



# FAIR HAVEN HOMES SOCIETY 2023-24 ANNUAL COMMUNITY REPORT



**Fair Haven Homes Burnaby Apartments Society**  
**Fair Haven Homes McKay Apartments Society**  
**Fair Haven Homes Vivian Apartments Society**



# Board of Directors 2023-24

Fair Haven's volunteer Board of Directors is instrumental in the governance and oversight of our organization. Their key responsibilities include strategic planning, governance and compliance, supporting the chief executive officer and leadership team, providing financial oversight, and overseeing risk management. Our board members contribute a diverse range of skills and expertise, with backgrounds in healthcare, finance, hospitality services, and public service.



**Alishah Daya**  
President



**Sheldon Lau**  
Vice President, FFC



**Erin Edwards**  
Vice President, GPC



**Jeff Geng**  
Secretary Treasurer



**Nimira Anandji**  
Member at Large



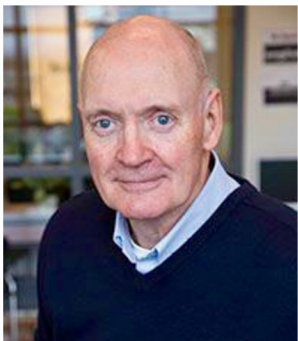
**Orlando Cerrato**  
Member at Large



**Michael Chen**  
Member at Large



**Cornelia Haack**  
Member at Large



**Barry Morgan**  
Member at Large



**Hik Park**  
Member at Large



**Debasish Sahu**  
Member at Large



**Betty Wong**  
Member at Large

# 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 President

It is my distinct honor as President of the Board of Directors to present the achievements and milestones of Fair Haven over the past year. Through the unwavering dedication of our exceptional staff and the outstanding leadership of our CEO, Joy Parsons, along with the committed efforts of our Board of Directors, Fair Haven continues to stand as a symbol of excellence in senior care and support.

Over the last year, our management team and staff have shown remarkable commitment to ensuring that Fair Haven remains a safe, comfortable, and nurturing home for our residents and tenants. Their tireless work has made a profound impact on the lives of those in our care, and their dedication is the cornerstone of our success.

I would like to extend my heartfelt thanks to the Board of Directors for their invaluable contributions and who have been instrumental in guiding Fair Haven towards continued excellence. This year, the Nominations Committee has brought in new members for the 2024-25 board year, enriching our governance with fresh insights and renewed energy.

In the realm of long-term care, the role of our staff cannot be overstated. Their compassion, professionalism, and dedication are the bedrock upon which Fair Haven stands. From our caregivers to our administrative team, each member plays a crucial part in ensuring that our residents receive the highest quality of care and support.

Their daily efforts create a nurturing environment where our seniors can thrive and feel at home.

On behalf of the Board, I extend my sincere gratitude to Joy Parsons, our management team, and all our staff for their relentless determination and hard work. Their contributions have been vital in achieving our goals and ensuring the well-being of our residents.

I would also like to recognize the invaluable contributions of our volunteers. Their selfless dedication and generosity with their time and skills greatly enhance the quality of life for our residents. Whether it's through organizing activities, offering companionship, or providing assistance, our volunteers bring warmth and joy to our community, and for this, we are deeply grateful.

As we look to the future, we remain steadfast in our commitment to excellence in senior care and to enhancing the quality of life for those we serve. With your continued support and collaboration, I am confident that Fair Haven will continue to flourish, providing a safe and nurturing environment for our seniors. Thank you for being an integral part of the Fair Haven community.

Alishah Daya  
President, Board of Directors

# Message from Our CEO



As we look back on another year at Fair Haven, I am extremely proud to highlight the progress and achievements we have accomplished. Fair Haven remains at the forefront of long-term care and seniors housing, a success owed entirely to the exceptional dedication and hard work of our staff.

