



Fair Haven Homes Society

2024-25 ANNUAL COMMUNITY REPORT

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

Fair Haven Homes Society

Fair Haven Homes Burnaby Apartments Society

Fair Haven Homes McKay Apartments Society

Fair Haven Homes Vivian Apartments Society



Board of Directors 2024-25



Fair Haven’s volunteer Board of Directors plays a vital role in guiding and overseeing our organization. Their responsibilities include setting strategic direction, ensuring strong governance and regulatory compliance, supporting the CEO and leadership team, providing financial oversight, and monitoring risk. Our board members bring a rich blend of experience and knowledge from sectors such as healthcare, finance, hospitality, and public service, strengthening our mission and impact.



Alishah Daya
President



Sheldon Lau
Vice President, FFC



Erin Edwards
Vice President, GPC



Jeff Geng
Secretary Treasurer



Nimira Anandji
Member at Large



Orlando Cerrato
Member at Large



Michael Chen
Member at Large



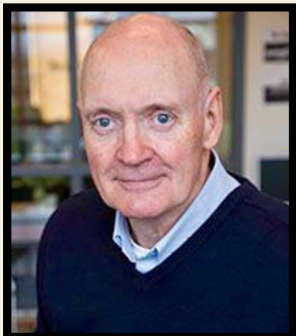
Cornelia Haack
Member at Large



Susan Luo
Member at Large



Marisa McGarry
Member at Large



Barry Morgan
Member at Large



Hik Park
Member at Large



Debasish Sahu
Member at Large



Message from Our Board

As I complete my third year as Board President and my eighth year serving Fair Haven, it's truly rewarding to reflect on how far we've come together. This year has been especially meaningful as we celebrate Fair Haven's 80th anniversary, a remarkable milestone in our ongoing commitment to enriching the lives of our seniors by providing a safe, secure, respectful, inclusive, and person-centered environment.

To mark this occasion, we hosted open houses at both our Burnaby and Vancouver Lodges, welcoming families, neighbours, friends, tenants, and community partners. It was a moment to reflect, reconnect, and reaffirm our values of Respect, Partnership, Dedication, and Diversity. These gatherings reminded us that Fair Haven is a vibrant community built on compassion and connection.

Throughout the year, the Board maintained a focus on governance and financial stewardship. With 13 active directors, we upheld our commitment to good governance by conducting our annual board performance evaluations, which were marked by full participation and encouraging results. A key highlight of the year was our two-day board retreat, which deepened the Board's engagement with the leadership team through informative presentations and sparked thoughtful dialogue around strategic planning, fundraising and board development. Our board self-evaluations helped each of us clarify our own contributions and collective vision for Fair Haven's future.

Fair Haven also remains in a strong financial position, thanks to diligent fiscal oversight, careful budgeting, and a commitment to using our resources efficiently. As stewards of the Society's long-term sustainability, the Board continues to prioritize these areas, ensuring we can continue to deliver person-centered care for years to come.

This year, we also bid farewell to our Vice President, Erin Edwards, who served with distinction on the Board since 2022. Erin made lasting contributions, especially through her leadership of the Nominations Committee and development of best governance practices. While we will miss her presence on the Board, we are excited to see her continue her passion for community service through volunteer work on the Sunshine Coast.

Looking ahead, we are entering a phase of thoughtful exploration. The Board has established a new subcommittee to examine opportunities for growth. These early conversations are filled with energy and optimism as we begin to imagine Fair Haven's next chapter.

On behalf of the entire Board of Directors, thank you for your continued trust and support. Together, we will keep building on the strong foundation of the past 80 years, ensuring that Fair Haven remains a place that provides homes that nurture community and quality of life for seniors.



Alishah Dahya
President, Board of Directors



Mission, Vision and Values

Our Mission

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

Our Vision

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



Our 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 faith, spirituality, culture, sexual orientation, and gender identity.



Message from Our CEO



Fair Haven's story began in 1945, in the aftermath of the Second World War, when communities across Canada were reimagining what care and compassion could look like in daily life. Reverend Hugh Dobson, a minister of the United Church, envisioned a haven—a home—where seniors could age with dignity, surrounded by community and grounded in spiritual care.

