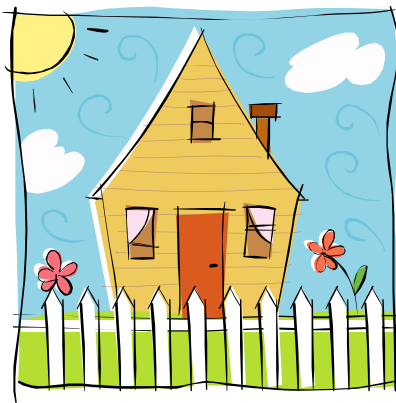


RESIDENT HANDBOOK



**COKELY MANOR
266A MOILLIET STREET
PARKSVILLE
BRITISH COLUMBIA
V9P 1M9**

Updated – March 12, 2015



As a new resident in Cokely Manor, we welcome you to your new home. It is our sincere wish that you will be happy, safe and comfortable in your new surroundings.

Your new address is:

Your Name
Your Suite Number
266A Moilliet Street
Parksville, BC
V9P 1M9

If you have not already done so, immediately after moving in and to ensure that your mail reaches you from your previous address, obtain a “change of address” card from the post office. Complete it with your name and new address.

This handbook is designed to acquaint you with your new home. If you have any questions, please contact the manager of Cokely manor at 250-248-4331 extension 104, Monday to Friday from 7:00 am to 3:00 pm (excluding Statutory Holidays).

HOW TO USE THIS HANDBOOK

We have prepared this handbook to assist you and to make your stay most enjoyable. We encourage you and your family to read it prior to admission. We hope that this Resident Handbook will answer any questions or concerns that you may have.

The Handbook is divided into 5 sections:

Section 1 deals with general information such as your tenancy, Mission Statement, contact phone numbers, office hours, what to do in case of emergency, rent fees and our complaint procedure.

Section 2 covers the services offered such as meals, housekeeping, parking, overnight guests, garbage and staff.

Section 3 provides information on our amenities such as a library, shopping, patios, beauty salon, common rooms and deliveries.

Section 4 contains information about your suite and includes, notice, insurance, moving in and out, decorating your suite, pets, smoking, mail service, TV, use of appliances and storage. The last section,

Section 5 lists the other resources found in the community.

The Handbook could never answer all your questions. If you have any other concerns or questions, please take the time to discuss them with our Manager.

Comments on how to improve the information contained in this handbook would be appreciated. Let the Manager or any staff member know about them.

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SECTION 1 – GENERAL INFORMATION

Summary of Cokely Manor:

Cokely Manor is a 30 suite residence offering Assisted Living in a warm home-like atmosphere. Cokely is operated by the Arrowsmith Health Care (2011) Society and funded by resident rents, BC Housing Commission and Vancouver Island Health Authority.

Cokely Manor is located on 266A Moilliet Street. This was the location of the previous Arrowsmith Lodge which was completely renovated for Assisted Living. Arrowsmith Lodge, located right behind Cokely Manor, is a 75 bed Complex Care Facility. Cokely Manor shares many amenities with Arrowsmith Lodge including Administration, Care, Maintenance and Adult Day Care Programs.

About Your Tenancy

Admission criteria to Cokely Manor is governed by the Province of BC, Ministry of Health under the Community Care and Assisted Living Act.

You will be required to sign a Tenancy and Assisted Living Occupancy Agreement which will explain the services to be provided, the charges to the tenant for the service, and the conditions under which the tenant will be required to move out of Cokely Manor.

As this is Assisted Living Housing, you are not allowed to provide child care services, either commercially or for relatives on the premises at any time.



Philosophy of Assisted Living

The Vancouver Island Health Authority (VIHA), BC Housing and Arrowsmith Health Care (2011) Society are partners in assisting elderly and disabled tenants to remain as independent as possible. Independent Living is viewed as living one's own life in the community.

