



Fair Haven Homes Society

# RESIDENT & FAMILY HANDBOOK

*Updated July 2025*

***80 Years of Caring:  
Rooted in the Past,  
Embracing the Future***



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# Welcome to Fair Haven

On behalf of the Board, staff and volunteers, we would like to welcome you to Fair Haven. Thank you for choosing our care lodge as your new home.

Transitions can be difficult and challenging, yet we will do our best to make your move as smooth as possible for you and your family. This handbook is created to answer some of the frequently asked questions about our facilities and the services we provide. You are encouraged to seek out any of our staff should you have additional questions or concerns.

At Fair Haven, you, your family and our staff make up the team that is focused on your care and support. We encourage your involvement in life at Fair Haven by participating in care planning, social activities, and the Resident and Family Councils. Finally, please know your ideas, concerns, and feedback are important to us as we continually strive to offer exceptional care.

Again, welcome to Fair Haven!



**Joy Parsons**  
Chief Executive Officer



**Alishah Dahya**  
President, Board of Directors



*Burnaby Fair Haven*



*Vancouver Fair Haven*

# Mission Statement

Fair Haven provides homes that nurture community and quality of life for seniors.

## Vision

We enrich the lives of the Fair Haven community by providing a safe, secure, respectful, inclusive and person-centered environment.

## Values

- Respect** We believe in the unique dignity and worth of each individual.
- Partnerships** We believe in working together, collaboratively, involving residents, tenants, families, staff and volunteers in decisions.
- Dedication** We appreciate the commitment and dedication of our staff, family members and volunteers.
- Diversity** We embrace principles that include respect for an individual's spirituality, culture, sexual orientation, and gender identity.

*We acknowledge that we live, work and play on the ancestral, traditional and unceded territory of the Qayqayt First Nation, and all Coast Salish Peoples including the Musqueam, Squamish and Tsleil-Waututh First Nations and hən̓q̓əmin̓əm' and Skwxwú7mesh speaking peoples.*

# Burnaby Lodge & Vancouver Lodge

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

Fair Haven manages two long-term care communities – Burnaby Lodge and Vancouver Lodge.

## A. At the Burnaby site, there are four neighborhoods:

<i>Marigold Lane</i>	(ML)	-	Main Floor
<i>Sunflower Crescent*</i>	(SC)	-	Main Floor
<i>Rosewood Walk</i>	(RW)	-	Upper Floor
<i>Carnation Way</i>	(CW)	-	Upper Floor

*\*Sunflower Crescent is a “Special Care Unit.”*

All 100 rooms in the Burnaby site are private rooms, each with a bathroom.

## B. At the Vancouver site, there are five neighborhoods:

<i>Magnolia Drive**</i>	(MD)	-	Main Floor
<i>Willow Tree**</i>	(WT)	-	Main Floor
<i>Cherry Tree</i>	(CT)	-	Upper Floor
<i>Silver Birch</i>	(SB)	-	Upper Floor
<i>Apple Blossom</i>	(AB)	-	Upper Floor

*\*\*Magnolia Drive is a “Special Care Unit” and Willow Tree is a “Special Care Unit Plus.”*

There are 89 private rooms plus 6 rooms that are double rooms shared by two residents in the Vancouver site; each room has a bathroom.

**Residents are placed in the respective neighborhoods according to their care needs.**

Fair Haven Lodges are licensed under the Community Care and Assisted Living Act and provide care in adherence to regulations.

We are voluntarily accredited through Accreditation Canada with exemplary status.

# Contact Information

## 1. Main Addresses and Phone Numbers:

### Fair Haven Homes Society - Burnaby Lodge

7557 Sussex Avenue, Burnaby, BC, V5J 3V6

Phone #: **604-435-0525**

### Fair Haven Homes Society - Vancouver Lodge

2720 East 48th Avenue, Vancouver, BC, V5S 1G7

Phone #: **604-433-2939**

### Fair Haven Homes Society - Administrative Office

4383 Rumble Street, Burnaby, BC, V5J 2A2

Phone #: **778-900-7338**

## 2. Who to Contact

The Nurse assigned in each neighborhood is the first point of contact for any questions or concerns regarding the residents' care.

For inquiries other than care-related services, dial the appropriate number listed below.

\*Regular office hours are Monday to Friday, 9 a.m. to 4 p.m.

Questions about:	Burnaby	Vancouver
<b>Resident Care Services</b> <i>(please contact the Nurse in the neighbourhood where the resident is staying)</i>	Marigold Lane (ML) 403	Magnolia Drive (MD) 215
	Sunflower Crescent (SC) 406	Willow Tree (WT) 211
	Rosewood Walk (RW) 413	Cherry Tree (CT) 201
	Carnation Way (CW) 418	Silver Birch (SB) 208
		Apple Blossom (AB) 205
	24-hr Nurse 415	24-hr Nurse 201
<b>Resident Finances or General Inquiries*</b> <i>(Rent, Comfort Fund, etc.)</i>	Receptionist 300	Receptionist 101
<b>Other Resident Care-Related Concerns*</b>	Assistant Director of Care 320 Director of Care 778-900-7338 x5012	Assistant Director of Care 102 Director of Care 108
<b>Recreation Services*</b>	Recreation Director 351	Recreation Director 110
<b>Spiritual Care Services</b>	Chaplain 330	Chaplain 114

<b>Support Services: Dietary &amp; Nutrition Services* Laundry &amp; Housekeeping*</b>	Support Services Manager 305	Support Services Manager 121
<b>Director of Finance*</b>	Erin Betts-Youdan	778-900-7338 ext 5008
<b>Chief Executive Officer*</b>	Joy Parsons	778-900-7338 ext 5007



*Residents enjoyed decorating pumpkins at Halloween!*

# Moving In

Every effort is made to ensure that the resident's admission day is as comfortable and as smooth as possible. Some information that can help in preparing to move in to one of the Fair Haven lodges are detailed in the following pages.

## 1. Admission Day and Time

Fair Haven can usually provide only 24 hours' notice when a room becomes available. The admission time is between 9:30 a.m. and 1:30 p.m. on the date confirmed by the ADOC/Nurse Manager.

