

2021-2022

ANNUAL REPORT



Arrowsmith Health Care (2011) Society



BRIEF HISTORY OF Arrowsmith Health Care (2011) Society

The Arrowsmith Rest Home Society, with the assistance of a CMHC Mortgage, opened Arrowsmith Lodge in the fall of 1971, as a self-supporting, non-denominational home for the elderly of Parksville and district. The Society joined the Provincial Long Term Care Program in 1978; from that time, the operation of the Lodge has been funded jointly by the Provincial Government and the elders.

In October of 2005 a new complex care building was opened (Arrowsmith Lodge) and in September 2006, the old building was renovated into 30 Assisted Living units named Cokely Manor.



VISION MISSION AND VALUES

To provide a home with exceptional care, where people can live their best life.

To promote joy and purpose while fostering a culture of respect and kindness .

Encourage self-reliance.

Personify tolerance.

Value dignity.

Express compassion and empathy.

Demonstrate integrity.

Interact with kindness and respect.

Appreciate innovation and education.



BOARD CHAIR REPORT

"Setting the strategic vision of the organization is the Board's mandate..."

When I agreed to join the Board of Directors at the Arrowsmith Health Care Society, never did I imagine that I would become Board Chair after only one year. However, I knew I would be supported by a capable, diversified, and passionate group of volunteers and staff. With my experience in municipal politics, I recognize that in order to build strong communities, you need solid community-based organizations with a deep sense of purpose serving those in need.

Arrowsmith is one of those organizations: Highly regarded in the community for more than 50 years, and I am proud to be able to play a role in helping to achieve their Mission, Vision, and Values.

I would like to acknowledge Brenda Light, my predecessor, and her many contributions to the Board. I know she will continue to give back to the community as she too is committed to community involvement.

I would like to acknowledge Deanna Smith, the former Administrator who lead the organization with such passion and integrity, and especially the dynamic leadership team, through such a difficult period when the pandemic was declared. She was incredibly resident-focused and committed to propel the organization to greatness.



With the incredible stress of the pandemic, staff were given 'Care crates' in appreciation.



Board preparing staff 'Care crates'



As Board Chair, I know how important it is, not to interfere with day-to-day operations: I trust the CEO and the Leadership Team and respect their commitment to adhere to the Mission, Vision and Values of the Society. Also know the entire Board is incredibly grateful to all of the caring and supportive staff who show up every day with compassion and empathy for the frail and vulnerable people they selflessly provide daily services for to ensure their optimum quality of life. Setting the strategic vision of the organization is the Board's mandate, and this is made achievable when surrounded by the caring and dedicated Board members and workers of Arrowsmith Lodge and Cokely Manor.

Teunis Westbroek
Chair, Arrowsmith Board of Directors





CEO REPORT

Michael Aikins

Arrowsmith Lodge & Cokely Manor is a special place that has been serving the Oceanside region for more than 50 years. I am blessed and honoured to have earned the privilege to lead such a distinguished organization.

I joined the organization in the last quarter of the fiscal year, in January 2022. It became clear rather quickly, that it is the people who make it a special place. First and foremost, the elders we serve, are the quintessence that gives our workforce such purpose to fulfill their vocation to its maximum potential. The staff have been so incredibly welcoming to myself, and show a willingness to be flexible and continue to contribute to quality of life and fulfilling purpose for our elders. The front-line staff are truly the wheels of the bus and the primary reason why this organization has such a solid reputation within the community and to our stakeholders. I want to thank the Leadership Team who have demonstrated incredible resiliency and dedication in the face of truly challenging times. Their loyalty to the organization has created stability and made it an attractive place to work and live. As you've read in the Board Chair's report, the volunteer Board of Directors who bring a wide array of experience have given selflessly to this organization and help guide the strategic direction.

