

To provide with excellence love and dignity a full continuum of affordable housing and services to senior citizens. We serve the Mennonite Constituency and others who wish to live in a community of Christian faith.

## STRATEGIC PLAN UPDATE



### Relational Excellence and Cultural Preservation

- In December, 2017, we launched a renewed brand, Radiant Care, that signifies our commitment to our core values and to serving our residents and tenants in a way that is **'CAREFUL'** Committed, Authentic, Respectful, Empathetic, Faithful, Unconditional and Loving.
- We have been focusing on a goal to foster a culture of support and appreciation for our staff. We have wonderful employees, and we believe that positive encouragement and gratitude honours our staff.



### Specialization in Dementia and Palliative Care

- Individuals with dementia are reassured when they know their caregivers. This year we introduced new name tags for all staff, designed specifically to identify each employee with a clear and simple name tag that is easy to read, and provides a level of comfort and security to our residents and tenants with cognitive impairments.
- At Radiant Care, we practice Montessori Methods for Dementia Care. This includes providing meaningful activities for our Long-Term Care residents such as baking, interacting with young children, enjoying the sewing corner, as well as a Dementia Caregivers Support Group for family members.



### Innovative Growth and Partnership

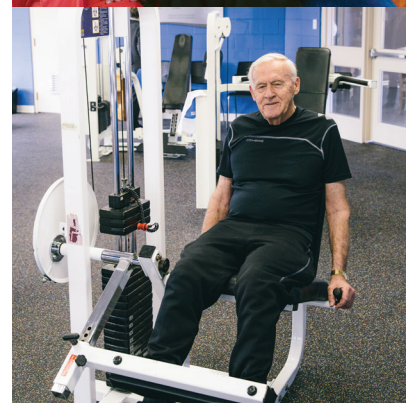
- The Radiant Care Foundation completed its first full year of operation, developing awareness, and fulfilling its mandate of building relationships and presenting opportunities – opportunities including financial support, volunteering, and prayer support.
- Two special fund raising initiatives took place in July, 2017. At Radiant Care Pleasant Manor, a fundraising campaign for outdoor beautification resulted in 24 new park benches on the grounds, with new sidewalks in some areas being completed this spring. At Radiant Care Tabor Manor, a successful fund drive led to the opening of a Fitness and Wellness Centre. Both projects were undertaken in partnership with each home's Tenants Association, a wonderful example of positive partnership and collaboration.

# WE VALUE YOUR SUPPORT!

## How People Donate

Individuals and families supported Radiant Care homes in a variety of ways in 2017. Many residents and tenants chose to commit to a monthly donation and continue to do so. It is an easy and practical way to support our homes; the donation is an automatic withdrawal for added convenience, and can be designated to either home. As well, many chose to donate with an annual one-time gift. Some honoured the passing of a loved one with a memorial gift, while others are planning to include Radiant Care in their estate planning.

## YOUR DONATION DOLLARS AT WORK



### Spiritual Enrichment

Thanks to the generosity of our donors, Radiant Care is able to ensure that each home has a full time chaplain and a variety of opportunities for spiritual enrichment. Every week, residents and tenants can experience chapel services, Bible studies, concerts and music programs, chaplain visits, and informal interactions that support their spiritual lives. Spiritual enrichment is a critically important thread woven into the fabric of daily life at Radiant Care.

