

Welcome Home

Parkland Ajax Ajax, Ontario



Parkland[™]
LIFESTYLE RESIDENCES

AJAX

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Visit experienceparkland.com/ajax or call **905-424-9369** to learn more.

Want to Stay Connected?

Sign up for our monthly newsletter to receive updates on life at Parkland!



Scan the QR code or
visit experienceparkland.com/sign-up

Our Story

For more than 35 years, Shannex has been a trusted provider of senior accommodations, services and care in Atlantic Canada. What started as a single location in Cape Breton has grown to include communities across Nova Scotia, New Brunswick and Ontario. To this day, we remain a family-owned company committed to providing exceptional service at every turn.

Each day, our team members are inspired by residents' continued independence and quality of life. At Parkland Ajax, you can do more of what you love in a place you'll be proud to call home.



Service Excellence

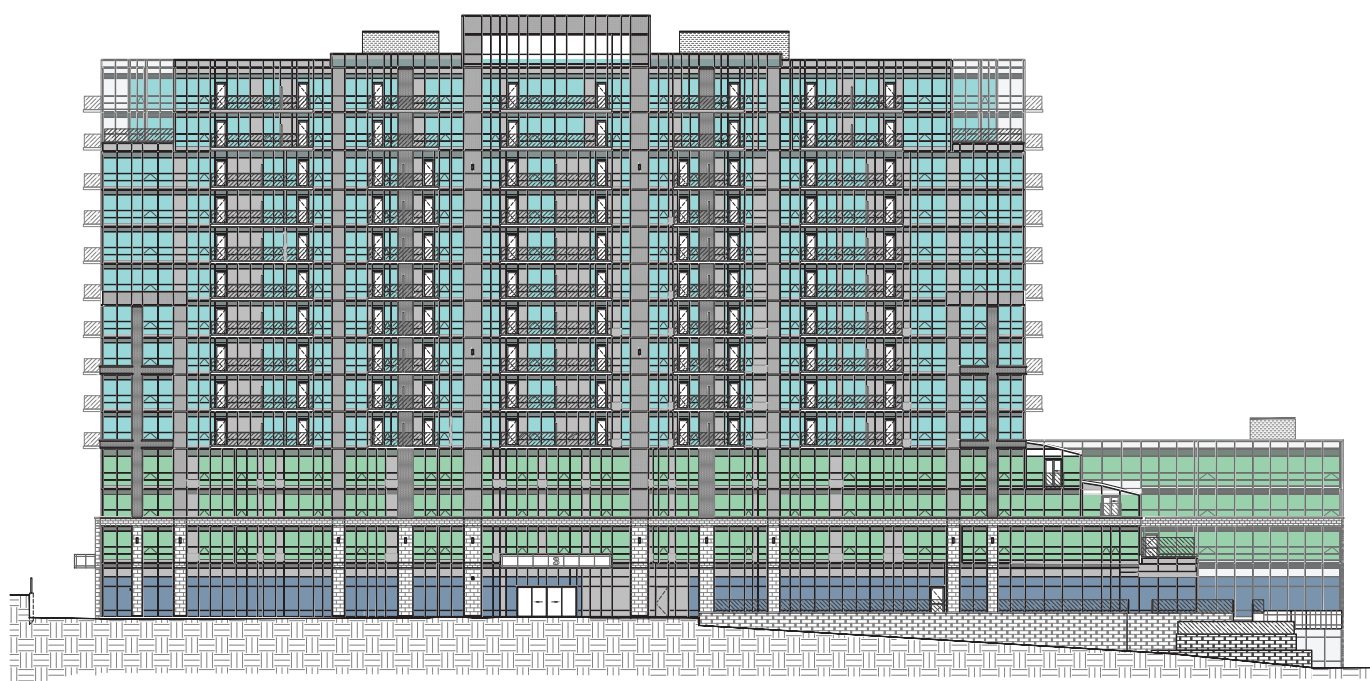
From our front desk concierge to our in-house culinary team, recreation coordinators, hospitality and licensed healthcare professionals, the team at Parkland Ajax is dedicated to *Leading the Way to Better Living* for those who live, visit and work in our community. Attentive, experienced and compassionate team members get to know residents as individuals, understanding their interests and preferences, favourite pastimes, health considerations and future goals. As a result, our team delivers an exceptional resident experience that exceeds expectations at every turn. Read our complete *Philosophy of Service* at experienceparkland.com/ourphilosophy