With the support of the United Church, Fair Haven was founded as a charitable mission to provide affordable, respectful housing for older adults. What began as a bold idea rooted in faith and social justice has grown into something remarkable—today, we operate two long-term care homes and three thriving independent living residences, all deeply embedded in the values we were founded upon.

These values have carried us through eight decades. While much has changed over the years, our core purpose remains the same: to create homes that nurture community and quality of life for seniors.

This milestone year has been an opportunity not just to celebrate, but to reflect — with gratitude — on the shoulders we stand on and the legacy we are privileged to carry forward. What stands out most this year is our resilience. Over the past 80 years, Fair Haven has weathered many changes—some small, others immense—from the pandemic to climate challenges and ongoing funding pressures. Through it all, we've remained steady, continuing to lead in long-term care and housing with compassion, innovation, and purpose.

It has been a full and meaningful year, with many highlights. As we look ahead, our work continues— with deep respect for our past, pride in our present, and optimism for what's to come. We are growing, learning, and evolving together.

Here's to the next chapter of the Fair Haven story—still rooted in compassion and always guided by community.

A handwritten signature in blue ink, appearing to read "Joy Parsons". The signature is fluid and cursive, with a long horizontal flourish extending to the right.

Joy Parsons
Chief Executive Officer



Guided by our Strategic Plan, the board and leadership team have advanced four key goals:

Quality Care & Services

- Partnered with health authorities on initiatives such as antipsychotic reduction and physician mentorship in long-term care.
- Piloted programs to support seniors aging in place within our rental housing tenants.
- Deepened family engagement through events and a revitalized Family Council.
- Opened Cozy Cafés in Burnaby and Vancouver—now vibrant community hubs.
- Brought back Christmas Dinner in a shared, family-style setting.
- Expanded volunteer engagement, with tenants now officially part of our volunteer team.
- Grew intergenerational programs, including the Jamboree program with Fair Haven Children's Centre, plus multiple activities with Girl Guides and through local school partnerships.
- Celebrated cultural diversity through events like Bollywood Day, Chinese New Year celebrations and numerous musical performances.

Governance & Operational Sustainability

- Completed energy conservation projects across three sites.
- Undertook capital improvements, such as new flooring and refreshed interiors.
- Strengthened board governance through active recruitment and policy renewal.
- Supported staff sustainability through onboarding and partnerships with local colleges.
- Improved financial sustainability through a revised investment policy and reduced management fees.

Strengthening Community Partnerships

- Led clinical practice groups and chaired peer networking forums.
- Contributed to sector-wide dialogue through the Denominational Health Association and the Ministry of Health.
- Shared governance insights with partners such as Three Links, Buchanan Lodge, and Villa Cathay.
- Presented our successes at industry conferences and hosted focused governance sessions.

Exploring Growth & Innovation

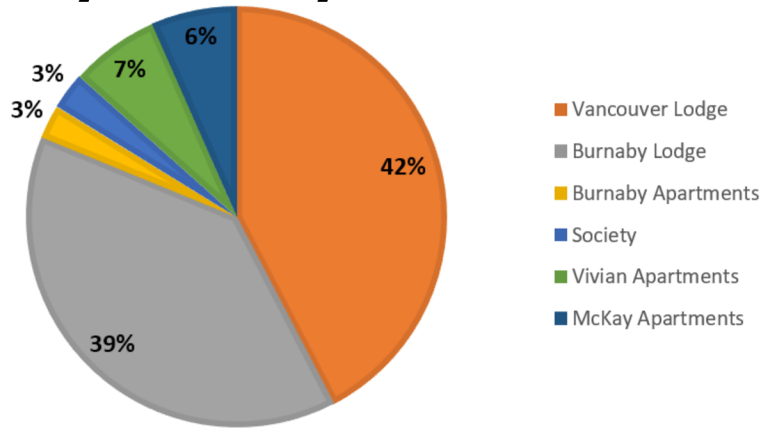
- Explored new ways to expand our mission through new builds and partnerships.
- Reached a major milestone: the transfer of assets to Fair Haven Homes Burnaby Apartments Society.