The resident, a family member, or the substitute decision maker is responsible for arranging the transportation to the care lodge.

## 2. Admission Package / Paperwork

A resident, family member, or substitute decision maker will receive an *Admission Package* on the day of admission. This package will include:

- Admission, Agreement and Consent to Care
- Consent forms for internal and external care resources/services
- Forms and information about the financial aspects of the resident's stay
- Brochures on health and safety

*Below: Burnaby Fair Haven Entrance*



### **IMPORTANT:**

**The forms must be completed, signed and returned to the Receptionist *within five (5) days from date of admission.***

### 3. Rent / Fees

#### a. Monthly Accommodation Payment

**The payment rate for the monthly accommodation (or “rent payment”) is due on the day of admission by cheque.** It is prorated depending on the number of days from the date of admission up to the end of the month.

The monthly accommodation payment includes board and lodging, care services and basic services such as laundry and housekeeping. This rate is set by the Ministry of Health and is determined based on the resident's income. It is very important that resident's income tax return is filed to the Canada Revenue Agency on time annually to ensure that the monthly accommodation rate is calculated accurately.

Monthly accommodation payment for the subsequent months is to be by pre-authorized bank debit (PAD) every first day of the month. There is a \$45.00 fee charged for any non-sufficient Funds (NSF) or late payment of the monthly accommodation rate.

#### b. Comfort Fund

The Comfort Fund is a trust account required for each resident upon admission. This account will ensure that the resident has funds for comfort care needs such as hairdresser/barber services, outings, and other chargeable extras such as clothing labels. The resident may also be able to withdraw minimal amount of cash from the Comfort Fund by contacting the Receptionist during regular business hours.

**The initial amount required in the Comfort Fund is \$500.00 due on the day of admission by cheque:** this includes the \$50.00 for the payment of the initial clothing labels (please refer to the *Clothing & Personal Effects* section for information about clothing labels).

Amounts are withdrawn from the Comfort Fund as and when the resident incurs applicable charges; it is important that the resident or the substitute decision maker keeps a sufficient amount in the Comfort Fund. If the balance in this fund

becomes insufficient, the resident may not be able to use some services, as chargeable extras will not be permitted until the fund is replenished.

### c. Room Clearing Fee

**There is a Room Clearing Fee of \$150.00 due on the day of admission by cheque.** This fee is refundable when the family or substitute decision maker has cleared the resident's room within 24 hours when the resident has been discharged; otherwise, the fee will be forfeited to cover the cost of clearing and disposing the resident's belongings.

**IMPORTANT:** *Please bring four cheques on the day of admission for the following:*

- a. *Rent Payment for the first month*
- b. *Comfort Fund deposit (\$500.00)*
- c. *Room Clearing Fee (\$150.00)*
- d. *“Void” Cheque (to be attached to the Pre-authorized Debit form for the monthly rent payment and the Pharmacy bills)*

## 4. Physician and Nurse Practitioner

Fair Haven has a team of physicians and nurse practitioners who regularly visit and provide care to all our residents. Nurse practitioners are advanced practice registered nurses who are educated and trained to provide health promotion and maintenance through the diagnosis and treatment of acute illness and chronic condition.

Fair Haven has a Medical Coordinator who oversees the team of physicians and nurse practitioners who provide care to the residents in the lodges. The team working with Fair Haven knows the needs of our residents, the routines of our homes, and will work with you to ensure that your loved one receives high quality care. If you wish to reach the physician, the nurse in your neighbourhood is your source of contact and will make arrangements.

Please note that some physicians may charge for services that are not covered by MSP (Medical Services Plan of BC).

## 5. Clothing & Personal Effects

### a. Clothing Items

Clothing items should be selected based on practicality and comfort for the resident. The resident must have enough clothing for one week. A seasonal wardrobe is recommended due to limited closet space.

When making purchases, please bear in mind that mobility problems and range of motion of limbs often make dressing difficult and Adaptive Clothing may be recommended.

Please refer to *Table A on page 15* for a list of suggested clothing for residents.

### b. Washing of Clothing

All clothing should be machine washable, as any hand washable or “dry clean only” items cannot be cleaned by our Laundry Department and will have to be washed/cleaned by the resident or the resident’s family.

All laundry is washed in bleach for sterilizing/disinfecting purposes to protect the residents and staff. Over time, this process will cause some fading of dark clothes and/or discoloration of clothes.

Clothes are picked up by the Care staff weekly, laundered, and then returned to the resident’s room. Family members are welcome to take resident’s clothing home for washing if they choose.

Please note that the Laundry staff does its best to handle the clothing with care; however, the Laundry Department is not responsible for any damaged or lost clothing. If an item is lost, please let the care team know, and staff will do their best to locate it.

### c. Labelling of Clothing

All of the resident’s clothing must be labeled by the Fair Haven Laundry Department using the high heat labeler even if the resident or the family chooses

to have the clothes washed outside of Fair Haven. This is to easily determine ownership and to prevent loss of clothing in the lodge.

To ensure that all of the resident's clothing are labeled, the resident, family or substitute decision maker must bring all clothing to the Nurse upon admission and each time there is new clothing brought in for the resident. Please put the clothing in a bag with the name of the resident written on the bag or written in pen on the inside of the clothing.

There is a standard fee of \$50.00 charged for the first 100 labels payable upon admission; each subsequent 50 labels will be \$25.00 and will be charged to the resident's Comfort Fund.

It is recommended that the resident or family label all of the resident's shoes, slippers, eyeglasses, dentures, and any other items that cannot withstand a high heat temperature.

#### **d. *Personal Effects***

Personal grooming and hygiene products are not supplied by Fair Haven and must be purchased by the resident or the family. This is for infection control purposes and to prevent cross contamination.

Please refer to Table A on page 15 for the list of required personal hygiene products.