Your Community

Parkland Ajax is a premium independent lifestyle residence located in the heart of a diverse and vibrant Great Lakes community. Designed for seniors who want to enjoy an active and carefree lifestyle in retirement, residents have access to unparalleled amenities, exceptional dining, and beautifully designed spaces.

The Parkland Ajax residence is home to 69 Supportive Lifestyle suites on floors two to four, and 154 Independent Lifestyle suites located on floors five to 15.



Amenity and Activity Spaces

Level 1



Independent Lifestyles

Levels 5-15: Lifestyle Apartment and All-Inclusive - 154 suites



Supportive Lifestyle

Level 2: Assisted Living - 23 suites

Level 3: Enriched Care - 23 suites

Level 4: Memory Care - 23 suites



The first seniors' living organization in Canada to achieve ISO 50001 certification for energy management.

What's Included?

At Parkland Ajax, our full continuum of lifestyle options is designed so residents can access increasing levels of services and support as their needs, or preferences, change over time.

Independent Lifestyles



Lifestyle Apartments are private, spacious and beautifully designed for independent, active seniors looking to enjoy a carefree lifestyle with access to amenities and the option to add service packages for chef-prepared meals, housekeeping and more.

All-Inclusive Lifestyle is designed for seniors who enjoy the benefits of a carefree lifestyle. Residents enjoy meals, housekeeping and linen service in addition to daily wellness programming with their own private, spacious suites.

	Independent Lifestyles	
Care	Lifestyle Apartments	All-Inclusive Lifestyle
24/7 emergency response	✓	✓
24/7 Health Staff on-site	✓	✓
Services		
Heat, water, electricity/hydro	✓	✓
Basic cable & local phone	✓	✓
Secure, in-suite Wi-Fi	✓	✓
Concierge services	✓	✓
Access to on site amenities	✓	✓
Harmony Wellness Program	✓	✓
Daily Meals	\$	2
Weekly Housekeeping	\$	✓
Weekly Towel and Linen Service	\$	✓
Building & Design Features		
Secure access building	✓	✓
Guest parking	✓	✓
Private suite with private accessible bathroom	✓	✓
Kitchen with five appliances	✓	✓
In-suite washer/dryer	✓	✓
Window treatments	✓	✓
Transportation Services	-	✓

Supportive Lifestyle



Assisted Living

A uniquely designed option for older adults who require light to moderate assistance. Residents are welcomed and cared for by a team of compassionate professionals who value safety, independence, and peace of mind. All on one-monthly bill residents can enjoy three meals a day, housekeeping, laundry, assistance with activities of daily living, private and spacious suites for wheelchair access, medication management and wellness programming. Residents will have access to a neighbourhood design that provides them with same-floor access to a dedicated dining room and common area.

Memory Care

Designed to support residents living with Alzheimer's disease or another form of dementia, with a secure neighbourhood, dedicated dining room, colour contrast and textile art features. Includes daily meals, medication administration, full laundry and housekeeping services, and specialized programming such as music and pet therapy. All suites come equipped with a medical bed, dresser, and nightstand. Our dedicated team members work to understand the unique personality of each resident, including their mental and physical health history, where they are in the moment, and how we can support their goals moving forward.



