

## Frequently Asked Questions About Moving into the New Long-Term Care Home

1. What furniture is provided in each resident room? Can we bring our own furniture into the room (e.g. recliner, sofa, bookshelf, mini fridge)?
  - Each resident room is equipped with a bed, a nightstand, and a chair. There will also be a small 3-drawer storage unit in the closet to be used as dresser space.
  - Residents may bring one recliner/chair of their choice, space permitting.
  - Aside from a recliner/chair of choice (space permitting), additional furniture is not permitted because there needs to be ample space for the resident and staff to move around the room.
  - Refrigerated items must be stored in the fridges that are available in the kitchen serveries on each resident home area. These fridges are maintained under Public Health guidelines.
2. If family is visiting, can we bring chairs in the room?
  - There will not be chairs available at the home to bring into a resident's room but residents/family may store a folding chair in the resident's closet for a visitor, space permitting.
  - Each resident home area (RHA) is equipped with two living rooms and space at the end of the hallway that may be used for visiting.
3. How do we set up phone?
  - Residents may sign up to receive phone service through Radiant Care for a monthly fee. Phone service includes long distance.
    - Our Housing and Capital Works Coordinator will be meeting with all current residents or their POA of Finance prior to Move In day to discuss if they would like phone services in the new home.
  - Residents who sign up for phone service will be provided a phone extension based on their room number. Callers will call a central number and then enter the resident's extension to call their phone. Existing phone numbers cannot be transferred over.
  - Residents will provide their own physical phone and will plug it into the phone jack provided in the resident room.
4. Will there be internet provided? Can we get our own internet?
  - Guest wifi access will be available throughout the home. If desired, residents may purchase their own internet service directly through a provider.

5. How do we go about installing and hooking up TV Service?
  - Residents may choose Bell or Cogeco. Resident/family is responsible to arrange their own TV service directly with the provider once the resident moves in. Please arrange for TV hook up between the hours of 8am-3pm Monday-Friday.
  - Residents will provide their own physical TV. All TVs are to be mounted on wall brackets for the safety of our residents and staff. There will be a bracket already installed on the wall in each resident room. Our Maintenance team will hang the TV on the wall bracket.
6. Who will hang up the TVs/pictures etc. in resident rooms? How will these things be put up in a timely manner?
  - Radiant Care Maintenance staff or volunteers will hang all TVs and pictures. Resident/family will be asked to put painter's tape on each item with a number, then put tape on the wall where they would like the items hung and write the corresponding number on the tape.
  - Current residents will be given the option to have their TV and pictures moved into their room prior to Move In day so they are hung and ready upon their arrival. Otherwise, TVs and pictures will be hung within a week of Move In day.
  - Typically, new residents will have their TV and pictures mounted within one week of admission, provided the resident/family provides the items and locations upon arrival.
7. Who will be moving our mom's belongings and La-Z-Boy chair to the new home? Will family be responsible or will Maintenance?
  - We have asked one family member per resident to help move their loved one and their belongings, and help them get settled in their room in the new home on Move In day. Radiant Care staff will help move residents and resident belongings as needed.
  - Radiant Care will take responsibility for moving one chair per resident, if applicable. We will encourage family and volunteer assistance.
  - In advance of Move In day, we request that each resident family helps pack the resident's belongings in boxes labelled with the resident's name and new room number.

8. Can you let family know in advance when the exact Move In date will be so we can be here to help?
  - The exact Move In date will be established by the Ministry of Long-Term Care following their Pre-Occupancy Inspection of the new home. We will notify residents and families of the exact Move In date when it is established, though it may not be known until fairly last minute. We have asked that one family member per resident commit to helping on Move In day.
9. How will you emotionally support residents and families regarding the move?
  - Our Chaplain, Social Worker, and Behavioural Supports Ontario will be available to assist residents in the transition from the old home to the new home.
  - Also, we ask that the family member who has volunteered to help on Move In day stay with the resident throughout Move In day and help them settle in.
10. What are the sizes of the beds?
  - The beds in 4 of the Resident Home Areas (RHAs) are 35" x 80"
  - The beds in the 2<sup>nd</sup> West RHA are 35" x 76"
11. What do the rooms look like? What are the dimensions of the rooms?
  - Photos, renderings, floor plans, and these FAQs are available on the Pleasant Manor Live Here page of the Radiant Care website, under the sub-heading **New 160-Bed Home - Coming Fall 2025:**  
<https://radiantcare.net/live-here/pleasant-manor/#long-term-care>.  
This content will be updated as we receive new information/photos
  - Private rooms are approximately 20' x 11.5', including private vestibule & private washroom
  - Basic rooms are approximately 12' x 11.5', with a shared 8' x 10' vestibule and a shared 8' x 6.5' washroom
12. Can families do a walk through of the building before it opens?
  - Yes, we will be offering tours for families shortly before the new home opens. We will communicate a tour date when it is known.
13. Can we enter through the back of the building (by the staircase)?
  - No, these doors are for exiting the building only.

14. Will there be volunteers who can porter family members/visitors to and from other buildings on site to visit residents in the new home?