The Philosophy adopted by these partners includes an approach to care which is designed to assist residents in maintaining their independence and dignity, blended with security and peace of mind offered through a range of comprehensive services, care choices and individual levels of service. This includes:

- Focus on living rather than care
- Services and care that allows people to “age in place” as long as it is safe for them to remain in the setting
- Providing a caring, non-intrusive environment that encourages the development of community within the setting as well as helping people to keep up links with their family and larger community
- Affordability for people at all income levels
- Access to existing community services and programs available to clients residing in their own home, and
- A collaborative and supportive partnership

Cokely Manor Mission Statement

Cokely Manor is dedicated to providing an Assisted Living atmosphere that represents quality and care for all who enter the doors.

Our residents will receive a level of service that recognizes their physical, emotional and spiritual needs

Our employees will be treated with respect and fairness and will have an understanding of what is expected of them combined with an opportunity to participate, learn and develop.

The overall environment will be one that supports thought and innovation so that we can continue to grow through the development of services and products that represent value to our residents.

Our commitment is to create a sense of trust and confidence with our residents, employees, the community and our associates.

Contact Names and Numbers

Karen Fredlund
Manager
Cokely Manor
250-248-4331
Local 104

Dave Smith
Maintenance
Cell phone: 250-248-7819
250-248-4331
Local 119

Important Phone Numbers and Contacts

Maintenance	Dave Smith	250-248-7819
Ambulance (non-emergency)		250-248-5632
OAP and GIS		1-800-277-9914
Inquiry BC		1-800-663-7867
City of Parksville		250-248-6144
Assisted Living Registrar		1-866-714-3378

Office Hours

The Manager's office is located at Arrowsmith Lodge. Karen Fredlund is usually in her office from 7:00 am to 3:00 pm Tuesday to Friday.

After office hours, please phone 250-248-4331, extension 104 and leave a message.

WHAT TO DO IN CASE OF AN EMERGENCY



Personal Alarms/Emergency Response System

If you have an emergency or need help, push the Personal Help Button that is worn around your neck or wrist.

Our Lifeline Basic Unit or Lifeline Telephone is activated and automatically dials the Lifeline Response Centre.

Trained Response Centre Associates who have instant access to your complete profile and critical information will connect with you immediately to see what help you need.

Even if you can't answer, Lifeline sends help at once. Whether it is a neighbour, family member or ambulance, Lifeline will send the help you need right away.

Emergency Repairs

Emergency repairs are: no heat, toilet clogged or overflowing, flooding and no electricity. Contact Dave in Maintenance for emergency repairs at 250-248-7819.

Safety and Security

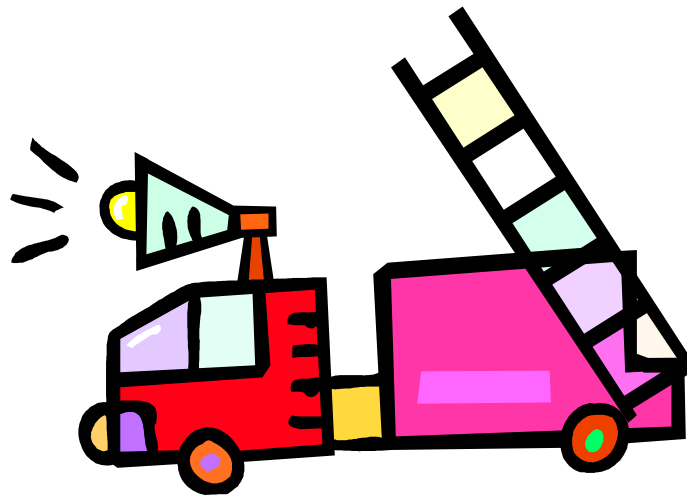
When moving into Cokely Manor, you will be provided with a key for your suite, which will allow you to keep your suite locked whenever you are away from your room. The front door is open from 7:00 A.M. to 7:00 P.M. daily. You will be given a FOB for keyless entry into the building for after hours.

Keys will not be provided to the tenant's family members or other persons unless the Manager receives **written permission** from the tenant.

You are encouraged to keep your door locked when you are out of your suite as Cokely Manor assumes **no responsibility** for lost or stolen items.