Enriched Care

Thoughtfully designed option for older adults who require full support with the activities of daily living such as eating, dressing, mobility, and personal care. Residents have access to professional nursing services in a secure, home-like environment. All suites are beautifully designed and come equipped with ceiling mounted mechanical lift, a medical bed, dresser, and nightstand. Includes meals, medication administration, housekeeping, laundry, and a secure neighbourhood design. Parkland also provides professional and compassionate palliative care that is resident/family directed and based on leading evidence-based practice.

Retirement living at Parkland costs less than you think

Compare your costs at
experienceparkland.com/cost-calculator



What's Included?

What's Included?	Supportive Lifestyle		
	Assisted Living	Memory Care	Enriched Care
Care			
24/7 emergency response	✓	✓	✓
24/7 registered health staff on-site	✓	✓	✓
Medication administration	Unlimited	Unlimited	Unlimited
Support with activities of daily living	✓	✓	✓
Morning & evening care (dressing and personal hygiene)	✓	✓	✓
Bath or shower weekly	1	1	2
Incontinence care	✓	✓	Unlimited
Portering within lifestyle option	✓	✓	✓
Safety check (night check at minimum)	1	1	2
Support with compression stockings	✓	✓	✓
Assistance with dining	–	–	✓
Incontinence supplies	–	–	✓
Basic toiletries and supplies (tissue, shampoo, razor, shaving cream, etc.)	–	–	✓
Services			
Concierge service	✓	✓	✓
Chauffeur service	✓	✓	✓
Basic cable & local phone	✓	✓	✓
Weekly housekeeping	✓	✓	✓
Daily tidy	–	✓	✓
Towel & linen service	✓	✓	✓
Personal laundry	✓	✓	✓
Daily meals (3) & snacks (2)	✓	✓	✓
Tray service	✓	✓	✓
Access to on site amenities	✓	✓	✓
Building Features & Design			
Secure access building	✓	✓	✓
Guest parking	✓	✓	✓
Private suite with private accessible bathroom	✓	✓	✓
Kitchenette	✓	✓	✓
Furnished	–	✓	✓
Window treatments	✓	✓	✓
Dedicated community	✓	✓	✓
Dedicated dining space	✓	✓	✓
Dedicated lounge space	✓	✓	✓
Nursing station	✓	✓	✓
Secure community	–	✓	✓

Subject to change

Learn more at experienceparkland.com/ajax

Exclusive Services and Amenities



Building Services

- Housekeeping services
- Chef-prepared meals
- Underground parking and storage (\$)
- Secure, in-suite Wi-Fi

Building Amenities

- Heated pool
- Full-service spa and salon
- Paw Spa
- Harmony fitness centre
- Movie theatre
- Private dining room
- Piano bar and lounge
- Games room with pool table and golf simulator
- Lakeside Pavilion for large events
- General Store



Outdoor Amenities

- Private balconies for Lifestyle Apartments
- Views of Lake Ontario
- Beautifully landscaped terrace



Safety and Security

- Secure building access with after-hours concierge
- In-suite climate control for heating and cooling
- State-of-the-art fire alarm and sprinkler system with in-suite smoke detectors
- Generator for full backup emergency power
- Smoke-free environment
- Six elevators



Your Dining Experience

Dining at Parkland Ajax is always a social occasion. Whether sharing a table with neighbours, friends or visiting family, residents enjoy a restaurant-style dining environment that consistently delivers on taste, service, and atmosphere. Each week, our certified culinary team, including our in-house pastry chef, designs a seasonally themed menu inspired by residents and the surrounding community, using local products whenever possible to deliver a variety of quality and nutritious meals—including unique specials served daily.

And while our food is delicious, what sets us apart is our commitment to service excellence and helping every resident feel at home. Our culinary team will get to know you by name and take the time to understand your likes and dislikes, as well as special dietary restrictions and preferences. For special occasions, residents are invited to reserve our private dining room for hosting guests at an event catered by our culinary team.

At Parkland Ajax, you can sit where you like and dine with confidence knowing our team delivers choice, selection, flavour, and service with pride.



