

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

NEW 2019-2022 STRATEGIC PLAN UPDATE

Excellent, Top-Quality Client Experience



With more than 70% of residents in our Long-Term Care homes living with cognitive impairments, as well as many in our housing units, Montessori-based programs and activities have been incorporated into daily life at Radiant Care.

Most recently, Radiant Care has implemented in its Long-Term Care and housing programs, a cognitive stimulation therapy program called “Fit Minds.” With the implementation of Fit Minds, we have measured improvements in Mini Mental scores by up to 4 points, in some cases, and have measured decreases in responsive behaviours during and following engagement in the program.

Radiant Care’s Montessori-based programs are having a measured impact on the lives of seniors, and help us fulfil the promise we make to residents and tenants.

Human Resources Development



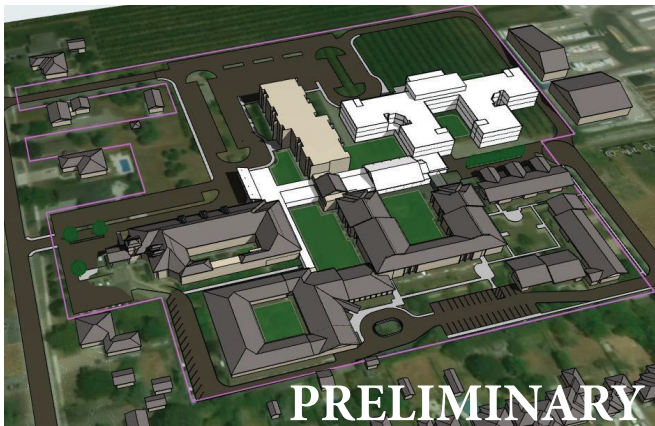
Our relationship with Brock University and Niagara College is strong and flourishing.

A “Living Classroom” was created in Tabor Manor’s former Long-Term Care home, through the retrofit of several old resident rooms into training labs.

A strong focus of our relationships with Brock University and Niagara College is on preparing students for work in the area of seniors’ services, thereby increasing the supply of employees for rewarding careers in health and aging.

Through a number of endeavours, Radiant Care has engaged its 350 employees to better understand why employees are choosing to remain employed at Radiant Care and why some are choosing to leave. Employee engagement efforts will help us create and enhance a culture of appreciation and recognition, thereby helping us fulfil the promise we make to our employees to be valued and treated with respect.

Methodically Planned Growth



We patiently await government’s decision on final bed count for the Pleasant Manor Long-Term Care redevelopment. Currently, we operate 41 beds and were awarded 81 bed licenses in 2018. We await confirmation of another 38 bed licenses in order to achieve the 160 beds Pleasant Manor was approved to build.

Radiant Care’s wait-lists for apartment living continue to grow, with over 2,000 people expressing interest in living at one of our sites.

Radiant Care’s Building Committee is commissioned to not only plan the building of a new Long-Term Care home at our Pleasant Manor site and to retrofit the existing Long-Term Care home into semi-independent living, but also to explore the building of a new apartment at our Tabor Manor site to address the burgeoning wait-list. This work has already started.

WE VALUE YOUR SUPPORT!

How People Donate

Individuals and families supported Radiant Care homes in a variety of ways in 2019. 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.

Why Donate

Donations from the Foundation are used to enhance and improve residents’ and tenants’ experiences through activities and events designed to reduce barriers and promote independence and integration with each other and their broader community beyond what can be achieved through the government and non-government funding received by Radiant Care. We call this ‘Opening Doors for Seniors.’ The focus of annual work of the Foundation is achieved through a process of resident, tenant, and employee engagement, and is approved by the Foundation’s Board of Directors.

