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Welcome to  
**Extendicare in the  
Ottawa Region**

- Laurier Manor*
- Medex*
- New Orchard Lodge*
- Starwood*
- West End Villa*

*Experience • Quality • Choice*

*Our roots are in Ottawa soil*

Extendicare is a long-standing member of the Ottawa community, having worked and lived in the region for close to 40 years. In fact, the first long-term care home we ever owned and operated is right here in Ottawa. In total almost 1,000 people call us home, and we create about 1,500 jobs in the local community.

*Our homes share a common  
commitment to quality care*

You can trust Extendicare to provide every resident with the highest quality of care and services. Our care philosophy and practices are built on our Commitment to Residents, which is the foundation of our dedication to treating our residents with the dignity and respect they deserve.

We also demonstrate this commitment through innovative initiatives such as our CARE customer service program, our Guardian Angel program to support new residents during the emotional admission process, and HealthTrac, a care plan support tool that helps us communicate more effectively with residents and families.

Our goal is to be the provider of choice in the Ottawa region by providing the exceptional quality care and services that our residents deserve.

*Our multiple sizes and locations  
give you more choice*

With five homes – four in the west end and one in the east end – we are the largest provider of long-term care in the Ottawa area. That gives us an edge in sharing best practices, providing our teams with comprehensive peer support, and the ability to make the best use of all the resources available to us.

It also means that you have more choice with Extendicare than any other provider. What suits you? Whether you are looking for a smaller home with a cozy and peaceful atmosphere, a larger home with bustling energy and non-stop activities, or something in between, you'll find it with one of Extendicare's homes.

*Dignity*



**Laurier Manor**

*“My wife  
receives very  
good care at  
Laurier Manor.  
The staff are  
friendly and  
always helpful.”*

A.S.

Sometimes big really is better... especially when combined with an approach to care that focuses on providing support and services tailored to each individual resident.

Extendicare Laurier Manor is a spacious, well-established long-term care home with a 240-bed mix of private, semi-private and standard accommodation. You'll find our gardens a delight to stroll through, and the views of the Ottawa area exceptional from our enclosed balconies.

Our large team of healthcare professionals support our vision of exceeding your expectations through exemplary service, communication and a commitment to innovation. For example, we are a leader in computerized care planning and assessment, which means less time spent on paperwork, more time spent caring for our residents.

When you're ready to find out more, call us for a tour of our home to get better acquainted with all Laurier Manor has to offer.



# Trust

## Medex



# Respect

## New Orchard Lodge



# Understanding

## Starwood



## West End Villa

*“I love the programs they’ve instituted for men. I’m pleased and impressed with the activities offered. I especially enjoy the wood-working class where we make useful and practical things.”*

*B.Singer, president, resident council*

One of the first things visitors may notice when they enter Extencicare Medex – a 193-bed long-term care home in the west end of Ottawa – is the high number of male residents. This is a change from the usual long-term care mix, where women far outnumber the men.

Recognizing this as a unique opportunity to better align their care and services with the interests and needs of their residents – in addition to programs already offered, Medex developed a full and exciting range of male-oriented programs, supported by the recruitment of more male volunteers.

Add to this the resident-centred approach to caregiving at the home, along with a commitment to fostering partnerships between family and staff, and it’s easy to see how Medex lives up to its dedication to *Quality of Life through Quality Care*.

We’re ready anytime to welcome you for an individualized tour. We look forward to answering your questions and helping you get the information you need to make the choice that’s right for you.

Phone: (613) 225-5650

*“I could not imagine that this could turn out to be so comfortable, pleasant, safe and satisfying. This is a wonderful place. Thank you very much.”*

*Anonymous*

One of our residents recently marked a milestone by celebrating 40 years as a member of the Extencicare New Orchard Lodge family. Four decades – that’s how long we’ve been a part of our community, how long we’ve been committed to providing the highest possible quality of life for the people who choose to make their home with us.

With only 111 beds, a warm and inviting environment, and residents and staff who have lived and worked here for many years, New Orchard Lodge could only be described as reliable, intimate, secure, quiet and comfortable.

Friends and family regularly drop in for coffee and a chat, or join the residents as they enjoy baking or other pastimes both pleasant and stimulating. New Orchard Lodge offers a full 12 hours of recreational programs each and every day.

Stop by or call soon for a personal tour of our home. Stay for a meal in one of our intimate dining areas. We look forward to spending time with you and answering any questions you may have.

Phone: (613) 820-2110

*“Starwood strives toward building a strong community of family, staff, and residents. It has been like a home away from home and I have always found working with the people here to be a rewarding experience.”*  
*Staff member*

Spend some time at Extencicare Starwood, and you’ll soon feel more a part of the surrounding community than ever. Only 192 people live at Starwood, but many more consider it their home away from home; Friday afternoons find half of the neighbourhood joining us for a backyard barbeque, strolling our extensive gardens, enjoying our koi pond, or sitting in one of our two lovely gazebos.

Our active family support group runs special programs to help residents enjoy the best quality of life possible including: companion programs for those living with dementia, music therapy, friendly visiting for new residents, a wives’ luncheon and husbands’ dinner for resident spouses, and much more. This group also facilitates our Memorial Tree, which helps family and friends remember residents with love and respect.

Book a personal tour at a time that suits you, and see for yourself why so many people feel so welcome at Starwood.

Phone: (613) 224-3960

*“I just love it here. The staff are great – you could not ask for better people. And the activities are out of this world. It’s a happening place and I don’t want to go anywhere else.”*  
*S.F.*

Nestled among the trees in a quiet, residential neighbourhood, Extencicare West End Villa naturally takes a community approach to long-term care. We partner with many others locally to enhance the quality of life of our residents. For example, we host intergenerational programs, participate in projects with the local citizen’s advocacy group, and are active members in the long-term care services team of the Ottawa Champlain District. Our active family council also brings another community perspective into our home.

At 240 beds, West End Villa is small enough to stay focused on individualized care, but large enough to provide a wide range of programs and services including: in-house rehabilitative services, one-on-one computer learning, pastoral support and massage therapy.

When you’re ready to explore your long-term care options, give us a call. West End Villa staff are ready to take you for a tour of our home and beautiful secure gardens: days, evenings or weekends, whenever it’s most convenient for you.

Phone: (613) 829-3501