



ANNUAL REPORT

Arrowsmith Health
Care Society

2024/25



Message from the CEO *Michael Aikins*

Thank you for taking the time to read a summary of highlights from this past fiscal year at Arrowsmith Health Care (2011) Society. Our campus of care offers 4 distinct programs, including Long-Term Care (Arrowsmith Lodge), Assisted Living (Cokely Manor), the Adult Day Program and the Meals on Wheels Program. The next several pages will feature some special moments and some very special people. There are just too many stories and so many people who shape this organization to capture absolutely everything, but these stories will give you a sense of why this organization has a special place in so many hearts.

I would like to then take this opportunity to thank those who make this organization a community. To all the elders we serve, it is a pleasure; you provide purpose every day to our workforce. To our families, who become an extension of our care staff, thank you for trusting us with your loved ones. Your visits and words of affirmation are so meaningful to all of us. Our staff, who are the backbone of the organization, are a collection of dedicated and compassionate team members who fulfill a variety of roles, all to enhance the quality of life for our elders. Finally, to our volunteers, including our Board of Directors, who spend countless hours to ensure this organization has the appropriate oversight to ensure quality of care remains our primary focus. It is not bricks and mortar; it is the people who make Arrowsmith Lodge & Cokely Manor a community. Thank you to all for making this yet another memorable year.



Board of Directors



Arrowsmith has always been focused on improving the lives of seniors. And the vision guiding this purpose has been to promote joy while fostering a culture of respect and kindness. Looking forward, delivering high quality person-centered care, is the lens we are committed to using as we build capacity and expand this campus of care. We believe non-profit care facilities are vital in the landscape of care options and that by leading from set values of integrity, innovation, respect, empathy, and teamwork, we can set a precedent for end of life care.

Susan Farlinger

BOD Chair

Finances

The advantage of not-for-profit health care organizations is the combined effort. Utilizing subsidized support, specialized grants, local business sponsorships, individual donations and relying on engagement from our community, we manage our resources wisely to provide quality care and ongoing purpose to our family, friends, and neighbours relying long-term care and assisted living.



Island Health funding	\$8,495,764
Resident and participant fees	\$2,431,156
Donations	\$24,156
Food Services	\$191,231
Other	\$284,125
<hr/>	
	\$11,426,432

Everyone deserves a place to *feel safe*

A person-centred approach to care is crucial because it significantly improves resident quality of life, enhances dignity, and reduces reliance on unnecessary medications and interventions, particularly for those with dementia. By recognizing the unique individuality, values, and personal history of each of our residents, we foster a more compassionate, person-focused environment that supports emotional and psychological well-being, leading to better overall care outcomes for residents, families, and staff. Focusing on methods such as horticultural and art therapy, bus outings, personalized music playlists, sensory activities, the use of adaptive mobility equipment, animal visits, community-building events and continuing staff education, our personalized care-planning helps reduce the reliance on potentially harmful medications. In so doing, we promote a safer and more supportive environment for anyone who comes through our doors.



A paw-sitive program that has been very successful is Pet Visitation.

What is more soothing than petting a dog?

A closer look

SafeCare BC: our partner for staff education, improving caliber of care by ensuring competence, preventing errors, and promoting best practices. Educational opportunities keep staff updated on regulations, technologies, and skills for addressing diverse resident needs, which fosters a safer, more respectful environment.

Plant sales, craft markets, and car shows: our team strives to create opportunities for our residents to feel useful, needed, and valued. Our residents seeded and propagated plants they sold at our annual plant sale, raising over \$2,000 for our horticultural therapy program. Making contributions like this and similarly, the Holiday craft market, decreases feelings of frustration and dependence.



Community connections: a change of scenery combats boredom and promotes inclusion for our wheelchair-dependent residents, promoting social inclusion by hopping on the bus and exploring the greater community, for those who otherwise rarely leave the facility.

U-First dementia training: provides a person-centered framework for providing care to individuals who are displaying behavioural changes due to dementia and other cognitive impairments. Ongoing learning boosts staff confidence, reduces turnover, and contributes to overall organizational performance.

Heart for Music: an impactful program for times of overstimulation or boredom. This personalized music playlist of familiar songs sparks memories, eases anxiety, and provides comfort.

Cycling Without Age: an adventurous program that promotes joy, connection, and freedom as volunteers drive our residents around the neighbourhood on our trishaw bike. Fresh air, companionship, smiles, and memories. All it takes is a bike ride!



Reception

A highlight this year is the addition of a Reception Team at both sites. More than a front desk clerk, they're the connector, gatekeeper, and communicator for smooth, safe operations. They welcome visitors, answer questions, give tours, route calls, share updates, and respond in urgent situations. They manage sign-ins for safety, support the Leadership Team, and help families navigate care. How did we ever manage without them?

HCAP Students

This year, Arrowsmith Lodge hosted six students in Island Health's Health Career Access Program (HCAP), giving them paid training and on-the-job experience to become Health Care Assistants. With mentorship and real-world learning, the students grew their skills, built meaningful connections, and contributed to our community of care. This initiative reflects our ongoing commitment to quality care and developing future healthcare professionals.

Building the Team



Left to right: Sandi, Ashley, Marianne, & Renalyn
Missing: Dylan, Megan, & Christie

We'd like to thank all our volunteers for their *generous support*

Last year, our volunteer team grew from 10 occasional helpers to 25+ dedicated people, contributing over 900 hours of volunteer support. From teens to seniors, they share time, skills, and energy. The result: programs blossomed.

Pet therapy expanded to seven pet families (135 hours), and our Tri-shaw pilots logged 70 hours over 15 ride days. More outing and weekend support means bigger groups, more activities—and even happier fish with extra pet care!

