

THE VINEYARDS *Residence*



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Welcome!

When making a new move, we understand there are many places from which to choose. We want to thank you for considering The Vineyards Residence as your home for this new chapter in your life!

The Vineyards Residence is a beautiful community that offers a variety of service options. As the owner and operator, Sussex Retirement Living, is an innovative Canadian senior housing developer, specializing in state-of-the-art Memory Care, Independent Living, and Assisted Living communities. The management company overseeing The Vineyards is Better Retirement Living.

Better Retirement Living places the highest value on residents through friendships, healthy lifestyle, and medical care. The company's mission is to enrich the aging experience by providing opportunities for active, engaged, and purposeful living. This benefits not only the residents, but also their families, our staff, and the greater community.

At The Vineyards Residence, we think you'll be surprised and delighted with our approach to senior living. We believe every person is defined by so much more than just their care and support needs.

We believe that living in a beautiful residence that provides customized and unobtrusive support can allow people to go about life as they always have, despite experiencing changes to their mobility or their cognition. Here, you can create the life you want to live without the hassles associated with home maintenance. You can host family and friends, build new relationships, and you can rediscover and embrace new passions and experiences. As we say at The Vineyards Residence, "Life's Better Here".

Our home is designed in the neighbourhood model to provide a more intimate setting for residents to socialize and dine with peers with similarities and interests. Each neighbourhood consists of up to 17 residents, with its own TV Lounge and Dining Room, both located in the centre of the neighbourhood to ensure all residents are close to the area where social gatherings and events may take place. This also creates a "small home environment" that allows for relationships with a smaller number of neighbours and caregivers, to support structure, familiarity, and continuity.





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Memory Care & Assisted Living

WHAT IS MEMORY CARE?

The Vineyards Residence Memory Care program is designed exclusively to accommodate the unique needs of those with Alzheimer's and other forms of dementia. Each individual brings to us a unique set of experiences, a unique set of abilities, and a unique set of preferences and needs.

We seek a deep understanding of every resident's background so we can focus on what they can do, rather than what they cannot.

We take a highly personalized approach to our residents' care and support, and our team members are carefully chosen and specially trained to provide an unmatched living experience.

The Vineyards Memory Care floors also offer enhanced care packages for those with complex care needs and 24hr support. We tailor the care plans of all our residents who require any of our enhanced care services.



WHAT IS ASSISTED LIVING?

Assisted Living is an ideal option for someone who wants to maintain their optimal level of independence with appropriate support and personal assistance such as bathing, meals, housekeeping, and social/recreational/therapeutic activities.

In Assisted Living you continue to be responsible for making decisions and organizing day-to-day activities such as making and attending visits to your doctor, going shopping and keeping in contact with friends and family.

An individual suitable for Assisted Living has the ability to direct their own care but may require hospitality services and personal care services (like assistance with medication and meals) on a daily basis. Assisted Living provides an environment where an individual can receive the services they require and still maintain an independent lifestyle.

The philosophy is to support residents' independence and be responsive to their needs, values and preferences in ways that promote and protect their health, safety, and well-being.



Our Location

The Vineyards Residence is part of a growing community with easy access to Highway 97, yet minutes from downtown Kelowna. Surrounded by ravines and walking trails as well as the Brandts Creek, as a resident of The Vineyards Residence, you can explore the beauty of our countryside.

Our location is close to several golf courses, a community centre complex, and Senior Centre, as well as great shopping areas for you to enjoy. We hope you will explore all these areas as well as take advantage of all our amenities throughout our building, while enjoying our delicious meals and fabulous activity programs throughout the day.

HOURS OF OPERATION

The Vineyards Residence is staffed 24 hours a day. For your security and safety, the front doors will be secured and locked after office hours at 5pm. The front doors are operated with a keypad that requires a code to enter. This requires you to simply enter through the first set of doors and ring the bell to alert the staff and you will be let in once the call is answered. The doors will reopen at 9am every morning.

These doors are always secured for the safety of our residents.





“I wanted to write and tell you how pleased our family is with The Vineyards.

