

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



2020 was a year like no other. How often have we heard, “Necessity is the mother of invention?” Restrictions on visitations imposed by the COVID-19 pandemic had a profound impact on residents’ and tenants’ social and mental well-being.

The need for social contact and visits with others was so great that our staff were forced to find different ways to achieve this. Through Zoom and FaceTime, additional mobile iPads and laptops, our staff were able to help residents and tenants maintain strong connections to their families and friends.

#### Stay connected with us online:



[FACEBOOK.COM/RADIANTCARENIAGARA](https://www.facebook.com/radiantcareniagara)



[INSTAGRAM.COM/RADIANTCARENIAGARA](https://www.instagram.com/radiantcareniagara)



[RADIANTCARE.NET/NEWS](https://www.radiantcare.net/news)

### Human Resources Development



Throughout the pandemic, our academic partnerships with Brock University, Niagara College, and the District School Board of Niagara remained intact and robust. These partnerships allow RN, RPN, PSW, and Therapeutic Recreation students to gain fantastic insights and practical experience, preparing them for a rewarding career in health care. Graduates from these programs are often hired by Radiant Care to support our staffing needs.

The “Living Classroom” at Tabor Manor is an exciting and innovative initiative between Radiant Care and Niagara College. International PSW students attend their semester of training in former resident rooms, modified into contemporary learning laboratories. Students attending this program complete all required curriculum learning and long-term care and community clinical placements at one site.

### Methodically Planned Growth



In December 2020, we received confirmation from the Ontario government that Pleasant Manor’s plan to build a 160-bed long-term care home was finally approved. The new long-term care home will replace the existing 41-bed home and provide 119 new opportunities for long-term care within the Niagara-on-the-Lake municipality.

2020 marks the year of our embarking on a multi-year plan to upgrade and retrofit our existing, aging apartment suites at both sites. New interior design includes open concept and amenities such as showers with seats, all designed to be remove barriers to mobility and function. Visit our website to see the new design.

Conceptual planning continues on the next phase of development at Tabor Manor. A new apartment at Tabor Manor will assist in addressing the growing demand and waiting list for seniors housing.



# WE VALUE YOUR SUPPORT!

## How People Donate

Individuals and families supported Radiant Care homes in a variety of ways in 2020. 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. In 2020, we saw an increase in online donations. We invite you to donate online at [radiantcare.net/donate](https://radiantcare.net/donate)

## 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.

## 2020 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

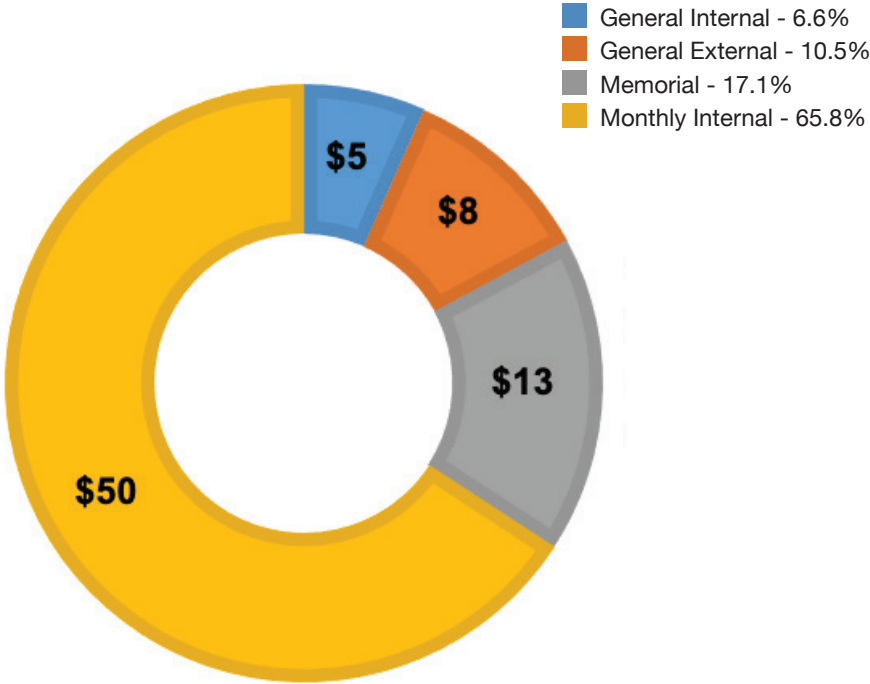
Our focus on spiritual enrichment is highly valued at Radiant Care. The Foundation continued to provide funding to ensure we were able to have a chaplaincy presence in both homes, on a full-time basis – not something we could offer by relying on government funding alone. Spiritual enrichment is a critically important thread woven into the fabric of daily life at Radiant Care, and the support and encouragement our Chaplains provided during this year of isolation were more important than ever.



