



ARROWSMITH HEALTH CARE SOCIETY

**ANNUAL
REPORT**

2023-24



MESSAGE FROM THE CEO

Michael Aikins
CEO

WE ACKNOWLEDGE THAT ARROWSMITH LODGE AND COKELY MANOR ARE LOCATED ON THE UNCEDED, TRADITIONAL, & ANCESTRAL LANDS OF THE COAST SALISH, HUL'Q'UMI'NUM' SPEAKING PEOPLE INCLUDING THE SNAW-NAW-AS AND SNUNEYMUXW PEOPLE, AND THE QUALICUM NATION.

I am deeply grateful to serve as the CEO of this high-performance organization. Our success is attributed to the dedicated staff at Arrowsmith Lodge and Cokely Manor, who care for the elders we serve. From long-time employees to new grads, everyone plays a part. Thank you to the entire workforce for your commitment and hard work.

Our Board of Directors is a diverse group of passionate volunteers who set the vision for the organization. Their roles are instrumental, with Susan Farlinger, our Board Chair, leading the Board and governance responsibilities.

Thanks to all our volunteers, family, friends, and donors for your unwavering support, recognizing our purpose, every day, is to ensure our residents, tenants, and Adult Day Program participants live life to the fullest.



I would like to express my gratitude to Broadmead Care Society in Victoria, who we have contracted for our accounting services and financial reporting. They operate several non-profit long-term care sites in Victoria and Nanaimo and have been invaluable partners, offering their expertise and support. Such collaborative models are crucial for success in a sector that is becoming increasingly complex due to reporting requirements and regulations. As a medium-sized organization, it can be challenging for us to find the right expertise, and this partnership helps to bridge those gaps.

Thank you for taking the time to review the Annual Report. Many people contributed to the highlights throughout the past fiscal year and it shows in the vibrancy of what we do.

BOARD OF DIRECTORS

As volunteers, each board member has a degree of credibility with the community that varies from the organization's staff. Sharing their deep passion and knowledge for the organization's mission, goals, and needs throughout the community increases our probability for success.

Susan Farlinger **BOD Chair**

The Board of Directors of AHCS is a group of local folks with the task of working with the CEO and staff on both routine and inspiring tasks. There are currently eight volunteer Directors, working to support the organization in delivering good health care and, importantly, improving the quality of life for residents. As the Board of the Society we have the key fiduciary tasks of ensuring financial and agency standards. Our strongly held vision for an interesting and diverse life for residents drives most of our other work.

Our board is modernizing governance, as well as ensuring board succession and continuity. Virginia Gibberd, a big contributor to the Board, is retiring this year after nine years. We have welcomed Lola Denesyk, Mary Jane Bowie and Duane Mottle in the last year who are taking on new responsibilities. Robert Hawes is the solid core of the Board's financial oversight, among other tasks. Louise Tilston and Bill Dunlop are working through the transition of members on the Quality Committee.

Working with these committed and interested people, the all-important volunteers from the Oceanside community (look at the gardens!) and the outstanding and caring management of staff at Arrowsmith is a great privilege.



Pictured left to right: Susan Farlinger, Robert Hawes, William Dunlop, Virginia Gibberd, Michael Aikins (CEO), Lola Denesyk. Missing: Louise Tilston, Mary Jane Bowie, Duane Mottle

WHO WE ARE



**CARRIE
BUHLER**



**SHEILA
MONAGHAN**



**NICOLE
DENHAAN**



**MIKE
MCGARRY**

On October 21, 2024, **Carrie Buhler** will celebrate 38 years of working at Arrowsmith Lodge as a Health Care Aide, making her the longest-standing employee. Carrie feels blessed to have cared for the amazing residents at the facility over the years. She believes that ***“caring for those who once cared for us is one of life’s highest honours”***. Carrie’s passion for her work began when she was a candy striper at a different location. In 1986, she decided to enroll in the Care Aide program and started working in the original building, which is now known as Cokely Manor. Carrie goes above and beyond for the elders she cares for, often coming in on her days off to refill the elders’ bird feeders and even bringing her dogs, Dixie and Poppy, to visit. Arrowsmith Lodge has been a second home to Carrie for many years, and she has worked hard to ensure it is a comfortable home for the elders entrusted to us.

Sheila Monaghan joined the leadership team last year as the Support Services Manager, overseeing nutritional services, housekeeping, and laundry at Arrowsmith and Cokely. Despite the challenges of managing various dietary needs, she has made a positive impact with new menus and a dedicated team. Sheila, a member of the Canadian Society of Nutrition Management, is committed to delivering the best service to residents and tenants. Outside of work, she enjoys spending time with her family and taking her dogs for long walks.