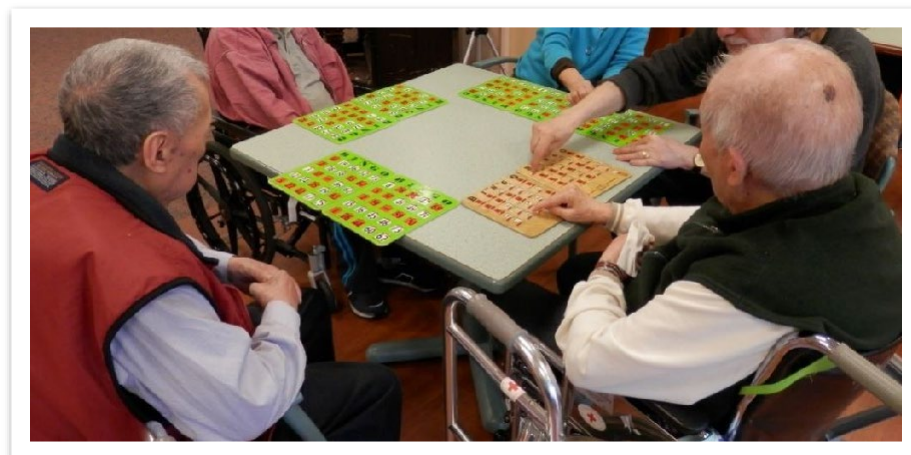
Some items are available on our mobile Tuck Shop cart.

Table A	
Suggested Clothing List	Required Personal Grooming & Hygiene Products
Blouses, shirts & pants, dresses (for women) <sup>1</sup>	Toothbrush <sup>2</sup>
Shirts & pants (for men) <sup>1</sup>	Toothpaste
Sweaters with front buttons or zippers	Deodorant
Pajamas or nightgowns	Body soap <sup>3</sup>
House coat or bath robe	Hairbrush and comb
Pairs of underpants <sup>1</sup>	Hair accessories
Bras & slips (for women, if worn)	Body lotion
Undershirts (if worn)	Denture container
Jogging suits	Nail clippers & emery board
Pairs of non-slip socks or knee-high stockings	Kleenex/tissues
Pair of non-slip slippers	Electric razor (properly labeled)
Pair of running shoes or non-slip walking shoes	
Seasonal outerwear coat or jacket	
Seasonal accessories (e.g., winter hat, scarf, gloves or mittens, summer hat or baseball cap)	
Adaptative clothing must be provided if resident is assessed to be utilizing ceiling/full lift	

<sup>1</sup> Please take into consideration incontinent products or hip protectors when purchasing underpants or pants.

<sup>2</sup> Toothbrush must be replaced at least every three months and after an infectious episode.

<sup>3</sup> Only if resident has a specific preferred brand, otherwise, we provide body soap and shampoo



Left: Residents socialize during a game of Bingo

## 6. Furniture

Basic furnishings are provided by Fair Haven and the resident may bring in a favorite chair or a small table if the resident is in a private room. We have six double rooms at the Vancouver site which cannot accommodate extra personal furniture due to limited space. All furnishings being brought into the Lodge by residents, family member, or delegate must be approved by the ADOC/Nurse Manager.

We encourage residents to decorate their bedrooms with their own familiar items, artwork, photos, and other personal mementos to create a space that is uniquely their own.

For safety reasons:

- no item is allowed to be stored on top of the wardrobes
- no item is allowed to be hung directly over the bed
- the resident or family member is not allowed to move any of the furnishings provided by Fair Haven



*Above:* Burnaby Fair Haven room

Fair Haven may request that the resident or family member remove any added personal furniture if:

- there is a potential safety risk for the resident or staff member; or
- staff members need equipment accessibility.



*Right:* Vancouver Fair Haven room

## 7. Personal Equipment

### a. Appliances/Electrical Equipment

All personal appliances/electrical equipment (televisions, computers, fans, stereos, etc.) must be CSA approved.

The maximum television screen size allowable is 32". If the resident chooses to have the flat screen television mounted on the wall, the resident or substitute decision maker must arrange and pay for the TV to be professionally installed on a wall bracket that is flush mounted and does not have a tilt or articulating arm.

Please note that heating pads, electric blankets, and microwave ovens are not allowed because of safety/risk reasons.

### b. Personal Use Equipment

All residents' needs for equipment are individual and their comfort and safety are important. It is recommended that residents who have equipment needs (e.g., walker, wheelchair, seating cushion, etc.) go through a proper assessment to determine the type of equipment that will address the resident's needs. An Occupational Therapist will be able to make recommendations with regards to options, resources or suppliers.

For additional information about equipment for the residents' personal use, please discuss with the Assistant Director of Care.

**The resident, family, or substitute decision maker is responsible for the labeling, maintenance, and repairs of all personal belongings such as wheelchairs, walkers, furniture, and electrical equipment brought in to the Lodge.**



*Right: Carpet Bowling*

## 8. Keys

A key to the resident's suite/medicine cabinet, and a key to the drawer of the small night table in the suite are available upon request. There is a key deposit fee payable upon issuance of the keys; this fee is refundable when the keys are returned within five days from the date the resident is discharged from Fair Haven.

Fobs for the secured units may be made available to family members upon request and is subject to the approval of the Nurse Manager. There is a fee charged for each fob issued to family members; 50% of this fee is refundable when the fob is returned within five days from the date the resident is discharged from Fair Haven.

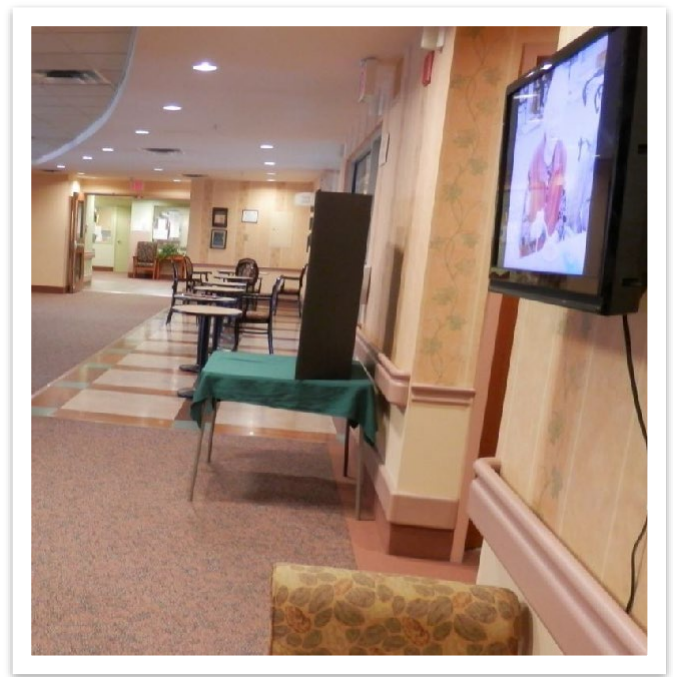
## 9. Cable & Telephone

A telephone outlet is available in all residents' rooms - TELUS must be the service provider.

