



Arrowsmith Lodge
& Cokely Manor

COKELY MANOR

TENANT HANDBOOK

**266A Moilliet Street
Parksville,
British Columbia
V9P 1M9**

Updated – August 2022

Welcome you to your new home, Cokely Manor. It is our sincere wish that you will feel happy, safe, and comfortable in your new surroundings.

Your new address is:

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

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

This Tenant Handbook is designed to acquaint you with your new home, to provide information, and to make your stay most enjoyable – please read it prior to moving in.

If you have any questions, please contact the Manager of Cokely Manor at 250-947-9777 extension 5, weekdays from 8:00 am to 4:00 pm (excluding Statutory Holidays).

If you have any comments on ways to improve this information handbook, or your Cokely Manor home, please take the time to discuss them with the Manager. We value your suggestions and encourage you to share your ideas.

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SECTION 1 – GENERAL INFORMATION

Summary of Cokely Manor:

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

We are a completely subsidized, non-profit, registered, charitable organization and we rely heavily on the donations that we receive, to ensure our residents have a high quality of life and access to the many enhancements that make Cokely Manor special.

Cokely Manor is situated on the original Arrowsmith Lodge site, which was completely renovated in 2006, for Assisted Living suites, and accommodates the Adult Day Program. Arrowsmith Lodge, directly behind Cokely Manor, is a 75 bed long-term care facility. Cokely Manor shares many amenities with Arrowsmith Lodge including Administration, Hair salon, Maintenance and Support Services staff. More information at www.arrowsmithlodge.ca

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 you, the tenant, for the service and the conditions under which you may 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

Island Health, BC Housing and Arrowsmith Health Care (2011) Society are partners in supporting people to remain as independent as possible. Assisted Living is described as living one's own life within the community.

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

- A focus on living life, rather than managing care
- Services that allow you to have the health, social supports, and services you need to live safely and independently in your community
- Providing a caring, inclusive environment which encourages the development of friendships within the setting as well as helping you maintain relationships with your family and larger community
- Affordability for people at all income levels
- Access to existing community services and programs that you are accustomed to, and
- A collaborative and supportive partnership where your voice and your opinions are valued and considered

Cokely Manor Values

Cokely Manor is dedicated to providing an Assisted Living atmosphere that represents quality and care for all who reside here.

The following statements outline our commitment to you:

- Our tenants will receive a level of service that recognizes their physical, emotional, and spiritual needs
- Our staff will be treated with respect and fairness and will understand that exemplary and respectful standards are expected of them; in addition that they have the opportunity to participate, learn and develop in their roles.
- The environment will be one that supports independence and innovation, where we can continue to advance through the development of services, standards and products that are important to our tenants.
- The organization will continually foster cooperation, trust and confidence with our tenants, staff, families, community, and partners.



Contact Information

Heidi Barker, Cokely Manor Manager
250-947-9777 Local 5

Michael Aikins, Executive Director
250-248-4331 Local 301

Cokely Bistro
250-947-9777 Local 1

Cokely Activities
250-947-9777 Local 4

Building Maintenance
250-248-4331 Local 222

Important Phone Numbers and Contacts

Ambulance (non-emergency)	250-248-5632
OAS, GIS & CPP Pensions	1-800-277-9914
Enquiry BC (Govt. services)	1-800-663-7867
City of Parksville	250-248-6144
Assisted Living Registrar	1-866-714-3378

Tenant Feedback

Feedback is always an important part of communication. It allows our Team the opportunity to find out what we are doing right, what we may need to correct and how we can adapt and improve. Your feedback is always welcome. Please contact the Manager to provide your input. Every year Island Health sends out a Tenant survey. It is our “report card” and provides valuable information. Please be sure to complete it.

Emergency Response - Lifeline

If you have an emergency or need immediate help, simply push the Lifeline Personal Help Button that you wear around your neck or wrist.

The Lifeline Basic Unit is then activated and will automatically contact the Lifeline Response Centre. Trained Response Centre Associates who have instant access to your complete and critical information will contact 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.

Fire Safety

For your protection your 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 building. 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 be familiar with the Tenant’s Fire Drill Instructions as discussed with you upon your admission: Fire Drills are practised monthly. When the fire alarm sounds, you must evacuate your suite to your outdoor patio, and remain there until a Staff member or Fire Department member directs you back into the building.

