



ARVIDA
Ilam

An Arvida Living Well Community

Every individual plays a part at Ilam

We know everyone, whether resident or staff, on a first name basis at Ilam. We strive to enhance the quality of life for every individual member of our community by providing a friendly, safe and supportive environment.

Ilam is set in beautiful pristine gardens and paved walkways, where every day offers a chance to participate in a diverse range of activities, sharing good times and memories with newly-made friends. Around the beautifully landscaped grounds you'll find tastefully designed serviced apartments, rest home, hospital and dementia household.

Our people at Ilam love their jobs and what they do

Our gardeners are up with the sparrows creating and maintaining our wonderful garden paradise for everyone to enjoy. Our staff love to organise gatherings to get people together – whether on the pentanque court or at our many social activities. We love our jobs here, and we naturally form strong bonds with all of our residents. We know that you'll feel at home here at Ilam.

Be a part of a community that values you

As an Arvida community, we take care and time to listen, and we'll help you to continue to enjoy the things that you love to do. We'll encourage participation and engagement in our small community, and we'll help you to remain active and happy.

Imagine your retirement like this, doing what you love to do

At Ilam, an enjoyable, enriched retirement experience awaits you. Our friendly and welcoming community offers the perfect environment for those looking for a little more companionship and support. The facilities and activities are available for everyone to enjoy, and you will be encouraged to join in and participate as much as you like, while still enjoying your privacy.

There are regular outings and lots of community involvement. A designated activities room is provided where residents can enjoy crafts, games, movies, bowls, weekly church service, fitness programme, invited speakers, and other special events.

Our social calendar is very popular, and family and friends are always welcome to join us.

Welcome to Ilam, an Arvida retirement community close to the heart of Christchurch.

We challenge ourselves to make our customers' lives better with everything we do.





We're well known for our personal care

Ilam is well known in the wider Christchurch community for offering a full continuum of care for its residents. You can also access care services while living independently in your own serviced apartment. We can assist with meals, laundry, cleaning, access to doctors and nurses and 24 hour emergency assistance. We also provide full rest home level care and have the ability to transfer you from a

serviced apartment to one of our hospital rooms, should it be required in the future. We provide a range of options and we can look after your current requirements, and adapt to changes in your health or personal circumstances, should they occur. Ask us about how we can tailor our care plans for you, take a look at our serviced apartment brochure.

Continuing care plan options:

Our fees are carefully calculated so that we can provide the optimum care for you. We have several care packages available, from basic entry level to full rest home level care. Ask our village manager for a full list of costs and inclusions.

Our professional staff offer real peace of mind

Ilam's village manager is supported by a clinical manager, a clinical nurse leader and a team of registered nurses with a passion for aged care nursing. All of our care staff participate in our diverse education programmes. So rest assured, you're in safe hands at Ilam!

Flexible care plans

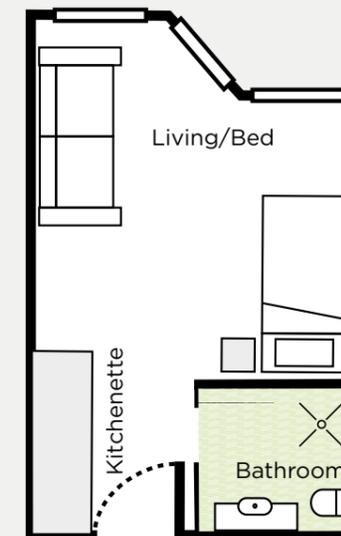
We are able to look after your current needs, and can also provide more care and assistance should your personal circumstances change. This gives you, your partner and family the comfort of knowing you'll always have the support and care you need, when you need it.

Rest home and hospital rooms

Rest home residents are encouraged to remain as independent as possible while ensuring that the required assistance is available as needed. A registered nurse manages the residents' care assisted by fully trained caregiving staff. Regular doctors visits and podiatry services are provided. The hospital provides 24 hour care with a registered nurse on duty 24/7 and assisted by fully trained caregiving staff.

Apartments and studios

Our rooms are light and spacious in our one bedroom apartments and studios. They all feature well-appointed kitchenettes and ensuite bathrooms. They are tastefully decorated with quality fittings, large windows, balconies and sunny outlooks. Each has full wheelchair access, smoke detectors and fire sprinklers, and a nurse call button above bed for immediate assistance.



Typical studio

Accommodation at Ilam

Serviced apartments/studios

Ilam serviced apartments and studios are sunny, modern and warm, and combine private and independent living with extra assistance if it's needed. These services may include the provision of meals, a personal laundry service, regular housekeeping by our friendly staff, help with medications and more. You can also arrange to have full rest home level care in the future should you need it.

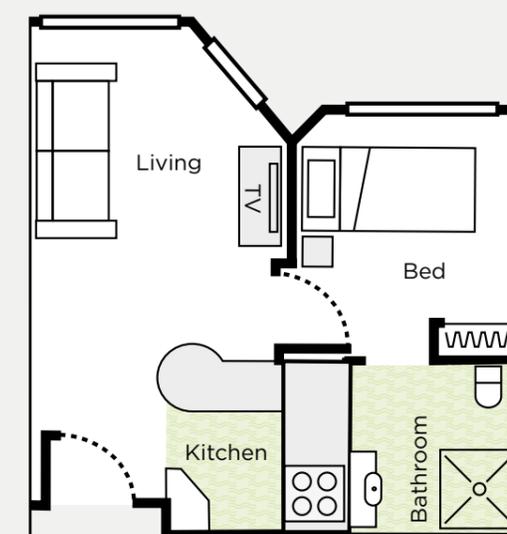
Rest home and hospital rooms

Ilam's rest home and continuing care facilities are situated in the heart of the community. Our rest home and hospital rooms offer ensuites, and all provide full 24 hour nursing care.