Our staff are the cornerstone of Fair Haven, embodying our commitment to compassionate care which enables us to consistently deliver high-quality services with grace. Many team members have dedicated over 20 years to our mission, exemplifying an extraordinary level of loyalty. At our last staff appreciation event, we had the privilege of honoring an employee for 40 years of service. Such long-term commitment underscores the supportive and nurturing environment we strive to cultivate for both staff and residents.

Recognizing the crucial role our staff play, we have prioritized their development and well-being by investing in resources and support to help them thrive. This includes onsite and offsite workshops, seminars, and conferences aimed at enhancing their skills and knowledge. Regular huddles and other onsite learning opportunities foster team cohesion and ongoing education, including cultural safety training.

Participation in Ministry of Health human resources initiatives and collaborations with local schools and social agencies have expanded our team with fresh talent and diverse perspectives. We have also welcomed new volunteers who bring enthusiasm and energy to our community.

This year, our Board of Directors and Leadership team engaged in educational sessions focused on advancing Fair Haven's excellence and continuous improvement, supported by our Health Authority partners.

We understand the critical role our environment plays in promoting the well-being of our residents, families, and staff. We remain committed to providing a home-like, safe, and secure setting. Significant renovations and upgrades, such as new bathing areas at Burnaby Lodge, a modern nurse call bell system at Burnaby Lodge, and upgraded kitchen facilities in Vancouver, reflect this commitment. New murals at Vancouver Lodge and the development of dedicated "Café" settings at both sites further enhance comfort and quality visiting spaces for residents and families.

To our apartment tenants, lodge residents, and their families, I extend heartfelt gratitude. Your engagement and support are essential to the vibrancy of our community and our daily life. Your encouragement motivates us to continuously elevate the care we provide.

Fair Haven thrives thanks to the remarkable efforts of our staff. I am grateful to be part of such a dynamic and compassionate community, and I eagerly anticipate our continued journey together.

