

Radiant Care



2024 Annual Impact Report

Missional Impact

Board of Directors

John Krause
President

Ken Friesen
Vice-President

Dorothea Enns
Secretary-Treasurer

Al Heywood
Director

Darrell Buys
Director

John Dyck
Director

Nathan Braun
Director

Richard Wall
Director

Ron Riediger
Director



Throughout 2024, our Board's focus on alleviating the effects of aging was expressed through our capital and program planning. Construction on Pleasant Manor's new Long-Term Care Home progressed well. The new home will offer greater privacy and amenity areas for 160 residents, with programming geared toward meeting cognitive and physical needs. As a faith-based home, our Board prioritizes meeting the spiritual needs of the seniors who have chosen to live at our homes, using as its guide the Radiant Care Confession of Faith.

We remain thankful to God for His leading of Radiant Care.

"Therefore, as we have opportunity, let us do good to all people, especially to those who belong to the family of believers." (Galatians 6:10).

John Krause, President, Board of Directors



God's watchfulness over Radiant Care in 2024 was witnessed in many ways. Our apartment retrofit and refresh initiatives ensure that our accommodation is contemporary by décor and design, affording our tenants barrier-free living. Our financial standing is strong, helped in part by the provincial government, who injected more funding into Long-Term Care across the province, allowing us to hire more staff in our Long-Term Care Homes, positively impacting our staff to resident care ratios.

We achieved a major milestone this year by becoming accredited through the Commission on Accreditation of Rehabilitation Facilities, (CARF). The impact of accreditation on Radiant Care supports our continued high standard of quality person-centred care, from policy to action. We are thankful to all our employees who helped us achieve a high standing with CARF.

"But they that wait on the Lord shall renew their strength; they shall mount up with wings as eagles; they shall run, and not be weary; and they shall walk, and not faint" (Isaiah 40:31)

Tim Siemens, CEO, Radiant Care

About Radiant Care



Pleasant Manor and Tabor Manor, operated collectively as Radiant Care, are two campuses of care that provide life lease, rental housing, and Long-Term Care to people 65 years of age and older in the Niagara region.

Our work as charities is to provide residential housing, as well as related facilities, programs, and support services for seniors to alleviate the effects of aging.

Our values of Christian evangelical and Anabaptist faith and heritage influence the manifestation of our care and services for the 600-plus seniors who call Pleasant Manor or Tabor Manor their home, the type of care we provide, and the diligent use of the financial resources entrusted to us.

The ensuing report highlights the six main divisions that make up Radiant Care and the impact each division had within the homes over the past year.

Also included in this report is a summary of the impact the new Long-Term Care project currently under construction at Pleasant Manor, and our housing retrofit project have made within the homes.



Michael Dyck
Spiritual Life Lead,
Spiritual Life Division



Alaina Costea
Human Resources Manager,
People Division



Megan Challice
Supportive Housing Manager,
Community Division



Fola Akano
Senior Administrator Long-Term
Care, Long-Term Care Division



Rick Green
Maintenance Manager,
Property Division



Eileen Tepsa
Director of Finance,
Finance Division

Spiritual Life



1528

Personal Visits

21

Chapel Speakers

14

Church Connections

6

Ministry Connections

8

Spiritual Care Volunteers

48

Spiritual Care Workshop Participants

The Spiritual Life Division provides spiritual care primarily to those who live in our homes. This year, we strengthened our ties with local churches and ministries by increasing their participation in weekly chapels, choir concerts, hymn sings, personal visits, and regular times of fellowship. At our annual Spiritual Care Workshop, Jane Kuepfer, a specialist in spirituality and aging, inspired 48 participants to explore and develop meaning in the last stages of life.

Our second goal was to give greater attention to our staff, recognizing that excellent care comes from excellently cared-for staff. We stationed prayer boxes in staff areas to collect prayer requests for our weekly chaplain prayer times and hosted two staff appreciation/blessing coffee breaks, which we hope to do semi-annually.

Our work this year helped to nurture the spirituality of love and community on our two campuses.