I have never been in a care home that takes care of it's residents so well and has so many activities planned. The care facility itself is very nice with outstanding meals being served to the residents. I can't say enough about the nurses and staff on the third floor and the care they provide for my sister. I am sure you can tell with my frequent visits that I was very worried at first about her going into a care home, but all those fears have gone away after seeing how well your establishment is run. The care your staff provide is top of the line and all your staff are very compassionate and caring!! The more I am around The Vineyards the more reassured I am about Kim's new home. Thank you so much for all that you and your staff do for Kim, and all the other residents of The Vineyards.

Floor Plans

LIFE IS “SUITE” AT THE VINEYARDS!

The Vineyards sets a new standard in retirement accommodation by providing six thoughtfully designed studios and one-bedroom layouts to choose from. Like all design elements at The Vineyards Residence, the forethought that went into the finishes and fixtures of the suites is impressive. The development team, including the experienced operations group, the architects and the interior designers, scoured the globe for the newest and best items that would make living in a Vineyards' suite not only enjoyable, but safe and convenient.

Each suite comes with durable and thoughtfully designed millwork that includes a desk and a built-in armoire for clothing. In the Assisted Living suites, the millwork incorporates a mini kitchenette with storage, a sink, a compact fridge and a microwave. Anyone who has slept in a room with large, bright windows like The Vineyards' suites, will appreciate the room-darkening blinds, as well as the sun-glare blind (which allows you to still enjoy the view outside, while blocking the bright sun rays).

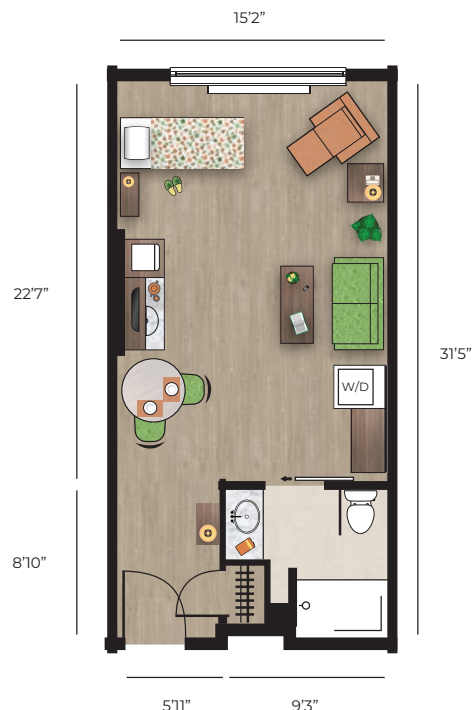
Not having to struggle to mount a flatscreen TV is a welcome feature at The Vineyards. A 43" smart TV with the Telus Essentials cable package, which is easy to top up if you wish to add more channels, as well as a telephone line with local and long-distance calling is included.

For avid internet surfers, including those who love to game online, the complimentary Wi-Fi is a welcome feature. The in-suite stackable washer and dryer have been a real hit with both residents and families. Unlike many residences, which do all residents' personal laundry in communal machines, the convenience of the in-suite machines means your laundry isn't mixed with others, and The Vineyards provides the laundry soap!

The thoughtful approach to design also extends to the bathroom. There's built-in shelving and innovative mobility safety rails throughout. Each suite also has a Surgically Clean Air filtration system that helps purify the air.

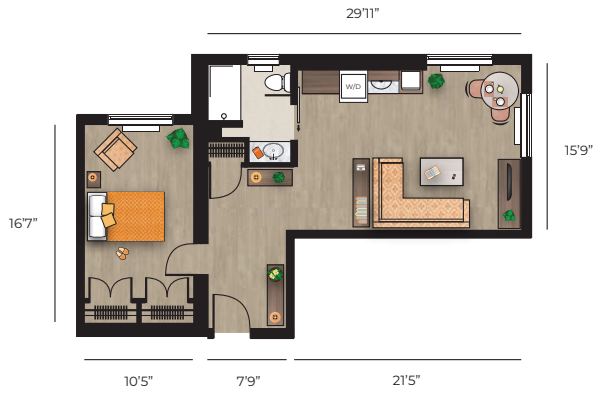
WHAT IS SURGICALLY CLEAN AIR?

Surgically Clean Air Inc. provides clean, pure, re-energized air to The Vineyards Residence through one of the world's most advanced standalone medical-grade air purifiers. Residents, staff and visitors can feel reassured, knowing that the system can remove almost 100% of air pollutants, viruses, bacteria and fungi present in indoor air. And, as we have learned during the pandemic and Okanagan fire season, air quality has never been more important. You can learn more at surgicallycleanair.com.