A cable outlet is also available in all residents' rooms - Shaw Cable must be the service provider.

The resident, family member or substitute decision maker will need to make arrangements directly with Shaw Cable and TELUS for the service connection and the payment of the cable and telephone charges.

Please arrange with these providers to schedule the service connection to be between Monday to Friday, 7:30 a.m. to 3:30 p.m. to ensure that a Maintenance staff is available to assist with any inquiries from the service providers or if they need to access the communication/cable boxes.



*Above: Vancouver Fair Haven Lobby*

# Services Provided

## 1. Person-centered Care

Fair Haven Homes Society 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 residents we serve and their families by incorporating their knowledge, values, beliefs and cultural backgrounds into the planning and delivering of care.

The residents' needs and preferences are very important in providing person-centered care. Fair Haven understands that moving into one of our care lodges is a transition – we provide support to the residents 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



Above: Burnaby Fair Haven patio garden

## 2. Fair Haven Departments

### a. Care Department

The Care Department provides 24-hour services by registered nurses, licensed practical nurses, and registered care aides.

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

We implement the Person-centered Care philosophy by listening carefully to residents and their families and develop care plans that reflect each resident's goals, choices, decisions, and values to the best of our ability.

The Receptionist is a key point of contact for residents, their family members or substitute decision maker, assisting them with minor problems unrelated to care, and handling rent collection and the comfort fund.

Reception is located at the main entrance to the lodges; the hours of operation are 7:00 a.m. – 9:30 p.m. daily.

***i. Special Care Units***

Special care units provide specialized care for individuals with dementia and/or other mental health conditions who cannot be cared for in the general residential setting. Like the general residential setting, special care units strive to provide a home-like environment, but with enhanced security.

***b. Finance Department***

The Finance team accepts the challenge to maintain the financial integrity of Fair Haven. We lend our support to the Management Team in their endeavors to provide the highest standard of health care for the older adult.

***c. Food and Environmental Services***

The Food and Environmental Team is comprised of a Manager of Support Services at each lodge, a Registered Dietitian, qualified Cooks, and well-trained Food Service Workers, Housekeepers, and Laundry Aides.

***i. Food Service Department***

Our Food Services provides quality food and nutrition services to all residents of the lodges. It is responsible for the planning, production, and service of meals and snacks to residents and visitors. Clinical services provided by a Registered Dietitian include nutritional assessment of and care planning for residents and providing education for staff.

We strive to provide appetizing, safe, and nutritious food for residents while using all available resources effectively and efficiently.

Fair Haven follows a five-week menu cycle which is modified twice a year. Special events and holidays are celebrated with traditional foods.

## ***ii. Laundry Department***

Fair Haven believes that the appearance and cleanliness of the residents' clothing are an integral part of all residents' self-esteem.

The Laundry Department operates seven days a week. Laundry bags are supplied to each resident in general population neighborhoods with the room number clearly marked on it.

Personal laundry is collected weekly or when necessary and returned to the residents' rooms. The Care Staff will assist the residents in putting the clothes in the closets if needed.

Despite our best intentions, clothes do become lost on occasion. Please report any missing clothing to one of the Care staff who will assist in completing a form describing the missing clothing.

The Laundry Department does not repair or make alterations to clothing.

## ***iii. Housekeeping Department***

The Housekeeping Staff take pride in keeping the lodges a clean, safe, comfortable, and orderly environment for residents, staff, and visitors.

The Housekeeping Staff have a daily and annual deep-clean routine for each resident's room and are responsible for cleaning all common and public areas.

Residents are encouraged to make their rooms as homelike as possible, at the same time minimizing any clutter to assist the Housekeeping Staff in maintaining a safe environment.

Residents or their family member are responsible for dusting knickknacks, mail sorting, and watering plants and flowers in the resident's room.

#### **iv. Maintenance Department**

The Maintenance Department plays a vital role in ensuring that the lodge is safe and without hazards to our residents, staff and visitors at all times. It is responsible for the maintenance and repair of all equipment, electrical, plumbing and heating owned and operated by Fair Haven.

#### **d. Therapeutic Recreation Department**

The Therapeutic Recreation Department provides residents with group and one-to-one activities to meet their physical, emotional, cognitive, social and spiritual growth.

Play is a powerful thing. For those dealing with a variety of health issues, therapy in the form of recreation can be especially powerful. Recreational therapy can help rebuild skills, improve mood, boost quality of life, and strengthen social connections. These are just some of the benefits of targeted recreational therapy on our residents' health and well-being.

A wide range of activities are available to residents seven days a week. These include exercises, bus trips, baking/cooking, bingo, carpet bowling, trivia, entertainment, music therapy, and art therapy.

We're incorporating more fun food activities, such as the international cooking club, fast food fantasy lunches, and the "Lunch Bunch."

In carrying out these activities, the residents are treated with respect and dignity and are invited to be involved in planning and decision-making regarding programs and activities.



### **e. Spiritual Care Department**

Fair Haven has a Chaplain to support all residents' spiritual needs with consideration towards their denomination, religion, or creed.

Church services are held on a regular basis and are open to residents of all denominations. The Chaplain may assist the resident in transitioning to their new home at Fair Haven and offer support in times of illness, sorrow, or end of life issues.

Celebration of Life services are conducted every few months to offer closure and recognize the loss of the residents we have served.

## **3. Miscellaneous Services**

### **a. Pharmacy Services**

Fair Haven has contracted an external pharmaceutical company to provide all medications including, but not limited to, prescriptions, over the counter and herbal medications, and vitamins, as prescribed by a physician or a nurse practitioner.

The pharmacists and nurses continually review medication profiles for allergies and drug reactions with every new prescription. Residents' medications are reviewed by the pharmacist, the nurse and the physician or nurse practitioner on admission, every six months or when there is a change in condition. This ensures that individualized medication use is consistent with the resident's goals of care.

