

# Long-Term Care and Seniors' Care

Trusted advisory, project management  
and operational readiness services



**Colliers**

Project  
Leaders

# Build your future, achieve your vision

Building a new long-term or seniors' care home, or upgrading your current one, is an important and unique experience for your staff and residents. Whether you want to increase resident capacity, improve your ability to serve complex resident needs, or introduce a new model of care, your project will generate great interest and expectations among staff, residents, their families and your surrounding community. Meeting these expectations can be a challenge, particularly when you don't have the in-house experience or time required to oversee a major capital project.

Partnering with a team of experts can help get your project completed on time, on budget and according to your vision. Working as an integrated part of your team, and advocating on your behalf as owner's representatives, they can:

- guide you through complicated funding and approval processes;
- make sure your building design meets requirements mandated by your provincial ministries or health authorities; and
- provide advice on market analysis, site selection and land applications, project financing, options analysis and business case development.





## Holistic advisory services

Long-term care homes face different challenges than other types of healthcare facilities. They need the right equipment, staff and space while maintaining a warm, nurturing environment. As project leaders, we recognize the obstacles that can interfere with creating the home you envision. Our long-term care expertise enables us to help anticipate and resolve those challenges from the early planning stages all the way to completion. This includes helping you:

- perform a needs assessment and market and options analysis;
- develop a business case;
- select a new site and assist with land transactions;
- perform any required environmental site assessments;
- source funding to ensure your project is financially sustainable;
- review designs to ensure they accommodate the number of beds you need;
- secure government approvals;
- set budgeting benchmarks throughout design and construction; and
- identify risks early-on and develop a mitigation plan to ensure unexpected costs and change orders are avoided.

**“The success of our project can be directly attributed to the strength and experience of the project management team at Colliers Project Leaders. The entire team has consistently demonstrated proactive dedication to a successful project and responsiveness to meeting our needs.”**

*– Jean R. Piché  
Retired Chief Executive Officer, Holy Family Home*

## Experienced project management

Once your project is approved, we can work on your behalf to lead your long-term care capital project from the approval stage, through to construction and occupancy. As owner's representatives we can help you:

- develop a functional program;
- procure consultants and contractors;
- monitor project scope, schedule, risks and budget;
- navigate government and health authority approvals;
- facilitate community, resident and stakeholder engagement;
- set up an appropriate governance model, so all stakeholders understand their roles and responsibilities; and
- provide clear communication on project progress.

We are committed to ensuring the culture and values of your community are integrated into the design and construction of your home.

**“Right from the very beginning, Colliers Project Leaders came alongside us and were strong partners. They totally understood the ‘why’ behind our project, which was a really important thing for us.”**

*– Amy Porteous  
Former VP, Planning and Residential Programs, Bruyère*





## Preparing for the day you open

Proper planning is critical to avoid service disruptions and operational downtime once you are ready to welcome residents to your new home. For many long-term and seniors' care operators, managing everything from transition planning and staff training to setting up your new space may seem like a daunting task on top of your day-to-day responsibilities.

Our team can provide a structured, rigorous operational readiness process that will help ensure your home is up and running smoothly on Day One. This includes ensuring your government-mandated occupancy checklist is fulfilled and submitted.

To ensure a seamless transition, we can also develop a comprehensive furniture and equipment standard, and provide move management planning for all assets, including any specialized equipment.

Working with a team of experts will give you and your staff the time you need to focus on performing your jobs effectively and continuing to provide excellent care to your residents.

**“We got a lot of things within our project that we wouldn't have without Colliers Project Leaders saying, ‘You know what? This is doable, we can work this in here and this is how we're going to do it.’”**