For the protection and safety of everyone, here are some guidelines for your personal safety:

- Do not open the front door to anyone after hours.
- Press your lifeline if anyone is trying to access your suite without your permission.
- Do not allow access to your suite to anyone unknown to you.
- Report any strangers loitering in or around the Manor.
- If you require assistance or reassurance when bathing and/or showering, please phone your home support Case Manager.
- Please notify the Manager if you lose your key or FOB.
- Please notify the Manager if you plan to be away overnight.



Fire Safety

For your protection every suite is equipped with a smoke and heat detector. The smoke alarm and the heat detector will initiate the fire alarm system. When the heat detectors are activated or anyone pulls a “fire station alarm”, the bells will begin to ring in the manor. Should either a “fire alarm” or a “pull station” be activated, this automatically notifies the Parksville Fire Department which results in the immediate dispatch of fire/emergency vehicles.

You are required to read and be familiar with the Resident’s Fire Drill Instructions provided to you upon your admission and are practised monthly.



Complaints Procedure

Should you have a complaint about anything at Cokely Manor, please ensure that you follow this complaint procedure in order to ensure corrective action may be taken.

The underlying assumptions are that complaints are natural and inevitable and have the potential for healthy growth of all parties involved. This latter point is contingent on each step in the process being conducted with an atmosphere of compromise and mediation, keeping in mind the priority of high quality of service. Each step in the problem solving process may involve more than one meeting. Only when it is clear that an agreement cannot be reached is there a progression to the next step. Complaints may arise from such things as; interpersonal differences, quality of food and service provided, and general dissatisfaction with some aspect of Cokely Manor.

- Step 1** Seek to resolve the issues through one-to-one discussion with the appropriate person. This may be another resident, the staff on duty, the manager or another employee of Cokely Manor.
- Step 2** Failing satisfaction with this discussion, you may chose to bring this matter to the attention of the Manager. It is appreciated if, at this stage, you are able to provide something in writing for the Manager. The Manager will investigate your complaint and provide you with the results of the investigation and any action required.
- Step 3** If the matter is not resolved to your satisfaction at this stage, the matter must be reduced to writing and forwarded to the Administrator of Arrowsmith Lodge. It is suggested that the envelope be marked

“Confidential” and delivered to Arrowsmith Lodge. The Administrator may/may not meet with you to obtain more information and attempt to resolve the issue. The Administrator will provide you with a written response within 20 work days of receiving your complaint.

Step 4 If the matter is not resolved at this stage, you may request, in writing, that the Administrator bring this to the attention of the Chair of the Board of Directors of Arrowsmith Rest Home (2011) Society. The Chair will acknowledge receiving your complaint and will contact you for discussion and resolution within 20 work days.

Notwithstanding the above, any resident, or any person with a concern, may make a complaint to the Registrar’s office. The office will determine the nature of the complaint. The office addresses complaints about the: violation of health and safety standards; abuse and/or neglect of residents; provision of more than two prescribed services by an operator; inability of residents to direct their own care; operator not offering all five hospitality services; and operation of an unregistered assisted living residence.

Consistent with the Registrar’s guiding principles, the least intrusive but appropriate course of action will be taken to resolve the complaint. The Registrar’s complaint resolution process will be fair and transparent, while maintaining the confidentiality of personal information.

The Registrar may be contacted as follows:

Office of the Assisted Living Registrar of BC
200-1333 West Broadway Avenue
Vancouver BC
V6H 4C6
1-866-714-3378

Fees/Rent

The monthly rental charge for each tenant is 70% of the most recent year's income after taxes, or a flat rental charge for persons on disability insurance. Rent payments are due, in advance, upon admission to the Manor. Payments are made by pre-authorized payment (electronic banking). In certain situations other forms of payment may be acceptable. Please contact the Manager to discuss these.

Cable television fees may also be deducted from your authorized payment. At present the cable fees are \$35.00 per month but are subject to change. You will be notified in advance of any changes to this rate.

There is also an \$18.00 hydro surcharge per month.

Tenant Feedback

Feedback is always an important part of communication. It allows the management the opportunity to know what we are doing right, what we need to correct and how we can improve. Your feedback is always welcome. Please contact the Manager to provide your input. Every year Vancouver Island Health Authority sends out a survey to see how we are doing. It will be like our "report card" and most valuable for us. Please ensure that you take part in this.

