

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



Despite challenges due to the global pandemic, our staff worked tirelessly to combat isolation and loneliness by continuing to provide excellent resident-focused care and by engaging residents in meaningful individualized activities all year long, as well as group programming when it was safe to do so. Some of the highlights for our long-term care residents were the Radiant Care Olympics, carnival week, seasonal festivities and treats, and a new favourite: our very own Tim Hortons drive thru, complete with personalized license plates! We also purchased new iPads and used them to ensure that residents and their families remained connected, and to provide virtual programming for our tenants through Zoom.

Follow us on social media to see the exciting things happening within our homes:



[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



Despite staffing challenges in almost every sector in society, we are grateful to God for the wonderful staff He has provided us. The past year has been very challenging, but, toward what we hope are the "tailings" of the pandemic, staffing patterns appear to be normalizing. Local academic partnerships remain strong, with student placements from Brock University, Niagara College, District School Board of Niagara, and most recently, Trillium College. We have hired many staff through these partnerships.

To appreciate and recognize our staff, we have carried out a range of appreciation events and are in the process of improving the workplace through better wifi and developing relaxation and rejuvenation rooms. New this year were Radiant Care Health Care Heroes t-shirts and Radiant Care yoga jackets. Thank you so much to all our great employees who have stuck it out during unprecedented times. We could not have done it without you!

Methodically Planned Growth



Following the December 2020 announcement of 38 additional long-term care bed licences for Pleasant Manor, the Radiant Care Building Committee and design team are in the process of finalizing the plans for a new state-of-the-art 160 bed long-term care home. While there are still a number of critical steps remaining before we are able to put the shovel in the ground, we anticipate ground-breaking in Spring of 2023. We continue to monitor building costs very closely, as the cost of construction has escalated dramatically in the past two years.

The Building Committee has also been engaged in designing the next phase of development at Tabor Manor. Our current plan includes a new 120+ unit apartment building, adjoined to the South aspect of the existing building.

To continue looking after our homes, we have been renovating and updating vacated apartment units to a more contemporary style. Look how beautiful they're turning out!

WE VALUE YOUR SUPPORT!

How People Donate

Individuals and families supported Radiant Care homes in a variety of ways in 2021. 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. We invite you to donate online at 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.

2021 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

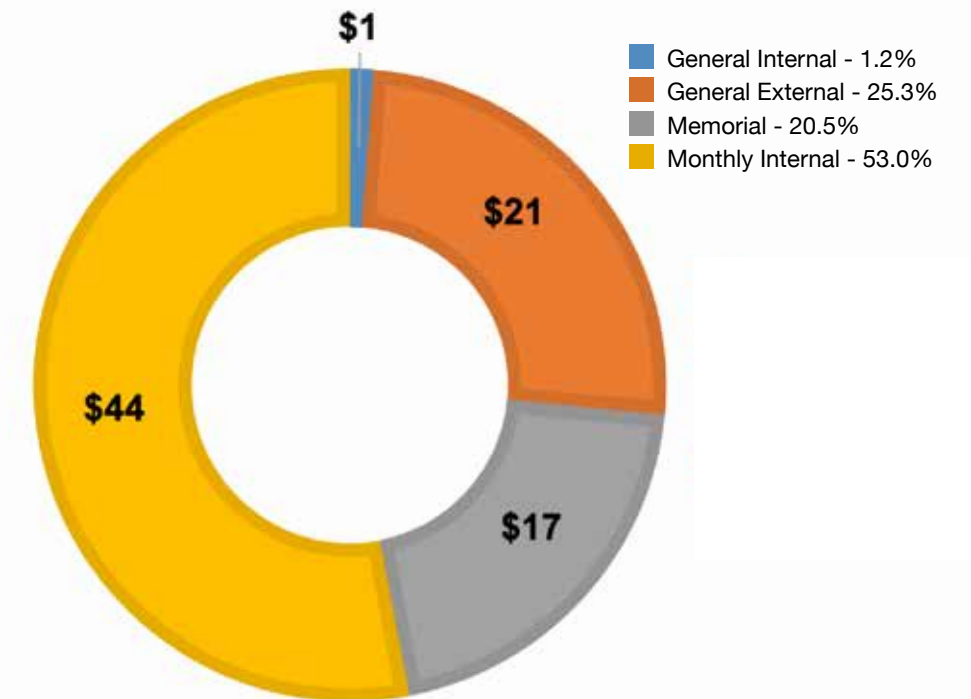
Our focus on spiritual enrichment is highly valued at Radiant Care. The Foundation continued to provide funding to ensure we were able to have a chaplaincy presence in both homes, on a full-time basis – not something we could offer by relying on government funding alone. Spiritual enrichment is a critically 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.



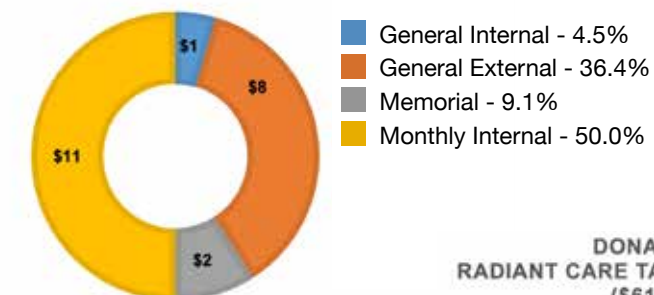
Expanding Virtual and Meaningful Experiences

The focus of our Foundation's 2021 Opening Doors for Seniors plan was again adapted to reflect current and emerging needs presented by the pandemic. The purchase of 12 new iPads enabled broader reach into our communities for spiritual programming, exercise, music, connecting with family, and more. Other purchases included raised garden beds and virtual musical therapy.

