

## Frequently Asked Questions

### About Moving into Radiant Care Pleasant Manor's Long-Term Care Home

1. What do the rooms look like? What are the dimensions of the rooms?
  - Photos, floor plans, a virtual tour, and these FAQs are available on the Pleasant Manor Live Here page of the Radiant Care website, under the **Long-Term Care** sub-heading: <https://radiantcare.net/live-here/pleasant-manor/#long-term-care>.
  - 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
2. 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.
3. What are the sizes of the beds?
  - The beds in 4 of the Resident Home Areas (RHAs) are 35" x 80"
  - The beds in RHA 2 East are 35" x 76"
4. 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.

5. How do we set up phone?

- Residents may sign up to receive phone service through Radiant Care for a monthly fee. Residents may sign up for phone service upon admission or at any time in the future by contacting our Administration Office. Phone service includes long distance.
- 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.

6. 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.

7. How do we go about installing and hooking up TV Service?

- Resident/family is responsible to contact Cogeco 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. TV brackets are designed for TV's 39" – 50". Our Maintenance team will hang the TV on the wall bracket.

8. 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 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.
- New residents can anticipate their TV and pictures to be mounted within one week of admission, provided the resident/family provides the items and locations upon arrival.

9. Are there specific visiting hours?

- Family/Guests are more than welcome to visit as they please; however, you may not stay overnight unless your loved one is ill. If you are visiting between the hours of 9:00pm and 6:00am, the exterior doors are locked, and you must call ahead to ask the nurse to let you into the building. The number is posted just outside the Main Entrance.

10. What time are meals, and can I eat with my loved one?

- Meals are served at 8:30am, 12:00pm, and 5:00pm. The lunch meal is the largest meal. Once the building is fully occupied, we will be selling meal tickets at our Tuck Shop for loved ones to purchase to have a meal with their resident.
- Additional information and parameters about guest meals are outlined in our Resident & Tenant Information Package, which will be provided upon admission.

11. Can I bring in food for my family member, or share food with other residents?

- Families can bring food in for their family member. If they are not eating the items with the resident right away, they are to bring the food to the Dietary Aide, who will label the item with the resident's name, what it is, and the date.
- No, you may not share food items with other residents as there are too many risks associated due to varied dietary restrictions.

12. Who labels the clothing and what happens if items go missing?

- Upon admission, clothing items must be brought to the nurse's station to be sent down to our laundry department to be labeled.
- After admission date, if you purchase new clothing for your loved one, please bring it to the nurses' station to be labeled. Please do not put it right into the closet. If you notice a clothing item is missing, please see the Nurse on the floor to report the missing item and they will take it from there.

13. Where do I find out what activities are going on in the home?

- There is a bulletin board in each activity area that identifies the programs and activities taking place each day. Each resident also receives a monthly activity calendar in their room. Family members can view a list of daily activities or the full activity calendars by visiting our website at [www.radiantcare.net](http://www.radiantcare.net).

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.
- 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 rotate between floors on a regular basis?

- The staffing model is 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.

18. 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 has been 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.

19. How much does it cost to live in Long Term-Care?

- Accommodation rates are set by the Ministry of Long-Term Care based on "bed type" and "age of bed", and are usually updated annually. Our home only has Private and Basic beds (no Semi-Private beds). All the beds in our home are classified as "new" beds according to ministry design standards. To see current long term care rates, visit: [Paying for long-term care | ontario.ca](https://www.ontario.ca/long-term-care)