Garden and event volunteers bring colour to our grounds and make concerts, dog shows, and our Grand Parade fundraiser happen. One-on-one and volunteer-led programs are rising too—from piano at Arrowsmith Lodge to the “Knit N Natter” group at Cokely Manor. That’s our focus going forward.

Join us at arrowsmithlodge.ca to get involved. “Unless someone like you cares a whole awful lot, nothing is going to get better. It’s not.” We’re grateful for those who care so much.

900+
hours

Our volunteer team grew from 10 occasional helpers to 25+ dedicated people, contributing over 900 hours





20 years ago

Prior to the opening of the new Lodge, Everett Blish, Founder of AHCS, said, "Arrowsmith Lodge is almost complete, but I hope it is never completed".

Outdoor Event Space

With beautiful grounds between our sites, we envision a platform that will can host art shows, community BBQs, craft fairs, live music, and all sorts of celebrations. The space will have multiple access points, wide and level pathways for diverse mobility needs, with a covered pavilion for west coast weather and shade. After two years of fundraising, we were shovel-ready to set Phase 1 in motion.

With an overall approx. budget of \$300,000. the Outdoor Event Space will be completed in three phases.

Phase 1: A concrete platform with pathway access from both facilities, and all foundational supports in place (electrical, irrigation, post fittings etc.).

Budget : \$78,000.

COMPLETED September 2025

Phase 2: Covered Pavilion added. Goal date set at April 2026

Budget: \$190,000.

Phase 3: Addition of landscaping, pathway lighting, art installations, bench seating and additional gathering spaces with water feature.

Budget: \$32,000.



Wellness Centre

A focus on physical fitness

improves quality of life

With funding provided by BC Rehab Foundation, we were able to purchase an active passive trainer as a key addition to our assembled fitness equipment in our Wellness Centre.

This motor-assisted rehabilitation device allows users to exercise their arms and legs in three modes: passive mode (motor moves the limbs), active mode (user provides all the force), or active-assist mode (user and motor work together).



Mural Project

We are honoured to have been given permission to utilize a poignant and significant image by artist Roy Henry Vickers, providing an amazing welcome to our front entrance.

Local artist Valerie Strom was chosen to paint five wayfinding murals, each identifying a neighbourhood.

I.A. Financial and two individual donors generously provided funding to complete this very special project.

Murals can serve as a powerful tool to enhance the well-being of residents, particularly those with dementia. They can help alleviate stress, anxiety, and provide a sense of ease and comfort (even amongst staff and visitors). Murals can also provide wayfinding, helping residents navigate the facility more efficiently.



ADP Passport to Adventure

in partnership with



The Adult Day program runs weekly, Monday-Friday, picking up area Seniors with our bus for a day of respite for their caregivers. With lunch provided for their loved ones and various activities and outings planned, it provides much-needed social interaction and physical movement outside of their home.

While participants enjoy socializing 'in-house', they long to see and do activities within the greater community. Working with local attractions, the idea to create a 'Passport to Adventure' asking vendors to modify their service delivery to include and support those with mobility issues and cognitive decline in supportive group settings builds community and decreases marginalization and isolation of these individuals.

Rath Trevor Beach

Erica walking to the water with friend Don, she said: "I want to make it to the water's edge like I did before my stroke."

Pathfinders Campground

When was the last time you had a hot dog camp out?
"Oh so many memories doing that with my family!"
- Frieda (Friday group)

Qualicum Beach

Memorial Golf Course

Georgianne, who golfed with her son here years ago, wanted to keep driving ball after ball!





in conversation Cokely Manor

"We're like a big family here. We check on each other."

What do you like about living at Cokely?

"I like starting my day in a relaxed way...and a good breakfast"

"There are always good activities. I like Zumba, trivia, crafts, or baking"

"I love the Bistro. The food is so good and the staff is so friendly"

Favorite spaces? *"I love the tall trees"*

"I really enjoy the Library"

"I like sitting around the card table"

What are your hopes for the future of Cokely?

"To see the pavilion finished, the outdoor space finished, I think that is really going to be wonderful."

Tenants Judy, Pat, and Barb recently joined in a discussion to share what life is like at Cokely—and what makes it special. It all came back to the importance of their independence, being able to come and go, yet worry-free living with the right supports (and not having to do the dishes). They described Cokely as an environment that fosters community, comfort, and meaningful daily engagement.

"I wouldn't change anything. I love living here, anyone would love living here"

Long Service Awards



Over 10 years Service



Over 15 years Service



Over 32 years Service



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Arrowsmith Health Care Society

Board of Directors 2024/2025

Susan Farlinger

Louise Tilston

Robert Hawes

William Dunlop

Lola Denesyk

Duanne Mottle



**Canada Helps makes it easy
to donate online through
our website.**

**Monthly donors ensure
programs stay in place and
facility needs are met..**



arrowsmithlodge.ca

Charitable # 106723331 RR 0001

Financial partners in 2024-25

Arbutus Fire Protection, Bayside Oceanfront Resort, BC Rehab Foundation, BMO Nesbitt-Burns, Bosley's Parksville, F-12.Net, Haddon Equipment, Hamber Foundation, I.A Financial, Mid-Island COOP, Mt Arrowsmith Legion, Nanoose Bay Lions, The Ocean Idler's Club, Parksville Lions, ParticipAction, Petro-Canada Care Makers Foundation, Pharmasave Parksville, QB Memorial, Safe & Sound Window Film, Silver Group Purchasing, Waste Connections Canada, and a whole community of individual donors!



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