*– Kristen Chambers  
CAO, The Evergreens Foundation*

# National presence, local focus

30

offices across  
Canada

ISO

9001:2015

250+

PMP-accredited staff

99%

on-time project delivery

15,000+

public- and private-  
sector projects

1

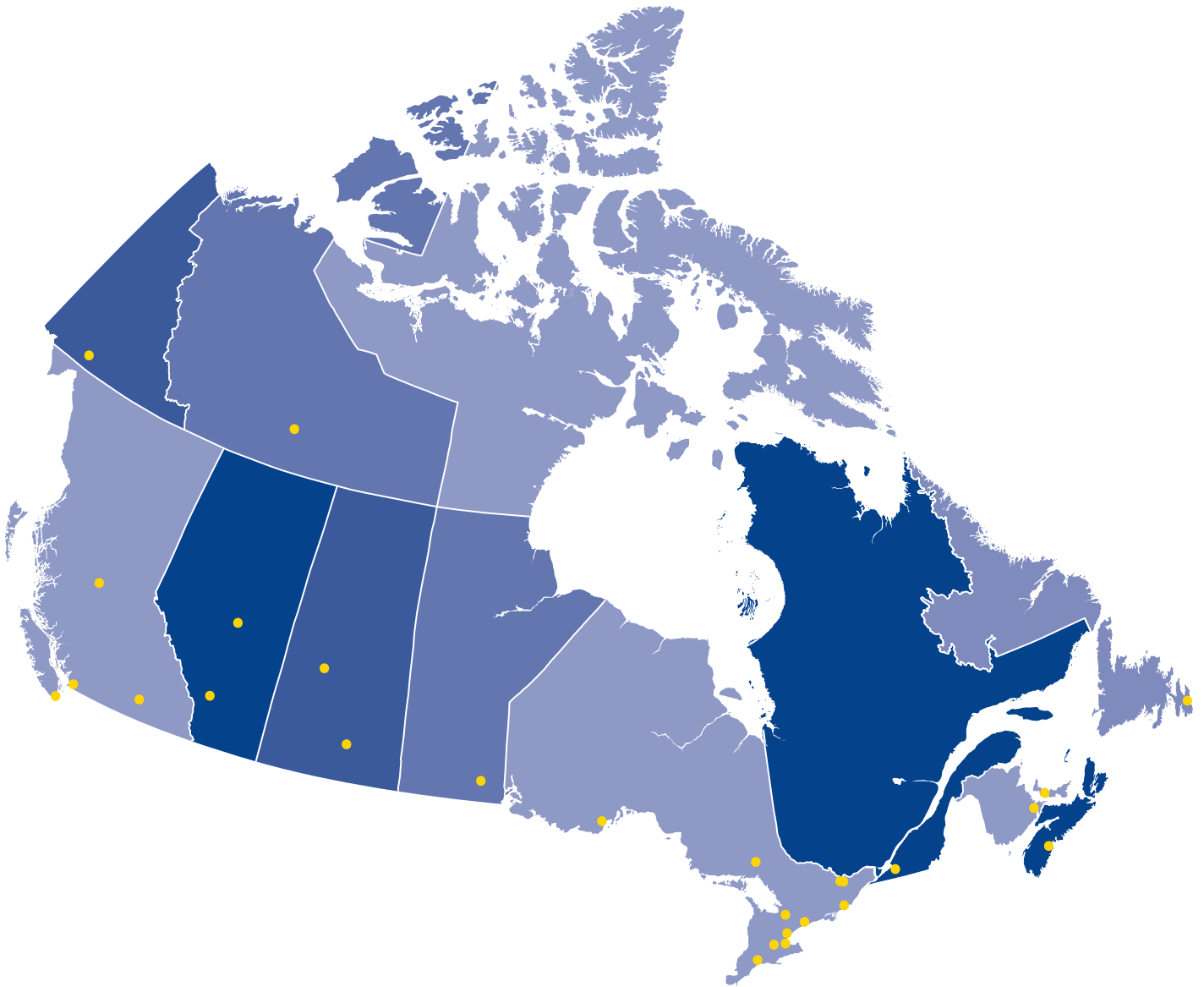
local point of contact and a  
network of specialists for support

30+

years experience

75

Net Promoter  
Score



# Our full service offering

Get it Right Solution™

**Get it Right  
Solution™**

Get it ready

Get it built

Get it performing

## Get it ready

- Program/project governance and oversight
- Investment, feasibility and accommodation analysis
- Project approval and financing
- Due diligence and needs assessment
- Market and options analysis
- Business case preparation and development
- Site selection and land transactions
- Environmental site assessment

## Get it built

- Full-service project management and administration
- Project oversight and monitoring
- Scope, schedule, cost and risk management
- Functional programming
- Government/health authority approval
- Stakeholder and resident coordination, communication and engagement
- Construction methodology analysis
- Consultant and contractor procurement, request for proposals (RFP) development and implementation
- Constructability analysis
- Design review
- Furniture, fixtures and equipment planning and procurement

## Get it performing

- Operational readiness, transition planning and efficiency assessments
- Asset management
- Operational effectiveness
- Value, efficiency and cost optimization
- Commissioning and critical building systems review
- Compliance and improvement strategies
- Independent project reviews and health checks
- Move management
- Post-occupancy program



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