

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



- Our renewed brand as Radiant Care was fully rolled out in 2018, including the launch of a new, revitalized and user-friendly web site
- The first Radiant Care Foundation Banquet was held in October, with almost 300 people in attendance
- We focused on fostering a culture of support and appreciation for our staff, welcoming their feedback, listening to ideas, and collaborating to strengthen our organization

### Specialization in Dementia and Palliative Care



- A unique collaboration with Brock University saw students working with residents in our Tabor Manor site to create Life Story books – the experience proved to be richly rewarding for students and residents alike
- Our commitment to practising Montessori Methods for Dementia Care continued to grow in 2018, including additional training for our staff on Positive Approach to Care, which recognizes the whole person and uses visual, verbal and physical connections to communicate in meaningful ways with those experiencing dementia

### Innovative Growth and Partnerships



- The newly-opened Fitness and Wellness Centre at our Tabor Manor site 'took off' in 2018, with dozens of tenants, residents and employees taking advantage of the bright, cheerful and well-equipped facility, thanks to donor support and the support of Niagara Fitness Solutions and Niagara College
- The Ontario Minister of Health and Long-Term Care visited our Pleasant Manor site in April to announce the granting of 81 new beds, paving the way for a new, state-of-the-art Long-Term Care home to be built on the site.
- Plans for our new Long-Term Care project at our Pleasant Manor site include significant space for community-oriented services that will be open to friends and neighbours in the area, for the benefit of the wider community, as well as increased capacity for Long-Term Care beds in Niagara-on-the-Lake

# WE VALUE YOUR SUPPORT!

## How People Donate

Individuals and families supported Radiant Care homes in a variety of ways in 2018. 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.

## OPENING DOORS FOR SENIORS



### Spiritual Enrichment

At Radiant Care, we live by our promise to provide a caring, faith-based community for our residents and tenants. Through the support of our generous donors, we are able to have a chaplaincy presence in each of our homes on a full time basis – not something we could offer by relying on funding alone. Our chaplains build meaningful relationships with the seniors we serve, and interact through chapel services and Bible studies as well as personal visits and counseling. Spiritual enrichment is a critically important thread woven into the fabric of daily life at Radiant Care.



### Accessibility

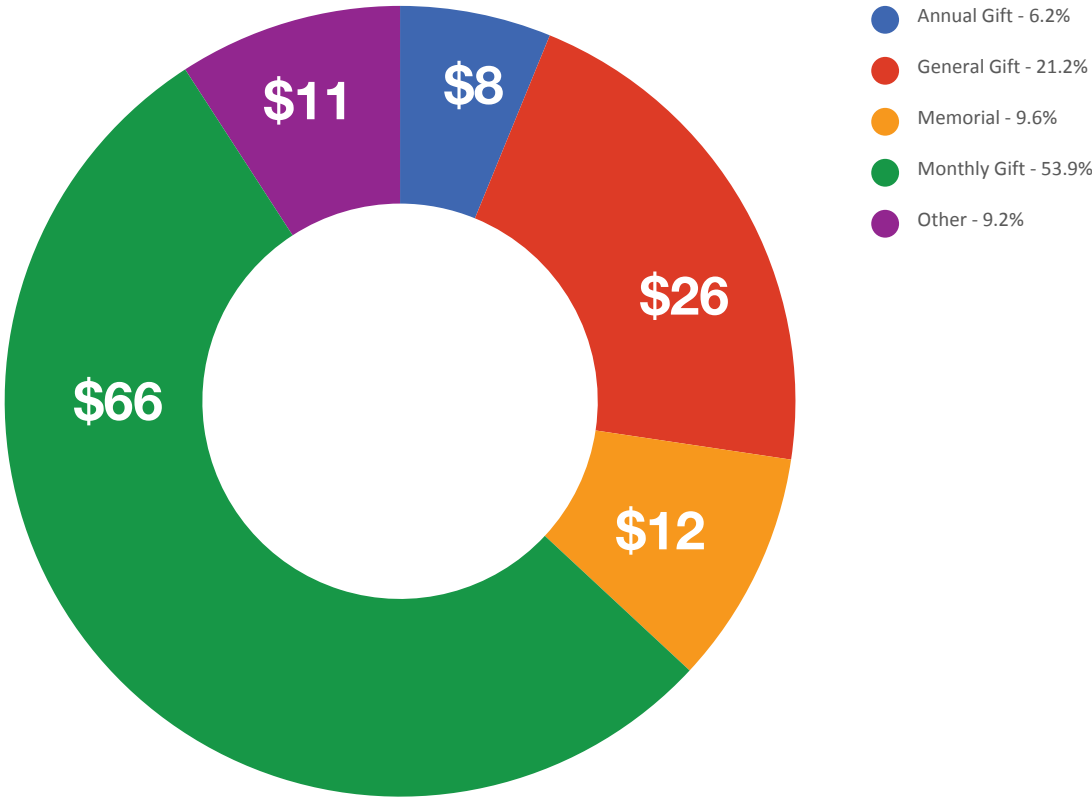
Thanks to our donors, we were able to address the need for greater physical accessibility for our residents and tenants at both our Pleasant Manor and Tabor Manor sites. Several automatic door openers were purchased for public washrooms and utility rooms that our seniors access regularly. Automatic door openers ensure that all areas of our homes are easy and safe to enter, even while using a wheelchair or walker.



