



Fair Haven Homes Society

OVERNIGHT RESPITE

GUEST & FAMILY HANDBOOK

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

Updated January 2026



Contents

Welcome to Fair Haven Overnight Respite 3

Mission Statement 4

Vision..... 4

Values 4

Land Acknowledgement 4

About Us 5

Guest Eligibility and Referral Process..... 5

 Stay Duration: 5

Required Documentation 6

Overnight Respite: What We Can Support..... 6

Contact Information..... 7

Booking/Admission/Cancellation..... 8

Check In 8

 Check In Day and Time 8

 Admission Package and Paperwork 8

 Cancellation Policy..... 9

 Rent / Fees 9

 a. Rent/User Fees: 9

 b. Other Fees..... 9

 c. Chargeable Extras..... 9

Physician and Nurse Practitioner 10

Clothing & Personal Effects 10

 a. Clothing Items..... 10

 b. Washing of Clothing..... 10

 c. Labelling of Clothing..... 10

 d. Personal Effects 11

Suggested Clothing to Bring..... 11

Required Personal Grooming & Hygiene Items 11

Furniture 11

Personal Use Equipment 12

Cable & Wi-Fi Connection..... 12

Services Provided..... 12

 Person-centered Care 12

 Foot Care Services 13

Hair Services.....	13
Health, Safety and Security	13
Visiting Guests.....	13
a. Visiting Hours	13
Main Entrance Door Security	14
a. Entering the Overnight Respite	14
b. Exiting the Overnight Respite	14
Security Cameras.....	14
Guest Safety and Security	14
a. Guest Identification.....	14
b. Guest's Room & Valuables.....	14
c. Guests Leaving the Building	15
d. Food Safety.....	15
e. Fall Prevention	15
f. Least Restraint.....	15
g. Smoking.....	16
h. Alcohol.....	16
i. Cannabis.....	16
Infection Control	16
Emergency Response	17
Violence Prevention.....	17
Guest Choices	18
Advance Care Planning/Emergencies	18
Power of Attorney/Representation Agreements.....	19
Funeral Arrangements	19
Outside Appointments.....	19
Compliments and Concerns	19
Gifts and Donations	20
Conclusion	20

Welcome to Fair Haven Overnight Respite

On behalf of our Board, staff, and volunteers, we warmly welcome you to Fair Haven Overnight Respite. We are committed to ensuring your stay is as comfortable and seamless as possible for both you and your family.



Fair Haven is a non-profit organization affiliated with the Vancouver Coastal Health Authority and has a long history of providing high-quality healthcare services. We pride ourselves in leading communities with supportive seniors housing and person-centered care for all, which is reflected in our mission and values.

This handbook provides answers to common questions about our facilities and services. If you have further questions or concerns, please feel free to reach out to any of our staff members.

At Fair Haven, you, your family, and our team work together to ensure you receive the best care and support. We recognize that being a caregiver can be physically and emotionally demanding. Our mission is to offer a safe and supportive space for our guests while giving caregivers the opportunity for a well-deserved break. Your suggestions, concerns, and feedback are important as we continually aim to provide outstanding care.

Once again, welcome to Fair Haven!

A handwritten signature in blue ink, appearing to read "Joy Parsons".

Joy Parsons
Chief Executive Officer

A handwritten signature in blue ink, appearing to read "Alishah Dahya".

Alishah Dahya
President, Board of Directors

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 guests, 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.

Land Acknowledgement

Fair Haven Homes Society acknowledges with gratitude that our work takes place on the traditional, ancestral, and unceded territories of the x^wməθk^wəy'əm (Musqueam), Skwxwú7mesh (Squamish), səllilw'ətaʔ (Tsleil-Waututh) and k^wik^wəł'əm (Kwkwetlem) Peoples.

Our homes in Vancouver and Burnaby are located on land that has been cared for by these Nations for generations. We are thankful to live and work in these communities and recognize the importance of ongoing respect and understanding.

About Us

Fair Haven Homes Society is a non-profit organization contracted through the regional Health Authorities to provide 24-hour long-term care (LTC) for seniors with complex care needs. We are voluntarily accredited through Accreditation Canada with exemplary status.

Fair Haven Overnight Respite is located at 2711 East 49th Avenue, Vancouver, near the Killarney Community Centre and Killarney Secondary School. Three designated visitor parking spots are available at the main entrance, and public transit access is conveniently located nearby.



There are 12 private rooms, each with a 2-piece bathroom. Each room is furnished with a bed, bedside table, wardrobe, dresser, chair and TV. Rooms have mechanical lifts and can accommodate guests with extended care needs. Please note that we are unable to accommodate motorized wheelchairs and scooters.