- No. Family will be responsible to coordinate visits from other buildings on site to the new long-term care home.

15. Will there be shade in the courtyard?

- There will be a pergola in the courtyard. There will also be shade from the building at certain times of the day.

16. Will there be memory boxes?

- Yes. Radiant Care's Montessori Philosophy of Care is focused firmly on the individual and on providing a safe, familiar, yet stimulating environment. To assist in this, each resident room has a secure memory box outside their door, in which residents can display and share cherished items and photos with friends, staff, and visitors. Memory boxes are intended to house mementos of special times and special people, each box reflecting the resident's personality. We encourage family members to assist their loved one in populating their memory box.
- Memory boxes also serve the purpose of assisting residents with finding and identifying their room. Having personal objects outside their door helps to indicate that this is their room and they live here. We strongly encourage placing a current and past photo of the resident in the memory box.
- Families of current residents will be given the opportunity to bring items for their loved one's memory box prior to Move In day so they are in place upon arrival.
- On an ongoing basis, Therapeutic Recreation staff on duty will have the key for the memory boxes. If a resident/family wants to add/remove items in the memory box, please find the Therapeutic Recreation staff on duty to assist you with opening and locking the memory box.

17. Will staff from the current long-term care home be in the new long-term care home?

- Yes, staff from our current home will be working in the new home. All existing staff will have the opportunity to sign up for new lines, as we are transitioning from one Resident Home Area (RHA) to five RHAs. Existing Pleasant Manor long-term care staff will be given the first opportunity to select their preferred lines. Once that process is complete, Pleasant Manor Supportive Housing staff will be given opportunity to apply for any remaining lines, followed by Radiant Care Tabor Manor staff, before we open the process to external candidates.

18. Will staff rotate between floors on a regular basis?

- The staffing model is being designed to prioritize continuity of care and consistency for residents. While regular floor-to-floor rotation is not planned, occasional movement may occur to support a balanced staff mix and meet operational needs. Staff may also rotate within their assigned RHA, and in some cases, between RHAs on a periodic basis, such as annually. This approach supports team collaboration, and promotes a healthy and professional caregiving environment, while still ensuring residents receive consistent and person-centered care.

19. Will staff know my routine?

- Yes. All staff, including existing team members and new hires, will receive comprehensive training before the new building opens. As part of their responsibilities, staff are expected to review each resident's care plan before providing care. These care plans contain important details about individual routines, preferences, and care needs.
- In addition, as part of our Quality Improvement Plan (QIP), we have recently introduced a tool called *"Who Am I?"*. This tool is being developed collaboratively by staff, residents, and/or substitute decision-makers (SDMs)/caregivers. It provides meaningful insight into each resident's personal history, values, and preferences, and helps staff deliver more personalized, compassionate care.

20. Is there a plan for entertainment/activities/programming for the current 41 residents both before and after they move into the new home? What will the Recreation and Spiritual Care programming look like within the first few weeks?

- We will ensure residents remain engaged both before and after the move. A monthly activity calendar will continue to be maintained right up until Move In day, featuring a variety of accessible and enjoyable group programs.
- On Move In day, residents will begin transitioning to the new building after breakfast. If time allows before lunch, personalized activity packages containing word searches, coloring pages, etc. will be distributed to residents and their designated helpers. In the afternoon, light programming will be offered to help residents settle in comfortably and feel welcomed. Each RHA will host an afternoon group activity—broadly titled to allow flexibility based on the group's mood and energy. Residents from RHAs with fewer people may be brought to the Great Room for a larger group activity.
- These sessions may include simple, familiar games or icebreakers designed to encourage socialization, ease anxiety, and promote comfort

in their new surroundings. The rest of the day will focus on individual attention, including:

- One-on-one visits to check in with each resident
- Distributing personalized activity packages with word searches, coloring pages, etc.
- Offering friendly chats and room visits to ensure everyone feels supported during the transition
- Following Move In day, programming will be offered on each occupied RHA. Residents from RHAs with fewer people may be brought to the Great Room for larger group activities – being mindful of IPAC measures due to cold and flu season. In addition to group programs, there will be an increased focus on one-on-one programming to foster personal connection and support residents as they adjust to their new environment.
- Weekly spiritual care programming will continue to be offered in the new home, including on the week of Move In. Programming will be customized to each RHA.

#### 21. How will rooms be priced in the new home?

- Accommodation rates are set by the Ministry of Long-Term Care based on “bed type” and “age of bed”, and are usually updated annually. The new home will have only Private and Basic beds (no Semi-Private beds). All the beds in the new home will be classified as “new” beds according to ministry design standards.
- Residents will pay the accommodation rate based on the type of bed/room they are moving into in the new home. The accommodation rates that are currently in effect for the new home are:

Basic	\$68.56/day \$2,085.37/month
Private	\$97.95/day \$2,979.32/month

- All current residents or their POA of Finance will be receiving a letter indicating their accommodation rate in the new home, and they will be asked to sign up for an appointment time to meet with our Housing and Capital Works Coordinator to sign the paperwork to confirm their new accommodation rate (and to sign up for phone service if desired).