell Clair Hills Retirement Community

530 Columbia Rd. W., Waterloo, N2T 0B1

Tel: 519-880-8444 / Fax: 519 603 3026 / [Website](#) / [Email](#)

Contact: Operations Manager

Registered with ORCA: YES

- 120 suites
- Convalescent Care Available
- Frail Elderly
- Mental Health (Cognitive / Developmental Delay)
- Addictions
- Technologically Dependent – with assessment
- Wheelchair Accessible
- Medication Management
- 24hr Monitoring
- Special Diet Available
- Assistance with Dressing
- Assistance with Continence Care
- Assistance with Personal Care / Bathing
- Respite / Palliative Care Available
- Regulated Professional Staff
- Nursing 24/7
- Physiotherapy / Occupational Therapy

Luther Village on the Park – Sunshine Centre

141 Father David Bauer Dr., Waterloo, N2L 6N6

Tel: 519 783 3710 / Fax: 519 783 3237 / [Website](#)

Contact: Operations Manager

Registered with ORCA: YES

- 148 Suites, 228 individual townhomes
- Alzheimer / Dementia
- Provision of skin and wound care
- Convalescent Care Available
- Wheelchair accessible
- Medication Management
- 24hr Monitoring
- Special Diet Available
- Assistance with Dressing
- Assistance with Continence Care
- Assistance with Personal Care / Bathing
- Respite Care Available
- Regulated Professional Staff
- Nursing 24/7

Parkwood Suites

720 New Hampshire St., Waterloo, N2K 0A3

Tel: 519 885 0090 / Fax: 519 885 6720 / [Website](#) / [Email](#)

Contact: Retirement Community Director

Registered with ORCA: YES

- 11 independent apartments, 11 supportive living apartments, 56 suites, 18 Individual Homes/Townhomes
- Frail Elderly (on case by case basis)
- Provision of skin and wound care
- Mental Health (Cognitive / Developmental Delay) (on case by case basis)
- Technologically Dependent – Oxygen)
- Wheelchair Accessible
- Medication Management
- 24hr Monitoring
- Assistance with Dressing
- Assistance with Continence Care
- Assistance with Personal Care / Bathing
- Regulated Professional Staff

The Westhill

25 Westhill Dr., Waterloo, N2T 0B6

Tel: 519 725 0525 / Fax: 519 725 9115 / [Website](#) / [Email](#)

Contact: Operations Manager

Registered with ORCA: YES

- 115 suites
- Frail Elderly
- Wheelchair Accessible
- Medication Management
- 24hr Monitoring
- Special Diet Available
- Assistance with Dressing
- Assistance with Personal Care / Bathing
- Respite Care Available
- Regulated Professional Staff
- Nursing 24/7
- Physiotherapy

All Subsidized Homes

Birmingham Retirement Community
Caessant Care Retirement Home Arthur
Caessant Care Retirement Home Fergus
Caessant Care Retirement Home Harriston
Countryview Retirement Residence
Heritage House
Norfolk Manor

Supportive Housing

Granite Landing
Parkwood Suites
Village of Arbour Trails

Assisted Living

Beechwood Manor
Birmingham Retirement Community
Chartwell Clair Hills Retirement Community
Chartwell Queen's Square Retirement
Residence
Chartwell Royal on Gordon Retirement
Residence
Chartwell Wellington Park Terrace
Chartwell Westmount Retirement Residence
Conestoga Lodge Retirement Centre
Countryview Retirement Residence
Doon Village Retirement Residence
Elliott Community Retirement Residence
Fairview Suites Retirement Home
Fergus Place Retirement Centre
Granite Landing
Heritage River Retirement Residence
Hillside Residence
Lanark Village
Luther Village on the Park Sunshine Centre
Norfolk Manor
Parkwood Suites
Riverbend Place Retirement Community
St. Jacob's Place
Victoria Place Retirement Residence
Village of Arbour Trails
Village of Riverside Glen
Village of Winston Park

Independent Living

Beechwood Manor
Birmingham Retirement Community
Briarfield Gardens Retirement Residence by
Revera
Chartwell Clair Hills Retirement Community
Chartwell Queen's Square Retirement
Residence
Chartwell Royal on Gordon Retirement
Residence
Chartwell Wellington Park Terrace
Chartwell Westmount Retirement Residence
Conestoga Lodge Retirement Centre
Countryview Retirement Residence
Doon Village Retirement Residence
Elliott Community Retirement Residence
Fairview Suites Retirement Home
Fergus Place Retirement Centre
Granite Landing
Heritage River Retirement Residence
Lanark Village
Luther Village on the Park Sunshine Centre
Parkwood Suites
Riverbend Place Retirement Community
Stone Lodge (Revera)
Victoria Place Retirement Residence
Village of Riverside Glen
Village of Winston Park