2019 OPENING DOORS FOR SENIORS

To our residents and tenants, we promise to provide them a home that is a familiar, faith-based and caring community where they know the people and culture, their independence is respected, daily needs are taken care of, where they are treated with love and dignity and they can enjoy peace of mind knowing they will always have a home and access to excellent care. To this end, the Foundation has opened doors for seniors in the following ways:



Spiritual Enrichment

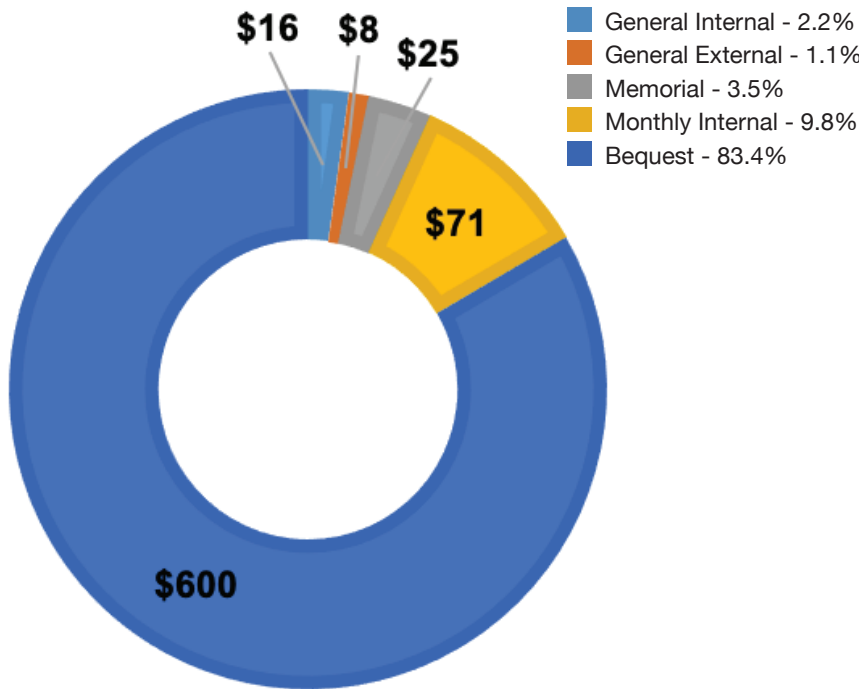
Our focus on spiritual enrichment is highly valued at Radiant Care. To help sustain the chapel services, one-on-one visitations, Bible Studies, and other faith-based activities, the Foundation continued to provide funding to ensure we are able to have a chaplaincy presence in both homes, on a full-time basis – not something we could offer by relying solely on government funding. Spiritual enrichment is a critically important thread woven into the fabric of daily life at Radiant Care.



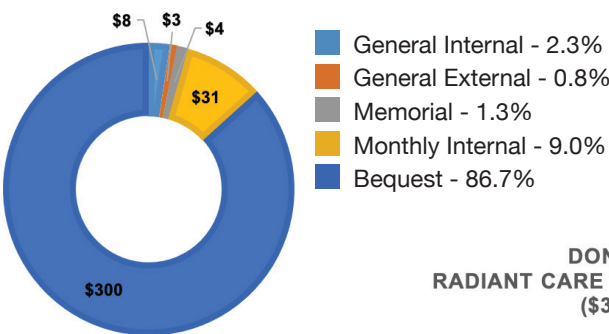
Culture and Music

The Foundation’s 2019 focus for Opening Doors for Seniors revolved around providing a range of cultural and musical events including support for Farm Day and Heritage Day, our two large annual community events, as well as special entertainment by John Pebble, Walter Ostanek, Lincoln Concert Band, and the Sweet Harmony Choir.

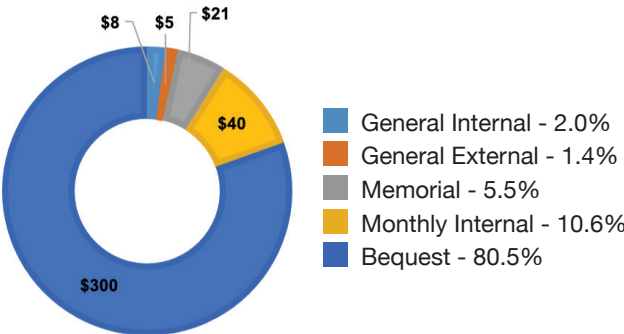
DONATIONS RADIANT CARE 2019 (\$718,960)



DONATIONS RADIANT CARE PLEASANT MANOR 2019 (\$346,200)