Fair Haven Overnight Respite is licensed under the Community Care and Assisted Living Act and provide care in adherence to regulations.

Guest Eligibility and Referral Process

Eligibility is based on guidelines from the Ministry of Health for Home and Community Care Services (Caregiver Respite/Relief guidelines can be viewed at <https://www2.gov.bc.ca/gov/content/health/accessing-health-care/home-community-care/are-you-eligible>)

1. Must be assessed by a Vancouver Coastal Health Case Manager
2. Must be a current resident in Vancouver

Caregiver Respite/Relief guidelines can be viewed at <https://www2.gov.bc.ca/gov/content/health/accessing-health-care/home-community-care/are-you-eligible> or email your questions to respite@vch.ca.

Stay Duration:

Guests may stay a minimum of 2 days up to 30 days per year, which can be used all at once or spread throughout the year.

Required Documentation

For all new Respite guests, during your assessment with the Case Manager, they will work with you to complete all the documentation required prior to admission and send it to the Respite.

For new and returning Respite guests, the following forms need to be completed and received by Overnight Respite and pharmacy at least seven (7) days in advance of expected admission day either by email, fax or drop off:

- Medical Summary Form
- Medical Intervention Form / NO CPR – Medical Order Form
- Current Medications Order
- Routine Orders Form (NIO)

IMPORTANT
The forms must be completed, signed and returned to the Respite Care Coordinator *within seven (7) days from the check in date.*

Overnight Respite: What We Can Support

Our Overnight Respite program is designed to support individuals whose care needs can be safely met during a short-term stay. Below is a general overview of the types of care we can and cannot provide.

We Can Support

Guests may be able to stay with us if they require:

- Oxygen used at home
- Simple wound care
- Ostomy or drain care
- Catheter care
- Support with diabetes
- Predictable behaviours, with a care plan already in place

We Are Not Able to Support

We are unable to accept guests who require:

- Oxygen connected to the wall
- Tracheostomy care
- IV medications or treatments
- Complex wound care or vacuum (VAC) dressings
- Care for complex or unpredictable behaviours
- Active cancer treatment
- Daily blood work or lab testing
- Certain high-risk daily medications
- Bariatric clients
- Recreational marijuana use
- Motorized wheelchairs or scooters



Our Goal

Our goal is to ensure every guest has a safe, comfortable stay and that our team can provide the right level of care throughout their visit. If you're unsure whether Overnight Respite is the right fit, we're happy to review individual needs and answer questions.

Contact Information

1. Main Addresses and Phone Numbers:

Fair Haven Homes Society Overnight Respite
2711 East 49th Avenue, Vancouver, BC, V5S 1K3
Tel: 604-336-1544
Fax: 604-336-1548
Email: respite@fairhaven.bc.ca

Fair Haven Homes Society Administrative Office
4383 Rumble Street, Burnaby, BC, V5J 2A2
Tel: 778-900-7338
Email: info@fairhaven.bc.ca

2. Who to Contact:

The Respite Care Coordinator at the Overnight Respite is the first point of contact for any questions or concerns regarding the Respite guest's 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.

Question About:	Who to Contact:
Guest Care Services and Care-related Concerns	Respite Care Coordinator 604-336-1544
Financial or General Inquiries	Respite Care Coordinator 604-336-1544
Recreations Services	Director of Recreation 604-433-2939 x110
Spiritual Care Services	Director of Spiritual Care 604-433-2939 x114
Support Services: Dietary & Nutritional Services, Laundry and Housekeeping	Support Services Manager 604-433-2939 x121
Assistant Director of Care	604-433-2939 x102
Director of Care	604-433-2939 x108
Director of Finance	778-900-7338 x5008
Chief Executive Officer	604-433-2939 x107

Booking/Admission/Cancellation

Bookings are made online through the BookABreak website <https://bookabreak.vch.ca>

- Guests may book respite stays as often as needed
- Guests may stay a minimum of 2 days up to 30 days per year, which may be used intermittently or all at once. Exceptions to the 30-day stay limit may be granted subject to the approval of the contract manager and if there is a vacancy.
- Medications administered to the guests at Overnight Respite are prepared by a designated pharmacy.

Check In

Every effort is made to ensure that a guest's admission to Overnight Respite is as smooth and comfortable as possible. The information below is intended to help you prepare for your stay.

Check In Day and Time

- **Check in** will be scheduled for either 11:00 a.m. or 1:00 p.m.
- **Check out** is at 9:00 a.m. (A later check out may be arranged if communicated in advance, but if check out happens after 11:00 a.m., the guest will be charged for an extra day.)