All residents' medications must be prescribed by a physician or nurse practitioner and must be administered by the Fair Haven nursing staff. Please discuss any medication needs with the physician, nurse practitioner, or the nurse.

Residents in a long-term care facility have a wide range of benefits through Pharmacare, but there are still some charges associated with some medications. On admission, the resident, family member or substitute decision maker will be provided with a pharmacy enrolment form to complete for direct payment to the pharmacy. Please submit to the nurse any information on benefit plans that the resident has on record.

**b. Rehabilitation Services**

Fair Haven has minimal rehabilitation services (e.g., physiotherapist, occupational therapist, or rehabilitation assistant) available. The focus of rehab is to provide assessment related to mobility, transfers and positioning that assist the care team to ensure safe care. Information on resources that a resident or family member can hire privately if they wish is available upon request.

Any resource that is privately hired (i.e., massage therapist, physiotherapist, acupuncturist, personal care attendant, etc.) must submit required documentation (credentials, liability insurance, criminal record checks, etc.) to Fair Haven prior to providing any service for a resident.

**c. Dental Services**

Fair Haven is required by the *British Columbia Care and Assisted Living Act - Resident Care Regulations Section 54(3)* to ensure that all residents in care are examined by a dental care professional at least once per year. Studies have shown that oral care is linked to overall wellbeing, so it is very important that all residents have access to dental services; this includes residents who use dentures.

Fair Haven has partnered with Silver Valet Dental Care. Silver Valet's team of dental professionals come directly to our lodges and provide preventative and restorative dental care in the comfort of a fully equipped mobile clinic. Their Dental Care van has the same equipment as a traditional dental office and thereby can offer comprehensive, quality dental care.

If the resident, family member or substitute decision maker prefers to retain the resident's own dentist, please provide the name of the dentist when filling out the Dental Services Consent form.

**d. Foot Care Services**

A podiatrist visits Fair Haven on a regular basis to provide any necessary foot care services. The charges for the podiatrist will be paid out of the resident's comfort fund.

A certified foot care nurse is also available, and arrangements can be made by the nurse if the resident wishes to avail of this service.

A consent form must be signed and submitted by the resident or the substitute decision maker to indicate if they will use the above services or if they will make arrangements with other service providers for the resident's foot care.

**e. Hair Services**

A salon is located on the main floor of each lodge and a hairdresser visits each week to provide hair services to the residents.

A consent form for the type of hair service the resident is requesting is available in the admission package. The rates are posted on the salon door and appointments can be made through the Care Department.

The charges for the hairdresser/barber will be paid out of the resident's comfort fund.



*Above: Burnaby Fair Haven Hair Salon*

**f. Mail**

Residents' mail is delivered to the Reception area and is distributed to the residents' rooms by the Recreation staff. Fair Haven is not able to receive mail for residents' families or substitute decision makers; these must be redirected to the appropriate address to ensure that they are received in a timely manner.

**g. Wifi**

Basic guest access to Fair Haven's public wifi is available at each site. Residents and visitors can access our public wifi service. If a resident would like to stream higher quality video, we recommend that residents have their own wifi through Shaw or Telus.

#### ***h. Newspaper***

The resident or substitute decision maker can arrange directly with a newspaper company to have newspaper delivered to Fair Haven. The resident or substitute decision maker is responsible for the payment of the newspaper.

Newspapers will be delivered by Recreation Staff and may be picked up from reception by the resident.

#### ***i. Library Services***

The Public Library staff visits the lodges once a month and supplies books in regular or large print; talking books are also available.

Fair Haven also has a selection of books and magazines in bookcases throughout the lodges that the residents may borrow.

#### ***j. Equipment Rentals***

Fair Haven Homes Society (Fair Haven) provides standard equipment at no additional cost to residents who require them as part of the care plan such as standard manual wheelchairs with basic foam cushions and fall safety precaution equipment including bed/chair alarms and fall mats.

Residents or their designated Power of Attorney (POA) are responsible for acquiring and maintaining specialized assistive equipment intended for the exclusive and personal use of the individual resident. This includes, but is not limited to:

- Tilt-in-space wheelchairs
- Pressure-relieving cushions
- Wheelchair modifications required for comfort or to maintain proper seating posture

Fair Haven maintains a limited inventory of specialized assistive equipment available for loan on a rental basis. Our onsite Rehab Team will assess and provide the equipment, if available, on a "first come, first served" basis.

For any equipment required by the resident, we rely on our Physical Therapist (PT) or Occupational Therapist (OT) consult for comprehensive assessments, and recommendations. They can also help families to rent or purchase from community medical equipment vendors. Rental fees for the equipment available at Fair Haven are chargeable on a month-to-month basis.

*Below: Vancouver Lodge Lobby*



# Health, Safety and Security

Fair Haven is committed to the health, safety and security of the residents, staff, families, visitors and volunteers. Continuous education and information sharing is provided to staff, residents, and families about their role in maintaining and promoting a healthy, safe and secure environment in the lodges. Everyone is encouraged to provide assistance and feedback to identify and report any safety issue or concern.

## 1. Visiting Residents

### a. Visiting Hours

Visiting hours are from 10 a.m. to 8:30 p.m. For the safety and security of residents, visitors are required to phone the Nurse's station and inform the staff if they plan to visit outside of visiting hours.

Please take into consideration a resident's rest or sleep period as well as when care is being provided.

All visitors are required to sign in and out at the front entrance lobby area and participate in a screening process as defined through the office of the Public Health Officer.



### b. Pets

Visitors are welcome to bring pets that are in good health and illness-free to the lodges; pets must remain on leash or in a carrier at all times.

Visitors must ensure that the pets do not cause disturbance such as noises (e.g., barking) and ensure that pets have emptied their system before entering the lodge.



### c. Parking

There is limited parking area for visitors in the Vancouver lodge; please park only in the designated spaces or on the street. There is no visitor parking space in Fair Haven Burnaby. Visitors may park by the street; please be aware of the City of Burnaby street parking regulations.