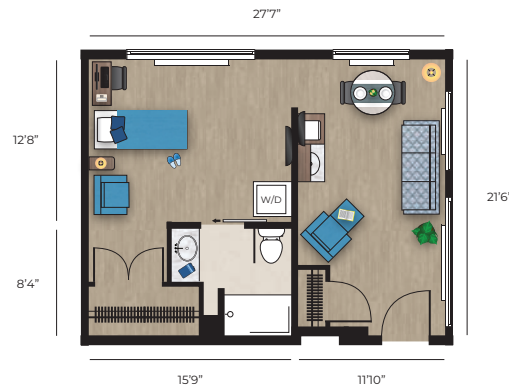
THE TUSCANY

Studio, 530 sq. ft.



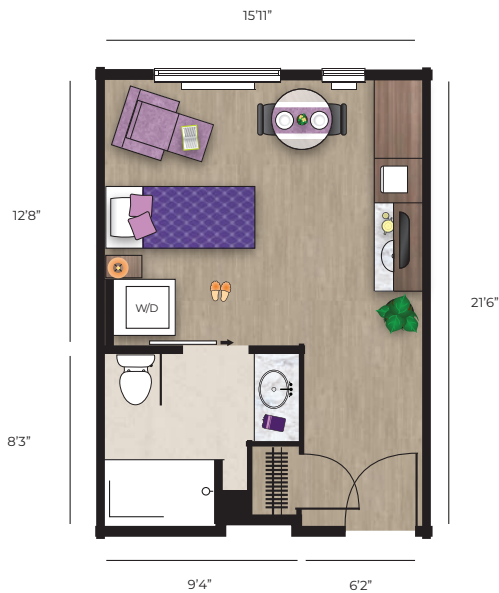
THE NAPA

One-Bedroom, 859 sq. ft.



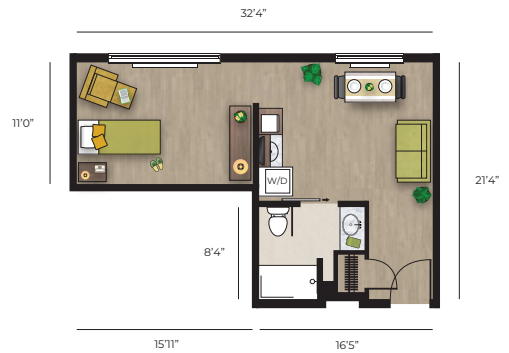
THE BURGUNDY

One-Bedroom, 642 sq. ft.



THE BORDEAUX

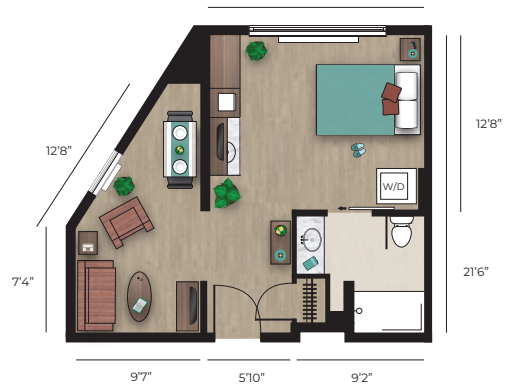
Studio, 371 sq. ft.



THE OKANAGAN

One-Bedroom, 568 sq. ft.

THE
VINEYARDS
Residence



THE SONOMA

One-Bedroom, 520 sq. ft.



Amenities

THE BUILDING FEATURES

- Complimentary Wi-Fi for all residents (password is suite specific)
- Surgically Clean Air filtration in common areas and each suite
- Emergency response call bell system through residence telephone system
- Fire safety systems in common areas include: smoke detectors, sprinklers, heat sensors, fire alarm, and fire suppression systems over range
- Emergency lighting in main common areas
- Patio areas on each floor for residents to enjoy sitting and relaxing in the outdoors. Patio furniture is available for use when weather permits. A pathway around the perimeter of the residence allows for easy and safe exercise and fresh air.

LIST OF AMENITIES

The Vineyards Residence has so much to offer! Our extensive amenities have been designed to provide every convenience to our residents.

