

WHAT TO EXPECT

THE APPLICATION PROCESS FOR SUPPORTIVE LIVING

Assisted Living & Memory Care

Our **Sandalwood Terrace** assisted living floor is home to sixty private suites. Residents enjoy three gourmet meals daily in an elegant dining room overlooking our backyard pond and fourteen acres of protected woodlands. Personal care services are delivered by a team of health care experts and our Wellness Centre provides tailored support based on the unique needs of each resident. This includes assistance with the basics of life allowing our residents to experience each day to its fullest.

Our **Oakdale Manor** memory care wing includes twenty private suites designed for delivering specialized care in a safe environment amongst a loving community of residents and staff. Personalized meal plans are developed based on the unique dietary needs of each resident, and activities are designed and led by our Community Life team to maintain the best possible physical and mental wellness.

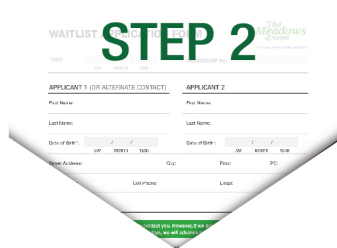
The Application Process

When an individual, couple or family member contacts our in-house Sales team to inquire about supportive living options at The Meadows of Aurora, the following process will unfold:



STEP 1

Our Sales team will provide initial information about The Meadows of Aurora and our supportive living options. A tour of our resort style campus and dedicated spaces for assisted living and memory care will help families see firsthand the gorgeous surroundings, range of amenities, quality of health care and beautiful community of residents.



STEP 2

If the family is interested in proceeding with an application, the Sales team will provide forms to be completed. One of the forms will be completed by the family doctor.



STEP 3

When our Sales team receives back all required forms and confirms they are fully completed, the file is then forwarded to our Health & Wellness team to begin its review of the application. The purpose of this review is to ensure we have a complete understanding of the nature and level of personal and health care support needed, and to confirm our Meadows team is fully equipped to deliver the needed level of assistance and care.



STEP 4

If it is determined the scope of support falls within our capabilities, one of our nurses will contact the family to schedule a phone or in-person assessment to gather any additional information needed. The assessment will help our Health & Wellness team finalize the tailored care plan and the costs associated with delivering and maintaining that level of care.



STEP 5

The file is then sent to a review panel that meets weekly. If the application is approved, the Health & Wellness team will inform the family and initiate final paperwork including a *Level of Care* form. The Sales team will help the resident select their suite. Monthly costs, the occupancy contract and timing of the move-in will all be coordinated by our Resident Services team.