Visitors are welcome to drop off a resident by the front door driveway; however, parking is **limited to a maximum of ten minutes only** as emergency vehicles need to have this access to the lodges at all times.

Any vehicle parked in the NO PARKING areas surrounding the lodges or are parked inappropriately will be towed at owner's expense.

## 2. Main Entrance Door Security

The Main Entrance door is monitored by a security camera and has an intercom/doorbell system.

### a. Entering the lodge

During normal business hours visitors can enter the lodge without using the intercom system. After office hours, visitors must use the intercom system to call a staff member to gain access into the lodge.

Visitors must press the buzzer located by the main entrance, identify themselves, and inform the staff member the name of resident to be visited. The staff member will allow access once visitor identity has been confirmed.

### **b. Exiting the lodge**

Exiting the lodges requires a code to be entered in the keypad to open the doors. Please ask a staff member for the code.

**IMPORTANT:** Please **DO NOT** attempt to force open the front door when entering or leaving the lodges because this will damage and deactivate the security system.

### **c. Auto lock - Main Entrance Door**

Fair Haven has a system to protect wandering residents from exiting the lodges. These residents wear a special bracelet that activates the front door to close and notifies the staff that the resident is attempting to leave the building. Please wait and do not force doors to open.

Once the resident with the special bracelet has been redirected, the beeping sound will stop, the front doors will reopen automatically, and visitors can then enter/exit the lodge.

Please be aware that despite this system, some residents who should not leave the lodge do so. To ensure all residents' safety, all visitors are requested to ensure that a resident is not following them out of the door when leaving the lodge.

## **3. Security Cameras**

There are security cameras located on both the exterior and interior of the buildings. These cameras are strategically placed to monitor the lodges 24 hours a day.

## **4. Resident Safety and Security**

### **a. Resident Identification**

Accurate resident identification is important for safety. A staff member will ask to take the resident's photo during the admission process; photos are placed by the door of each resident's room.

Fair Haven provides each resident with a metal ID bracelet which has the resident's name and the lodge phone number. All residents are encouraged to wear the ID bracelet for safety and ease of identification.

A business card with the Fair Haven address and contact number is included in the admission package; residents may put this in their wallets or purses for easy access in case of emergency if they are outside the care lodges.

### **b. Resident's Room & Valuables**

#### **i. Nurse Call System**

All residents' rooms are equipped with a nurse call system and a smoke/heat detector which is connected to the Fire Alarm System. The nurse call system is also accessible from all washrooms, tub rooms, lounge and dining areas for emergencies.

#### **ii. Resident's Valuables**

It is strongly recommended that residents do not keep any items of value, large amount of cash, or any documents of importance in their rooms. Jewelry can get misplaced or lost with someone with memory loss or fall off if there is weight loss.

Glasses and hearing aids, although labeled with the resident's name, can still be lost or damaged; they can be very expensive to replace and/or repair. In light of increasing costs for hearing aids, wheelchairs, eyeglasses, dentures, and privately-owned medical equipment and/or room furnishings, residents, their families and/or substitute decision makers are reminded that Fair Haven is not responsible for losses or damages to these items.

Residents, family members or substitute decision makers are encouraged to ensure that the resident has a personal insurance policy (for property) to cover such losses. Please discuss with an Insurance Broker to determine the best option.

### **c. Residents Leaving the Building**

Residents may come and go as they please provided it is not medically contraindicated.

The resident, family, or visitor must complete the sign in/out sheets located at each Nurse station prior to the resident leaving and upon returning to the lodge.

### **d. Food Safety**

Family and visitors are welcome to bring in food for a resident, but food must be approved by the Dietitian or Nurse.

All food kept in a resident's room must be non-perishable and stored in a re-sealable container. Residents, family or substitute decision makers may bring in food to be stored in the common fridge - food must be in a container/packaging labeled with the resident's name, room number, and the date placed in the fridge.



Residents or family may be asked to dispose of any food improperly stored due to health and safety risk. Fair Haven staff may dispose of any food that is in question if staff are unable to discuss with the resident or family in a timely manner.

#### **e. Fall Prevention**

Everyone is at risk for falls and everyone is responsible to assist in preventing falls and injuries. Residents and families are encouraged to keep the room neat, tidy, and clutter free.

Residents are encouraged to wear hip protectors if they are at risk for falls. The nursing staff can assist the resident, family and/or substitute decision maker in deciding what hip protector they should purchase.

Residents are also encouraged to wear proper footwear, clothing, eyeglasses, and hearing aids, and use their cane or walker when mobilizing.

#### **f. Least Restraint**

Fair Haven has a least restraint policy. We are committed to residents' dignity, freedom of choice, and optimal freedom of movement, comfort and reasonable risk.

The use of restraints (i.e., wheelchair seatbelts, tilt chairs, bed rails, chair trays) is considered to be an unusual, exceptional, short-term therapeutic intervention that is used only after other reasonable alternatives have been identified, trialed and proven unsuccessful.

Any restraint used will be discussed with the resident and/or substitute decision maker and physician, a least restraint agreement will be signed by the substitute decision maker after the discussion and a care plan is developed surrounding its use and associated interventions.

#### **g. Smoking**

Fair Haven recognizes that smoking is the largest cause of ill health and death in Canada and that exposure to second-hand smoke causes serious adverse effects. Therefore, smoking tobacco or cannabis is not permitted on Fair Haven property, which includes all buildings, grounds, and parking lots.

Fair Haven is committed to promoting and facilitating smoking cessation programs.

#### ***h. Alcohol***

Alcohol is not permitted to be stored in the residents' rooms. All alcohol must be kept at the Nurse stations.

A physician order must be obtained for a Nurse to dispense the alcohol for a resident and for Recreation staff to serve residents alcohol at a staff-supervised program.

#### ***i. Cannabis***

In alignment with the Health Authority Policy, residents who require medical marijuana will require a physician's order.

### **5. Infection Control**

Residents, families, and visitors can all assist in decreasing the risk of infection. Hand hygiene is the most important practice in preventing the risk of transmitting an illness or disease. Hand hygiene may be done using soap and water or the hand gel located throughout the lodges.

All residents are encouraged to wash their hands before meals, after using the washroom, before group activities, and before leaving or when returning to the lodge. Residents should avoid group activities if they have any respiratory illness (e.g., COVID, cold, flu) or gastrointestinal virus.

