



Club Service Directory

2026



"Our mission is to put the best interests of our homeowners first. In doing so, we shall offer choices that will enhance their quality of life, and promote respect, dignity, and trust."

TO REACH THE CONCIERGE
905-333-9194 ext. 210

PLEASE VISIT

www.hearthstoneburlington.ca

For weekly menus, our digital newsletter and activity calendar, and much more!

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CONTACT INFORMATION

Contact Information

Hearthstone Club phone: 905-333-9194

Fax: 905-333-9646

Email: infobythelake@hearthstone.ca

Web: www.hearthstoneburlington.ca

CLUB CONTACTS

Club Manager	ext. 212
Dining Room	ext. 226
Executive Red Seal Chef	ext. 215
Housekeeping/Maintenance	ext. 212
Recreation Director	ext. 218
Director of Wellness	ext. 230
Administrative Coordinator	ext. 213

OTHER HELPFUL CONTACTS

Emergency	911
City of Burlington	905-335-7600
Halton Region Services	311
CareRx Pharmacy	1-866-689-3169
Veterans Affairs Canada	1-866-522-2122

**Please note that the services, programs, facilities and features described in this directory may change from time to time without notice.*

HEARTHSTONE CLUB

Hearthstone Clubhouse

Living at Hearthstone is a little like having a country club right in your own community. As a Hearthstone homeowner, the Club and all of its amenities are yours to enjoy year-round. The Hearthstone Club is the heart of our community, with beautifully designed spaces for the social, recreational and health needs of our members. It's the perfect place to gather with friends and neighbours, and because life at Hearthstone is all about convenience, we hope you'll make the most of everything the Club has to offer.

The Club and the Pig & Whistle are condominium units privately owned by Hearthstone Communities Services Ltd. (HCSL). HCSL is contracted by your condominium corporation to provide the Basic Service Package (BSP), as set out in the Condominium Services Agreement. For more information, please speak with the Club Manager, the Property Manager or any member of the Board of Directors for HCC #377.

CLUBHOUSE AMENITIES

The Clubhouse sits in the centre of the community, between the two condominium towers, and serves as the main entrance. Inside you'll find the Library and the licensed Lounge, Dining Room, Patio and Private Dining Room. There is also a discreet walker and wheelchair storage area in the lobby, a Fitness Centre, an indoor pool with change rooms, and the Wellness Centre with its Hair Salon and aesthetics services. On-site physician treatment rooms, the Card Room and the Administration Offices round things out. You'll find all of these on the Clubhouse map in the Clubhouse Membership section.

SHARING THE CLUB WITH GUESTS

The Club's amenities are yours to share with your guests. We simply ask that you accompany your guests while they use the Club, and please remember that members are responsible for any damage caused by their guests. Children must be supervised by the homeowner when using the pool. Pool use is at the homeowner's own risk and is unsupervised, as a lifeguard is not present.

HEARTHSTONE CLUB

The Pig & Whistle

The historic Pig & Whistle, commonly referred to as the P&W, was built in 1929 by Hughes Cleaver, a lawyer and developer. The City of Burlington has since designated it a Heritage Site. Over the years the building has been a pub, a restaurant, an inn and even a gas station, and Hearthstone has received awards from the Local Architectural Conservation Advisory Committee for its restoration.

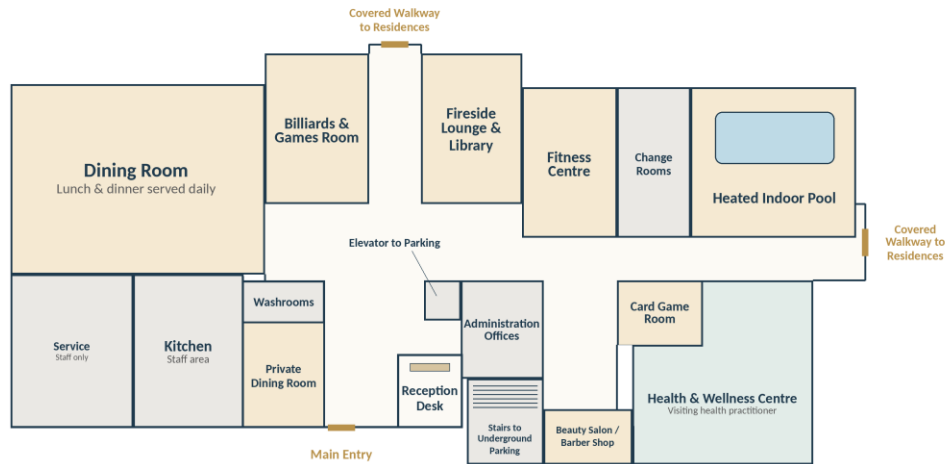
Today the P&W is a social centre that homeowners can rent for special events such as birthdays, anniversaries, celebrations of life and more. Please see our Dining Room Supervisor to learn about catering options or to book the space. Please note that the P&W is not licensed by the LCBO for the serving or sale of alcohol, so a Special Occasion Permit must be obtained from the AGCO.