Nicole DenHaan joined our team in March of 2017 as a casual RN when her family moved to Errington from Surrey, BC. She took over the Care Manager position in early 2023, where she supports the elders, their families, and the care team alongside Karen Fredlund, Director of Care. Nicole fell in love with long-term care while studying at Trinity Western University in Langley, BC, where she obtained her Bachelor’s Degree of Sciences in Nursing. ***“I love the relationships we form in long-term care. You don’t get the high turnover rate the hospitals get. You get to know people here. Not just the residents, but their loved ones, too.”*** When Nicole isn’t at Arrowsmith Lodge, she enjoys gardening, canning, and watching her husband Mark and their three teenaged daughters play volleyball.

Mike McGarry is a recent addition to our Health Care Aides at Arrowsmith. He initially worked as a cook and part of the Nutritional Services department in 2018 before transitioning to the Maintenance department. His interactions with the residents reflected his commitment to ensuring they had everything they needed to lead a fulfilling life. Recognizing his potential, Mike decided to enroll in the Health Care Access Program (HCAP). This initiative is funded by the Province of BC to attract new workers into the Health Care Aide program by offering paid placement opportunities and education. Mike graduated from the program last summer and is now a valued member of the Birch neighborhood. Outside of work, Mike enjoys spending time with his wife Ashley and their four children, with a fifth child on the way.

WHAT WE DO

As health needs change, long-term care must focus on holistic support to help seniors maintain fulfilling, active lives.

Person-centered

The simple pleasures and routines we all hold dear help make our days enjoyable and give us purpose, they are a part of who we are. Music, gardening, art, pets, warm cookies, the voices of children in the halls are part of daily life at Arrowsmith. Lodge & Cokely Manor.

Community focused

Our aim is to support both old and new friendships, to stay active in the greater community and invite community groups in, to create opportunities for family connection, and to remember to just have fun!

Roots to nature

Life is all around us. We stay grounded when we can immerse ourselves in nature and its wonders. It is the smell of fresh herbs, the brush of a leaf on your hand, the vibrant colours of flowers, and the wind in your hair.

Celebrating life every day

We are a community of flag wavers and applause, that rally around songs, holidays, theme days, games, events and outings. We believe in building on pleasant memories by creating even more!



Staff education

A vibrant learning & development culture is a key part of what makes Arrowsmith Lodge and Cokely Manor a great place to work. Through our on-going education partnerships with Island Health, SafeCareBC, the Provincial Health Services Authority, CareRX Pharmacy, our contracted Dietician, and IT support team we are proud to welcome new initiatives such as virtual wound care consultations, global Dysphagia standards, and Cybersecurity awareness.

IN FOCUS

Centenarians showcasing longevity and the importance of Assisted Living.

May we introduce you to Mrs. Marguerite Kerr (nee Casey), tenant of Cokely Manor. Marguerite was born on June 27, 1920 in Morden, Manitoba and grew up there on a farm with many barnyard animals. Marguerite was a mischievous little girl, and could often be found hiding in the hayloft, especially if it was time for dishes or chores. She and her sister would walk to school where along the way she would admire all the wildflowers, and so began her love for flowers.

When it was time for high school, Marguerite would hitch "Barney" a stubborn young bronco to the cart and make her way to school. It was during her high school years Marguerite learned to dance and has never stopped. She can still be seen dancing when music is playing to this day. Marguerite aspired to be a nurse. As she began her training, she fell ill with strep throat, which at that time, meant expulsion from school.



The Second World War diverted Marguerite further as she served her country as an examiner for 25lb ammunition shells. Within two years she returned to nursing school, graduating in 1947. In 1950 Marguerite married and went on to have 3 daughters. Marguerite continued her work as a nurse in Manitoba and Ontario until she retired in 1979.

Marguerite joined us at Cokely Manor in December of 2017. Marguerite has many talents such as dressmaking, quilting, needlepoint and watercolor painting. Some of her projects are displayed in her suite. In March of 2020, the global pandemic began, hampering the celebration of Marguerite's 100th Birthday with her family gathering outside her window. Yet, gracefully she has continued to enjoy 4 more birthdays with her family joining the group gathered at Cokely Manor with much fun and fanfare for each one.

We celebrate you, Marguerite!
With love,
the Staff and Tenants of Cokely Manor

"The secret to a long and happy life, is dancing and wine"

**Marguerite Kerr,
104 Years**

"I hope everyone has a good life in this bit scary, wonderful world"



FUND DEVELOPMENT

IT'S MORE THAN JUST FUNDRAISING... IT'S SUPPORT THAT GIVES STRENGTH.

As the only non-profit care facility in the Oceanside area, we rely on community support to deliver high-quality care. We receive subsidized funding from Island Health on a per-bed basis, just like all care facilities. Being a non-profit means we prioritize efficient resource management while also raising funds through external support, without charging excessive fees. Our non-profit status does not compromise the level of care we provide. Arrowsmith is a fully accredited facility with Exemplary Standing through Accreditation Canada.

Our Fund Development is focused on building relationships and finding partners who understand and care about our organization's impact on the community. We're working to connect funders, community groups, businesses, clubs, and other service providers with Arrowsmith in the areas and ways they are already focused on giving.