This unprecedented period of time, living and working during the COVID-19 global pandemic, has been a trying time for everyone. Perhaps the group impacted the most are those living in Long-Term Care and Assisted Living homes, and their families. To endure significant restrictions around visitation, access to visitors, access to the community, and having everyone around them wearing procedure masks (making listening difficult and smiles left to one's imagination). This undoubtedly has been a hardship we cannot fully comprehend, and I want to acknowledge everyone who has been impacted by this. Thank you for your understanding and patience, all in the spirit of keeping our elders as safe as possible. In response to these challenging times, Arrowsmith & Cokely sought creative solutions to overcome the inevitable loneliness that our elders and families would experience. This included virtual visits through the iPad's that the Foundation donated, a dedicated visitation team, extra staffing to support the elders in the hopes to fill the void of missing families, and window visits to just name a few of the strategies. We are fortunate that our site was so accessible for easy window visits.

While the pandemic remains an on-going concern, so much hope remains with the successful roll-out of vaccines, new government measures to address historically challenged recruitment and retention issues in healthcare, improved access for visitors, and a better understanding of how to optimize safety while restoring pre-COVID routines.

I look forward to getting to know everyone better, and continuing to strive for quality care in this organization.

Michael Aikins
CEO, Arrowsmith Lodge and Cokely Manor



Stewart McTavish
Hospitality Manager

This program is run in partnership with SOS (Society of Organized Services). The Arrowsmith Lodge kitchen prepares the meals while SOS manages all other aspects of the program.

MEALS ON WHEELS

It was another successful year in partnership with the Society of Organized Services (SOS) managing the Meals on Wheels program for the area. This program was never more important than during the pandemic, as many people in need in our community had difficulty getting to grocery stores or getting support from friends and family.

However, knowing they could count on the delicious meals being prepared by the Nutritional Services staff at Arrowsmith three times a week helped to ensure a vital need, such as nourishment, was something they could count on. The turn in the economy, for the many businesses who had to shutter operations during the pandemic also increased usage. It is imperative that programs like this continue to exist.

If you can believe it, approximately 18,000 meals were prepared for the Meals on Wheels program during the year!





ADULT DAY PROGRAM (ADP)

Many adult day programs were ordered to close at the start of the pandemic. Many did not re-open until recently. However the ADP at Cokely safely re-opened many months before it was a requirement and was the only program operating mid-island, recognizing the critical need it provided to participants and caregivers in the community. Being a full-time caregiver is not for the faint of heart, it is often referred to as the 36-hour day. While the participants of the program gain so much from this service, the true benefactors we often don't even meet, are the caregivers, often an elderly spouse, or an adult child also trying to raise children and balance a career. We are proud to offer this important service, and want to shine a light on it whenever we can.

FEDERAL GOVERNMENT SAFE LONG TERM CARE FUND

In recognition of the challenges that COVID-19 had on long term care homes, the federal government came through with some generous funding for capital needs that would help promote infection control procedures. Sourcing equipment and furnishings that had wipeable material, or would reduce the sharing of items, was a specific criteria to be eligible for the grant. Arrowsmith was able to replace all of our office and work chairs, purchase a wheelchair washer, new lifts, several new beds with specialty mattresses, new chairs for the activity lounge and classroom, transfer slings, lounge furniture and more.





ADMINISTRATOR FAREWELL DEANNA SMITH



For 7 years, the AHCS was led by Deanna Smith who joined Arrowsmith in 2003 as a Care Aide and retired in 2022 as the Administrator. During Deanna's long, successful career with Arrowsmith her values and love for this organization never wavered. She advocated strongly for AHCS at every opportunity and tirelessly proposed many projects, big and small, all with the goal of improving the quality of life of those in her care.

In the past year, Deanna's courage and strength guided the staff and provided solace for the elders. Never before has healthcare experienced such a tragic and devastating event; but Deanna steadfastly ensured that the impact felt by all was lessened: The staff had an uninterrupted supply of PPE, medical equipment, and personal health supports; and, the elders had exciting, eventful activity calendars with plenty of care, encouragement and attention to combat the loneliness of being shut-in for many months. Deanna participated in every 'theme' day, even donning her fabulous Easter chicken costume to the delight of everyone!