The P&W also hosts many of our events, entertainment, Board AGMs, sports activities and fitness classes. Please check the calendar or newsletter for times and locations, as these may change.

CLUB MEMBERSHIP • BASIC SERVICE PACKAGE

Clubhouse Membership



Hearthstone Club map

Your Club membership includes the following services:

1. Members have access to the Club facilities seven days a week.
2. The Club is run by a full-time, on-site Club Manager, appointed on terms decided by the Club and supported by the condominium, who oversees all areas of service and works directly with an appointee of the corporation.
3. The employees of the Hearthstone Club will:
 - a) Monitor the fire, security and emergency call systems with emergency-trained staff who are able to respond to calls 24 hours a day, in keeping with the corporation's approved emergency plans.
 - b) Provide Health and Wellness Centre services, including but not limited to:
 - i. Co-ordination of community health services and resources.
 - ii. Nutritional and medication counselling.
 - iii. Education and consultation on a variety of health matters, including monthly blood pressure clinics.
 - iv. Co-ordination and scheduling of in-suite personal assistance and care provided by employees of the Club.

- v. Prescription ordering through the preferred pharmacy under contract with the Club.
 - vi. Keeping a medical summary report with emergency contact information, as requested and/or authorized by individual homeowners.
 - vii. Complimentary suite delivery of meals ordered from the Dining Room for homeowners assessed with a contagious condition by Wellness staff or the Club Manager, for the duration of the illness.
 - viii. Responding to all calls, including emergency medical calls, made through the emergency call system (ECS).
- 4. Cultural, educational, recreational, exercise and social programs, along with activities for which an additional charge may apply.
 - 5. Transportation in a designated vehicle for at least two weekly outings to local shopping areas, weather permitting. Additional fees for admission and incidental charges may apply for group outings and excursions.
 - 6. One (1) hour per month of basic in-suite cleaning, covering floors (cleaning and vacuuming), bathroom(s) and kitchen. Dusting is not included in the one-hour BSP cleaning unless time permits, but additional cleaning can always be scheduled.
 - 7. Home handyman services for in-suite repairs. Labour beyond 15 minutes, and all supplies, are charged as an individual service at posted rates.
 - 8. Daily lunch and dinner service in the Hearthstone Club dining facilities, plus coffee and tea in the Club Lounge daily from 9 am to 4 pm.
 - a) A monthly Club fee is credited to each unit.
 - b) The fee is paid monthly in advance and may be applied toward food and beverages in the Club dining facilities or catered meals (excluding meal delivery, bake sales, food packaging, raw food or food prepared outside the Club kitchen).
- Homeowners who are in hospital for an extended stay of four weeks or more, and cannot use their meal credit, will receive a Club Card credit of **\$80.00 per month**.
- 9. The Pig & Whistle is available to Club members rent-free for private use, although a set-up and clean-up fee applies. At our discretion, the facility may be made available to the public when it is not in use by members. Parking is limited, but options are available to help with off-site parking, and we would be happy to work with you if you have a large group that needs additional parking.

CLUB MEMBERSHIP · BEYOND THE BASICS

A La Carte Services

Enhance your lifestyle!

Beyond your Basic Service Package, we offer a wide range of additional services, from extra housekeeping and handyman help to groceries delivered right to your home, personal laundry and healthcare assistance. You can use these services once, for a short time or on a regular basis. There is no minimum charge, and you'll enjoy the comfort of familiar, qualified staff you can count on at every visit. A brochure listing all of our services is available from the Concierge.