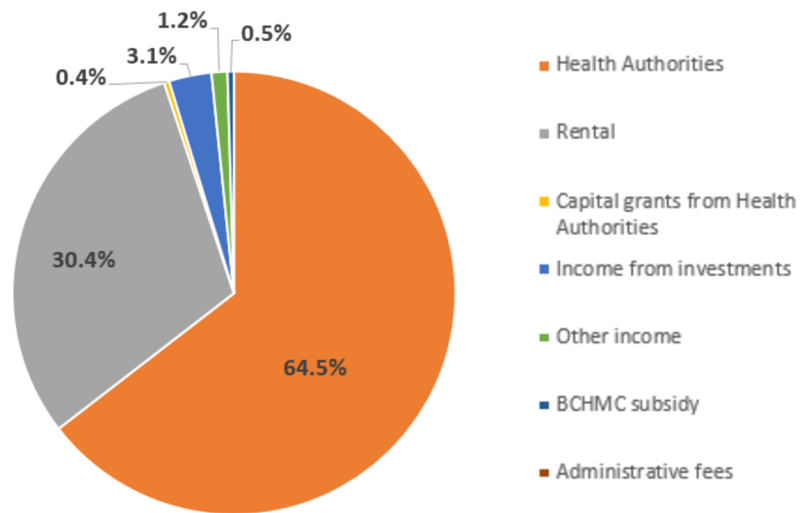
Financial Highlights

Based on Statement of Operations for the Year Ended March 31, 2025

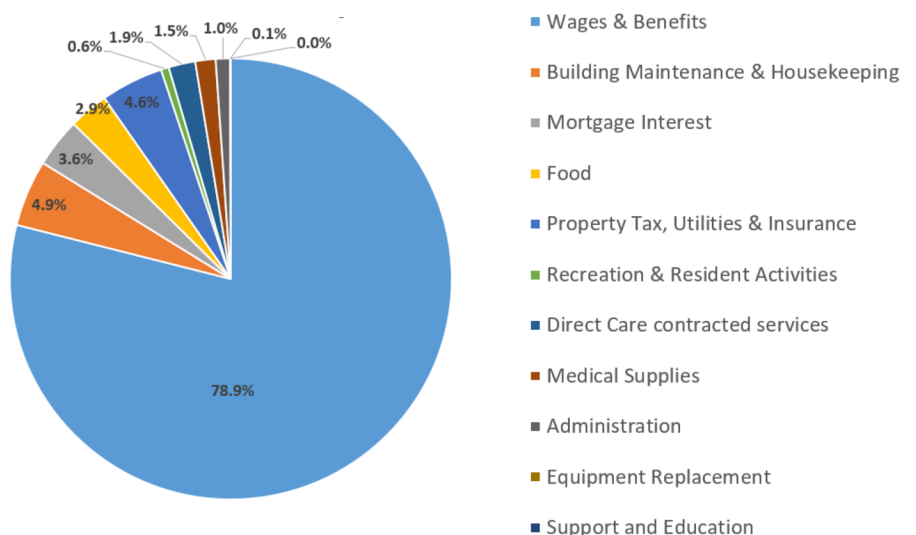
Revenue by Facility (\$30,097,837)



Revenue by Funding Source (\$30,097,837)



Expenses (\$28,451,091)



*Amortization is not included in expenses

Welcome to the Cozy Cafes: Where Community Comes Together!



In the past year, we were proud to open the doors of our newly created Cozy Cafés at both Vancouver and Burnaby Lodges - warm and inviting spaces where residents, families, and visitors can connect. Designed to feel like a welcoming neighbourhood café, these spaces offer more than just coffee, tea, and light refreshments—they provide comfort, companionship, and a sense of home. Whether it's sharing a quiet moment over a warm drink or enjoying lively conversations with friends and loved ones, the Cozy Cafés have truly become the heart of each Lodge.

The cafés reflect Fair Haven's commitment to fostering a vibrant and inclusive community. More than just a place to grab a snack, they have hosted countless smiles, spontaneous musical performances, family visits, and everyday moments of kindness that brighten the lives of everyone who visits. Thoughtfully stocked and maintained thanks to the creativity of our team and the generosity of our donors, the Cozy Cafés have become a symbol of care and connection at Fair Haven.