SECTION 2 – SERVICES



MEALS



We recognize the cultural, physical and social importance of food. Food not only feeds the body but feeds the heart and spirit as well. Utilizing a restaurant type setting, we are committed to serving appetizing, nutritious meals, prepared in an immaculate kitchen and served in a warm, homelike setting. We will provide lunch and dinner to each resident.

Meal Times

Meals will be served starting from 11:30 AM in the “Bistro”. Both daily lunch and dinner specials will be offered. The dinner special will be offered from 4:30 to 5:30. The Bistro will be closed daily from 1:00 to 4:30 to allow for cleaning and staff preparation for the next meal.

Special Diets

We are not always able to cater to individual preferences and your personal food likes and dislikes. However, our meals are nutritious, varied and well planned. Arrangements can be made to meet your special needs by speaking with the Manager on admission. We will make arrangements for most dietary needs. These must be ordered and approved by the Dietician.

Please notify the Manager if you have any food allergies that need to be considered.

Seating

There is no reserved or assigned seating in the Restaurant. Feel free to sit wherever you like. There may be occasions when you are asked to sit at another table in order for us to accommodate or meet the needs of another resident. You will be served your meal by our warm, friendly dietary staff.

Snacks

Snacks for in-between meals are available from the resident-run convenience store situated next to the mail boxes. Check the posted 'open for business' hours.

Room Service

With Room Service we provide and deliver the meal to your room.

Because meal times are a part of social interaction, we encourage all residents to eat their meals in the dining area. We also recognize that some choose to eat alone, on occasion or are required by Doctor's orders to have their meal served in their room.

If you are sick and under a Doctor's order, room service will be provided at no charge to you. However, if you simply wish to have room service, there will a \$25.00 charge (payable in advance) for each meal delivered to your room.

Guest Meals

We encourage residents to have their family, relatives and friends join them in the dining room during open hours. Meals are

provided at a reasonable cost. A senior's discount is included in the cost of all meals.

Private Room

A small Private room is available for residents use for such things as birthday parties and other special occasions. Please contact the Manager to arrange times, food service etc.



HOUSEKEEPING

Staff Responsibilities

Your suite will be thoroughly cleaned once per week by our housekeeping staff. You will be assigned a specific day and a time for this. If this is not convenient or you wish to change this time, please notify the Manager to arrange this.

Tenant Responsibilities

Other than the weekly cleaning, all residents are responsible to keep their suites and patios clean. Random inspections may be made to ensure cleanliness throughout the Manor. You are responsible to notify the manager of any major spills that may require extra cleaning.



Laundry/Dry Cleaning

Residents are responsible for their own personal laundry. Your sheets and pillow cases will be cleaned weekly. It is advised that you have 2 sets of both sheets and towels.

Washers and dryers are available for resident use. They are located just off the hallway around the corner from the store. Instructions for the safe and proper use of these machines are posted. There is no charge to use the machines; however, residents are responsible to supply their own washing and drying materials such as soap and bounce. Residents are not to leave their laundry in the machines and are required to clean the machines (including lint tray) after each use.

Cokely Manor does not assume responsibility for any damage caused through laundry.

Washers and Dryers are only to be operated from 8:00 AM to 8:00 PM daily.

Residents are encouraged to use wash and wear clothing as ironing services are not provided. An iron and ironing board is available for your personal use should you require one. Please contact the Manager to arrange to have them delivered.

Dry cleaning is the responsibility of the tenant. Contact the Manager for assistance with this.



Garbage and Recycling

The Manor encourages recycling to both eliminate the amount of garbage collected and to assist in maintaining a healthy environment.

Bins are available to recycle paper and plastic products. The bins are located at various locations throughout the Manor and are clearly marked. Do not recycle the following: dirty or contaminated newspapers, paper towels, dirty or contaminated corrugated cardboard, wax or plastic coated cardboard (shoe boxes, cereal boxes, pizza boxes), automotive fluid containers, aerosol cans, bottle caps, containers larger than one gallon, paint cans, medicine bottles, light bulbs, window glass, dishes, plastic items such as toys, metal items such as pots and pans, coat hangers, toasters, etc., and ceramic items.