SERVICES NOT INCLUDED IN YOUR CLUB FEE, AVAILABLE A LA CARTE FOR YOUR CONVENIENCE

- Activities that require an outside instructor or vendor
- Meals, tickets or mileage for some organized events and outings
- Personal laundry services
- Foot care, vision care, physiotherapy, osteopathy, hearing, dental specialists, chiropractor, in-suite lab service and massage
- Companionship services
- Technology help (televisions, phones, tablets, laptops)
- Memory care services/Lakeside Club
- Hair salon and aesthetics services
- Homemaking and personal support services and supplies
- Medication administration and medical supplies
- Personalized nursing services and treatments
- Private transportation service, escort and mileage, and arranging Uber rides
- Housekeeping (beyond the Basic Service Package)
- Handyman labour in excess of the BSP, and parts for maintenance work
- Arranging external contractors (plumber/electrician) if needed
- A real estate agent to assist with your buying and selling needs
- A contractor to assist with your renovation needs
- Groceries, meal delivery, BYOW corkage fee and bake sale items
- Food and beverage charges beyond your monthly meal credit
- P&W hall set-up, cleaning and equipment rental for private functions or catered meals

GENERAL INFORMATION

General Information

CONCIERGE/SECURITY SERVICE

There's only one phone number you need at Hearthstone: **905-333-9194 ext. 210**. Our Concierge/Security team is on duty daily from 7:00 am to 11:00 pm, 365 days a year, in the main lobby of the Clubhouse. They'll gladly direct your guests and deliveries, and help you in any way they can.

HEARTHSTONE INFO SCREENS & WEBSITE

The information screens throughout the lobby and near the elevators are a great way to keep up with menus, activities and upcoming events.

You can also visit our website, **www.hearthstoneburlington.ca**, for weekly menus, take-out ordering, upcoming events and more. It works on any device connected to the internet, and no log-in is required.

CONVENIENCE ITEMS & GROCERY ORDERING

Need stamps, or AA or AAA batteries? Just stop by the Concierge desk. The Concierge can also place an online grocery order for you: simply put together a detailed list, and your groceries will be delivered right to your door. A minimal service fee applies.

TO REACH THE CONCIERGE

905-333-9194 ext. 210

Daily 7:00 am – 11:00 pm · Main lobby

PLEASE VISIT

www.hearthstoneburlington.ca

For weekly menus, our digital newsletter and activity calendar, and much more!

NEWSLETTER & CALENDAR

Our monthly newsletter, “The Clubhouse News,” is delivered to your suite and shares all the latest events and activities at the Hearthstone Club. A monthly calendar of events is also provided, perfect for posting on your fridge for easy reference. You can view both on our website as well.

MEMBER SATISFACTION/SUGGESTION BOX

Our goal is to make your experience at the Hearthstone Club an outstanding one. We welcome your comments and suggestions about Club services; please drop them in the comment box in the Lounge, and feel free to remain anonymous if you wish. Each fall we also invite every homeowner to complete our annual Homeowner Survey, giving you the opportunity to share your input and feedback on the services we provide. Comments about your condominium or the building in general should go directly to the Property Manager or your Board of Directors.

WHILE YOU ARE AWAY

If you’ll be away from Hearthstone overnight or for an extended period of time, please let the Concierge or the Wellness staff know, so we can be aware in case of an emergency. While you’re away, we’re also happy to check on your suite and water your plants, giving you peace of mind.

GIFTS & TIPS/GRATUITIES

It is a privilege for our staff to work in your home, and they are not permitted to accept gifts or tips of any kind. We know many of you would like to show your appreciation, so voluntary donations are graciously accepted each December and shared among all Hearthstone staff based on hours worked throughout the year. This is a homeowner-run initiative, led by a Gratuity Chair who shares all the details with homeowners each November. We celebrate this annual tradition with an event called “The Jingle Mingle.” Watch for details in the December issue of “The Clubhouse News.”

YOUR LOCAL NEIGHBOURHOOD

Hearthstone by the Lake is conveniently located on the border of Burlington and Oakville, with plenty of shopping just minutes away. Local shopping trips run twice a week in our Hearthstone Shuttle, which seats 11 passengers. The Shuttle can also be booked for private transportation through the Administrative Coordinator with advance notice.

ADMINISTRATION

Administration

STATEMENT OF CLUB ACCOUNT

During the second week of each month, you'll receive a statement for the previous month itemizing your fees for additional Club services. Your account is due upon receipt and can be paid through the Pre-Authorized Payment Program (PAPP) from your bank. Our Club Manager will be happy to share more details at **905-333-9194 ext. 212**.

CLUB CARD

Any charges made in the Club can be signed to your account. For added convenience, you can also purchase a prepaid Club Card and simply swipe it to pay for Club services; it works just like a gift certificate. Please see the Concierge to purchase your card.