We need monthly donors to ensure programs such as Horticultural Therapy, Zumba, Chair Yoga, and various Musical Entertainment can continue without interruption.

Planned Giving and Legacy Partners invest in the future and continued presence of Arrowsmith's non-profit care in our community.

Arrowsmith is embarking on a large project and it's going to take several partners in several stages. This much needed outdoor event space will be the setting for community connections and group functions.



The Grand Parade helped raise \$16,665.00 toward this project in Sept. 2023



Courtyard Gardens renewal & re-design and Cokely Manor Community Garden projects completed



Replacement of 13 obsolete overhead lifts through PA Woodward Foundation



Trishaw Bicycle and Cycling without Age program funded through a successful New Horizons for Seniors grant



Purchase of all-terrain wheelchairs and walkers in partnership with EAF Youth Advocate Cadence Denhaan



COMMUNITY FUNDRAISING

THE MEN AND WOMEN OF OCEANSIDE WHO CARE

Local sponsors helped us 'Light Up the Holidays'.



100 Men funds included garden additions, voice amplifiers, nutritional software & iPads, therapeutic programming, and adaptive curling set.

In September 2023 we had the privilege of presenting our charity to the **100 Oceanside Men Who Give a Damn.**

This is fundraising at its best! It's a simple formula. A group of men who care a lot about our community, and want to make a big impact, meet quarterly to hear about the great work of three local charities. Members then donate \$100 each and vote to disperse the funds.

We were overjoyed when Arrowsmith Health Care Society was selected and we received \$11,400. in donations!

Cheers to the 100 Men! They are significantly supporting positive change in our community and they are looking for more men to join the cause to increase their impact.



Funds received from the 100 Women included the purchase of complex wound care mattresses, adaptive walkers, outdoor PA system, safe outdoor seating, on site AED machines, garden additions, and summer outings.

The power of **100 Women Who Care - Oceanside** has been poured into our community since April 2017.

Modelling themselves from the original group in the USA which started in 2006, there are now chapters all over North America and further afield as well.

Their first meeting in 2017 raised \$13,000. They meet four times a year and usually have around 100 members in attendance, although currently, they have 320 members in total!

Arrowsmith Health Care Society was the November 2023 recipient of their efforts with a donation totalling \$32,300!

We want to convey our deepest gratitude to the 100+ Women Who Care supporting non-profits and charities in this community.

Thank you to the local businesses/clubs who sponsored a tree in our 'Light Up the Holidays' campaign.



LOOKING AHEAD

2024-2026 STRATEGIC PRIORITIES

Enhance Quality of Life

We will provide best practice care, activities, and programs.

Build Capacity

We will increase Human Resources, recruitment, & retention, and enhance our workplace culture.

Raise Awareness

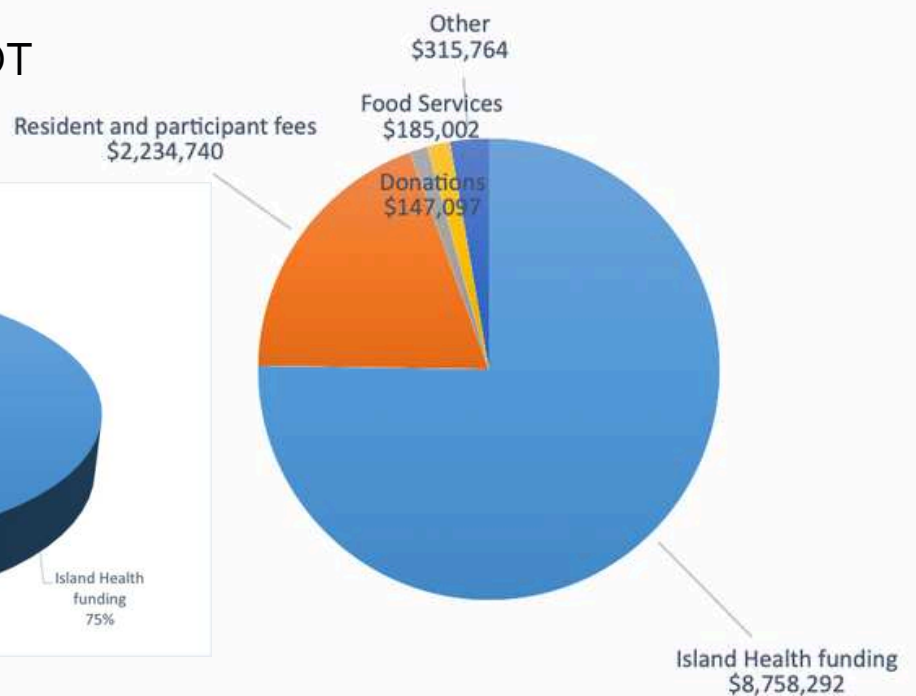
We will build relationships, partnerships, and the Arrowsmith brand.

Increase Sustainability

We will maintain and enhance our infrastructure and information resources.



FINANCIAL SNAPSHOT





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