Homes Registered with ORCA

Briarfield Gardens Retirement Residence by
Revera
Chartwell Bankside Terrace
Chartwell Clair Hills Retirement Community
Chartwell Elmira Retirement Residence
Chartwell Queen's Square Retirement
Residence
Chartwell Royal on Gordon Retirement
Residence
Chartwell Terrace on the Square Retirement
Residence
Chartwell Wellington Park Terrace
Chartwell Westmount Retirement Residence
Cobble Creek Residence Inc.
Conestoga Lodge Retirement Centre
Eden House Retirement Home
Elliott Community Retirement Residence
Fairview Suites Retirement Home
Fergus Place Retirement Centre
Granite Landing
Heritage River Retirement Residence
Highland Place Retirement Residence
Hillside Residence
Lanark Village
Luther Village on the Park Sunshine Centre
Norfolk Manor
Parkwood Suites
Riverbend Place Retirement Community
Royal Terrace Retirement Home
Stone Lodge (Revera)
The Westhill by Sifton
Trinity Village Studios
Victoria Place Retirement Residence
Village of Riverside Glen
Village of Winston Park

Questions to Ask When Selecting a Retirement Home

Here are some questions to ask and things to consider when choosing a retirement home:

General Atmosphere

- Are the residents clean and well groomed?
- Are the surroundings clean, bright and stimulating?
- Is the staff well groomed, friendly, and courteous and do they interact well with the residents?

Lifestyle

- How many people live in the building?
- Is the home bright, clean and tastefully decorated?
- Is there a no smoking policy?
- Is there a pleasant garden, which is accessible to all residents?
- Are wheelchairs and walkers accepted?
- Are scooters accepted?
- Is phone or cable TV included in your package?

Safety

- Are there well-marked exits and ramps?
- Are there continuous handrails in halls and bathrooms?
- Are there emergency call devices in bathrooms?
- Is the facility inspected every year and approved to meet the local fire code?
- How often do they have fire drills?

Hygiene

- Is there assistance with bathing and frequency?
- Is there a hairdresser and/or barber on the premises?
- Is there laundry, linen and dry cleaning service?

Health Care

- Is a health assessment required for admission?
- What professional nursing staff are available, i.e., Registered Nurse, Registered Practical Nurse?
- How many hours a day are nurses there?
- Does a qualified nurse supervise the giving out of medication?
- What are the requirements for additional care if the resident's needs change?
- Is there an individual plan of care?
- What visiting medical services are available, i.e., dental service, physiotherapist, podiatrist, lab service?

Bedrooms

- What type of housing is available?
- Are there private bathrooms?
- What shared housing is available for couples?
- Is personal telephone and cable television available?
- Is there comfortable furniture for each resident?
- Are residents allowed to bring some of their own furnishings?
- Are the rooms individually temperature controlled?
- Is air-conditioning available during the summer?

Privacy

- Does the staff knock before entering a resident's room?
- Are locked drawers available in the resident's rooms?
- Do residents have access to a safe?

Food & Beverage

- Is there a qualified food supervisor on staff?
- Are snacks and beverages available 24-hours a day?
- Does the Public Health Unit inspect the facility regularly?
- Is the menu displayed every day?
- Is there variety and choice on the menu?
- Is the menu well balanced to meet Canada's food guide?
- Are special diets available and do they cost more?

Spiritual Needs

- How do they take care of individual spiritual needs?
- Are there regular religious services?
- Are residents given the opportunity to attend religious services?
- Are there pastoral visits?

Activities

- Is there access to shopping and entertainment?
- Is there a shuttle or wheelchair accessible vehicle available to take you places you need to go?
- Are residents encouraged to be part of the community?
- Are guests welcome for meals?
- Is there an Activity Director on staff?
- Is there a variety of different activities and things to do?
- Is there a Residents' Council?

Financial

NOTE: The fees charged at a retirement home depend upon the home, the services provided and the type of housing required.

- How much does it cost?
- How often do rates change?
- When are residents billed, and are monthly statements provided?
- Does the home have an information package?
- Is there a tenancy agreement or lease?
- How much notice is given if there are changes to the rent or services?

What is nearby?

- Shopping?
- Library?
- Seniors Centre?
- Church?
- Hospital?
- Accessible Public Transit?

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