



2025-2026 Business Plan / Balanced Scorecard

FINANCIAL		LEAD	J	J	A	S	O	N	D	J	F	M	A	M
BEING THE BEST AT WHAT WE DO														
Ensure financial sustainability for operational and capital planning, maximizing value and resource efficiency to support Radiant Care’s training and care model.		CEO												
CUSTOMER SERVICE		LEAD	J	J	A	S	O	N	D	J	F	M	A	M
COMMUNITY ENGAGEMENT AND PARTNERSHIPS														
Seek out external partners who support Radiant Care’s focus on creating vibrant and flourishing relationships and invite them to participate in our journey of making a difference in the lives of the seniors who have chosen to live in our homes.		CEO												
SYSTEMS (INTERNAL PROCESSES)		LEAD	J	J	A	S	O	N	D	J	F	M	A	M
PRAISING AND SUPPORTING THE PEOPLE WHO CARE														
Implement the Integrated Recognition Model adopted by Radiant Care, focusing on employees and volunteers, in support of our 2025 growth strategy.		CEO												
LEARNING AND GROWTH		LEAD	J	J	A	S	O	N	D	J	F	M	A	M
BEING THE BEST AT WHAT WE DO														
Train all existing and new employees in The Radiant Care Way Curriculum, DementiAbility, and palliative or end-of-life care.		CEO												

LEGEND:

Advancing as Planned

Challenges

Not Currently Active

Complete