Visitors are encouraged to perform hand hygiene before and after they visit a resident. Visitors who are ill with any respiratory illness (e.g., COVID, cold, flu) or gastrointestinal virus are asked to visit when they are feeling better.

All residents or substitute decision maker should inform the nursing staff of the date of their last immunizations including, but not limited to, the influenza vaccine, COVID-19 vaccine, pneumovax vaccine, and tetanus vaccine.

Frail seniors cannot fight off infections as easily as other people can, that is why it is important to not visit when you are sick and not feeling well. Please do not visit if you have any of the following: fever, cough, nausea, vomiting or diarrhea. You are welcome to call instead and visit when you are feeling better.

## 6. Emergency Response

*Fire Safety and Emergency Preparedness* activities are coordinated through the Environmental Services Department.

Fire drills are scheduled regularly. Residents and visitors are requested to stay where they are during a drill or if they hear an alarm and wait for further direction from one of the staff members. Staff members are instructed on how to check all areas of the lodge and in assisting residents and visitors to safely evacuate the building.

Fair Haven has an Emergency Plan in place and is accessible for all staff. There are maps of evacuation exits located in several areas of the building.

## 7. Violence Prevention

Fair Haven considers the safety of our residents, staff, visitors, physicians, and volunteers a priority, and is committed to ensuring that all reasonable steps are taken to identify and eliminate or reduce the potential risks, incidents and types of workplace violence.

Fair Haven has two secured units in Vancouver (Magnolia Drive and Willow Tree) as well as one secure unit in Burnaby (Sunflower Crescent).

These neighborhoods house our residents who require secured special care because of elopement risks and challenging behavior (socially unacceptable). There may be times when residents will try to touch you, go into your personal space, or grab your personal things. You may also witness a resident who may have physical or verbal altercations with other residents. Please do not intervene yourself, but notify one of our staff members who have specific training in what to do in these situations..

There are emergency call buttons in the hallways as well as in each resident's room, if you need to call for help quickly.

Fair Haven has policy and procedures in place to protect and support anyone from aggression or violence in our lodges. We have a policy that strictly prohibits having sharp objects or any device or instrument which has the potential of use as a weapon to be in possession. If any such item is found in a resident's room, the proper authority will remove it immediately.



*Left:* Continuous training is provided to staff in Fair Haven

# Resident Choices

## 1. Care Conferences

An individual interdisciplinary care conference is held approximately six to eight weeks after admission and annually thereafter. The resident, family, or substitute decision maker are invited to attend this meeting.

The purpose of the meeting is to meet with the team involved with the resident's care, to discuss and identify the resident's goals of care to provide quality of life here at Fair Haven.

## 2. Advance Care Planning/Emergencies

Advance care planning assists in communicating the health care a resident would want to receive if he/she got very ill and could not speak for him/herself. The plan helps reflect on a resident's personal values, wishes and beliefs.

Fair Haven recognizes and values each resident's right to decisions regarding their goals of care and treatment. The resident, family, and/or substitute decision maker are asked to discuss and make arrangements, in the event of a life-threatening illness, emergency care and/or death.

Please share any Advance Care Planning Documentation that a resident has prepared. Ask a Nurse if you require informational resources to help you review and assist with some of the decisions that need to be made; communicate these decisions to the physician or Nurse Practitioner and the Fair Haven staff.

If a resident, family, or substitute decision maker requests Cardio-Pulmonary Resuscitation (CPR), a Nurse will initiate basic CPR if a witnessed collapse occurs.

The Nurse on duty individually assesses every emergency situation. The Nurse's response to emergencies may include any or all of the following:

- Provide first aid including basic CPR as needed
- Telephone consultation with the resident's physician, nurse practitioner or the physician on call

- Making every effort to inform the first family contact or substitute decision maker
- Calling emergency support services (i.e., police, paramedics, or ambulance)

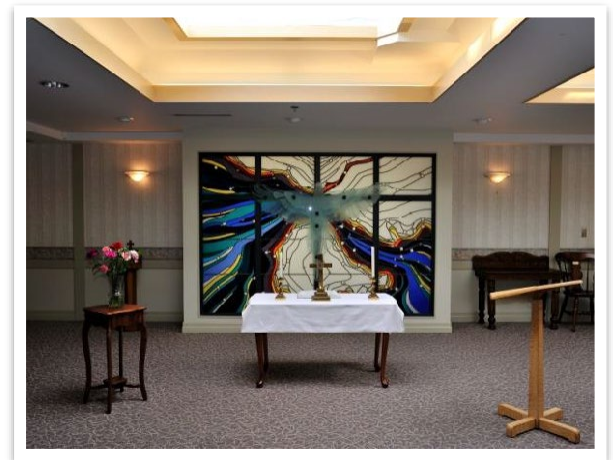
### 3. Power of Attorney/Representation Agreements

Fair Haven recommends that all residents make arrangements for a **Power of Attorney for financial decision making** in the event that the resident becomes ill and unable to make these decisions.

Long-term care regulations state that all residents who are deemed incapable of making decisions should have a **Representation Agreement**. Fair Haven recommends that the resident, family members or substitute decision maker complete arrangements through their legal choice to start the process of a Representation Agreement upon admission to Fair Haven.

### 4. Funeral Arrangements

Fair Haven advises that upon admission, the resident, family or substitute decision maker confirm the necessary arrangements with the funeral home of their choice. Please communicate this choice to the nurse so that it can be documented and the resident's final wishes are respected.