We are excited to see the cafés continue to evolve as gathering places that bring people together. In the coming year, we look forward to introducing new offerings and special events that will further enhance the experience for residents and visitors alike. As we celebrate Fair Haven's 80th anniversary, the Cozy Cafés remind us of what makes our Lodges so special—the people, the relationships, and the small, meaningful moments that create a true sense of belonging.

As one resident shared, "I love coming down to the café every morning. It's bright and cheerful, and I enjoy getting my French vanilla cappuccino. Coming to the café feels like a little bit of my old routine—a normal part of life. Sitting with a coffee and seeing everyone around makes me feel like myself again."



Leadership & Admin Team



Fair Haven's leadership and administrative team embodies dedication, compassion, and a commitment to excellence in fulfilling our mission. Bringing together experienced professionals from healthcare, administration, and property management, our team works hand-in-hand to deliver exceptional care and keep our operations running smoothly. With their expertise and collaborative spirit, they skillfully navigate the challenges of today's healthcare and housing environments, ensuring Fair Haven continues to be a place of hope, comfort, and support for everyone we serve.

Executive Office



Joy Parsons
Chief Executive
Officer



Anne Shatkin
Executive
Assistant



Dana LeMoine
Director of Ther
Rec & Vol Svcs



Dawn Purdy Karkut
Director of
Spiritual Care



Dom Robinson
HR Manager



Sarah Delgaco
HR & Admin Asst

Health & Wellness Services

Clinical Care



Loretta Lo
Director of Care



Maricel Morella
Asst Director of
Care - BBY



Vivian Dinh
Clinical Nurse
Manager - BBY



Bernie Deato
Asst Director of
Care - VAN

Medical Coordinators



Dr. Yuchen
Thomas Wu - BBY



Dr. Lauren Sharma -
VAN

Finance & IT Support Services



Erin Betts-Youdan
Director of Finance



Amy Shum
Business Services
Manager



Ahmad Basaidu
IT Support Services



Chloe Choi
Payroll & Benefits
Administrator



Yvonne Du
Accounting Clerk



Freya Huang
Housing
Accountant

Property & Support Services



Sonja McMahon
Dir of Property &
Enviro Services



Lisa Murphy
Support Services
Manager - BBY



Andrea Stathos
Support Services
Manager - BBY Int.



Sanam Attaran
Support Services
Manager - VAN



Lara Rintoul
Housing
Manager



Jesse Noakes
Housing
Coordinator

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

In 1945, "The Fair Haven United Church Homes" became a reality—today we continue that vision of dignity and care.

In the 1940s, Reverend Hugh Dobson, the Associate Secretary of the Board of Evangelism and Social Service of the United Church in British Columbia, had a concern about the elderly citizens in the community and the conditions under which they lived. Dr. Dobson constantly pointed out the Church's responsibility in helping relieve this situation.



Image of Rev. Hugh Dobson with his son and grandson

The Canadian Memorial United Church Women's Association also saw a similar need and asked for a "Home for Elderly Ladies," while the Lay Association asked for "Retired Church Workers" to be considered for housing. With the support and participation of many, The Fair Haven United Church Homes proceeded and the work began.

1945

1949



Groundbreaking Ceremony



First 8 Duplex Cottages Built

1950

1951



Overhead View of Cottages and Main Building for Single Men and Women

1951



Vancouver Lodge at East 48th Site Opened



Fair Haven entered into long-term care programs with 69 beds in Vancouver Lodge and 58 in Burnaby Lodge.

1978



New 100 bed long-term care home opened in Burnaby

1994



55 one-bedroom, barrier free apartments opened with BC Housing

1999



New 101 bed long-term care home opened in Vancouver

2003



Renamed "Fair Haven Homes Society"

2017



McKay Apartments Opened (145 homes for low- to moderate income seniors)

2019



Vivian Apartments Opened (139 homes for low- to moderate income seniors)

2020

2024

Cozy Cafés Opened

80th Anniversary & Long-term Care Day Open House Celebrations



This year, Fair Haven proudly hosted Open House events at both our Vancouver and Burnaby Lodges to celebrate Long-Term Care Day and to mark a very special milestone — Fair Haven’s 80th anniversary. These events welcomed families, friends, and community partners to experience the warmth, dedication, and person-centred care that have defined Fair Haven for eight decades.