Amenities include:

- TV Lounges in each neighbourhood
- Common dining rooms in each neighbourhood
- Private dining room for family or personal events
- Hair salon
- Spa room with Hydrotherapy Spa Tub
- Reflection room & movie theatre
- Library
- Fitness room

INTERACTIVE PLAY AT ANY AGE!

Created in the Netherlands by Dre Hester Le Riche, Tovertafel (which means “magic table” in Dutch), is a care solution for people living with Alzheimer’s or cognitive disorders. The Tovertafel is based on research and co-creation with collective living environments.

Tovertafel projects interactive games and vibrant images onto a surface. The various games react to players’ movements and have one thing in common: they have a useful purpose in addition to providing joy and entertainment. Residents at The Vineyards enjoy exercising their minds and practising their hand-eye coordination by playing a wide range of interactive games.

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Sample Menu

FOR YOUR DINING PLEASURE

It's the perfect recipe for enjoyable dining. Start with an experienced, creative and incredibly knowledgeable Executive Chef. Add a wide variety of menu items and dishes customized to the tastes of the resident diners. Stir in a lovely atmosphere, sprinkled with the friendliest servers, and garnish with new friends as dining companions. The result? Every meal is a warm, friendly and delicious event at The Vineyards.

The Vineyards offers intimate, on-floor dining rooms. In addition, there's the Atrium Café on the main floor, where coffees, refreshing juices and joyful conversations take place. Enjoy the spectacular fifth floor lounge that offers breathtaking views.

Breakfast at The Vineyards is a relaxing start to the day, with dining options available from 7:00am to 9:30am to suit both early risers and those who like a more leisurely morning.

Your mouth will be watering as you make your choices that include French toast, waffles, eggs, and a variety of cereals, with delicious juice and piping hot coffee and tea, of course!

Lunch service is offered at noon, and dinner at 5:00 pm. There are standard menu items, but it's the two daily chef-prepared menu options at each meal that show the flair and proficiency of The Vineyards' kitchen.

Have special dietary requirements? No problem, at The Vineyards our Executive Chef always rises to the challenge of accommodating special diets such as diabetic, low-sodium, gluten-free, vegetarian and others.





BREAKFAST

Assorted Juice, Coffee and Tea

Eggs Any Style

French Toast

Waffles

Buttered Whole Wheat Toast

Additional choices: Fresh Fruit, Yogurt, Hot and Cold Cereals, Freshly-baked Muffin

LUNCH

Tomato Bisque Soup

Spinach and Apple Salad

Choice of: Sweet Bell Pepper and Feta Pasta or Canadian Club Sandwich

Featured Dessert: Lemon Macaroon Bar

DINNER

Homemade Carrot Ginger Soup

Choice of: Roasted Pork Loin with Dijon Gravy and Roasted Potato and Herbed Carrots, or Mushroom Ravioli with Cream Sauce and Herbed Carrots

Featured Dessert:

Apple Crumble and Vanilla Ice Cream

Additional standard menu options always available



Harmony Across Generations:

THE MULTI-GENERATIONAL ENRICHMENT AT THE VINEYARDS RESIDENCE

At The Vineyards Residence, we have redefined the paradigm of senior care by adopting a multi-generational approach that infuses vitality, learning, and shared experiences into our community. On a weekly basis throughout the school season, our residents engage in purposeful activities with elementary school children. These interactions, encompassing reading sessions, board games, and art projects, transcend the conventional, fostering a unique environment where intergenerational bonds are forged.

For the younger generation, this engagement extends beyond a mere outing. It serves as a profound opportunity to cultivate comfort and understanding with older adults, building emotional connections that transcend generational divides. The reciprocal nature of these interactions allows children to glean valuable life lessons, wisdom, and cultural insights from their older counterparts, creating a harmonious blend of youthful exuberance and seasoned experience.



Moreover, The Vineyards Residence takes its multi-generational commitment a step further by providing housing to university students in purpose-built basement dorms. In exchange for low rent, these students dedicate 10 hours per week to voluntary service, contributing significantly to the enhancement of our community's offerings.

From managing movie nights to assisting with resident outings and showcasing their musical talents, these students bring a wealth of enthusiasm and innovation to our dynamic living environment.