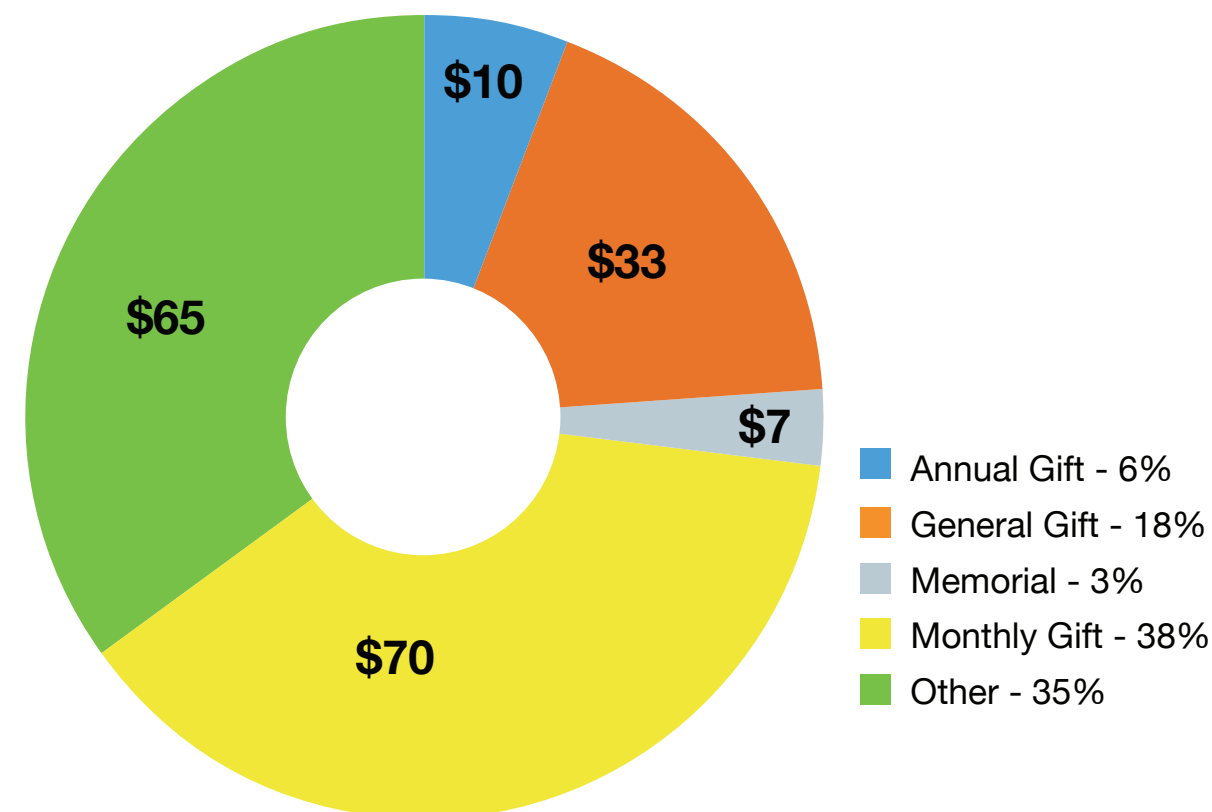
### Upgrades

Our donors have a positive impact on the everyday lives of the people who call Radiant Care home. Because of their efforts, Radiant Care is able to purchase upgraded equipment, furnishings and décor as the needs arise. Your donations help to enhance the attractive surroundings and homelike atmosphere our residents and tenants deserve and appreciate. Thank you!

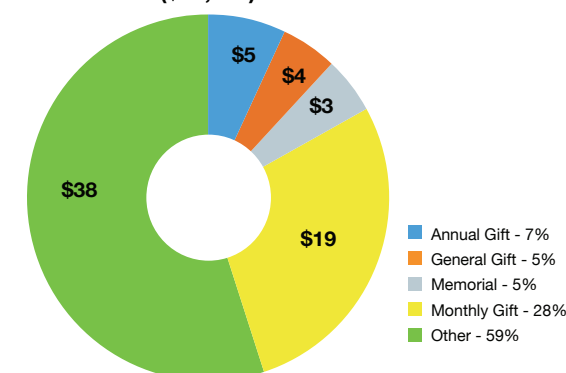
### Special Projects

It was gratifying to experience the generosity of donors who supported the Outdoor Beautification Project at Radiant Care Pleasant Manor, and the Fitness and Wellness Centre at Radiant Care Tabor Manor. These new enhancements are an enjoyable and welcome addition to daily life at our homes.

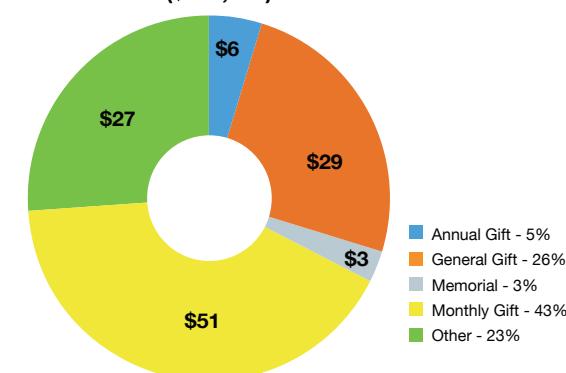
### DONATIONS - Radiant Care 2017 (\$185,347)