Guests enjoyed touring our facilities, learning more about our history, sampling refreshments from our kitchens, making crafts, and connecting with staff, residents, tenants, and volunteers. The day was filled with smiles, meaningful conversations, and a shared sense of pride in the important role long-term care plays in supporting seniors with dignity and compassion.

A particularly memorable highlight was the release of live ladybugs, which added a joyful touch to the celebration. Ladybugs are a symbol of good luck, renewal, and protection—a perfect reflection of our mission to create safe, nurturing environments where seniors can flourish. Releasing them into our gardens not only delighted residents and guests but also underscored our connection to nature and our commitment to a vibrant, life-affirming community.



"We are so proud to celebrate 80 years of serving seniors and their families," said Joy Parsons, CEO of Fair Haven. "These events not only honour our residents and our dedicated team but also celebrate the partnerships and support that have sustained Fair Haven through the decades. Together, we look forward to building an even brighter future."



"A Wish on Wings" written by A. Shatkin with assistance from ChatGPT (OpenAI)



The Heart of Fair Haven: Our Staff



At Fair Haven, our staff are the heart of our community. Every day, they bring skill, compassion, and dedication to their work, ensuring that residents and tenants feel safe, respected, and at home.

They care not only for the physical needs of those we serve but also nurture emotional well-being and create moments of connection and joy. Whether providing direct care, preparing meals, maintaining our spaces, or offering a warm smile and kind word, each staff member plays a vital role in making Fair Haven a welcoming and supportive place to live.

Their resilience, teamwork, and commitment shine through in everything they do—often going above and beyond to ensure residents feel valued and cared for. Staff embody the spirit of Fair Haven and make our mission come alive through their everyday actions.

We thank our incredible staff for being the heart of Fair Haven. Your work makes a meaningful difference in the lives of everyone who calls Fair Haven home.

420

Total Staff

145

Full-Time

93

Part-Time

182

Casual





Housing & Property Services

Fair Haven has been providing affordable housing to seniors and the community since 1950, when we opened our first cottages in Burnaby. Over the decades, our commitment to creating welcoming, below-market homes has continued to grow. We opened the Burnaby Apartments in 1999, the McKay Apartments in 2019, and the Vivian Apartments in 2020 — together offering 339 rental units across the three buildings.



Our dedicated property management team works to maintain safe, comfortable, and inclusive communities where residents feel at home. With a focus on quality, affordability, and resident satisfaction, Fair Haven remains a trusted choice for supportive and reliable housing.



Housing Highlights

Education/Info Seminars:

- Frauds and Scams - CrimeStoppers
- Fire Safety - VFRS
- Wills and Estate Planning - Arbour Memorial (quarterly)
- Ears to You Hearing clinics (quarterly)
- Tax & Benefits Clinics - CRS
- Extreme Heat Prep - SFU Gerontology Students
- Cold Weather Safety - Burnaby Neighbourhood House (BNH) / South Van Neighbourhood House (SVNH)
- Cyber Cafe (bi-monthly computer training workshops) - BNH
- Burnaby Public Library - Book Drop off and pick up - Monthly

Events Organized by Tenants:

- Summer BBQs (All three buildings organizing separate events)
- Holiday Party
- Lunar New Year
- Weekly Coffee Club
- Weekly Board Games
- Weekly Scrabble / Mahjong
- Weekly Sing a long
- Weekly Dancercise
- Garden Plots



Working with KinVillage: LTC@Home project funded by Ministry of Health

This program provides opportunities for tenants to have access to a Personal Alert Device/Home Monitoring System/Automated Medication Dispenser at no cost for the duration of the pilot program (June 2028) with the goal of supporting seniors to live safely and independently at home, provide support to families and caregivers, reduce hospitalizations or delay admissions to LTC, and use a broad range of technology to support seniors. Currently, there are 25 tenants registered.