Your personal garbage should be placed in leak proof plastic bags and deposited in the garbage bins provided. Please ensure that garbage is removed from your residence as required.

If you are disposing of bulky items (furniture, etc), please contact maintenance for assistance and instructions.

Parking – Effective 2012 we do not accept tenants with vehicles

There are several parking spots available for visitor use.

There is a handicapped parking spot available to the left of the main entrance. Please ensure that this is kept for visiting handicapped people.

No overnight parking is allowed by visitors without prior permission. Contact the Manager if you require permission for any visitor.

Cokely Manor is not responsible for any damage caused to any visitor vehicle parked on their property.

Overnight Guests

Tenants are welcome to have overnight guests for a maximum of three days. The manager must be informed of any overnight guests **prior** to such guests staying overnight. You are not permitted to sell or give accommodation to any boarders, lodgers or roomers. This is due to security and licensing reasons.

STAFF

Manager:

On call at 250-248-4331 extension 104
Tuesday to Friday - 7:00 AM to 3:00 PM

Recreational Services/Activities Coordinator

Available Tuesday - Friday
250-947-9777 – Extension – 4

Traveling Dietician

Available by appointment.

Dietary Staff

On site daily from 10:00 AM to 6:30 PM

Housekeeping/Laundry Staff

On site Monday to Friday from 06:30 to 2:30 PM. Excluding Stat holidays.

Maintenance Staff

Available as required.

Administrator – Deanna Smith

Arrowsmith Health Care (2011) Society

Available by appointment, Monday - Friday – 7:00 to 3:00 PM

Phone: 1-250-248-4331 Ext 301

All employees of Cokely Manor are educated and trained in their specific area. They are highly dedicated people who have chosen to be a part of the overall staff here at the Manor. They have signed an Oath of Confidentiality to ensure the privacy of residents and others.

Often these employees will provide services well beyond their duties and responsibilities. They do so because they care. When these services are provided a **tip is not necessary** nor is the employee allowed to accept one.

A “Thank You” is always appreciated.



Recreation Services and Programs

Recreation Services, events and programs are offered daily and on special occasions.

Details of all programs offered are posted on the notice board daily. You may also view the coming events on our monthly calendar that is delivered with our newsletter.

Contact the Activities Coordinator if you have any suggestions for programs or if there is something you would like to see included.

SECTION 3 – AMENITIES



Library

A small library is located just behind the cafeteria area in the media room. Books/Tapes and DVD's are available for use and may be taken to your room. An Honor sign out system is used for recording who has the items etc. Please ensure that you follow the procedure so that all residents may enjoy their use.



Shopping

A store is located just to the left of the dining room. Here you may purchase items such as milk, bread, toothpaste, fruit, candies and other necessities. Let our Resident Volunteers know what would be good to stock and what we don't need to stock.

The store is operated by volunteers, so if you are interested in helping out in the store, let the Manager know.

For those wishing to shop at the supermarket or other stores, check the board for times that the bus will be going downtown.

Deliveries may be available from the local stores

If you have prescriptions that need to be filled or a need to purchase other pharmaceutical supplies contact the Manager if you are unable to arrange this for yourself.



Gardens/Patios

Each suite is provided with a patio for your personal use. You may set up a small contained garden (in boxes) on your patio or simply set up some patio furniture.

You are requested that you do not place stones around plants and shrubs or in other areas where they may be picked up by a power mower.

Please ensure that you use a watering can to water your plants and flowers. Sprinklers should not be used.

Keep in mind that your neighbor's Patio will be very close to yours. Respect each others privacy.

We do not allow BBQs as per fire regulations.



Beauty Salon/Barber Shop

Uni-sex shop catering to both men and women.
For prices and/or appointment, call 248-4331, local 113
Available Tuesday to Thursday 9:00 AM to 4:00 PM, by
appointment only.

Located in Arrowsmith Lodge.

Deliveries

Newspapers delivered to the Manor will be kept in the media
room. Your name will be marked on the paper. Tenants are
responsible to pay for any subscriptions desired.

Deliveries from the Pharmacy will be taken directly to your suite.