At every opportunity, Deanna ensured that visits with family were possible, within the Provincial guidelines. Her accomplishments, despite the pandemic, were many: successful BCNU negotiations, partnering with VIU to establish learning and advancement opportunities for staff, supporting the Health Career Access Program (HCAP) for individuals who seek to become a health care assistant, liaising with the Oceanside Health and Wellness Network, hosting information workshops for Learning Essential Approaches to Palliative Care, advocating for the HCA to PN bridge program at VIU, creation of the Covid Resource Coach position to support and mentor staff, and the hundreds of Memos to staff, families and Board members to consistently and compassionately communicate all of the news, events and relevant information necessary to ensure her Arrowsmith family was taken care of.

"I can say with all honesty that I love what I do but could not do it without the support and hard work of those around me. Thank you, yet again, for such an amazing opportunity."

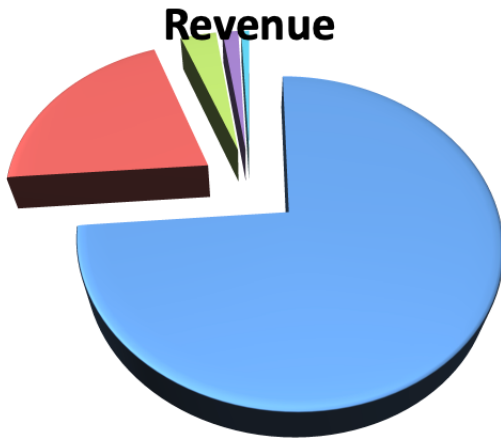
- Deanna Smith

FINANCIAL SNAPSHOT

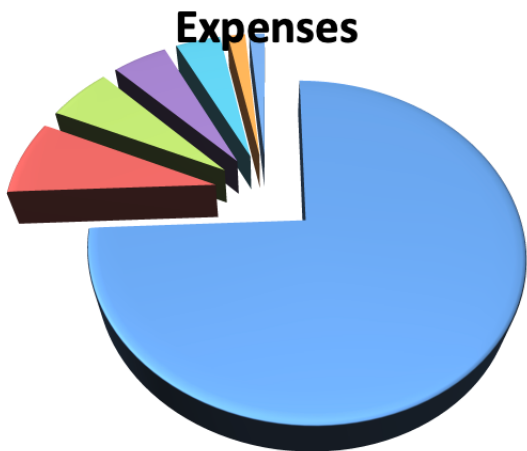
Fiscal Year
April 1, 2021-
March 31, 2022



Staff Appreciation Day



- VIHA \$7,531,420 (75%)
- User Fees \$2,096,876 (20%)
- Other - \$273,288 (2.5%)
- Capital Grant Amortization \$155,942 (1.5%)
- BC Housing \$78,403 (1%)



- Wages and Benefits \$7,041,041 (74%)
- Supplies \$715,136 (8%)
- Equipment and Building Services \$550,282 (6%)
- Amortization \$478,602 (5%)
- Contracted Services \$398,800 (4%)
- Other Expenses \$155,882 (1.6%)
- Mortgage Interest \$136,780 (1.4%)



Hats off to Staff Day



Truth & Reconciliation Day



Welcome Deedee and Tinker!

In the spirit of creating a home, and giving our elders a sense of purpose, two new feisty additions were added to Arrowsmith Lodge.

Watching the kittens climb the walls (literally), stalk the birds and fish, and make this their new home has provided many moments of joy to our elders, staff, and visitors.

LONDON DRUGS

Stocking Stuffers for Seniors

London Drugs organizes a Stocking Stuffers for Seniors program each year. Together with their staff and clients, London Drugs brings holiday cheer to many care facilities in the central island area.

Since 2019, the residents of Arrowsmith Lodge and Cokely Manor have been fortunate to participate in this wonderful program. Our staff completes a wish list for each resident, and then during the holiday season, each resident is gifted a "stocking" bag with relevant gifts. The joy and appreciation from each resident, and the memories made delivering all these bags are priceless.

Heidi Barker, Manager Cokely Manor

"Christmas is not as much about opening our presents as opening our hearts."

Janice Maeditere