### DONATIONS - Radiant Care Pleasant Manor 2017 (\$68,905)



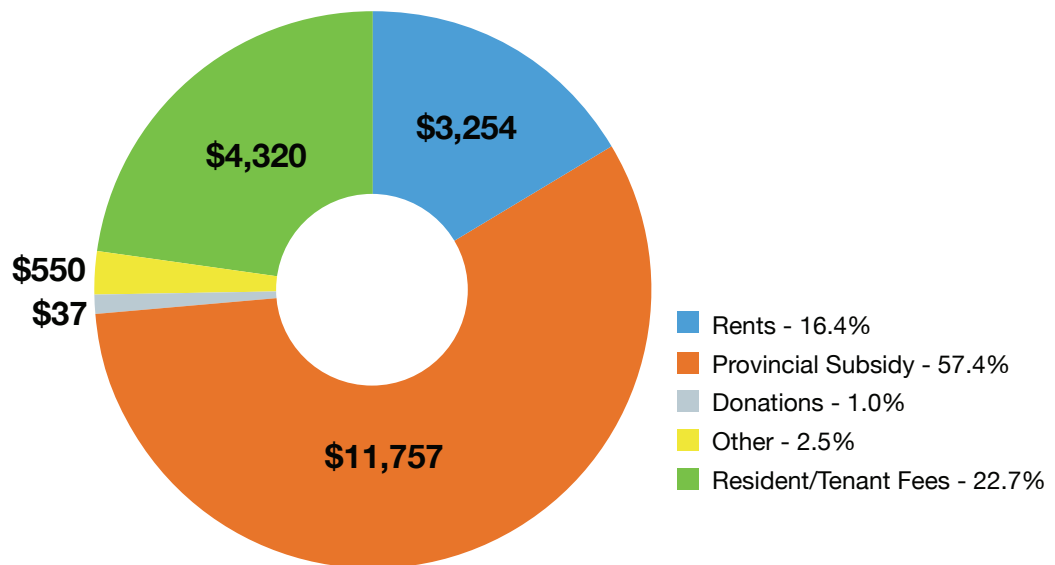
### DONATIONS - Radiant Care Tabor Manor 2017 (\$116,442)



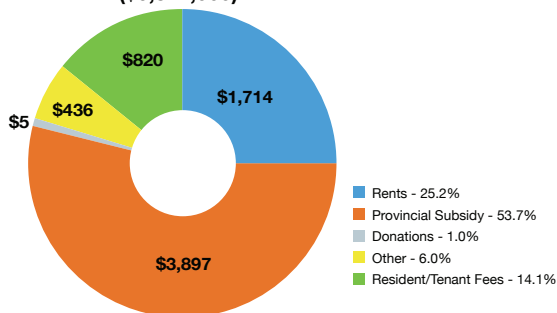


# BUDGET OVERVIEW

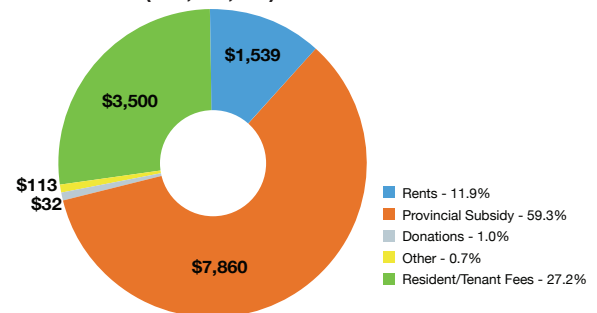
**FUNDING SOURCES - Radiant Care 2017**  
(\$19,917,300)



**FUNDING SOURCES - Radiant Care Pleasant Manor 2017**  
(\$6,872,000)



**FUNDING SOURCES - Radiant Care Tabor Manor 2017**  
(\$13,045,300)



## How is the money put to use?

**Wages and Benefits:** In line with other homes in Niagara and our sector, the largest part of the budget, almost 85%, is used to pay the wages and benefits of our 322 employees - the lifeblood of our home. We are proud to pay competitive wages in line with other homes in Niagara.

**Food:** In our long term care homes, part of the funding from the government is earmarked for food purchases. Our residents enjoy tasty and healthy meals and snacks, all accomplished with \$9.00 per resident per day

**Facilities:** We have many buildings and they are big. They include a complicated network of wiring and plumbing, a myriad of furnaces and hot water heaters, miles of roofing, gas, and hydro, and the list goes on. From cleaning supplies and equipment to copiers and computers in our offices, our homes need to be equipped in order to run efficiently and serve our residents and tenants well.

**Programs:** Life at Radiant Care is about more than just a place to sleep and eat. The budget includes provision for Therapeutic Recreation programs and activities, seasonal decor, trees, plants and flowers for the gardens, to name just a few.

**Through every area of our spending, we are diligent and faithful stewards of the funding that has been entrusted to us.**