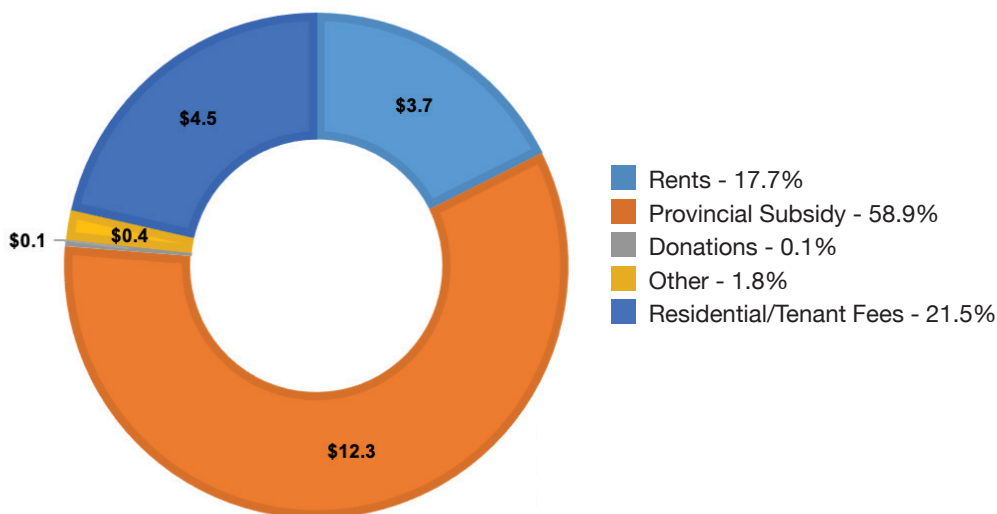


DONATIONS RADIANT CARE TABOR MANOR 2019 (\$372,760)

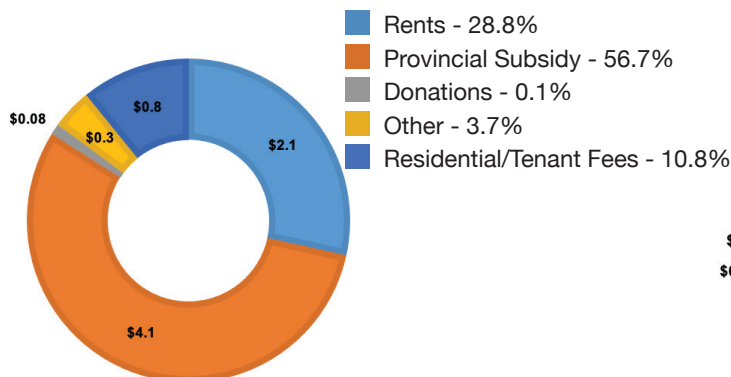


BUDGET OVERVIEW

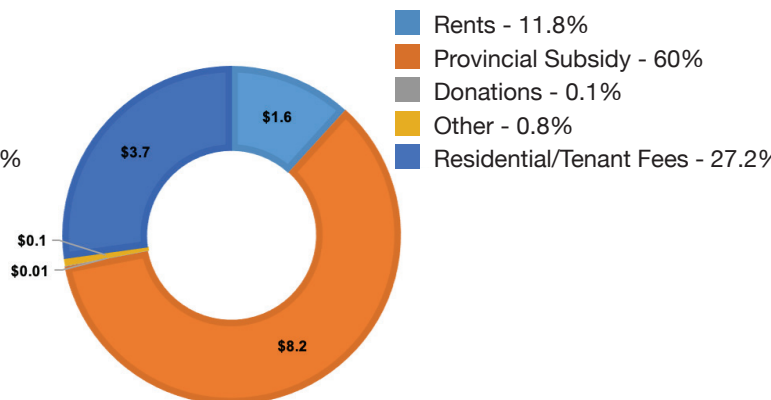
FUNDING SOURCES
RADIANT CARE 2019
(\$20,924,930)



FUNDING SOURCES
RADIANT CARE PLEASANT MANOR 2019
(\$7,207,080)



FUNDING SOURCES
RADIANT CARE TABOR MANOR 2019
(\$13,717,850)



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 350 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: This year, we completed major retrofitting with fire safety equipment (alarms and sprinklers), common area upgrades, property signs, new roofs at Pleasant Manor, and we continue to work on window replacement at Tabor Manor's Mapleview Apartment.

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.