



FAIR HAVEN HOMES SOCIETY

Frequently Asked Questions

Fair Haven Homes Society is a non-profit organization contracted through the health authorities to provide 24-hour long-term care (LTC) for individuals with complex care needs.

How Many Beds at Each Facility?

Fair Haven manages two care communities referred to as lodges. One is in East Vancouver (built 2002) in the Killarney area and the other is in Burnaby's South Slope (built 1993). Fair Haven has no private pay beds.

Burnaby Lodge Neighbourhoods (100 beds):

1. Marigold Lane (ML) - Main Floor
2. Sunflower Crescent (SC) - Main Floor – designated “Special Care or BSTN”
3. Rosewood Walk (RW) - Upper Floor
4. Carnation Way (CW) - Upper Floor

The neighbourhoods are located on two floors, each of which is divided into two wings. There is a 25-bed special care unit on site. All 100 rooms in the Burnaby site are private rooms, each with a two-piece bathroom, and include a bed, night table, dresser, wardrobe, armchair, lamp and towels and linen.

Residents may personalize their rooms by adding a radio, television, personal pictures, small furniture, and plants.

Vancouver Lodge Neighbourhoods (101 beds):

1. Magnolia Drive (MD) - Main Floor – designated as “Special Care”
2. Willow Tree (WT) - Main Floor – designated as “Special Care Plus”
3. Cherry Tree (CT) - Upper Floor
4. Silver Birch (SB) - Upper Floor
5. Apple Blossom (AB) - Upper Floor

There are 89 private rooms and 6 double occupancy rooms. Private rooms include a bed, night table, dresser, wardrobe, armchair, lamp and towels and linen. Each resident room has a two-piece bathroom.

How are Residents Selected for Admission?

The respective health authorities complete admission to the care home. If your loved one needs care, they must be assessed through their local health authority. This assessment will determine the most appropriate care and placement based on their case needs.

You can request Fair Haven as a preferred care facility, but we at Fair Haven have no control or influence over who is admitted to our facility.

Once assigned to Fair Haven, residents are placed in their respective neighbourhoods according to their care needs. Fair Haven Lodges are licensed under the Community Care and Assisted Living Act and adhere to provincial standardized regulations for providing care.

Who is the Primary Point of Contact?

The Assistant Director of Care is the first point of contact for any questions or concerns prior to admission. Once your loved one is a resident, the neighborhood Nurse is a key contact for day-to-day resident care.

Is there Medical Care Provided Onsite?

Each Fair Haven location has a Medical Coordinator who oversees the team of physicians and nurse practitioners who provide care to the residents in the lodges. New residents are assigned to one of these for ongoing medical oversight.

What is Person-centred Care?

Fair Haven is guided by the philosophy of “Person-centered Care.” This means that residents are treated as unique individuals who deserve to have both a home and a caring community.

Our interdisciplinary health team members listen and honour the perspectives and choices of the resident we serve and their families by incorporating their knowledge, values, beliefs and cultural backgrounds into the planning and delivering of care.

Each residents’ individual needs and preferences are very important in providing person-centered care. Fair Haven understands that moving into our care lodge is a transition – we provide support to the resident when moving in and throughout the first few weeks as the staff gets to know them.

This may include:

- A nursing assessment
- Orientation to the lodge and daily schedules
- Introduction to fellow residents
- Visits from the care team members - care staff, recreational staff, dietitian, and service support workers

Who is Involved in Day-to-day Care?

a. Care Department

We implement the person-centered care philosophy by listening carefully to residents and their families and developing care plans that reflect each resident’s goals, choices, decisions, and values to the best of our ability. We staff according to resident needs and Ministry of Health standards.

The Care Department provides 24-hour services by Registered Nurses, Licensed Practical Nurses, and Registered Care Aides.

An Assistant Director of Care is onsite Monday to Friday (dayshift) to provide leadership to and assist the Care Team in developing and implementing person-centred care.

b. Recreation, Spiritual Care and Rehabilitation Services

Recreation is an essential component of person-centred care. Through active engagement in activities, Fair Haven residents can experience a high quality of life. The recreation team includes Recreation Therapists, Art Therapists, Music Therapists, etc., and offers a variety of programs and activities.

Fair Haven has some rehabilitation services (e.g., physiotherapist, occupational therapist, or rehabilitation assistant) available to maintain strength and active living. Information on resources that a resident or family member can hire privately if they wish is available upon request. Any resource privately hired (e.g., massage therapist, physiotherapist, acupuncturist, personal care attendant, etc.) must submit required documentation (credentials, liability insurance, criminal record checks, etc.) to Fair Haven before providing any service for a resident.

c. Support Services

Fair Haven's team of support services includes food services, housekeeping, laundry and maintenance. This team is critical to ensure person-centred care by creating healthy, appealing meals and maintaining clean and safe buildings.