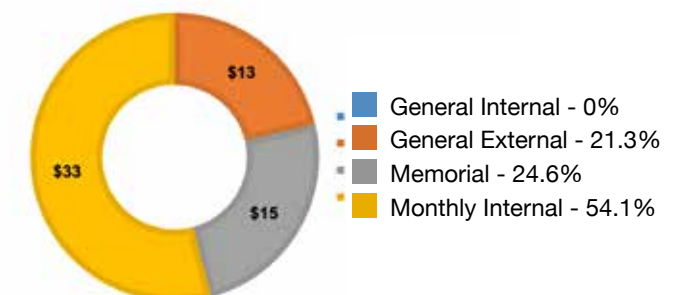
DONATIONS RADIANT CARE 2021 (\$82,883)



DONATIONS RADIANT CARE PLEASANT MANOR 2021 (\$21,104)

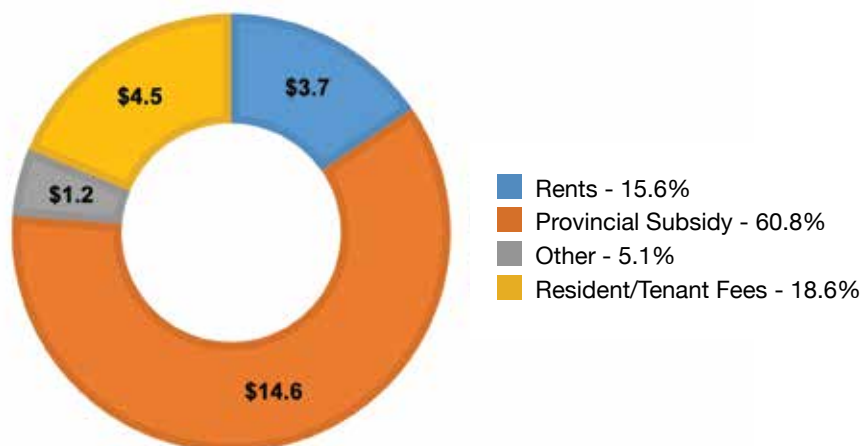


DONATIONS RADIANT CARE TABOR MANOR 2021 (\$61,779)

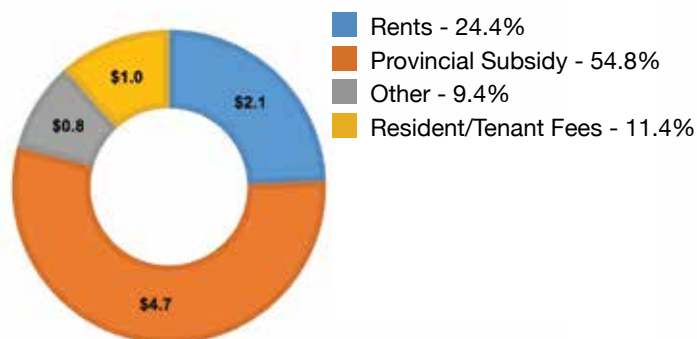


FUNDING OVERVIEW

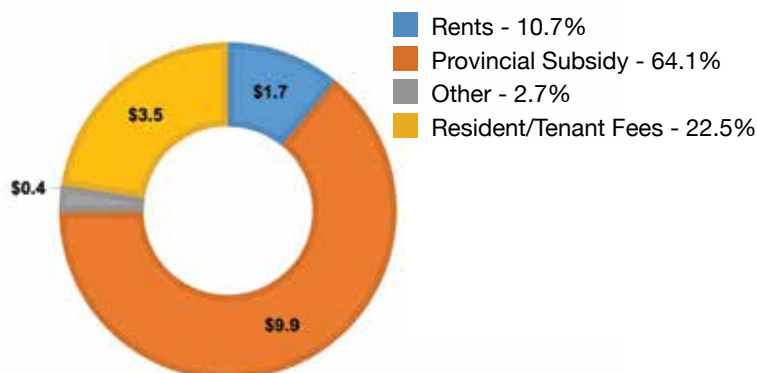
FUNDING SOURCES
RADIANT CARE 2021
(\$24,036,948)



FUNDING SOURCES
RADIANT CARE PLEASANT MANOR 2021
(\$8,565,227)



FUNDING SOURCES
RADIANT CARE TABOR MANOR 2021
(\$15,471,721)



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 continued retrofitting our aging apartments.

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, and more.

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

The Radiant Care Foundation launched its Opening Doors for Seniors focus in 2020 after considerable engagement with the people who are impacted most – the seniors who choose to live at Pleasant Manor and Tabor Manor. Following two years of isolation due to the global pandemic, as our world “re-opens”, the Radiant Care Foundation will be making the following tangible investments in 2022 as we recover, restore, and rebuild.

In 2022, donations will support:

- Full-time spiritual enrichment programs, activities and entertainment
- Bus trips
- On-site musical and social events
- Monthly music therapy in long-term care
- Beneficial resident/tenant equipment
- And more!

By supporting these events and purchases, the Radiant Care Foundation works to remove physical, emotional, and social barriers associated with aging, thereby Opening Doors for Seniors.

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

Intentional social and educational opportunities

Focused recreational activities

Targeted equipment purchases

Spiritual enrichment

And more!