People Division

426

Employees Currently Working at Both Sites

250

New Job Opportunities for Pleasant Manor's New Long-Term Care Home, Opening in 2025

8

Academic Partnerships

172

Number of Students Who Completed Their Placements in our Homes

38

Formal Volunteers But Many More Helping Hands



The People Division at Radiant Care ensures high standards of care and service for residents, tenants, and regulatory authorities. In 2024, over 150 staff were hired to meet the Ministry's goal of 4 hours of care per resident per day. Staff wages exceed Niagara's Living Wage of \$20.90 per hour. We strengthened recruitment through partnerships with local schools and colleges, and the new Preceptor Resource and Education Program in Long-Term Care, (PREP LTC) funding allowed us to appreciate our preceptors and continue using placements to recruit top talent.

Our Living Classrooms provide hands-on training for PSW students, helping them gain real-world experience. Radiant Care participated in numerous job fairs to build relationships with prospective employees, particularly as we prepare for the opening of Pleasant Manor Long-Term Care in Fall 2025, creating over 250 new job opportunities.

Additionally, many volunteers contributed to a vibrant atmosphere in our homes. Radiant Care's People Division played a vital role in growth, quality care, compliance, and community engagement.



Scan the QR code to hear what our employees have to say about working at Radiant Care

Community Division



220

Clients Served

55

Personal Support
Workers

\$2.7M

Combined Annual
Budget

50,767

Hours of Support
Provided

78,298

Safety Checks

Through our Supportive Housing Program, Radiant Care's Community Division aims to keep seniors in their apartments and life lease units as long as possible, and out of Long-Term Care and the hospital. By providing essential support services, we help seniors maintain independence, offering peace of mind for both them and their families.

The program offers a variety of services, including assistance with activities of daily living, medication reminders, and safety checks, all provided by our team of PSWs. With feedback from our clients, we strive to improve the delivery of our services. In response to client feedback, we recently refreshed the environment in three of our five spa rooms for the enjoyment of our clients receiving bathing services through our Supportive Housing Program.

Radiant Care's Supportive Housing Program fosters independence, community, and faith, significantly impacting the quality of life for seniors. A key aspect of our program is the continuity of care, which allows seniors to stay in a familiar environment surrounded by a supportive community, reducing stress and promoting emotional well-being.



pre-retrofit



post-retrofit



13,505

Baths or Showers
Provided

84,420

Meals Provided

1,258

Medication
Reminders
Provided

3,084

Unscheduled
Responses
Provided

602

Emergency
Responses

89

Average Age of
Clients Served



Long-Term Care



169

Residents Served

348

Long-Term Care
Employees

\$19.3M

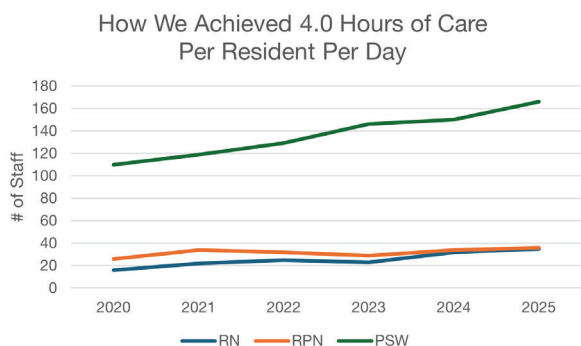
Combined Annual
Budget

246,000

Hours of Direct Care
Provided

308,000

Medication Passes



Radiant Care is committed to providing high-quality care. We are pleased to report that with new Ministry funding both Long-Term Care Homes achieved the Ministry's standard of 4.0 hours of care per resident per day, allowing us to hire more Registered Nurses, Registered Practical Nurses, and Personal Support Workers, with the majority being Personal Support Workers, as shown in the accompanying graph. This has dramatically improved the staff-to-resident ratio from approximately 1:8 two years ago to 1:6 at present.

Radiant Care leveraged new technology such as RNAO Pathways, Point Click Care Insights, Synergy, Activity Pro, and Project Amplifi to enhance quality care, improve efficiency, and support compliance.

In 2024, we promoted professional development in the areas of Dementia Care, Palliative Care, Infection Prevention and Control, and Preceptor courses to ensure staff were well-equipped to meet resident needs and regulatory compliance.

Our multidisciplinary team successfully supported 67 new residents through their transition into Long-Term Care, ensuring personalized care plans that address psychosocial, medical, and nutritional needs. We are dedicated to enhancing residents' quality of life through therapeutic recreation programs tailored to their unique abilities and interests, helping them thrive in their new home.