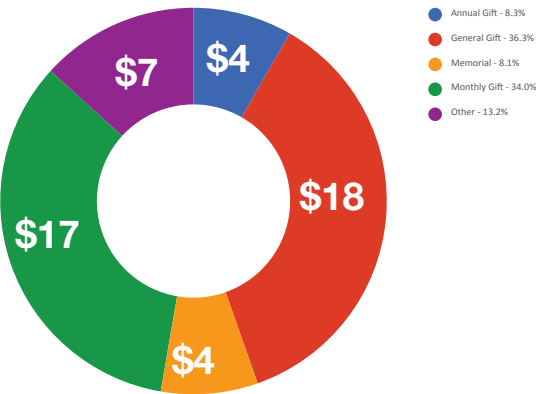
### Upgrades

In the summer of 2018, we were excited to complete an Outdoor Beautification Project at Radiant Care Pleasant Manor that had begun the previous year. Through the generous support of donors we were able to replace a number of old sidewalks with new, smooth concrete sidewalks for the safety and enjoyment of residents and tenants. And at Radiant Care Tabor Manor we continue to enhance both interior and exterior surroundings as we are able. We work in collaboration with our Tenant Councils to identify projects that will provide maximum benefit for our seniors, and we value their advice and support.

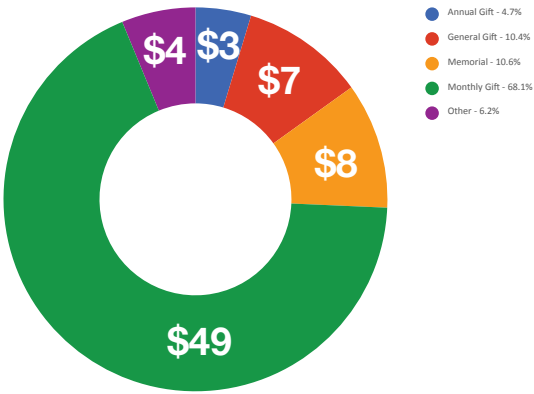
DONATIONS - Radiant Care 2018 (\$122,428)



DONATIONS - Radiant Care Pleasant Manor 2018 (\$50,870)