Personal Security

When you move 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 6:30 A.M. to 6:30 P.M. daily. You will be given a FOB (a small electronic device used in place of a key) for keyless entry into the building, after hours. You will also be given a key for your personal mailbox.

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 Cokely Manager's office and are available only during working hours.

Keys will not be provided to your family members or other persons unless the Cokely Manor Manager receives written permission from you. 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, please follow these guidelines:**

- Do not open any entrance doors to anyone after hours.
- Press your Lifeline Personal Help Button if someone is trying to access your suite without your permission.
- Notify the Cokely Manager if you plan to be away overnight.
- Do not ever allow access to your suite to anyone you do not know or are not expecting.
- Be sure to report any strangers who are loitering in, or around Cokely Manor or the property – Dial 911.
- Immediately notify the Cokely Manager if you lose your key or FOB.

Emergency Repairs

Help with repairs is available. Emergency repairs are defined as: no heat, toilet clogged or overflowing, flooding and no electricity. Call Building Maintenance for emergency repairs: 250-248-4331 Local 222.

Complaints Procedure

Complaints may arise when expectations have not been met. Should you have a concern about anything at Cokely Manor, we want to hear about it – that’s the only way we can attempt to resolve it. Please ensure that you follow this procedure to ensure corrective action may be taken.

Complaints and concerns are natural and inevitable; and, they have the potential to improve channels of communication and healthy growth of relationships 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 priorities of safety and high quality of service. Each step in the problem-solving process may involve more than one meeting. Only when an agreement cannot be reached will there be progression to the next step.

Step 1 Seek to resolve the issue through one-to-one discussion with the appropriate person. This may be another tenant, the staff on duty, the Manager, or another employee of Cokely Manor.

Step 2 Failing satisfaction with this discussion, you may choose to bring this matter to the attention of the Manager. If you can provide a written account of the issue for the Manager, it will help to clarify and speed up the resolution process. 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 complaint must be submitted in writing to the Executive Director of Arrowsmith Lodge. Please mark the envelope “Confidential” and deliver it to Arrowsmith Lodge. The Executive Director may or may not meet with you to obtain more information in an effort to attempt to resolve the issue; but will provide you with a written response within 20 workdays of receiving your complaint.

Step 4 If the matter is not resolved at this stage, you may request, in writing, that the Executive Director bring this to the attention of the Chair of the Board of Directors of Arrowsmith Health Care (2011) Society. The Chair will acknowledge receipt of your complaint and will contact you for discussion and resolution within 20 workdays.

Notwithstanding the above, any tenant, or any person with a concern about Cokely Manor, may make a complaint to the Registrar's office. The office will determine the nature of the complaint. The office addresses complaints about an alleged: violation of health and safety standards; abuse and/or neglect of tenant(s); provision of more than two prescribed services by an operator; inability of tenant(s) 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 equals 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 moving into Cokely Manor. Payments are made by pre-authorized payment (electronic banking). In certain situations, other forms of payment may be accepted. Please contact the Cokely Manor Manager to discuss this.

Cable television fees may also be deducted from your authorized payment. Currently, the cable fees are \$50.00 per month but are subject to change. You will be notified in advance of any changes to this rate.

SECTION 2 – BUILDING / SUITE INFORMATION

Moving in and out

All arrangements for moving in and out must be confirmed with the Cokely Manager and should be scheduled to occur during business hours from Monday to Friday. All moves must be completed by 8:00 pm. Alternate arrangements must have prior approval from the Cokely Manager.

Any costs incurred by the move are your responsibility. Tenants are responsible for any damage caused to the building, by the move.

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

Suite Responsibilities

Tenants are responsible for the care of their suites. The Cokely Manager must be notified if you have any concerns or on-going issues. If you require assistance from Building Maintenance, please contact the Cokely Manager or Activities Coordinator who will advise the Maintenance Supervisor.

All rental amounts are governed and determined by, the Ministry of Health and the Tenant's Act.

One month's advance notice is required if you are planning to vacate your suite. A damage deposit of \$500.00 is collected from all tenants upon moving into their suite. This is kept in a non-interest-bearing account and is returned when the suite is vacated, subject to completion of a satisfactory inspection of the suite. Details of this policy are contained in your Occupancy Agreement.

Insurance

Cokely Manor has insurance on the building and grounds. It is your responsibility to have Contents Insurance which offers you coverage in the event of fire, theft, or other accidental damage. The cost of this insurance coverage for your belongings is your sole responsibility.