Please note: We accept cash, cheque or e-transfer only. Debit, Mastercard and Visa are not accepted for payments of any kind.

ADMINISTRATION SERVICE

Our administration services include typing, emailing, faxing, photocopying, scanning and document shredding. To arrange any of these services, please contact the Concierge.

TECHNOLOGY HELP

For help with computer-related issues, please contact our Recreation Director at **ext. 218**.

FOOD & BEVERAGE

Food and Beverage

Our Dining Room is open for lunch and dinner, with a variety of menu choices to enjoy. Your monthly meal credit applies to everything on the dining room, pub and catering menus, including alcoholic beverages. Your server can tell you your credit balance any time you dine, or you can find it at the bottom of your Dining Room chit. Daily features are posted outside the Dining Room, beside the mailboxes in Buildings 1 and 2, on Hearthstone TV and on the hearthstoneburlington.ca website.

To make a reservation, please call ext. 226. If no one answers, just leave a message; messages are checked frequently.

The Private Dining Room and Lounge are also available for small gatherings, meals or meetings. Please see the Dining Room Supervisor at **905-333-9194 ext. 226** for details.

The Dining Room, Lounge, Private Dining Room and outdoor Patio are licensed to serve wine, beer and liquor, and we participate in the “Bring Your Own Wine” program. Certain restrictions apply.

Reservations are required so that we can offer you the best dining experience possible. Call ext. 226 to make a reservation, place a take-out order, order from our bake sales or sign up for special Dining Room events.

MEAL PACKAGES

If you like to dine in the Dining Room every day, economical meal packages are available for lunch, dinner or both. The program is based on the daily feature and on a la carte menu items of an equivalent price.

TAKE-OUT OR SUITE MEAL DELIVERY

Don't feel like cooking tonight? Take-out is available for every meal prepared in our kitchen. Simply call the Dining Room at 905-333-9194 ext. 226, order lunch or dinner online at www.hearthstoneburlington.ca, or fill out a take-out order form and hand it in at the Dining Room. At 4:45 pm, before dinner service begins, take-out meals are ready for pick-up in the Dining Room and deliveries are made to suites, so dinner service isn't disrupted.

A separate service charge applies for meal delivery to your suite and for take-out packaging.

DINING ROOM HOURS

Lunch: 12:00 pm – 1:30 pm

Dinner: 5:00 pm – 6:30 pm

LOUNGE & LICENSED PUB

Our licensed Lounge is open daily, with a special menu and your favourite libations.

Early Bird: 3:00 pm – 4:50 pm

Last Call: 6:30 pm



FOOD & BEVERAGE

Special Occasions & Catering

Each month we offer special occasion dinners, birthday buffets and themed menus. Watch the monthly newsletter, information screens or website for details.

CATERING

Our Food and Beverage team can cater your special event in the comfort of your own home, in the Private Dining Room, in the Lounge or at the Pig & Whistle. You can view our catering menu online or pick up a copy in the Dining Room. Advance notice is required. To place an order or learn more, please contact our Dining Room Supervisor at **905-333-9194 ext. 226**. Gratuities may apply, depending on the staffing your event requires.

SPECIALTY ITEMS & BAKE SALES

Treat yourself to delectable homemade baked goods, available to purchase from the Hearthstone by the Lake kitchen. Please note that your meal credit does not apply to these items. Details of the next bake sale are shared in the newsletter and on the Hearthstone TV screens and channel.

ON-SITE GROCERY SERVICE

Select grocery items can be purchased from the kitchen. Just drop off your order slip with the Concierge. Items such as assorted breads, butter, milk, yogurt, eggs, cheese and juices are available daily. Please place your order before or after meal service. Meal credit does not apply to grocery items, and selections are subject to availability.

RECREATIONAL SERVICES

Recreation

“Growing old is mandatory, but growing up is optional.”

FITNESS & LEISURE PROGRAMS

Join in the fun with bingo, euchre, bridge, crafts, snooker, trivia and much more. Presentations, musical entertainment and other fun events are held regularly in the Library, the Lounge, the Pig & Whistle and the Dining Room, so there’s always something to look forward to.



Our Recreation Director leads regular fitness classes, including a complimentary pool fitness class, and offers private personal training for a fee. For help choosing the class or program that suits you best, call her at **905-333-9194 ext. 218**.

For upcoming events and programs, check the monthly newsletter, the calendar, the information screens and the bulletin boards throughout the Clubhouse, or visit our website.