Church Services

Non-denominational services are held at Arrowsmith Lodge every
Sunday. All residents are welcome to attend.

SECTION 4 - BUILDING/SUITE INFORMATION



Moving in and out

All arrangements for moving in and out must be confirmed with the Manager. Moves are normally conducted during business hours from Monday to Friday. All moves must be completed by 8:00 PM and intended moves conducted on a week-end must have **prior** approval of the Manager.

Any costs incurred by the move are the responsibility of the resident. Tenants are responsible for any damage caused by the move.

Cokely Manor does **not** have staff to assist with the move. A furniture dolly is available for use.

Suite Responsibilities

Tenants are responsible for the care of their suites. The Manager must be notified of any concerns. Please use the forms provided on the front of the Manager's door for any maintenance concerns that are of a non-emergency nature.

Rents are governed by the Ministry of Health and the Tenant's Act.

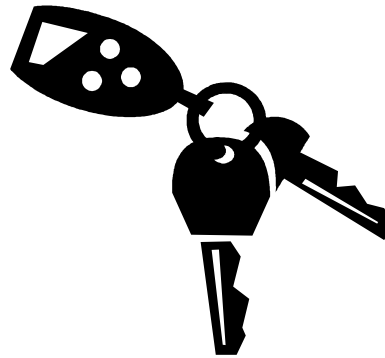
One month's advance notice is required to vacate your suite unless you are required to do so due to health reasons.

A damage deposit of \$500.00 is required from all tenants. This is kept in a non-interest account and is returned to the tenant upon vacating the suit subject to satisfactory inspection of the suite.

Details of this are contained in your Occupancy Agreement.

Insurance

Cokely Manor has insurance on the building and grounds. It is the tenant's responsibility to have insurance on their own suite and belongings. The cost of insurance on the suite is the sole responsibility of the tenant. **Confirmation of insurance is required.**



Suite Keys and Keyless Entry

Upon admission, you will be issued with keys for your suite, a mailbox key and a FOB for keyless entry to the front door. These are your responsibility and you may be charged for replacements should you lose them. Replacement costs may include replacing the locks on the door to your suite.

The keys and FOB are to be returned when you vacate or move from the Manor.

A duplicate set of keys is kept in the Managers office and are available only during working hours.



Decorating Suites

Curtains are provided in all suites. You are not allowed to remove/replace or change these.

You may wish to repaint the colors in your suite.

Prior permission from the Manager is required to do so. All costs of painting and decorating are the responsibility of the tenant.

The tenant is responsible to bring their own furnishings when they move into Cokely Manor. We must, of course, reserve the right to request that items be removed from the suite if the article impinges upon the care and/or safety of the resident or other guests in the Manor.

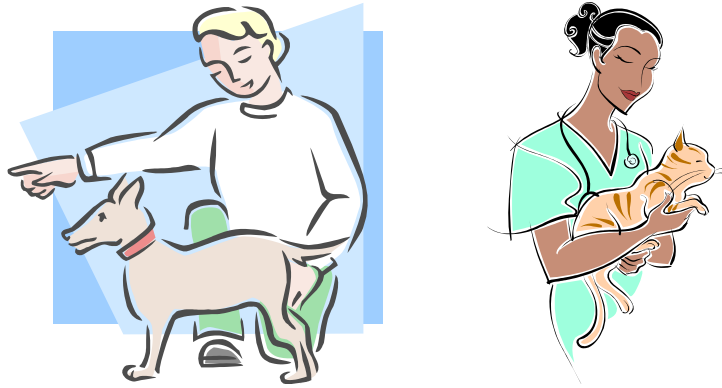
Cokely Manor also reserves the right to limit the number of pieces of furniture etc. that are brought into the Manor.

Each suite contains a fridge and micro-wave oven. These are owed by Cokely and are to remain should the tenant move out.

The Maintenance staff is responsible for any defects in your suite. If you are in doubt as to exactly what this covers, contact the Manager.

No tacks, nails, bolts or screws are to be placed in the floors, doors or trim.

The hanging of a reasonable number of pictures is allowed. Reasonable depends upon size and number of the pictures. Contact maintenance for assistance with this.