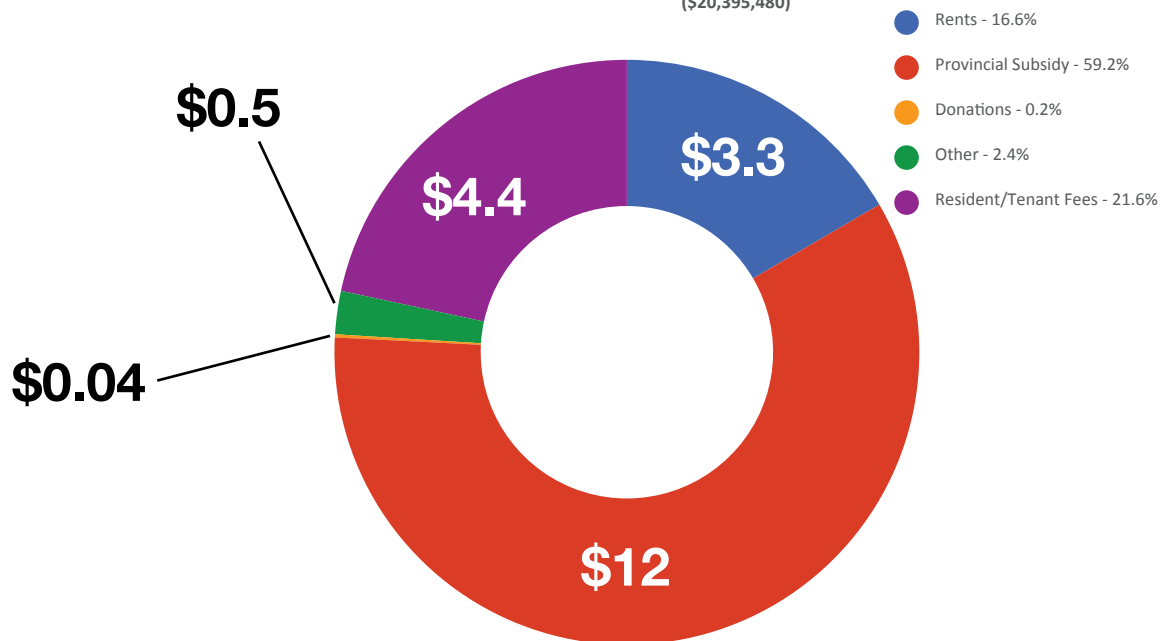


DONATIONS - Radiant Care Tabor Manor 2018 (\$71,557)

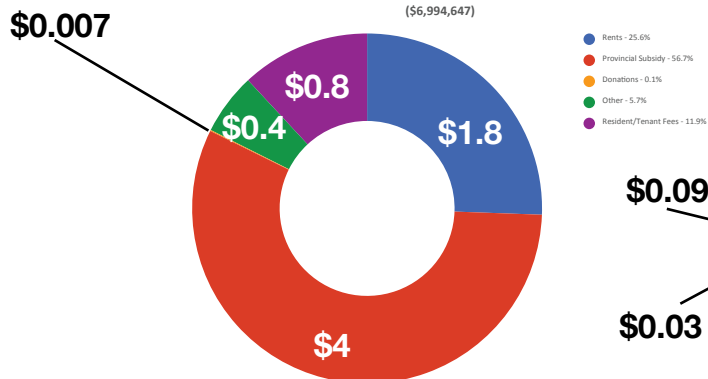


# BUDGET OVERVIEW

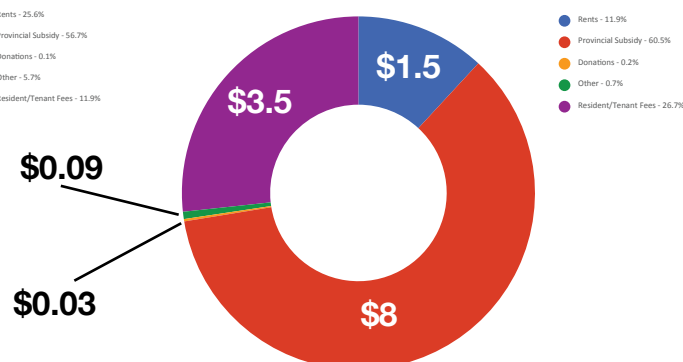
FUNDING SOURCES - Radiant Care 2018  
(\$20,395,480)



FUNDING SOURCES - Radiant Care Pleasant Manor 2018  
(\$6,994,647)



FUNDING SOURCES - Radiant Care Tabor Manor 2018  
(\$13,400,833)



## 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 361 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 \$9.54 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.**



# Radiant Care

## OPENING DOORS FOR SENIORS

We are launching our new foundation banner Opening Doors for Seniors which puts into context how donations are used at Radiant Care, beyond what our funding would normally allow.

How can your donation open doors for seniors? The possibilities are endless!

Your support of the Radiant Care Foundation can help us –

- Ensure that doorways, sidewalks, hallways, are barrier-free
- Broaden the horizons of our seniors through art exhibits, cultural experiences, and workshops
- Bring a wide variety of music programs to inspire and delight
- Awaken new energy in those we serve, by offering fitness and exercise activities that are led by qualified coaches
- 
- Validate the spiritual identity of seniors who live in our homes

The Radiant Care Foundation works hand in hand with the Board of Directors, responding to proposals from residents, tenants, volunteers and staff at both Pleasant Manor and Tabor Manor, to support a variety of exciting initiatives, all designated to open doors for seniors.

We are committed to opening doors for seniors! Through your generosity, we can enhance the lives of our residents and tenants in ways that add value and vitality to each day.

Thanks for your support!



Why should I donate to Radiant Care?  
To Open Doors for Seniors! When you donate to the Radiant Care Foundation, you open the door to –

- **Social and educational opportunities**
- **Recreational activities**
- **Equipment purchases**
- **Spiritual enrichment**
- **And more!**