Is Fair Haven Accredited?

We are voluntarily accredited through Accreditation Canada.

Visiting Hours

We welcome and encourage visits! Daily visiting hours are from 10 a.m. – 8:30 p.m. If you would like to visit outside of these hours, please notify the neighbourhood nurse.

Rent / Fees








The monthly accommodation fee includes board and lodging, care services, and essential services such as laundry and housekeeping. The Ministry of Health sets the rate, which is determined based on the resident's income.

Upon admission, we ask that families set up a Comfort Fund account. The purpose of this account is to meet the day-to-day living incidental expenses not covered by the monthly rent. These additional costs for services include personal grooming items, hairdresser, podiatry, non-prescription pharmacy items, companion fees, special outings and others.

More questions? Please email us at info@fairhaven.bc.ca or call 604.433.2939 (Vancouver) or 604.435.0525 (Burnaby).

April 2023

Apple Blossom

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
						1. 
2. 10:45 Connection 11:15 SNOEZELEN 2:00 AFTERNOON SOCIAL 3:15 HAND BELLS	3. 10:45 EXERCISES 11:30 NEIGHBORHOOD CHORES 2:00 CHINESE SOCIAL 3:30 CONNECTION	4. 10:00 MUSIC THERAPY 1:45 EASTER CRAFTS 2:45 ACTIVE MOMENTS	5. 11:00 RELAXATION 11:15 CHURCH SERVICE 2:00 SCENIC DRIVE	6. 1:45 ART THERAPY	7. 	8. 
9. 10:45 Connection 11:15 SNOEZELEN 2:00 AFTERNOON SOCIAL 3:15 HAND BELLS	10. 	11. 10:00 MUSIC THERAPY 1:45 MONTESSORI 2:45 ACTIVE MOMENTS	12. 10:45 CONNECTION 11:00 CHURCH SERVICE 11:15 RELAXATION 1:45 COLORING GROUP 2:45 MUSIC THERAPY 3:00 REMINISCING	13. 1:45 ART THERAPY	14. 2:45 MUSIC THERAPY	15.
16. 10:45 Connection 11:15 SNOEZELEN 2:00 AFTERNOON SOCIAL 3:15 HAND BELLS	17. 10:45 EXERCISES 11:30 NEIGHBORHOOD CHORES 2:00 JAVA MUSIC CLUB 3:30 CONNECTION	18.  10:00 MUSIC THERAPY 2:00 Birthday Party	19. 11:00 RELAXATION 11:15 CHURCH SERVICE 2:00 SCENIC DRIVE	20. 1:45 ART THERAPY	21. 2:45 MUSIC THERAPY	22.
23. 10:45 Connection 11:15 SNOEZELEN 2:00 AFTERNOON SOCIAL 3:15 HAND BELLS	24. 10:45 EXERCISES 11:30 NEIGHBORHOOD CHORES 2:00 CHINESE COOKING 3:30 CONNECTION	25. 10:00 MUSIC THERAPY 1:45 BUSY HANDS 2:45 ACTIVE MOMENTS	26. 10:45 RELAXATION 11:30 IPOD MUSIC 1:45 COLORING GROUP 2:45 MUSIC THERAPY 3:00 SING-ALONG	27. 1:45 ART THERAPY	28. 2:45 MUSIC THERAPY	29. 