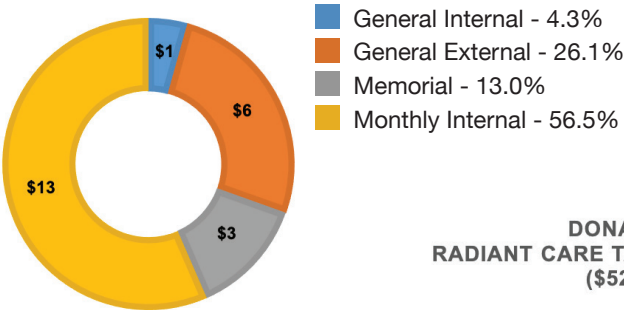
### Virtual Reality Experiences

The focus of the Foundation’s 2020 Opening Doors for Seniors plan, including many bus trips and musical events for long-term care residents and tenants, was changed to reflect the realities of the COVID-19 pandemic. Through the purchase of virtual reality equipment, we were able to “open doors for seniors” by providing them with 3D virtual experiences such as trips to familiar places, the theatre, sports events, nature and much more. The Foundation also purchased a number of new iPads for both homes so residents and tenants could interact with family members whose visitations were affected by pandemic restrictions.

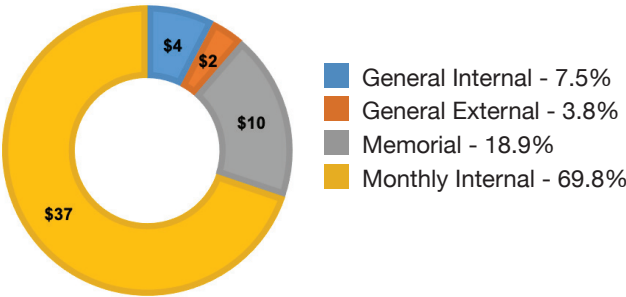
DONATIONS  
RADIANT CARE 2020  
(\$75,358)



DONATIONS  
RADIANT CARE PLEASANT MANOR 2020  
(\$22,727)

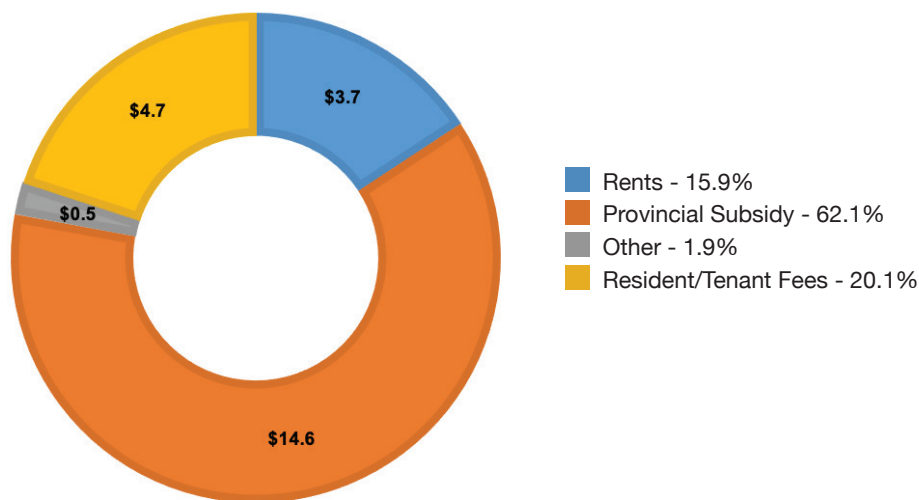


DONATIONS  
RADIANT CARE TABOR MANOR 2020  
(\$52,631)

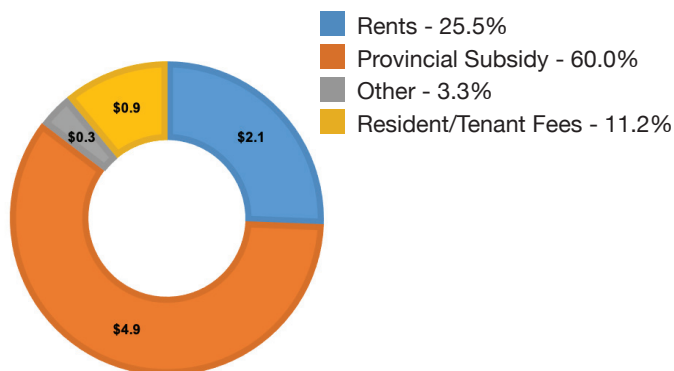


# BUDGET OVERVIEW

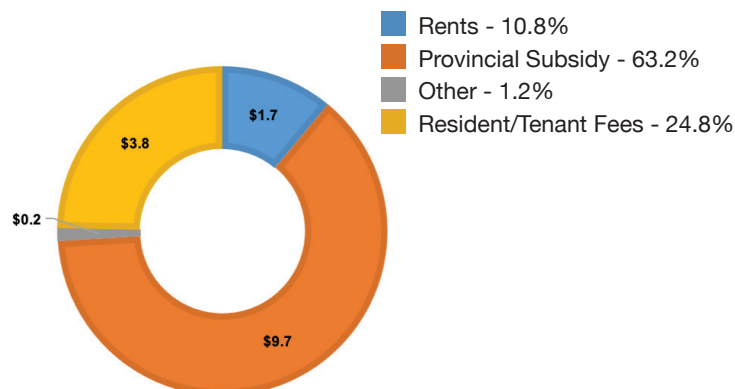
FUNDING SOURCES  
RADIANT CARE 2020  
(\$23,523,145)



FUNDING SOURCES  
RADIANT CARE PLEASANT MANOR 2020  
(\$8,170,802)



FUNDING SOURCES  
RADIANT CARE TABOR MANOR 2020  
(\$15,352,343)



## 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 started retrofitting our aging apartments, and completed the major window replacement in 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.