Confirmation of insurance coverage must be supplied before move-in day, and annually upon renewal, to the Cokely Manager.



Decorating Suites

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

You may wish to repaint the colours in your suite. Prior written permission from the Cokely Manager is required. All costs of painting and decorating are the responsibility of the tenant.

You are responsible for bringing your own furnishings when you move into Cokely Manor. Management reserves the right to request that items be removed from the suite if they impact or impede your services and/or safety, or that of other tenants of Cokely Manor. Water Beds are not allowed at Cokely 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 microwave oven. These are owned by Cokely Manor and are to remain, should you 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 Cokely Manager.

No tacks, nails, bolts, or screws are to be placed in the floors, doors or trim. The hanging of a small number of pictures is allowed, depending upon the size and number of the pictures. Contact the Cokely Manager for assistance with this.



Pets

Pets may not reside at Cokely Manor, however we welcome pet visits.

Visitor's pets must be obedient, friendly, well-mannered and must be kept on leash. Excessive barking is not allowed. Visitors must clean up after their pet and are responsible for any damages.

Smoking

Cokely Manor is a non-smoking building and property. Smoking is only allowed off our property: you must leave the property to smoke.

Notice of eviction will be served on any tenant or visitor who smokes inside the building, in their suites, on their patios or anywhere on the property.



Mail Service

Mail is delivered by Canada Post to Cokely Manor, daily. You will be issued a mailbox and key, and your mail will be placed there upon delivery.

Stamps are available from the Cokely Store and a mail slot for posting letters is located beside the mailboxes.



Telephones

You are responsible for contacting the phone company to have telephone service started or disconnected. You are responsible for all charges related to the telephone including hook-up and monthly charges.

Cable TV

You will be asked if you wish to have Cable TV service when you arrive. Application forms will be completed at that time. There is access to WiFi at Cokely Manor. Speak to the Cokely Manager to gain access.

You will be required to set up an account with Shaw Cable, however, you will not receive a bill unless you choose to add additional services over and above the Classic Cable package supplied.

Appliances

Your suite is equipped with a small fridge and microwave oven. You may bring in certain other appliances such as kettles & coffee makers. Stovetops, toasters, toaster ovens, space heaters, griddles, etc. are not allowed. If you wish to install a portable air-conditioning unit, please consult the Cokely Manager prior to purchase or installation. The Cokely Manager can clarify which appliances are allowed and which are not, as determined by Island Health and B.C. Housing.

Storage

Small storage units are provided for each tenant. These units are for your use exclusively and are located on the lower level of Cokely Manor, accessible by elevator.

Sheds or other makeshift storage outside your suite are not allowed. You are responsible for the contents and lock-up of your storage unit. NO dangerous items such as paint, combustibles, explosives, ammunition, weapons of any sort or flammable products may be stored at Cokely Manor. Contact the Cokely Manager if you are unsure of items that may be stored in your storage unit.

Scooters

Motorized scooters are not permitted in the building. Motorized wheelchairs are permitted with Occupational Therapy approval.

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



SECTION 3 – SERVICES



The Dining Experience

At Cokely Manor we recognize the cultural, physical, and social importance of food. Food not only feeds the body with necessary nutrition but feeds the heart and spirit as well. It's the most natural time to relax and socialize.

Utilizing a restaurant type setting in our Cokely Bistro dining room, we are committed to serving appetizing, nutritious meals, prepared in an immaculate kitchen and served in a warm, home-like setting. The dining room is bright and inviting with its comfortable chairs, fresh flowers, warm fireplace, local art, and crisp linens. A complimentary light continental breakfast is offered in the morning. Both, lunch and dinner are provided for each tenant; should you miss/decline meals there is no cost deduction to the monthly rent.

Meal Times

Both daily lunch and dinner specials are offered and many options are available at each meal. The lunch meal is served at 12:00am, and the dinner meal at 5:00pm. Please feel free to stay in the dining room to relax and catch-up with your neighbours after mealtimes. The outdoor patio is open when the weather is warm and the Lounge is comfortable for relaxing, anytime. The Cokely Bistro is closed daily from 1:00 to 5:00 to allow for thorough cleaning and to prepare for the next meal.

Special Diets

The Kitchen is not always able to cater to individual preferences or your personal food likes and dislikes; however, all meals are nutritious, varied and well planned. Whenever possible, modifications may be made to meet your specific dietary needs by speaking with the Cokely Manor Manager when you move in. Please notify the Cokely Manor Manager if you have any food allergies that need to be considered.