Our hospital offers quality care in a friendly, family focused environment. The atmosphere is warm and vibrant, with extensive views of the gardens that can be enjoyed from many of the rooms.

Our dementia care household

We also have a secure dementia care household staffed by carefully selected and qualified dementia specialists. Friends and family are very welcome to visit and participate with our activities and outings. We love to see everyone involved and engaged with what's going on and to be part of things. We are always looking for ways to help our residents with dementia to be as involved, comfortable, and happy as possible.



Typical one bedroom serviced apartment



Our commitment to you

Ilam is an Arvida community so we all enjoy the down to earth values that drive everything we do. We're always looking for new ways to make life in our community as fun and enjoyable as possible.

We're a family of friends in a supportive and caring community. The most important things in life to us are the people we live together with every day.

It's a wonderful retirement lifestyle at Ilam

At Ilam, we help to provide days of fun that are full and rich. Every resident is encouraged to enjoy the in-house activities on offer, or take part in our many excursions and shopping trips around Christchurch.

There is always so much to do here at Ilam. Whether it is reading a book in a quiet nook in the garden, playing

a few ends of bowls with friendly rivals, or catching up with a neighbourhood mate for a yarn, the choice is yours.

Tapping into the social calendar is a great way to make new friends, or you can invite family and friends from to come along for a visit. Our motto is always the same at Ilam: The more the merrier!

The best decision you'll ever make!

It is always a big decision to move away from your old home, but when the time is right to scale down, you really need to do your homework well.

We can help you with this decision by showing you what Ilam already offers the residents who live here. We welcome you to visit any time, and have a first hand chat with members of our community to find out for yourself what makes Ilam so special.

Enjoy independence and privacy with no maintenance worries and socialise with your new friends. There's always so much to do here - there's no chance of getting bored!

We're happy to show you around Ilam any time. Why not give us a call to have a chat about your personal needs.

A few of the common questions...

Why do people love living at Ilam?

We listen to our residents and what we consistently hear is:

- Ilam has a friendly inclusive community - it feels like I'm part of one big family
- Our carers are very attentive and helpful
- Our rooms and facilities are lovely, warm and have a family feel about them
- Ilam is central and close to the city, handy to local transport, Bush Inn, The University, Westfield Mall and the Botanical Gardens.

What levels of care are there?

We offer a full continuum of care, which means you'll have real peace of mind. The care packages range from low level care right through to rest home level care and we also provide hospital level care in our care facility and dementia household.

Can I move into Ilam's care facilities later on?

Yes, as part of our community, you will have priority access to the care services offered by Ilam. If you might need a little extra help in the future with your day-to-day living, you can choose to move within our community to more suitable accommodation.

What happens if I'm ill while living in my serviced apartment?

If your health needs change, we're here to provide you with personalised care and support. In many cases, care packages can be tailored so that you can receive added support in your home. If you require respite or full time care we can talk through the options with you.

Can my family and friends stay with me in my home?

Yes of course, you can have family and friends come to stay in your apartment any time while they are visiting. There is also parking available for visitors.

Can I have my pets with me?

Yes, we know that pets are important and are often a much loved part of the family. Our manager will need to confirm that your pet is suitable for Ilam.

Is there space for my car?

Some of our serviced apartments have parking provided also - please ask our village manager for more info.

Is there security at night?

We are fully fenced with swipe card access after hours. Our staff are also on site 24 hours a day, should you need them. There are also emergency call buttons in serviced apartments and rooms throughout Ilam.



What costs am I responsible for?

In addition to the Deferred Management Fee, you will be responsible for:

- Your telephone bill
- Your contents insurance
- Your car insurance

There is also a weekly village fee which in the case of serviced apartments includes power. There may also be costs for any extra services should you require them e.g. laundry and house cleaning. See our serviced apartment brochure for details and current prices.

Can I arrange for any other fittings to be added to my home?

At Ilam, we do everything we can to ensure you have your home the way you want it. You can choose to add items to make life a little easier like additional heating and security door or fly screens. We can help you with these extras but they will be at your cost.

What happens when I leave?

We do our best to support you and your family in every way we can. The village fees stop immediately after you leave, and we begin the marketing and sale of your ORA.



We'd love to have
the opportunity to
welcome you to Ilam

If you're looking for a retirement community where you can continue to enjoy life to the full, and where people respect and look after each other, we'd love the opportunity to show you around Ilam.

Why not give us a call and experience Ilam for yourself?

28 Ilam Road, Upper Riccarton,
Christchurch 8041

Phone 0800 278 432
or 03 348 5305 or Email
info@ilamretirement.co.nz

ilamretirement.co.nz



ARVIDA
Ilam

An Arvida Living Well Community