17,500

Baths Provided

13,505

Loads of Laundry
Processed

17,520

Hours of
Housekeeping
Provided

19,300

Number of Activities
Carried Out

420

Individuals on our
Long-Term Care
Waitlists



Pleasant Manor Long-Term Care Project



160

Long-Term Care Residents

\$70.5M

Total Project Cost

250

New Job Opportunities

Fall 2025

Completion Date

We look forward to welcoming 119 new residents and 250 new staff to the Radiant Care Family in Fall 2025.

The new home is designed to provide residents with much greater privacy. Built above minimum square foot standards, the new home offers just over 108,000 square feet of space for resident rooms, common areas, and staff rejuvenation areas. Special attention was taken to draw in natural light, with each resident having their own window. Staff spaces are bright and airy, including a separate courtyard.

After vacating Pleasant Manor's existing Long-Term Care Home, we will convert this space into a Community Hub, Fitness and Wellness Centre, Living Classroom, and office space. We thank the Virgil Business Association in advance for sponsoring the fitness equipment for the Fitness and Wellness Centre.



Scan the QR code to visit the LTC Project donation page



Scan the QR code to view a live stream of the construction



Property

19,378

Work Orders Completed in 2024

53

Average Number of Work Orders Completed Each Day

95.4%

Of Work Orders Completed Within 24 Hours

15

Dedicated Parts/ Inventory Suppliers

20

Dedicated Contractors of Record for Repairs and Service



This past year, Radiant Care's Property Division improved the efficiency of our preventative maintenance system, which keeps our buildings, equipment, and systems operating safely and effectively.

Much of the carpeting in our Long-Term Care homes was replaced with vinyl laminate flooring, to improve ease of movement for residents, and to help with infection prevention and control.

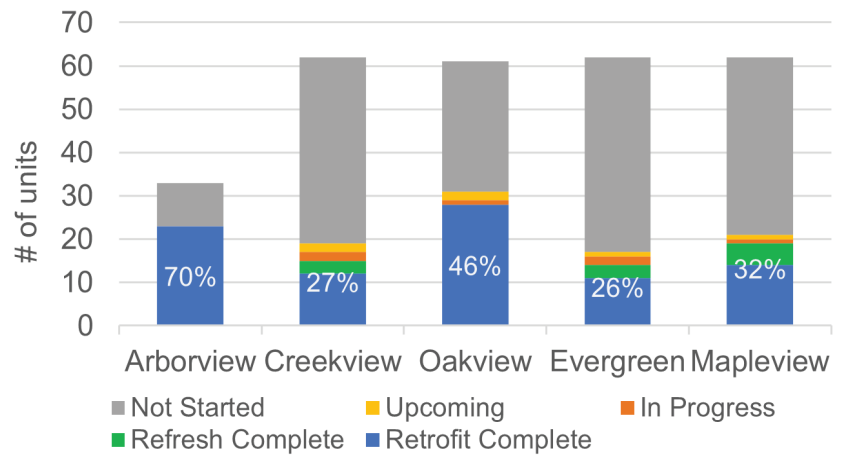


The landscaping of our properties is always ongoing. In 2024, we improved resident and tenant safety at both homes with the replacement of uneven and cracked sidewalk surfaces and paver stones. We are thankful to the army of office staff who participated in the 2024 yard-work day, with concentrated effort on improving the curb appeal of the Garden Court Townhomes.

In 2024, despite posting more annual work orders than in 2023, we were able to complete more work orders per day and increase the number of work orders completed within 24 hours by 1.2%.

Housing and Admissions

Renovation Status, by Building



258

Rental Apartments

47

Wellness Suites

32

Life Lease Units

99

Renovated Units

2,326

Individuals on Rental Apartment Waitlists

315

Individuals on Life Lease Wait List



Hilary Leveille
Housing & Capital Works
Coordinator

Since starting our apartment refreshment and retrofit program in 2021, we have renovated 99 of our 280 eligible units (88 retrofits, 11 refreshes). The accompanying graph shows our building-by-building progress. This ongoing work is being completed through natural attrition.

As a response to feedback received from our tenants and families, in 2024, we embarked on a retrofit project of our 10 hospitality suites and have completed 4 to date. Hospitality suites offer overnight accommodation for families and friends to be close to their loved ones when visiting from out of town, and can be booked through our administration offices.



pre-retrofit



post-retrofit

Through this work, we continue to be a leader in senior housing and support services in Niagara.