The guest, family member, or substitute decision maker is responsible for arranging transportation to the Overnight Respite.

Check In Package and Paperwork

On the day of check in, the guest, family member, or substitute decision maker will receive an Admission Package, which includes:

- Admission Agreement and Consent to Care
- Consent forms for internal and external care services
- Information and forms related to the financial aspects of the stay
- Health and safety brochures

Our team will be available to review the paperwork and answer any questions you may have.



Cancellation Policy

We understand that plans can change, and we aim to be as flexible and supportive as possible. At the same time, Overnight Respite spaces are limited and carefully scheduled to meet the needs of all guests and families.

Notice of Cancellation

We kindly ask that families notify Fair Haven Overnight Respite as soon as possible if they need to cancel or change a scheduled stay. This allows us the opportunity to offer the space to another guest who may be waiting for care.

How to Cancel or Make Changes

To cancel or make changes to a booking, please contact the Overnight Respite team directly during business hours.

Fees

a. Fees:

Fees are due at the time of admission and are payable for the expected length of the stay. **Pre-authorized electronic transfer is the preferred method of payment**, although cheques are also accepted. A \$45 service fee will be charged for any cheque returned due to non-sufficient funds (NSF).

If a guest needs to be transferred to hospital during their respite stay, the bed will be held for their anticipated return unless Fair Haven Overnight Respite is advised otherwise. **Regular charges will continue while the bed is being held.**

b. Other Fees

Respite guests are responsible for all charges including companions for medical appointments, special supplies, ambulance services, tests, or treatments. Respite guests and/or Responsible Party are responsible for the cost of medical care should the Medical Plan of British Columbia coverage lapse.

c. Chargeable Extras

For the exclusive use of the guest:

Cable TV charge:	\$7.50 per stay/week
Pharmacy costs:	varies and billed directly by pharmacy
Personal laundry:	\$30 per stay/week
Incontinent products:	\$30 per stay/week (if guests runs out of their supplies)
Equipment rental:	as per equipment rental fee policy for wheelchairs, walkers and specialty mattress

Guest Preferred Items:

Guests are welcome to provide their preferred supply or product rather than the model, style, or brand supplied by Fair Haven (i.e., hygiene supplies, skin care supplies, ostomy supplies, etc.).

Other Fee-for-Service:

Podiatry, hairdressing, rehab or mobility equipment (wheelchair, walker, specialty mattress, etc.).

Guests and/or Responsible Parties are responsible for providing payment via e-transfer or cheque for expenses incurred during their stay. Payment is due on the day of discharge.

Guests experiencing financial difficulty can ask their Case Manager for an application for temporary rate reduction.

Physician and Nurse Practitioner

Respite guests keep their own family physician. Fair Haven may call a Medical Practitioner, Nurse Practitioner, or ambulance in the event of an accident or illness. Laboratory services will be arranged by Fair Haven staff as necessary. Any fees incurred by using these services are the responsibility of the guests and/or the Responsible Party.

Clothing & Personal Effects

a. Clothing Items

Guests should have enough clothing to last for the full duration of their stay. Please choose clothing that is **comfortable and practical**. Also, please take into consideration use of incontinence products or hip protectors when sizing for underpants and pants.

b. Washing of Clothing

Please ensure all clothing is **machine washable**. Items that require hand washing or dry cleaning cannot be accommodated. A charge applies for laundry service. Families are welcome to take clothing home for laundering if they prefer. A personal laundry hamper will be provided in each guest room.

While every effort is made to care for belongings, respite staff are not responsible for lost or damaged clothing. If an item goes missing, please notify the care team and they will do their best to help locate it.

c. Labelling of Clothing

All clothing must be **clearly labeled** with the guest's name **before admission**. This helps prevent items from being misplaced or mixed up.

We also strongly recommend labeling **shoes, slippers, eyeglasses, dentures, and any other personal belongings.**

d. **Personal Effects**

Personal grooming and hygiene items are not provided by Fair Haven and must be supplied by the guest or family. This helps support infection control and prevents items from being shared between guests.

Please refer to the list below for suggested items to bring.

Suggested Clothing to Bring

Please bring enough clothing for the full stay. Choose items that are comfortable, easy to put on, and machine washable.

