



Arrowsmith Lodge
& Cokely Manor

Welcome to Arrowsmith Lodge





We are honoured to welcome you to your new home where our exceptional care Team will help you with your daily activities in a warm, supportive environment. Arrowsmith Lodge is a licensed long-term care home providing subsidized care and, regulated under the Community Care and Assisted Living Act.



The Arrowsmith Health Care Society has been serving the Oceanside area for more than 50 years, providing a home and environment where people can continue to live their best life safely, comfortably, socially, with dignity, joy, and intention. We look forward to getting to know you!

ARRIVING AT THE LODGE

Upon arrival at Arrowsmith Lodge, you will be greeted by the nurse in charge. Loved ones are welcome and encouraged to join you. You will be assisted with bringing in your belongings, shown your new private room and introduced to the caring staff. This provides an opportunity for them to get to know you and help you become familiar with your neighbourhood. You will have help with unpacking your clothes and have them labelled with your name. Please also label your personal items such as glasses, dentures (your optometrist and denturist can provide this service) hearing aids (case), mobility aids, etc. We will do all that is reasonable to protect your personal property; however, we encourage you to purchase content insurance and to leave very valuable items in the care of someone you trust.

OUR NEIGHBOURHOODS

The Lodge has 5 Neighbourhoods: Arbutus, Birch, Cottonwood, Dogwood and Evergreen. Each Neighbourhood is easily recognizable by its unique, bright colour and surrounds a lovely garden courtyard. At the far end of each Neighbourhood there is a comfortable lounge and a sitting area overlooking our gardens. You will notice that we have cats, birds, and fish as members of our Arrowsmith family, including frequent visits from deer, squirrels, and wild birds. We encourage visitors to bring their friendly, well-behaved pets in to visit as well.



PHILOSOPHY OF CARE

Our philosophy is that we are here to provide a home and an extended family to those that we have the privilege to care for. We want you to enjoy your private room and encourage you to add some personal items that will make you more comfortable or have a special meaning for you. Person-centered care is an integral component of our approach. Our goal is to establish cultural safety and humility in our services and programs, and to continually look for new and progressive ways to accommodate and care for the residents we serve. Please let us know if there is anything we can do to make this happen.

ACTIVITIES AND EVENTS

Another one of our goals here at Arrowsmith Lodge is to offer positive and stimulating ways for you to continue living your life with meaning and purpose. Our daily planned activities focus on engaging your body, mind, and energy, and are for everyone who chooses to pursue their interests in an engaging social environment. Please join our Activities Team and our Arrowsmith family for recreation, music, art, fun and fitness. This Team will also deliver your mail to your room and provide stamps if you wish to purchase them.

The first important project that the Activities Team wants to help you with is the creation of a Memory Board. This will include important dates or events in your life, including pictures which may hold special meaning, and which represent your proudest moments or most wonderful memories. There is also a beautiful shadow box case beside your door. Our Maintenance Team will help you fill this case with meaningful photos, trinkets, memorabilia, or artwork. These two projects will help you identify your personal space and will help our Team and your neighbours get to know you better.



Self-expression is encouraged through our many activity programs which inspire participation in a safe, joyful atmosphere.



There are many special events hosted by the Activity Team: families and volunteers are welcome as well. This is a great opportunity for you to get to know your neighbours. We welcome your suggestions for new activities and entertainment. Many entertainers are scheduled to perform on a regular basis, as permitted. Musicians, dancers, youth performers and local artists are very popular and add some fun and excitement to the day!



Special events and holidays are celebrated with enthusiasm by our residents and our Team. We will find meaningful ways to bring excitement into the Lodge and to find fun activities for all.

Our Activities schedule also includes year-round events to celebrate holidays, as well as many entertaining theme-days and special occasions. Daytrips and Mystery Drives are also scheduled. Be sure to pick up an Activities Calendar! You will see the list of daily activities written on the white board outside the Activities Room. We look forward to seeing you at our next event!

Every Sunday, spiritual support is available through meaningful worship if this is important to you. The Denomination of the church will be written on the Activity Calendar. We encourage you to maintain contact with your own faith community.



Our building and grounds are kept safe and well maintained by the Maintenance Team

MAINTENANCE TEAM

The Maintenance Team performs various repairs, maintains a preventive maintenance program for equipment, takes care of the grounds and lawn, and makes sure the building is safe, comfortable and in good repair. The Maintenance Team is an important part of our Team and are available to make your move easy and your space safe and comfortable. They will hang your pictures, help with your move-in, and arrange your furniture. Let a Team member know if you require their assistance.



We take pride in always providing fresh, appetizing, nutritious meals, served with a smile.