Seating

Seating in the Bistro is assigned when you move in. 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 tenant, or guest. You will be served each meal by our warm, friendly dining room staff.

Snacks

Snacks for in-between meals are available from the convenience store situated next to the mailboxes. Check the posted sign for the store hours.

Room Service

If necessary, Room Service is provided, and the meal will be delivered to your suite. Because mealtimes are an important part of social interaction, we encourage all tenants to enjoy their meals in the dining room.

We also recognize that tenants may choose to eat alone on occasion or are required by doctor's orders to have their meal served in their suite.

If you are unwell and under a doctor's order, Room Service will be provided at no charge to you. However, if you simply wish to have the convenience of Room Service, there will a \$25.00 charge (payable in advance) for each meal delivered to your suite.

Guest Meals

We welcome your family, relatives and friends to join you in the dining room during mealtimes. Guest meals are provided at a reasonable cost.

Private Dining Room

A small Private Dining Room is available for tenants and their guests to use for occasions such as birthday parties, holidays, and other special events. Please contact the Cokely Manor Manager to reserve the room and to arrange times, menus, food delivery service etc.

Housekeeping Services

Staff Responsibilities

Your suite will be 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 Cokely Manager to arrange this.

Tenant Responsibilities

Other than the weekly cleaning, you are responsible to keep your suite and patio clean. Random inspections may be made to ensure cleanliness and safety throughout Cokely Manor. You are responsible to notify the manager of any major spills, or areas that may require extra cleaning.

Laundry / Dry-Cleaning

Tenants are responsible for their own personal laundry. Your sheets and pillowcases will be cleaned weekly. Please have 2 sets of sheets and towels.

Washers and dryers are available for you to use. Instructions for the safe and proper use of these machines are posted – please always adhere to them. There is no charge to use the machines; however, you are responsible to supply your own soap, softener and/or dryer sheets. Tenants are not to leave their laundry in the machines for extended periods, and are required to clean the machines (including the dryer lint tray) after each use.

Cokely Manor does not assume responsibility for any damage caused from use of these laundry machines.

Washers and Dryers are only to be operated from 8:00 AM to 8:00 PM daily. You are encouraged to use ‘wash and wear’ clothing: ironing services are not provided.

Any arrangements for dry-cleaning services required, are your responsibility. Contact the Manager if you need assistance with this.

Garbage and Recycling

You are encouraged to Recycle whenever possible, to both eliminate the amount of garbage collected and to assist in maintaining a healthy, sustainable environment.

Blue Bins are available for you to recycle paper and rinsed plastic and tin containers. The bins are located at various locations and are clearly marked.

Do not recycle the following: dirty, food soiled or contaminated newspapers, paper towels, or cardboard; wax or plastic-coated cardboard, aerosol cans, bottle caps, containers larger than one gallon, medicine bottles, light bulbs, batteries, any glass, dishes, plastic items (toys, utensils, etc.), metal items (pots and pans, coat hangers, etc.); and ceramic items. If you are unsure, please ask a staff member for clarification.

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

Do not place recycling in plastic bags. If you are disposing of bulky items (furniture, etc), please contact our Maintenance department.

Parking

Cokely Manor does not accept tenants with vehicles.

There are several parking spots available for visitor use and there is handicapped-only parking available to the left of the main entrance.

No overnight parking is allowed by visitors without prior permission from the Cokely Manager. Cokely Manor is not responsible for any damage caused to any visitor vehicle parked on our property.

Overnight Guests

Tenants are welcome to have overnight guests for a maximum of three nights. The Cokely Manager must be informed of any overnight guests prior to any guests staying overnight. You are not permitted to sell or give accommodation to any person, anytime, as required by licensing regulations.

Staff and Personal Care Services

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 our Team. You will become familiar with your neighbours and our Team: friendly smiles will greet you everyday. You will get to know them all, and they will be a welcome part of your daily life. Our Team works with a high level of customer service, patience, respect, and compassion. In order to ensure your privacy, they have signed an Oath of Confidentiality as a condition of their employment.

Sometimes our Team will provide ‘extras’ well beyond their duties and responsibilities. They do so because they care. When these acts of kindness are provided a tip or gift is not necessary, in fact, staff are not allowed to accept it; however, a “Thank You” is always appreciated.