- Tops and bottoms (everyday wear)
- Sweaters or light jackets (preferably with zippers or front buttons)
- Sleepwear (pajamas or nightwear)
- Housecoat or robe
- Undergarments (including incontinence products or hip protectors, if used)
- Socks or stockings (non-slip recommended)
- Non-slip slippers
- Comfortable walking shoes or runners
- Seasonal outerwear and accessories (e.g., coat, hat, scarf, gloves, sun hat)
- Adaptive clothing, if the guest requires a ceiling or full lift

Required Personal Grooming & Hygiene Items

For infection control reasons, all personal care items must be supplied by the guest or family.

- Toothbrush and toothpaste
- Deodorant
- Body soap and body lotion
- Shampoo and conditioner
- Hairbrush or comb and hair accessories (if used)
- Nail clippers and emery board
- Denture container (if applicable)
- Tissues
- Electric razor (clearly labeled), if used

Furniture

Fair Haven Respite Centre provides basic furnishings in each room, including a bed, bedside table, wardrobe, dresser, chair, and television.

For everyone's safety, please note the following:

- Items may not be stored on top of wardrobes
- Do not hang anything directly above the bed

- Heated blankets and water kettles are not permitted
- Guests and family members may not move or rearrange the furnishings provided by Fair Haven

Personal Use Equipment

All guests' needs for equipment are individual and their comfort and safety are important. It is recommended that guests who have equipment needs (e.g., walker, wheelchair, seating cushion, CPAP, O2 cylinder, etc.) to bring along their equipment for the duration of their stay. If guests require use of incontinent products, it is an expectation for the guests/family members to bring in adequate supplies for the duration of the stay.

Cable & Wi-Fi Connection

Each respite room is equipped with cable television, which is available for an additional fee of \$30 per stay/month. Public Wi-Fi is also available throughout the Respite Centre and is provided free of charge for guests and families.

Wi-Fi network: **Fairhaven Public**

Wi-Fi password: **Welcome2Fairhaven**

Services Provided

Person-centered Care

Fair Haven Homes Society is guided by the philosophy of "Person-centered Care." This means that guests 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 guests we serve and their families by incorporating their knowledge, values, beliefs and cultural backgrounds into the planning and delivering of care.

We place great importance on each guest's needs, routines, and preferences to support person-centred care. Our team will assist guests on arrival and continue to provide support throughout their stay as we get to know them.

This may include:

- A nursing assessment
- An orientation to the respite program and daily routines
- Introductions to other guests
- Visits from members of the care team, including care staff, recreation staff, the dietitian, and service support workers



Foot Care Services

A podiatrist visits Fair Haven regularly to provide foot care services when needed. Any fees for podiatry services will be billed if a guest chooses to use this service.

A certified foot care nurse is also available. If the guest wishes to access this service, arrangements can be made through the nursing team. There is an additional charge to use this service.

A **consent form** must be completed and signed by the guest or substitute decision maker to indicate whether Fair Haven-arranged foot care services will be used, or if foot care will be arranged independently with another provider.

Hair Services

A salon is located on the main floor, and a hairdresser visits weekly to provide hair services for guests.

A **consent form** for the requested hair services is included in the admission package along with service rates. Appointments can be arranged through the Care Department. Any charges will be invoiced at the end of the guest's stay.

Health, Safety and Security

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

Visiting Guests

a. Visiting Hours

Visiting hours are 10:00 a.m. to 8:30 p.m. To help ensure the safety and security of all guests, visitors who plan to arrive outside of these hours are asked to phone ahead and notify staff.

When visiting, please be mindful of other respite guests' rest times and any care activities that may be taking place.

All visitors are required to sign in and out at the front entrance of the Overnight Respite and complete a health screening process, as required by the Office of the Public Health Officer.

Main Entrance Door Security

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

a. Entering the Overnight Respite

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

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

b. Exiting the Overnight Respite

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

Security Cameras

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

Guest Safety and Security

a. Guest Identification

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

b. Guest's Room & Valuables

i. Nurse Call System

All guests' 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. Guest's Valuables

It is strongly recommended that guests do not keep any items of value, large amounts 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 guest'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, guests, their families and/or substitute decision makers are reminded that Fair Haven is not responsible for losses or damages to these items.

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

c. **Guests Leaving the Building**

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

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

d. **Food Safety**

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

All food kept in a guest's room must be non-perishable and stored in a resealable container. Guests, 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 guest's name, room number, and the date placed in the fridge.

Guests 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 guest 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. Guests and families are encouraged to keep the room neat, tidy, and clutter free.

Guests 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 guests' 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 guest 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 is a non-smoking facility. Guests who smoke must do so independently, outdoors, at least 15 meters from the building.