NUTRITIONAL SERVICES

The dining rooms are bright, warm, and inviting. Mealtimes are beneficial not only for their nutritional value but also for providing you with the opportunity for socializing. Every delicious meal is made onsite by our capable and well-trained kitchen staff. Your food preferences, choices and dietary requirements will always be considered when preparing your meals. Be sure to let the Hospitality Manager, Sheila Monaghan and her Team know what they are. For a nominal fee, you may have a guest join you for a meal. Meal tickets are available from the Activity Team; please give them advance notice to arrange seating and to notify the kitchen. Meals with guests can also be reserved at our Cokely Manor Bistro. The meals are first-rate, and the cost is reasonable. Again, advance notice is required. For your protection, any perishable foods must not be kept in your room: Food Safe regulations prohibit this; however, there is a fridge available in the common area kitchen. Non-perishable food kept in your room must be stored in a small airtight container. Unfortunately, Arrowsmith Lodge cannot accept any responsibility for food brought in by you, your friends or family.

PHYSICIAN AND PHARMACY COVERAGE

If you have a primary care physician who would like to retain you as a patient, please speak with Karen, our Director of Care who will ensure that your physician is aware of the requirements. Otherwise, one of our contracted physicians will take you on as a patient.

Our contracted pharmacy is CareRx and all prescription medications and pharmacist oversight will be managed by them. This is to ensure medication accuracy and safety. Please do not bring any medications, including over-the-counter medications, homeopathic/herbal remedies, or medical cannabis into Arrowsmith Lodge. Speak to the nurse in charge about these items if you have questions or want more information.



SAFETY POLICY

With safety as a primary concern, regular Fire Drills are scheduled. They are very loud and may be disruptive, but they are necessary to ensure a high standard of safety preparedness and fire protection. Visitors at the Lodge during a fire drill should remain in place until further direction is given. In addition, it is vital that you do not bring in any electrical appliances, blankets, or heating pads. Using candles is strictly forbidden as they pose a very high risk for fire. Arrowsmith Lodge also has a strict Smoking Policy: there is no smoking allowed anywhere on our property, with the exception of a small, designated smoking area for resident use only, upon completion of a Smoking Risk Assessment. Thank you for your cooperation in helping us to maintain a safe environment for all.

FIND OUT WHAT'S HAPPENING

At Arrowsmith Lodge, we strive to provide a home that is not only safe and comfortable, but also exciting and active. With our Family Feedback Group meetings and our education and enrichment programs for you and your family, we take great pride in making sure everyone is given the opportunity to thrive. Our many Volunteers also assist with services and programs to enhance community interest and provide support for you and for our Team. Their help is important, and with a smile, a pleasant attitude, and patient understanding, they can make your day more special. We hope you will welcome them, as we do, as part of our Team. If you have a friend or family member who is interested in volunteering, information and application forms are available from our Activity Team Volunteer Coordinator. You are encouraged to provide a contact email address with us to stay informed with updates that are regularly shared.



The generous contributions of our Volunteers are truly valued; the difference they make to the quality of life for our residents is immeasurable.



ALLIED HEALTH SERVICES

Your health and well-being are very important to us. Our contracted Physiotherapist and Occupational Therapist will help you with your mobility, comfort, and independence. We are also pleased to have a Dental Hygienist available to provide oral care services for you. A regular dental program is a vital part of your overall health. Other treatments can be arranged on-site, including services such as Foot Care, Therapeutic Botox, and more – fees may be incurred. Our Nursing Team will be happy to contact any of these professionals on your behalf.



THE LEADERSHIP TEAM

The Leadership Team is available to help you with your financial and personal affairs. The Executive Director, Michael Aikins will always endeavour to make time to answer your questions, deal with any concerns you may have, and welcomes your feedback about our Team, your history, and your experiences at Arrowsmith Lodge. The Director of Care, Karen Fredlund, coordinates and supervises the care team as well as performing various management tasks. Together with your care team, she will work with you and your family to design a plan that reflects your needs and preferences. Karen will ensure that your voice is heard and that your family is always welcome. The Activity Manager is Heidi Barker. She will make sure that you have the opportunity to participate in the daily activities and she welcomes your suggestions for new, exciting programs. Resident accounts, Trusts, Comfort Fund, and Society donations are managed by Erin Crossley. Please visit her in the Administration office, Monday – Friday, 9-4pm to set up your accounts. Our entire Team of dedicated, caring, incredible people are here to make your life and experiences at Arrowsmith Lodge enjoyable. Feel free to contact any of our Leadership Team – we're here to help!



***The phone number for Arrowsmith Lodge is: 250-248-4331,
Extension numbers and email addresses are:***



- Michael Aikins, Executive Director: #301; maikins@arrowsmithlodge.ca
- Karen Fredlund, Director of Care: #106; kfredlund@arrowsmithlodge.ca
- Heidi Barker, Activity Manager: #112; administration@arrowsmithlodge.ca
- Sheila Monaghan, Dietary Manager: #117 smonaghan@arrowsmithlodge.ca
- Erin Crossley, Resident Accounts: #125 payroll@arrowsmithlodge.ca

LODGE SERVICES

The following information is summarized to ensure that you understand what items and services are provided. If you have any questions or concerns, or would like clarification, please do not hesitate to ask any Team member. If they can't answer your question, they will make sure you are directed to someone who can!