Heartfelt Service: Fair Haven's Volunteers & Community Partners

At Fair Haven, volunteers are instrumental in enhancing the well-being and quality of life for our residents and tenants. Their generous sharing of time, skills, and creativity brings joy, companionship, and a sense of belonging to those we serve. Their selfless contributions strengthen our programs, uplift our community, and create meaningful connections that enrich the lives of everyone involved.

We are also deeply grateful for the unwavering support of our community partners. Whether through shared resources, program collaboration, or generous donations, their commitment helps us go further in our mission. Together—with volunteers and partners—Fair Haven becomes more than a place to live or work; it becomes a vibrant, caring home.



Wendy Redhead
Committee Member



Bill Walters
Committee Member

OUR COMMUNITY PARTNERS:

- Burnaby Continuing Care College
- Burnaby School Board
- Capilano University
- Catholic Volunteers
- City of Burnaby
- Douglas College
- Fair Haven Children's Centre
- Girl Guide's of Canada
- London Drugs
- Okanagan College
- Pet and Friends Pet Therapy
- St. John's Ambulance Pet Therapy
- Simon Fraser University
- SUCCESS College
- University of British Columbia
- Vancouver Community College
- Vancouver Northern Stars Lion's Club
- Vancouver School Board







Honouring Sharon Bauer: A Lasting Legacy

In 2024, we said goodbye to Sharon Bauer, a beloved resident of Fair Haven's Burnaby Lodge. Sharon was known for her warmth, love of music, and being a person of faith.

Born in Vancouver of Ukrainian, French and Irish heritage, Sharon lived a full life with her husband Bert. They enjoyed travelling with Sharon's sister Elaine and her husband Tony, and there were many wonderful stories from those trips.

Even after losing her vision later in life, Sharon remained engaged and spirited, cherishing good food, good company, and meaningful conversations. A talented musician with a university degree in music, Sharon brought her joy of music wherever she went.

We are deeply grateful that Sharon chose to remember Fair Haven in her will. Her generous gift will continue to support our mission and enrich the lives of seniors for years to come.



The Power of a Legacy

A legacy gift is a profound statement of care and commitment — a way to extend your values and make a difference for generations to come. When someone includes Fair Haven in their will, they help ensure that seniors in our community continue to experience dignity, compassion, and connection well into the future.

These thoughtful gifts allow us to grow, innovate, and uphold the highest standards of care, leaving behind a lasting impact that honours both the donor's story and the lives they touch. Together, we build a future rooted in generosity and hope.

Please contact our administrative office if you would like to learn more about leaving a gift to Fair Haven in your will.



Thank You to Our Donors

**Donations Recieved between Aprl 1, 2024 and March 31, 2025*

We are deeply grateful to our donors. Their generosity makes a meaningful difference in the lives of our residents, allowing us to offer outstanding care in a safe, supportive, and welcoming home. Thank you for helping us create a true haven for our residents!

INDIVIDUAL DONORS:

Anonymous
 Rosemary Adams
 Patrica Alder
 Mohamedali Amarsi
 John Beach
 Brenda Beatty
 Erin Betts-Youdan
 Mishele Blumke
 Elizabeth Cameron
 Bob Cameron
 Neil Cannova
 Norah Chan
 Mona Chorney
 Daniel & Esther Chung
 Jana Corrigan
 Anna Cuomo
 Elaine De Roche
 Heather Deacon
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 Mavis Friesen
 Trevor Glave
 Celia Hampson
 Gordon Harding
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 Tina Kin Hing Ho Li
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 Paul Tang
 Reena Taviss
 Margaret Turner & Joan Baird
 Kaitlin Wong
 Ken Wong
 Harry Yee
 Vicky Wai Kei Yu

FOUNDATIONS & GROUPS:

Canadian Online Giving
 Foundation
 CHIMP - Charitable Impact
 Foundation
 Jubilee United Church Women
 Metropointe Orthodontics
 MLG Consulting Inc
 Smartset Mobile Hairdressers





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

Burnaby Apartments
4351 Rumble Street
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McKay Apartments
4341 Rumble Street
Burnaby, BC, V5J 0H8

Vivian Apartments
6465 Vivian Street
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