Finance

FUNDING SOURCES

Radiant Care
(\$27,876,157)



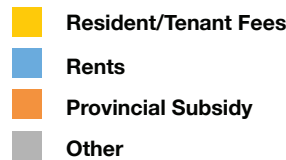
FUNDING SOURCES

Radiant Care Pleasant Manor
(\$9,317,064)



FUNDING SOURCES

Radiant Care Tabor Manor
(\$18,559,093)



Radiant Care's commitment to exceptional care and accommodations is reinforced by the diversity and stability of our funding sources. Receiving a significant portion of our care funding from provincial subsidies enables us to provide high-quality, affordable services. Notably, a 14% increase in Long-Term Care nursing funding allowed us to reach the Ministry's March 31, 2025 target of 4.0 hours of care per resident per day.

Throughout 2024, we continued enhancement of our homes, creating a modern and welcoming environment that meets the evolving expectations of senior living. Rent rates are intentionally set below market averages, ensuring affordability without compromising quality. Our revenue model—built on modest rents—is carefully structured to maintain financial stability and sustainability. Surpluses, if any, are reinvested to improve the quality of care of residents and tenants and to ensure our existing buildings are well-maintained.

Our Foundation



16

Bus Trips

31

Special Music and
Music Therapy Events

11

Special Events

\$20K

Allocated to Support
Spiritual Life Activities

Radiant Care Foundation's impact on seniors living at Radiant Care Pleasant Manor and Radiant Care Tabor Manor is expressed through the annual "Opening Doors for Seniors" initiative.

Each year's Opening Doors for Seniors initiative is crafted with input and ideas generated from our residents and tenants through the annual satisfaction surveys, and represents activities our seniors would not enjoy were it not for the efforts of our donors. In 2024, our residents and tenants enjoyed musical programming, bus trips, special events, and spiritual activities.

The Radiant Care Foundation was blessed in 2024 with major legacy gifts totaling over \$800K.

Ways to Support Radiant Care



Donate monthly through our website

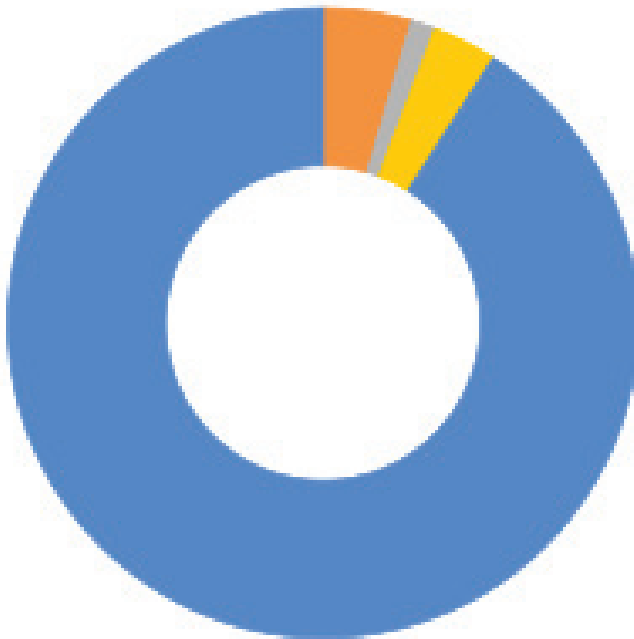


Consider naming Radiant Care in your will

Your donation will directly impact the seniors who choose to live at our homes.

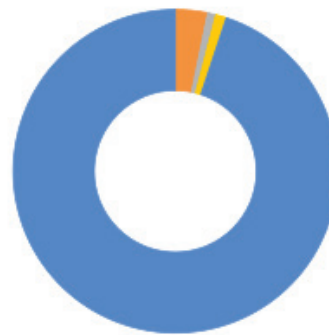


DONATIONS Radiant Care (\$880,267)



- Monthly Internal
- General External
- Memorial
- Bequest

DONATIONS Radiant Care Pleasant Manor (\$843,192)



DONATIONS Radiant Care Tabor Manor (\$37,075)



Radiant Care

Radiant Care Pleasant Manor

Administration Office
15 Elden Street
P.O. Box 500
Virgil, ON L0S 1T0

Long-Term Care Home
1743 Four Mile Creek Road
P.O. Box 350
Virgil, ON L0S 1T0

General Enquiries
905-468-1111

Radiant Care Tabor Manor

Administration Office
1 Tabor Drive
St Catharines, ON L2N 1V9

Long-Term Care Home
7 Tabor Drive
St Catharines, ON L2N 1V9

General Enquiries
905-934-2548