Your Health and Wellness

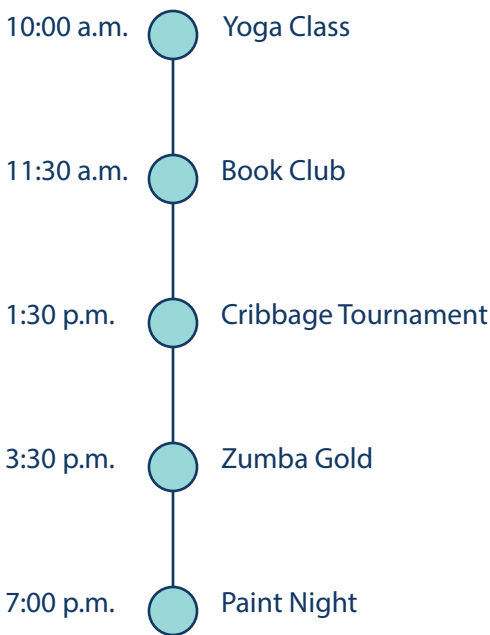
At Parkland Ajax, wellness plays an important part in resident quality of life. Our signature Harmony Wellness Program supports six dimensions of wellness: emotional, intellectual, physical, social, spiritual and vocational.

Every new resident is invited to meet with Parkland’s Wellness Coach who creates a monthly calendar of on-and-off campus activities that reflect the community, season, special occasions and resident interests. Events are led by team members, external partners and residents who bring a wealth of talent as experienced artists, golfers, musicians and writers.

At Parkland Ajax, you’ll have the time to do more of what you love. Here are two sample calendars featuring our valued residents.



Debbie is a health enthusiast and is learning to paint



Harold spends a great amount of his time outdoors or catching up with friends



The Parkland Promise™

The Parkland Promise™ provides peace of mind knowing every detail has been considered to ensure your continued satisfaction and quality of life. This is your home and our team is proud to work where you live. Our lifestyle options, amenities, programs and services combine to make Parkland a place where you can live your best life.



Residents First

Resident feedback constantly guides and inspires our team. From the design of our communities to the menus, services and programs, Parkland's team works to ensure our offerings reflect resident preferences. Team members are committed to being compassionate, honest, professional and safe while delivering exceptional service at every turn.



Money Back Guarantee*

Resident wellbeing, happiness and quality of life is at the centre of all we do. From your first visit to the day you sign a lease, our team works to understand your lifestyle, needs and preferences. We are so confident in our process to help you get settled, familiar and connected with life at Parkland that we offer a 30-day Money Back Guarantee. Residents who are less than satisfied will receive one month's suite rental in full.



One Monthly Bill

To help you spend more time doing what you love, Parkland offers a single monthly bill outlining your selected lifestyle option costs (heat, hot water, electricity, local phone, basic cable and common area Wi-Fi are included), plus a detailed account of any additional services you purchase.



No Long-Term Contracts

Our team understands the challenges of long-term contracts, especially year-long leases for seniors who may be faced with an unexpected need to relocate. At Parkland, your peace of mind is our first priority, which is why we only require a calendar months' notice when you choose to leave our community.



Priority Access

At Parkland, when a situation arises where your needs or preferences require a move, our team will do all we can to facilitate a smooth transition. Regardless of the size of the waitlist from the external community, our priority access promise would apply to residents who:

- Are requesting to change their suite type, so when a suitable option is available, they will get first selection over and above those on a waitlist.
- Are moving from one Parkland community to another, in a similar lifestyle option.**
- Need more services or care that require a change in lifestyle option, such as moving from an independent to a supportive lifestyle within their current or a different Parkland community.**



View the Parkland Promise at
experienceparkland.com/promise

*A resident must stay at Parkland Ajax for at least 90 days in order to qualify for the Money-Back Guarantee (does not apply to Short Term Stays, Memory Care and Enriched Care). While monthly rents are HST exempt, HST charges may apply to select a-la-carte services.

**Does not apply in provinces where placements are managed by provincial authorities.

Notes