**FAIR HAVEN HOMES SOCIETY
SPRING/SUMMER MENU 2023**

WEEK 5

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
BREAKFAST	Oatmeal/Cereal WW Toast/Jam	Cream of Wheat/Cereal WW Toast/Jam	Oatmeal/Cereal WW Toast/Jam	Cream of Wheat/Cereal WW Toast/Jam	Oatmeal/Cereal Raisin Scones &WW Toast/Jam	Cream of Wheat/Cereal WW Toast/Jam	Oatmeal/Cereal WW Toast/Jam
MINCED	Scrambled Egg Scrambled Eggs-mash	Boiled Egg Scrambled Egg-mash	Poached Egg Scrambled Egg-mash	Scrambled Egg Scrambled Eggs-mash	Boiled Egg Scrambled Egg-mash	Sliced Cheese Sl.ProcessedCheese	Scrambled Eggs Scrambled Egg-mash
PUREED	Puree Breakfast	Puree Breakfast	Puree Breakfast	Puree Breakfast	Puree Breakfast	Puree Breakfast	Puree Breakfast
LUNCH	Won Ton Soup w.Pork Sweet & Sour Vegetarian Stew, Steamed Rice	Veg & Mushroom Soup Tuna Noodle Casserole	Navy Bean Soup Egg Spinach & Potato Casserole	Vegetable Congee BBQ Pulled Pork Sand. on Bun	Cr. of Leek Assorted Cold Cuts w Potato Salad	Mulligatawny Soup Vegetable Lasagna	Minestrone Soup Pork Sausages, Gravy Hash Brown Potatoes
		Mixed Vegetable	Sliced Tomatoes	Coleslaw	Sl. Beets	Spring Salad - Vinagrette Dressing	Roasted Cauliflower
	Orange Sherbet	Watermelon	Raspberry Jello	Lemon Pudding	Bananas	Assorted Ice Cream	Apricots
CUT-UP	Same as reg.	Same as reg.	Cut up tomato	Same as reg.	Cut up cold cuts.&beets	Cut up lasagna	Cut up sausage
MINCED	Mince stew, rice, ex gr.	Min. tuna casser. min.mx veg. sc.	Minced casserole, chopped tomato	Mince pork.bbq sc, white bun min.coleslaw	Minc cold cuts, minced pot.salad, min.beets	Min. soft lasagna, min.salad,	Min.sausage, gr. min.cauliflower
PUREED	Puree stew w rice, ex gr.	Pur tuna casserole .pur mix veg	Puree casserole, puree tom can	Puree pulled pork sand. puree coleslaw	Pur cold cuts, puree pot salad, puree beets	Puree soft lasagna, puree salad	puree sausage, gr. Puree cauliflower
ALTERNATE	Assorted Sandwich	Assorted Sandwich	Assorted Sandwich	Assorted Sandwich	Assorted Sandwich	Assorted Sandwich	Assorted Sandwich
230pm SNACK	Assorted Cookies, Baked Goods & Fruits, Puree - Pudding or Puree Fruits, Yogurt as per snack schedule.						
DINNER	Baked Pork Steak Onion Gravy	Breaded Chicken Thigh w Tarragon Sauce	Beef Stew	Meatballs & Tomato Sauce	Teriyaki Chicken Thigh	Parmesan Crusted Pollock Fish, White Sauce	Roast Turkey/Gravy
	Mashed Potato/Rice Squash	Scalloped Potato/Rice Broccoli Spears	Boiled Potato /Rice Turnip	Egg Noodles/Rice California Mix Veg.	Rice Pilaf/Mashed Pot Sunrise Blend Veg.	Mashed Potato/Rice Peas	Mashed Yams/Rice Mixed Vegetables
	Tropical Fruit Salad	Chocolate Pudding	Wafer Cupcakes	Vanilla Swirl Cake	Strawberry Pudding	Cantaoupe	Chocolate Cr. Pie -RM
CUT-UP	Cut up pork	Deboned chicken pieces	Cut up potatoes	Same as reg.	Deboned chicken pieces	Cut up fish	Cut up turkey
MINCED	Mince pork, mash pot. mince squash, gr.	Mince chicken,scallop pot.minc broccoli, sc.	Mince beef stew, gr. mash.pot.min.turnip	Mince meatballs, chop noodle.min.mix.veg. sc.	Mince chicken, mash pot. min.mix.veg. sc.	Mince fish, mash pot.min.peas.sc.	Mince turkey, mash pot.min.mix veg. gr.
PUREED	Puree pork, mash pot. pur. squash, gr.	Puree chicken, mash pot.pur.broccoli, sc.	Puree beef stew, gr. mash.pot.pur.turnip	Puree meatballs, mash pot.pur.mix.veg. sc.	Puree chicken mash pot. pur.mix.veg. sc.	Puree fish, mash pot.pur.peas.sc.	Puree turkey, mash pot.pur.mix veg. gr.
ALTERNATE	Baked Chicken	Roast Beef	Chef's Choice	Roasted Chicken	Baked Fish	Chef's Choice	Chicken Pie
730pmSNACK	Assorted Sandwiches, Yogurt or Cheese & Crackers or Muffin, Puree - Pudding or Puree Fruits, as per snack schedule.						

NOTE: Water, Assorted Juice, Milk, Coffee, Tea, available at every meal and/or nourishment times & any time upon request. Diabetic 1/2 reg. dessert at lunch and dinner, diet juice, jam & sugar available
Peanut Butter offered daily as a choice at brkfst. Crackers served w. soup, bread offered at dinner including puree. Minced diet gets always no crust bread, puree soup and dessert.