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

h. Alcohol

Alcohol is not permitted to be stored in the guests' 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 guest and for Recreation staff to serve guests alcohol at a staff-supervised program.

i. Cannabis

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

Infection Control

Guests, 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 guests are encouraged to wash their hands before meals, after using the washroom, before group activities, and before leaving or when returning to the lodge. Guests 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 guest. 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 guests or substitute decision maker should inform the nursing staff of the date of their last immunizations including, but not limited to, the influenza, COVID-19, pneumovax, and tetanus vaccines.

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.

Emergency Response

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

Fire drills are scheduled regularly. Guests 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 facility and in assisting guests 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.

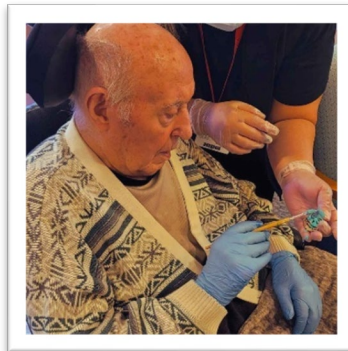
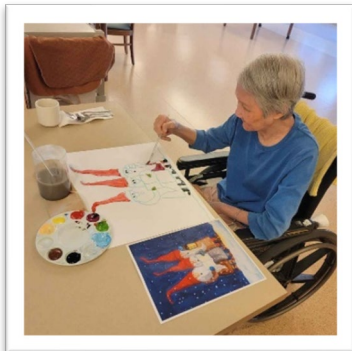
Violence Prevention

Fair Haven considers the safety of our guests, 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.

We have a zero-tolerance policy for disrespectful communication and behaviour towards our guests and staff.

There are emergency call buttons in the hallways as well as in each guest'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 guest's room, the proper authority will remove it immediately.



Guest Choices

Advance Care Planning/Emergencies

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

Fair Haven recognizes and values individual's right to decisions regarding their goals of care and treatment. The guest, 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.



All guests staying at Fair Haven Overnight Respite will receive Cardiopulmonary Resuscitation (CPR) unless a No Cardiopulmonary Resuscitation-Medical Order Form (no-CPR) is signed per B.C. Ministry of Health guidelines and completed by your family physician or nurse practitioner. Fair Haven Overnight Respite does not employ physicians and cannot provide care in situations where advanced medical supplies and interventions are required (e.g., Advanced Directives, Unstable or Unpredictable Care Needs). Transportation to hospital will occur if Fair Haven's staff determine that emergency care is required. The Respite Care Coordinator will discuss this with you upon screening and admission.

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
- Telephone consultation with the guest'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)

Power of Attorney/Representation Agreements

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

Long-term care regulations state that all guests who are deemed incapable of making decisions should have a **Representation Agreement**. Fair Haven recommends that the guest, family members or substitute decision maker to share those documents if available.

Funeral Arrangements

Fair Haven advises that upon admission, the guest, family or substitute decision maker confirm the necessary arrangements with the funeral home of their choice if available in the event of death. Please communicate this choice to the nurse so that it can be documented and the respite guest's final wishes are respected. Fair Haven Overnight Respite will not be able to keep the deceased Respite guest body on site for an extended period of time. If no pre-arrangement is made, Fair Haven will upon notifying coroner's office will transfer deceased body to First Memorial Funeral home.

Outside Appointments

Guests may be required at times to see a care service (i.e., medical specialist, diagnostic testing) in the community. The guest, family or 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 guest on the day of the appointment.

Compliments and Concerns

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

If you have a concern, please start by talking to the Respite Care Coordinator. If you feel that the concern is unresolved or requires more attention, please ask to speak to the Director of Care. If you are still not satisfied with the outcome you may contact the following:

Licensing Officer for Vancouver Coastal Health
▪ By phone: 604-983-6793

Patient Care Quality Office

- By phone: 1-877-993-9199 (toll-free)
- By mail:
899 West 12th Avenue,
JPP - 1822
Vancouver, BC, V5Z 1M9
- By email: pcqo@vch.ca
- Website: www.vch.ca



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

Gifts and Donations

Fair Haven staff members are not permitted to accept gifts from guests and/or families. To recognize a staff or a department, please consider making a donation to the Staff Appreciation fund, Adopt-a-Senior fund, or Highest Priority Needs fund.

All donations are eligible for a tax receipt; please visit our website www.fairhaven.bc.ca for more information.

Conclusion

We hope this handbook has provided answers to your questions and concerns and will help prepare for your stay at the Overnight Respite.

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 guests would like to take this opportunity to welcome you and we hope you enjoy your stay here at 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

Overnight Respite
2711 East 49th Avenue
Vancouver, BC, V5S 1G7
t. 604-336-1544
respite@fairhaven.bc.ca

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
fairhaven.bc.ca