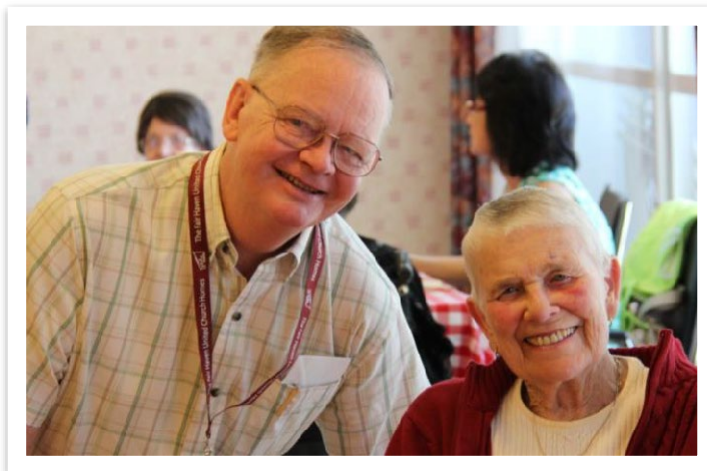
Above: Mountain View Room, Fair Haven Burnaby

### 5. Resident Council

Residents are encouraged to share and contribute to the planning and development of activities, programs, and services through the Resident Council meetings. This is an opportunity for residents to share their views, ideas and provide input into life at Fair Haven.

## 6. Family Council

The Family Council is comprised of a group of relatives and friends of residents of Fair Haven. The Council works together with staff to maintain and enhance the quality of life of residents, and to provide a voice in decisions that affect their loved ones in the lodge.



The Family Council allows families to support each other and offer encouragement and information. Families have an opportunity to express their ideas and concerns, and work towards positive change.

Family Council involvement can especially benefit residents who are physically or mentally unable to voice their concerns and needs for themselves.

Family Council goals are to:

- Inform and educate families
- Share ideas for the purpose of problem solving
- Maintain two-way communication between families, residents and staff
- Collaborate with staff, families and residents to address the interests of all residents and families
- Provide mutual support to all residents and their families

The Family Council meets on the fourth Tuesday of every month via video conferencing. The next scheduled meeting information is posted on the Family Council Board near elevators and on our website.

New families and friends of residents are welcome to become involved in the Family Council. Visit [www.fairhaven.bc.ca](http://www.fairhaven.bc.ca) for more information.

## 7. Outside Appointments

Residents are required at times to see a care service (i.e., medical specialist, diagnostic testing) in the community. The resident, family or the substitute decision maker are responsible for scheduling the external appointments,

booking a companion if necessary, arranging for transportation, and coordinating any billing process.

Fair Haven can assist with some resources and contact information. After the arrangements are made, please contact the Nurse with the dates, times and any necessary information to send with the resident on the day of the appointment.

## 8. Transfers and Discharges

Resident care needs may change after moving into Fair Haven. The Nurse Manager will discuss with the resident, family and/or substitute decision maker the need to relocate the resident either in or out of a unit within the lodge or to another health care facility.

When a resident's bed is closed due to a transfer to another facility, discharge, or death, it is the resident, family, or substitute decision maker's responsibility to remove all the personal belongings from the room within 24 hours. If the resident's belongings are not removed within 24 hours upon discharge, the room clearing fee will be forfeited.

Fair Haven cannot accept any donation of furniture or clothing.

## 9. Compliments and Concerns

The health care system and its processes can be confusing to the resident, family members, or the substitute decision maker. Fair Haven has a process to investigate any concerns or complaints that a resident, family or substitute decision maker initiates either verbally or in writing.

If you have a concern, please start by talking to the Nurse in the neighborhood. If you feel that the concern is unresolved or requires more attention, please ask to speak to the manager. If you are still not satisfied with the outcome you may contact the following:

Licensing officer for Fraser Health:

- By phone: 604-918-7683
- By email: [hpburnaby@fraserhealth.ca](mailto:hpburnaby@fraserhealth.ca)
- Website: <https://www.fraserhealth.ca/Service-Directory/Service-At-Location/9/A/community-care-facilities-licensing---burnaby#.W3HXb-hKiUk>

Patient Care Quality Office for Fraser Health:

- By phone: 1-877-880-8823
- By mail: 1762 Laity St. 4<sup>th</sup> floor, Maple Ridge, BC V2X 5A3
- By email: [pcqoffice@fraserhealth.ca](mailto:pcqoffice@fraserhealth.ca)  
Website: [www.fraserhealth.ca/about-us/pcqo/](http://www.fraserhealth.ca/about-us/pcqo/)
- Hours: Monday to Friday 8:30 a.m. to 4:30 p.m.

Licensing officer for Vancouver Coastal Health

- By phone: 604-675-3800
- By email: [EHVC@vch.ca](mailto:EHVC@vch.ca)

Patient Care Quality Office for Fraser Health:

- By phone: 1-877-993-9199 (toll-free)
- By mail: 855 West 12th Avenue, LBP-380  
Vancouver BC V5Z 1M9
- By email: [pcqo@vch.ca](mailto:pcqo@vch.ca)  
Website: [www.vch.ca](http://www.vch.ca)

Staff members always appreciate positive feedback, so please let us know when someone has done a good job.

## 10. Gifts and Donations

Fair Haven staff members are not permitted to accept gifts from residents and/or families. To recognize a staff or a department, please consider making a donation to Fair Haven's Adopt-a-Senior fund, highest priority needs fund or staff appreciation fund.

All donations are eligible for a tax receipt; please visit our website, [www.fairhaven.bc.ca](http://www.fairhaven.bc.ca), for more information.



# Conclusion

We hope this handbook has provided answers to your questions and concerns and will help in transitioning to your new home.

If you still have any questions or require any assistance, please contact us by phone or speak with any of our staff.

The Leadership Team, staff and residents would like to take this opportunity to welcome you and we hope you enjoy living here in Fair Haven!





# Fair Haven Locations

Administrative Office  
4383 Rumble Street  
Burnaby, BC, V5J 2A2  
t. 778-900-7338

Burnaby Lodge  
7557 Sussex Avenue  
Burnaby, BC, V5J 3V6  
t. 604-435-0525

Vancouver Lodge  
2720 East 48th Avenue  
Vancouver, BC, V5S 1G7  
t. 604-433-2939

Burnaby Apartments  
4351 Rumble Street  
Burnaby, BC, V5J 2A2

McKay Apartments  
4341 Rumble Street  
Burnaby, BC, V5J 0H8

Vivian Apartments  
6465 Vivian Street  
Vancouver, BC, V5S 2T2

housing@fairhaven.bc.ca  
t. 604-225-9937

[info@fairhaven.bc.ca](mailto:info@fairhaven.bc.ca)  
[fairhaven.bc.ca](http://fairhaven.bc.ca)