TRANSPORTATION / OUTINGS

Twice-weekly trips to local shopping centres and attractions are listed on the activities calendar in the newsletter. Keep an eye on the monthly calendar for other exciting outings to theatres and wineries too. Additional fees may apply, as outlined in the BSP. To reserve your seat, call the Concierge at **905-333-9194 ext. 210**.



FITNESS FACILITIES & INDOOR POOL



Our indoor pool and fitness facility, with electronic cardio equipment, free weights and other exercise equipment, are yours to enjoy at your leisure. You'll find them across from the Wellness Centre. For your safety, please familiarize yourself with the equipment and safety rules before use. Pool use is at the homeowner's own risk and is unsupervised.

THE LOUNGE

Whether you enjoy mingling at the coffee bar, playing a hand of cards or watching a movie, the Lounge is the perfect place to gather. Meet up with friends for a snack, a coffee or a cocktail.



LIBRARY



Our Library offers a wide selection of books, including large print, available through the "honour system." Copies of the Toronto Star and the Hamilton Spectator are available daily for you to read; we ask that newspapers not be removed from the Library. The billiards table is here too, so join in the weekly games! You can also help with the community jigsaw puzzle, and pick up Sudoku, word searches and crosswords each day.

CARD ROOM

The Card Room is the perfect spot for a game of cards or chess, or for small groups to get together for arts, crafts and conversation. Looking for a movie? A variety of DVDs is available to borrow from the cupboard through the "honour system."

WELLNESS CENTRE

Wellness Centre

"The groundwork for happiness is health."

HEALTH & WELLNESS SERVICES

Your health and well-being matter a great deal to us at Hearthstone by the Lake. Our healthcare staff are on site 24 hours a day, seven days a week, ready to respond to emergencies. For health-related information or assistance, please visit the Wellness Centre, located in the Clubhouse across from the Fitness Centre and pool.

SERVICES OFFERED

- ✓ Medication administration
- ✓ Personal care assistance (PSW)
- ✓ Injections (doctor's order required)
- ✓ Ear flushing (doctor's order required)
- ✓ Night monitoring
- ✓ Door alarms (wandering prevention)
- ✓ ECS monitoring and response
- ✓ Bed linen changes and laundry
- ✓ Escort to the Dining Room, activities and appointments
- ✓ Companionship
- ✓ Meal preparation
- ✓ Monthly blood pressure clinic
- ✓ Dog walking and pet care



ATTENTION ALL VETERANS

To help you live comfortably and safely at home, Canadian veterans living at Hearthstone may be eligible for homecare and healthcare services through Veterans Affairs Canada (VAC). Hearthstone is a recognized, approved VAC service provider. If you are a veteran, or the spouse of a veteran, you may qualify for many of the services we offer, such as housekeeping, personal care and nursing. To learn more, please contact the Administrative Coordinator at **905-333-9194 ext. 213**.

HEALTHCARE IN YOUR HOME

If you need a little more help, our personal support services can assist with companionship, emotional support, groceries, homemaking, personal care, bathing and laundry, and even your pets, including dog walking and litter box care.

If you're not feeling well and have a contagious illness, please let the nurse know; if you wish, meal delivery can be arranged with no delivery fee. We also specialize in personalized plans for respite, convalescent and palliative care. To talk about how we can help you continue living independently at Hearthstone, please contact the Director of Wellness at **905-333-9194 ext. 230**.



SPECIALTY HEALTHCARE SERVICES

We're pleased to offer specialized healthcare services exclusively to Hearthstone homeowners. Specialty healthcare and support services, including physiotherapy, hearing specialists, vision clinics, aesthetics, massage therapy, chiropractic services and foot care, are all offered right here in the Wellness Centre. Each of our service providers is carefully selected to serve Hearthstone.

If you need a family doctor, you're invited to transfer to one of our visiting doctors, subject to availability and their current patient caseload. Homeowners can make an appointment by calling **905-333-9194 ext. 213**.

MEDICATIONS

Our nursing staff can administer your medications for a monthly fee when your prescriptions are filled through our preferred pharmacy, CareRx. For details, please contact the Director of Wellness at **905-333-9194 ext. 230**. Our nurses are always happy to answer questions about your medications, in keeping with your needs and the College of Nurses of Ontario guidelines.

PHARMACY SERVICE

Our nurses can order and refill all medications and treatments prescribed by your doctor through our pharmacy partner, CareRx Pharmacy. If our nurses administer your medications, CareRx will deliver them to the Wellness Centre; if you manage your own medications, they will be delivered directly to you. Please note that we are unable to receive, administer or store prescription medications that are not ordered through CareRx Pharmacy.