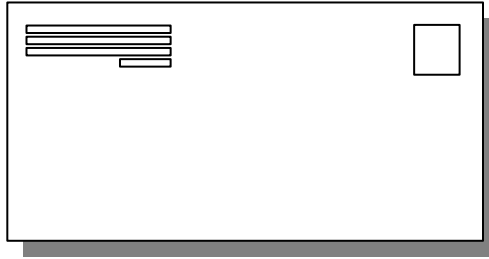
Pets

Pets are permitted on a limited basis and are allowed only with the **written permission** of the Manager.

Tenants must ensure that the pet does not disturb other tenants in any way. All pets are required to have a Health Certificate provided by a licensed veterinarian upon their arrival certifying good health and free from parasites. Tenants are responsible to clean up after their pets. Tenants are responsible for any damage caused by their pets. Tenants are responsible to ensure that a family member or other responsible person is available to remove the pet should the tenant not be able to look after it, be absent or become sick. If problems arise because of the inability or lack of interest to control the pet, permission for that tenant to have a pet may be withdrawn.

Smoking

Cokely Manor is a non-smoking building. Smoking is only allowed outside, preferably in the gazebo or on your own patio so as not to disturb others. **Notice of eviction will be served on tenants who smoke inside their suites.**



Mail Service

Mail is delivered by Canada post to Cokely Manor. You will be issued with a mail box and your mail will be placed there upon delivery. Stamps will be available from the store and a mail slot is located where you pick up your mail.

Telephones

Residents are responsible for contacting the phone company if they wish to have telephone service started or disconnected. Residents are responsible for all charges related to the telephone including hook-up and any other charges.

Cable TV and Hydro Charges

The cost for cable TV will be \$35.00 per month. You will be asked if you wish this service upon admission. Application forms will be completed at that time.

All that is required, following approval, in order for you to hook up is to ensure that the cable is connected to the appropriate connector on the back of your TV. Please contact maintenance if you require assistance with this.

There is a monthly surcharge of \$18 for Hydro.

Appliances

Your suite has been equipped with a fridge and micro-wave oven. Operation Manuals are included for each appliance. Please refer to them prior to contacting the Manager.

You may bring in certain other appliances such as kettles, coffee makers etc... We **do not allow** stoves, **toasters**, toaster ovens, electric space heaters and air-conditioning units. Please contact the Manager if you are not sure of which appliances are allowed and which are not.

Water Beds

Water Beds are **not allowed** in Cokely Manor.

Storage

A small amount of storage has been provided for each suite. The units are for the use of the tenant and should not be used to store other family member's goods.

Sheds or other makeshift storage outside your suite is not allowed. These storage areas are located in the basement. The tenant is responsible for the contents and lock-up of their storage unit. **NO** dangerous items such as paint, explosives, ammunition, weapons of any sort or flammable products should be stored at Cokely Manor.

Contact the Manager if you are unsure of what may be stored.



Scooters

We do not allow indoor scooter or motorized chair use at Cokely Manor. We do not allow wheelchair use in common areas.

There is an area in the basement for the storage of outside scooters. You may drive in the rear entrance of the Manor to access the basement for scooter parking. All scooters must be in good working order, reasonably quiet and not leaking oil or exhaust. Tenants are solely responsible for insurance, licensure (if required) and any damage caused by the use of the scooter. Tenants using scooters are also responsible to ensure that both the scooter and access to the basement is locked.

SECTION 5 – OTHER RESOURCES

Residents’ Group

A Residents’ group meets monthly. This is to facilitate your input into the operation of the Manor. We look forward to hearing your suggestions and positive feedback. We encouraged you to participate.

Community Resources

OAP
Society of Organized Services (SOS)



Fundraising/Soliciting

Your Resident group is responsible for raising funds to cover any costs incurred or for special projects. They are also responsible to raise funds for any equipment or other items wanted/suggested by the committee.

Door to door soliciting of any kind is not allowed at Cokely Manor. This includes selling raffle tickets, soliciting for charities or any other type of soliciting.

Certain raffle tickets may be sold at the prior approval of the Manager. Only certain raffles that are directly beneficial to the residents will be allowed. Contact the Manager for further details.