Personal care services and support are provided to you by Community Health Care Aides who are directed by a nurse. These Health Care Aides help with things like medications, bathing, and dressing. They are not employees of Cokely Manor but work in partnership with us to support and improve your health and quality of life and to help you retain your independence.

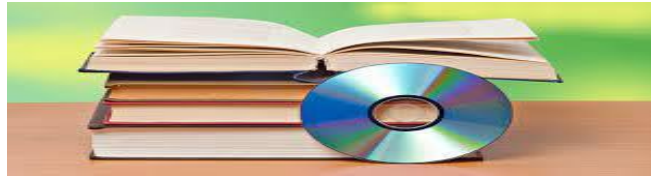
All enquiries about these personal care services, or if you require assistance or reassurance when bathing and/or showering, should be directed to your Island Health Home Support Case Manager. Please don’t hesitate to call.



Activity Programs

Activity and recreational events and programs are offered Monday through Friday. Details of all programs offered are posted on the main Notice Board daily. Entertainment is scheduled on a regular basis, and special holiday events are always planned. You may also view the upcoming events on our monthly calendar that is delivered to you each month and is posted on our website. Please contact the Activities Coordinator if you have any suggestions or if there is something you would like to be included. We look forward to seeing you at our next event!

SECTION 4 – AMENITIES



Library

A small library is in the TV/Movie Lounge. Books, DVD movies, puzzles and reference materials are available for use and may be taken to your suite. A sign-out system is used for recording which items are on loan. Please ensure that you use sign-out procedure so that all tenants may have the opportunity to enjoy their use.

Shopping

The Cokely ‘Store’ is in the main hallway, just across from the manager’s office. Here you may purchase items such as milk, yogurt, toothpaste, fruit, candies, and other items. Community Volunteers run the store for us - if you are interested in helping out in the store, let the Cokely Manager know. Let us know which items you would like us to stock, and we will do our best to accommodate.

Deliveries are available from many local stores. We encourage you to take advantage of this service.

If you have prescriptions that need to be filled or you need help to purchase other pharmaceutical supplies, contact the Cokely Manager who can provide assistance with this.



Deliveries

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

Deliveries from the Pharmacy will be taken directly to your suite. Please be sure you arrange to be present to accept the delivery.



Gardens/Patios

Every suite at Cokely Manor has a small, bright, patio attached. You may plant a container garden (in pots & boxes), decorate, hang some hummingbird feeders, set up a comfortable seating area for relaxing outdoors, or, all of the above!

Please do not place stones around plants and shrubs or in any way interfere with access by a lawn mower. Also ensure that you use a watering can to water your plants and flowers. Sprinklers may not be used.

Keep in mind that your neighbours have patios too. Please respect each other's space and privacy.

At Cokely Manor we do not allow BBQs, or any outdoor cooking or fireplace units, as per fire regulations.

Hair Cutting Services

A licensed hair stylist for both men and women is available in the Hair Salon at Arrowsmith Lodge.

To find out about services and prices, or to make an appointment, please speak with the Activities Coordinator.

Church Services

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



SECTION 5 – GETTING INVOLVED

Resident Group Meetings

You are invited to the bi-monthly Resident Group Meeting. This is your opportunity to give us your valuable input into quality initiatives for Cokely Manor. We look forward to hearing your suggestions and positive feedback.

Fundraising

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

Soliciting of any kind is not allowed at Cokely Manor. Certain raffle tickets may be sold only with the prior approval of the Cokely Manager: raffles that are directly beneficial to the tenants may be considered.

Cokely Manor is operated by the Arrowsmith Health Care Society, a registered, private, not-for-profit charitable organization that has been providing excellent care to seniors in our community for more than 50 years. The organization advocates for and administers funds for the 75 residents at Arrowsmith Lodge, 30 tenants in the Assisted Living suites at Cokely Manor, 55 regular participants of the Adult Day Program, and more than 1500 hot, nutritious meals delivered every month for those who rely on the Meals On Wheels program - prepared at Arrowsmith Lodge.

Only with generous donations and access to grants are we able to offer exemplary care and services which add immensely to the quality of life of our tenants and residents. Please consider donating to our Society so that we may continue to provide a comfortable, welcoming home, where the wishes and desires of those we care for are the priority and where the programs we offer are more likely to be accepted, and inspiring to ensure that independence and intention are preserved and enhanced.

Check out www.arrowsmithlodge.ca and click on the Donate button.