This symbiotic exchange has proven to be a highlight since the inception of the Vineyards Residence. Residents benefit from the infusion of fresh perspectives, energy, and enthusiasm

introduced by both children and university students. It is a testament to our commitment of creating a holistic, vibrant living space where generations converge, learn from one another, and collectively contribute to a thriving community. The Vineyards Residence is not merely a residence; it is a meticulously curated experience that seamlessly integrates the richness of diverse life stages.





“My experience dealing with The Vineyards Residence was nothing short of exceptional.

All the staff are professional, responsive, and caring individuals. The building is high-quality from the ground up, unmatched, and not like any others in the Kelowna area. Trust me, I did my homework prior to moving my dear mother here. I was in a difficult place and having to make hard and time-sensitive decisions on my mom's behalf, it was so much easier after walking through the front doors of The Vineyards Residence.

”

Testimonials

“

I would like to express my sincere gratitude and appreciation for the care my mom has received since moving into The Vineyards.

Moving someone with dementia from one location to another can be very stressful and overwhelming for everyone involved.

From the day she arrived 2 months ago, we have been welcomed with open arms and a smile... right from the front end screeners and reception, to the wonderful Care Aides, Nurses and Housekeeper working on the 1st floor. She is always treated with compassion and respect and they do whatever needed to make her feel happy and safe. I am SO thankful that we are now part of The Vineyards family.

”



“

I just wanted to give a big thank you for all your continued help, patience and hard work helping our mom feel more settled at The Vineyards.

I also wanted to thank you for welcoming all of us as a family and working with us for the best solutions for our mom. We appreciate so very much that we can spend so much quality time with her such as enjoying meals with our mom/nana in the family dining room. Please know your hard work and perseverance with our mom is noted and appreciated so very much.

”

Residents Feel Forever Young

WITH CYCLING WITHOUT AGE BIKE RIDES

There is something unforgettable about riding a bike: the fresh air, the sense of freedom, and the simple joy of being out in the community. At The Vineyards Residence, residents are experiencing those feelings again through Cycling Without Age, a program that brings outdoor adventure, connection, and fresh-air recreation to seniors.

During the warmer months, specially designed electric trishaw bikes visit The Vineyards Residence to take residents on scenic rides through the neighbourhood. Each trishaw is guided by a trained volunteer pilot, allowing residents to sit back, relax, and enjoy the sights, sounds, and conversations along the way.

The program offers much more than a bike ride. It encourages healthy outdoor activity, creates opportunities for meaningful social connection, and helps residents enjoy familiar surroundings from a new perspective. For many, the rides bring back fond memories of cycling in younger years while also creating new memories with friends, family, staff, and volunteers.

Cycling Without Age began in Denmark in 2012 and has since grown into a global movement operating in communities around the world. Its mission is to improve quality of life for seniors, one bike ride at a time, through values such as generosity, storytelling, relationship-building, enjoying the present moment, and recognizing that adventure has no age limit.

At The Vineyards Residence, the response has been enthusiastic. Residents look forward to the chance to get outside, visit nearby neighbourhood spaces, enjoy the local scenery, and share conversation along the route. Each ride offers a refreshing change of pace and a joyful reminder that trying something new can happen at any stage of life.

Each trishaw can carry two passengers and is equipped with safety features including seatbelts and helmets. Rides are offered at no cost to participants.

For more information about Cycling Without Age or to support the program, email:

cyclingwithoutagekelowna@gmail.com.





Thinking Ahead:

PREPARING FOR A SMOOTH TRANSITION TO THE VINEYARDS RESIDENCE

There is a saying that “We don’t plan to fail; we fail to plan.” Deciding to move to Assisted Living or Memory Care is an important step, and planning ahead can make a world of difference in how smooth the transition is. At The Vineyards Residence in Kelowna, we believe you’ll be pleasantly surprised by our approach to senior living. Each person is so much more than their care needs, and our beautifully designed community offers personalized support that allows individuals to continue living life on their terms, even as mobility or cognition changes. Preparing for this transition can help make the experience smoother and more positive. Here’s how to get started:

1. Assess Needs and Preferences

Start by evaluating both current and future needs. Consider how independent you or your loved one is and whether help with daily activities, medication management, or Memory Care might be needed now or in the near future. Understanding these needs will help determine the type of care required. At The Vineyards Residence, we provide a range of services, from light assistance to specialized Memory Care, allowing for a seamless progression of care as needs evolve.