Amenities Include:

- Private rooms, including bathrooms fitted with ceiling lifts
- 3 nutritious meals per day, including snacks and supplements
- Wireless internet and cable television (for a fee)
- Fully adjustable Beds, all linens and towels, bedside table, dresser, and wardrobe
- Comfortable lounges with televisions, fireplaces, libraries, and games
- Resident pets
- Hydrotherapy Tub
- Full laundry and daily housekeeping services
- Daily personal assistance with activities of daily living
- Administration of medications, as prescribed by a physician
- 24 hr. supervision by licensed nursing personnel (R.N. or L.P.N.)
- Regular Physician visits for pro-active health maintenance
- Planned daily activities and opportunities for socializing
- Recreational, Occupational and Physio-Therapy Programs
- Professional Hair salon
- Private dining room for family meals/events
- Sensory Therapy room
- Scheduled accessible-bus Daytrips
- Beautifully maintained courtyards, grounds, gazebo, orchard, and walking paths

And finally, for you to fully understand and appreciate your new home, on the last page you will find a short history of the Arrowsmith Health Care Society. We come from humble beginnings and are extremely proud of our story and our highly regarded reputation in the Oceanside community.



In 1969 the Arrowsmith Rest Home Society was established. The fundraising goals were achieved through card parties, bingo, teas and raffle sales, but above all through personal canvassing and collecting donations. The first three wings were opened in November, 1971, and the fourth wing was added three years later, with 59 residents in total, all in private rooms.

In November of 2004, plans were drawn up for the new building (the current Arrowsmith Lodge) to house 75 residents. By the middle of 2006, a 30 suite Assisted Living site, Cokely Manor, was open. Several years later our Adult Day Program was introduced to the community to provide respite for caregivers and a safe, stimulating environments for all participants.

We are a completely subsidized, non-profit organization. Our main funding providers are Island Health (who place elders in our care) and BC Housing (for Cokely Manor), but 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 their home special.

2017 was our inaugural year of what has become a wonderful partnership with the Society of Organized Services (SOS), preparing meals for the vital and successful Meals On Wheels program.

2019 was our 50th year of providing care and services to the Oceanside communities. This important '50 Years of Caring' milestone was celebrated by almost 200 guests – residents, families, volunteers, staff, Board members and supporters, for a week of amazing '1969-themed' activities and a Groovy 60's party with fun events for all.

In 2020, we were delighted to receive the Not-For-Profit Business of the Year Award from the Parksville Chamber of Commerce, and we proudly display our trophy in the front entrance display case.

Our past has been rich with memories, people, stories, and events that have enriched the lives of those we have had the honour to care for. We look forward to many more years of making memories and sharing special stories with our Arrowsmith family.





RESIDENTS' BILL OF RIGHTS

Commitment to care

1. An adult person in care has the right to a care plan developed:
 - (a) specifically for him or her, and
 - (b) on the basis of his or her unique abilities, physical, social and emotional needs, and cultural and spiritual preferences.

Rights to health, safety and dignity

2. An adult person in care has the right to the protection and promotion of his or her health, safety and dignity, including a right to all of the following:
 - (a) to be treated in a manner, and to live in an environment, that promotes his or her health, safety and dignity;
 - (b) to be protected from abuse and neglect;
 - (c) to have his or her lifestyle and choices respected and supported, and to pursue social, cultural, religious, spiritual and other interests;
 - (d) to have his or her personal privacy respected, including in relation to his or her records, bedroom, belongings and storage spaces;
 - (e) to receive visitors and to communicate with visitors in private;
 - (f) to keep and display personal possessions, pictures and furnishings in his or her bedroom.

Rights to participation and freedom of expression

3. An adult person in care has the right to participate in his or her own care and to freely express his or her views, including a right to all of the following:
 - (a) to participate in the development and implementation of his or her care plan;
 - (b) to establish and participate in a resident or family council to represent the interests of persons in care;
 - (c) to have his or her family or representative participate on a resident or family council on their own behalf;
 - (d) to have access to a fair and effective process to express concerns, make complaints or resolve disputes within the facility;
 - (e) to be informed as to how to make a complaint to an authority outside the facility;
 - (f) to have his or her family or representative exercise the rights under this clause on his or her behalf.

Rights to transparency and accountability

4. An adult person in care has the right to transparency and accountability, including a right to all of the following:
 - (a) to have ready access to copies of all laws, rules and policies affecting a service provided to him or her;
 - (b) to have ready access to a copy of the most recent routine inspection record made under the Act;
 - (c) to be informed in advance of all charges, fees and other amounts that he or she must pay for accommodation and services received through the facility;
 - (d) if any part of the cost of accommodation or services is prepaid, to receive at the time of prepayment a written statement setting out the terms and conditions under which a refund may be made;
 - (e) to have his or her family or representative informed of the matters described in this clause.

Scope of rights

5. The rights set out in clauses 2, 3 and 4 are subject to:
 - (a) what is reasonably practical given the physical, mental and emotional circumstances of the person in care;
 - (b) the need to protect and promote the health or safety of the person in care or another person in care, and
 - (c) the rights of other persons in care.