



Arrowsmith Lodge & Cokely Manor

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COMMUNICATION TO FAMILIES AND FRIENDS OF ARROWSMITH LODGE. APRIL 8, 2020

Dear Families and Friends,

I would like to begin this communication with a huge thank you to all of you who have communicated your prayers, words of gratitude and well-wishes to the staff who are coming to work every day to keep your loved one safe.

As I am embracing my eighteenth year at Arrowsmith Health Care (2011) Society, I am in daily awe at the support I am witness to in regards to the staff, managers, community and you. Over those years, I have had involvement in every department to some degree. That gives me a better understanding of the needs of every department. I tell you this to put your minds at rest, I understand that during these trying times some of the staff are being asked to extend themselves to limits they have never experienced. I am putting in every support I am able to in order to help everyone through this.

Everyone remains safe at Arrowsmith and Cokely. This is very hard on those we care for, especially as we approach a major holiday. I am so sorry that none of you will be able to enjoy Easter Dinner with your loved one and partake in the feast our kitchen crew puts together every year! As Bonnie Henry says though, this is the time to be most diligent! We need to continue with our tight restrictions so we can get out of this sooner. I will be present Easter Sunday though to ensure each person is acknowledged and feels special.

We continue to do as many one to one visits as we can throughout the day, trying to lessen the loneliness that your loved one is at risk of. We have so many of you involved with our "face time" project, keeping you virtually connected! I am pleading with you though, as our numbers increase in this project, please keep your visit to a maximum of 15 minutes! We need to ensure that everyone gets an opportunity to visit virtually! We continue to do activities for your loved one in an appropriate manner to make sure we are social distancing. This is a very confusing time for them and is challenging for our dedicated activity crew! Your loved one is in good hands; we take on these challenges every day and do our best to make everyone feel special. I hear many stories from our care staff as well of the special moments they are sharing with your loved one. Everyone is playing a role in making this time easier on your loved one, housekeepers, laundry, scheduling, care staff, activities, maintenance, dietary and management.

We understand that we are approaching a religious weekend, this is important to many of our elders. Knox United Church has reached out to us for religious support. We have invited them to put together packages for those elders on their list. We have to “isolate” anything received for 48 hours but we will distribute as soon as able. If you are unsure if your loved one is on that list, please reach out to me, I will make sure they receive the comfort they need.

We will continue to receive small items for your loved one. As stated above, whatever you bring will be bagged for a minimum of 48 hours and given to them. Please do not bring anything perishable and if you can give us a “heads up” that you are bringing something, that would be appreciated. Feel free to email me or activities.

In closing, be assured that we are closely following every guideline provided to reduce the risk of any event. All departments at Arrowsmith and Cokely are working at a maximum level to see us through this. Please keep your words of inspiration coming to the staff! I see staff in the Board room all the time reading what has been sent! I would be happy to plaster every hallway with your words if I had to!

I am always happy to answer your questions or receive your comments if there is anything you want clarification on. Please email me at DeannaS@arrowsmithlodge.ca and I will respond to all questions. I may save them for the next family communication though if I think they will benefit the group. I wish I could communicate more often, but as you can see, this communication is dated April 8th, I only have the time to produce a thoughtful communication later in the evening and I rely on the activities department to put these forward. There honestly isn't enough time in the day right now.

Stay healthy and thank you for being the gentle hands that are helping us get through this.

Sincerely,

A handwritten signature in black ink, appearing to read "Deanna Smith", with a long horizontal flourish extending to the right.

Deanna Smith
Administrator