2. Visit The Vineyards Residence Early

Planning ahead means visiting potential communities before the need becomes urgent. Touring The Vineyards Residence gives you the opportunity to meet our team, explore the amenities, and experience the atmosphere. It’s important to find a place that feels like home, where both care and independence are prioritized. Taking the time to visit early helps you make a more informed decision for you or your loved one.

3. Plan Logistically

Logistical planning is essential to making the transition as smooth as possible. Start downsizing and organizing belongings early to reduce stress when it’s time to move. Being prepared in advance ensures your loved one can bring personal items that will make their new space feel comfortable and familiar.

4. Understand the Waiting List

The Vineyards Residence is a highly sought-after community, and we often have a waiting list. It’s essential to manage expectations and plan ahead. Prospects are contacted based on the suite type and service package they are seeking, as well as consideration of the priority of their care needs. Being prepared for this call will help you make a timely decision when the right suite becomes available, ensuring a smooth transition when the time is right.

5. Focus on Emotional and Social Readiness

Beyond the physical move, emotional and social readiness are key to a successful transition. Encourage participation in social activities or support groups, which can help ease the change. For adult children, offering emotional support and reassurance is essential. Assisted Living and Memory Care provide opportunities for increased safety, socialization, and fulfilling activities. Creating a positive, supportive environment is crucial to helping individuals adjust with confidence and peace of mind.

6. Stay Informed and Engaged

Staying informed and engaged is essential in making the best decisions for you or your loved one’s future. Join our electronic mailing list to receive updates and invitations to community events, where you can connect with other families and get a feel for our vibrant environment. If your loved one’s needs change, don’t hesitate to reach out to us - we’re here to help. By staying proactive and connected, you can make confident, informed decisions and ensure peace of mind during this vital transition.





Taking the time to think ahead, assess needs, visit early, and plan both logistically and emotionally will help ensure a smooth transition to The Vineyards Residence. By understanding the waiting list and starting the planning process early, you'll be in the best position to make the right choice for your future (or that of your loved one) confidently and easily.



A Place Worth Sharing with Family

A true measure of confidence in a retirement residence may be this: Would you encourage your own family to live or work there?

At The Vineyards Residence, Community Relations Manager Jenelle Hynes has done both.

As one of The Vineyards' earliest team members and employee number 003, Jenelle has helped shape the warm, welcoming community residents and families know today. She has supported countless people through important decisions, offering guidance, reassurance, and a genuine sense of belonging.

That connection became even more personal when Jenelle's stepdaughter, Emma Castorf, joined the team as Front Desk Admin and Scheduler. In her role, Emma welcomes visitors, supports residents, and helps keep daily operations running smoothly. Together with the rest of the team, she contributes to the friendly atmosphere people feel the moment they arrive.

Jenelle's mother-in-law, Inge Castorf, also became part of The Vineyards community as a resident. When Inge began needing additional support, the family already knew the care, relationships, and everyday moments that make The Vineyards feel like home.

Like any move, the transition brought change: new routines, new surroundings, and a period of adjustment. With time, compassion, and support, Inge began to settle in and enjoy her bright space, including a large window overlooking the Okanagan landscape.

Having family close by has made the experience even more meaningful. Jenelle can greet Emma at the front desk and stop in to see Inge, all within the same community she is proud to represent.

When asked what she thinks of her new home, Inge keeps it simple: "It's a good place."

Their story reflects something special about life at The Vineyards Residence. Care here is personal. It is built on relationships, trust, and knowing each resident as an individual.

When team members choose The Vineyards for their own loved ones, it speaks volumes. At The Vineyards, family, community, and care come together in the best possible way.



When it's Time



A little assistance provided; a lot of independence gained

Retirement can be one of the most glorious stages of life. After a lifetime of hard work, there's the opportunity to sleep in a little later, spend more time with friends and family, embrace hobbies, maybe become more fit, cook leisurely meals, travel and do so much more.

As the retirement years pass, however, though our zest for continuing to do many of those things may not diminish, our confidence in doing them can be tested. Mobility, eyesight or other health issues can play a role in how much we can comfortably and confidently do, and home maintenance may become a real burden.