PERSONAL HEALTHCARE SUPPLIES

The Wellness Centre can also provide personal care products chosen for your needs. The Administrative Coordinator can order incontinence products, nutritional supplements and other personal care supplies for you. For help or more information, please call the Administrative Coordinator at **905-333-9194 ext. 213**.

IN-SUITE LAB SERVICE

A private lab technician visits Hearthstone weekly, so lab work ordered by your doctor can be done in the comfort of your own suite. Please have the lab requisition from your doctor ready. The visiting lab's fee will be added to your Hearthstone statement. Visits on other days can be arranged with the lab for an additional service charge.

HAIR SALON SERVICES

Professional hair stylists are available in the Wellness Centre. Appointments are required and can be made by calling **ext. 213**.

FOOT CARE, MASSAGE & AESTHETICS

To book foot care, massage or aesthetics services here at Hearthstone by the Lake, please contact the Administrative Coordinator at **905-333-9194 ext. 213**.

PRIVATE TRANSPORTATION

We can arrange private transportation to appointments, for errands or even to the airport. Advance booking is required and additional fees apply. Call **ext. 213** to book your ride. We're also able to arrange Uber rides; please contact the Concierge for details.



HOUSEKEEPING & HANDYMAN SERVICES

Housekeeping & Handyman

IN-SUITE HOUSEKEEPING

Our housekeeping service can be used for any combination of bathroom and kitchen cleaning, floor cleaning, vacuuming or sanitizing your suite. One (1) hour of in-suite housekeeping per month is included with your Hearthstone Club membership. Additional cleaning is available on request; simply email housekeeping-lake@hearthstone.ca or call **ext. 212**. Our staff are professionally trained and insured, and they bring all their own equipment and supplies.

HANDYMAN SERVICE

The Hearthstone handyman can help with all kinds of jobs around your home, from programming your TV remote, changing light bulbs and hanging pictures or mirrors, to cleaning your patio or balcony and windows, assembling furniture, and carpet, upholstery and grout and tile cleaning. General handyman requests can be given to the Concierge.

RENOVATIONS

Thinking about updating your suite? Let us coordinate your redecorating needs, including painting, flooring, kitchen cabinets, stone counters, fixtures, lighting and more. All renovations are completed by reputable, Hearthstone-certified contractors. For quotes and options, please contact the Club Manager at **ext. 212**.

PREVENTATIVE MAINTENANCE

Our maintenance staff offer an in-suite preventative maintenance inspection to take the worry out of unexpected repairs. By spotting potential problems early, it helps prevent emergencies such as floods, fires or equipment breakdowns. Contact the Club Manager at **ext. 212** to arrange your complimentary inspection.

SAFETY & SECURITY

Emergency Response

Your Club membership includes monitoring of the fire, security and emergency call systems by our trained on-site staff, 24 hours a day, seven days a week. This is done in keeping with emergency plans approved by the condominium corporation and by regulatory agencies such as the Burlington Fire Department. Our staff will respond to security and health emergencies anywhere on Hearthstone property.

Every part of the community, including all common areas and residential suites, is equipped with an emergency call system (ECS). A simple pull of the cord on your wall-mounted unit, or a touch of the pendant you can wear around your neck or wrist, sends an emergency signal that dispatches a nurse to help you. Homeowners will be charged for services that Hearthstone staff respond to.

The ECS is owned and maintained by the condominium corporation, and your Board of Directors and Property Manager are responsible for it. While Hearthstone staff monitor and respond to ECS calls, Hearthstone is not responsible for the system's maintenance, testing or repair. It is tested annually to make sure your system works in an emergency. If your equipment needs repair or replacement, including replacement pendants, the cost is the homeowner's responsibility. Any questions about the system should be directed to the Board of Directors and/or the Property Manager.

FIRE PROCEDURE

In the event of a fire, please follow the instructions posted on the back of your suite's front door. Fire drills are held for staff safety training and to make sure the fire alarm system is working properly. Homeowners do not take part in these drills, but you will hear announcements and alarms during the training. We encourage all homeowners to plan and practise the safest route out of the building ahead of time.

FOR YOUR REFERENCE

Notes & Questions

I have questions about...



"Our mission is to put the best interests of our homeowners first. In doing so, we shall offer choices that will enhance their quality of life, and promote respect, dignity, and trust."



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