What's changed isn't our desire for an active retirement, it's our capacity for doing quite so much. It can be frustrating.

How is it possible to regain the ability to partake in some of those things you initially loved about retirement? The key is in accepting some assistance so you can safely and confidently enjoy some of those activities.

Putting some safeguards in place and arranging for help with some areas of daily living means you can embrace those things you want to do.

At The Vineyards Residence, we have heard the question "Why didn't I do this sooner?" many times. The services and amenities at The Vineyards mean that there are opportunities to do the things you want to do – without worrying about driving a car, slipping on ice, or becoming exhausted by home maintenance.

A perfect example is the on-site hair salon. No more worrying about whether it's going to snow – since the salon is in-house so no driving required.

Inviting friends for lunch doesn't mean having to shop and prepare it, or clean up. Just make a reservation in the dining room. Or maybe you want to go for a stroll with the walking club; no more worries about falling and looking to strangers to assist.

Life still has so much to offer once you realize that accepting a little assistance can mean you gain a whole lot of independence.



“Your quality of life may benefit from moving to The Vineyards Residence.”

The Value of Volunteering

Every Thursday morning, Andrew and Nadine Stewart arrive at The Vineyards Residence ready to bring a little fun, connection, and energy to the day.

The couple volunteers with the Tovertafel interactive game system, which supports cognitive, physical, social, and sensory engagement for seniors living with dementia. What may look like a simple game around the table often becomes something much more meaningful: a chance to laugh, participate, connect, and enjoy time together.

Andrew and Nadine first became involved after Andrew's parents moved into The Vineyards shortly after it opened. His father enjoyed taking part in the games, and the weekly visits became a meaningful way for the family to spend time in the community. Even after his passing, Andrew and Nadine continued volunteering, building relationships with residents and becoming a familiar part of Thursday mornings.

For both of them, service has long been part of life. Andrew grew up with parents who were deeply committed to community involvement, and his own career included service in the Canadian military and later with a non-profit air rescue organization. Nadine's volunteer spirit also began early and continued through community work, supporting children, and roles that helped connect people with needed services.

Today, their time at The Vineyards continues that lifelong commitment to giving back. But Andrew and Nadine are quick to point out that volunteering has given them just as much in return.



Spending time with residents has helped them see aging through a different lens. Rather than focusing on who someone may have been in the past, volunteering has encouraged them to appreciate each person for who they are today.

"We get to know some interesting, lovely people," Andrew says. "Instead of thinking of who they used to be, it is about who they are now."

Their story is a reminder that volunteering does not have to be complicated to be meaningful. Sometimes, simply showing up, sharing time, and creating moments of connection can make a lasting difference.

Anyone interested in volunteering at The Vineyards Residence is encouraged to connect with our staff to learn more about current opportunities.

*"The best way to find yourself is to lose yourself
in the service of others." - Mahatma Gandhi*

Helpful Numbers



THE VINEYARDS RESIDENCE

236-420-4400
Book a Tour or Enquiries
ext. 703
info@vineyardsresidence.ca
VineyardsResidence.ca

HOSPITAL

Kelowna General Hospital
2268 Pandosy Street
Phone: 250-862-4000

XRAY CLINICS

Kelowna Medical Imaging
3330 Richter Street, Suite #101
Phone: 250-762-4420

Pacemaker Clinic
2268 Pandosy Street
Phone: 250-862-4450

LAB

Valley Medical Laboratories
1940 Kane Road
Phone: 250-762-2709

NEWSPAPERS

Kelowna Daily Courier
Phone: 250-763-4000

Kelowna Capital News
Phone: 250-763-3212

TRANSPORTATION

Kelowna Cabs
Phone: 250-762-2222

Current Taxi Kelowna
Phone: 250-864-8294

handyDART
Phone: 250-860-8121

REALTORS:

Roma Niessen
Phone: 250-212-6880
Email: rniessen@coldwellbanker.ca

Coldwell Banker Horizon Realty
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PHARMACY

Rutland Medical Pharmacy
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rutlandmedicalpharmacy@gmail.com

THE VINEYARDS RESIDENCE ASSISTED LIVING & MEMORY CARE 27



Notes





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