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

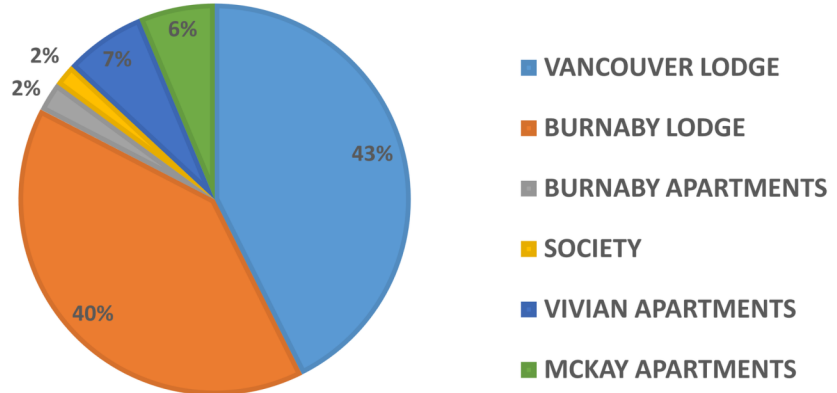
Joy Parsons, Chief Executive Officer



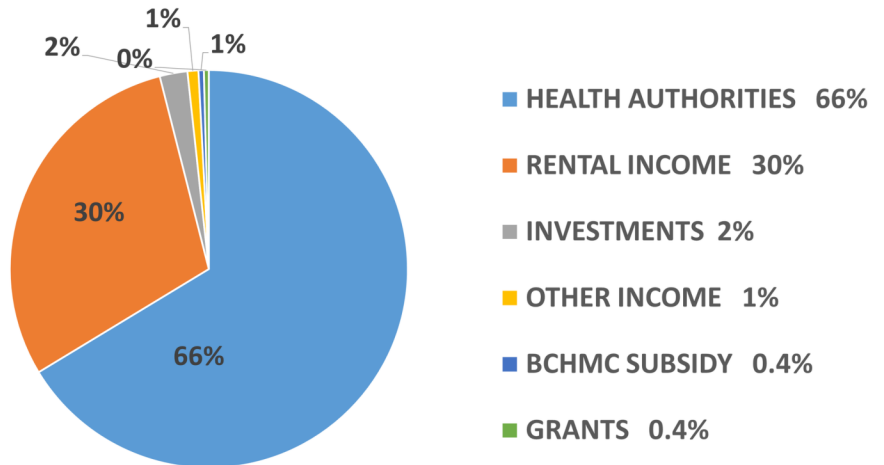
# Financial Highlights

Based on Statement of Operations for the Year Ended March 31, 2024

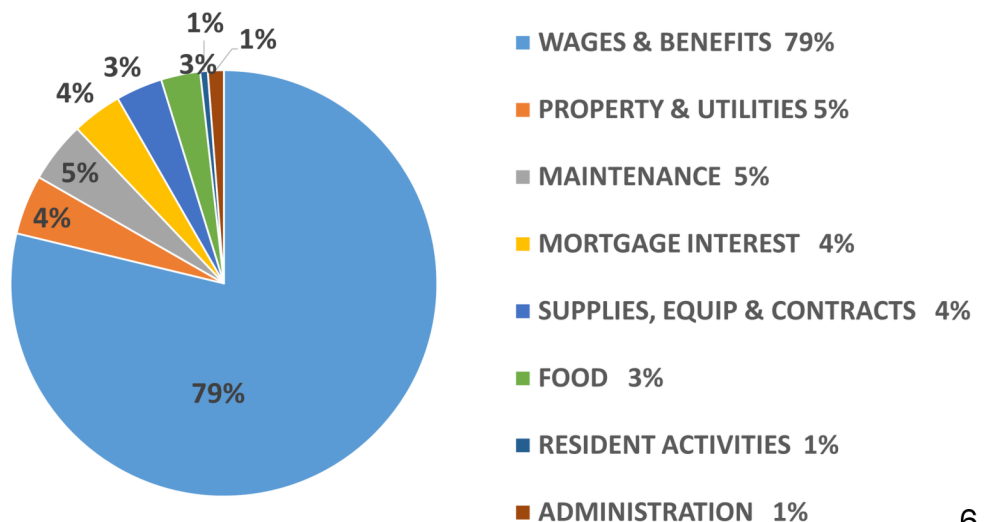
## Revenue by Facility (\$28,973,669)



## Revenue by Funding Source (\$28,973,669)



## Expenses (\$27,383,175)



\*Amortization is not included in expenses



# Leadership & Admin Team

The leadership and administrative team at Fair Haven exemplifies dedication and excellence in driving our mission forward. Comprised of seasoned professionals with diverse backgrounds in healthcare, administration, and property management, our team works collaboratively to ensure the highest standards of care and operational efficiency. This dynamic team is instrumental in navigating the complexities of today's healthcare and housing landscapes, ensuring Fair Haven remains a beacon of hope and support for all we serve.

## Executive Office



Joy Parsons  
CEO



Anne Shatkin  
Exec Asst



Dana LeMoine  
Dir, Ther Rec & Vol  
Srvs



Dawn Purdy Karkut  
Dir, Spiritual Care



Dom Robinson  
HR Manager



Sarah Delgaco  
HR & Admin Asst

## Health & Wellness Services

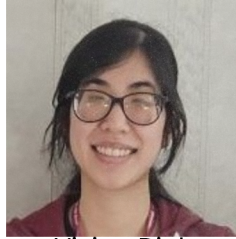
## Clinical Care



Loretta Lo  
Dir of Care



Maricel Morella  
Asst Dir of Care,  
BBY



Vivian Dinh  
Clinical Nurse  
Manager, BBY



Bernie Deato  
Asst Dir of Care,  
VAN

## Medical Coordinators



Dr. Yuchen Thomas  
Wu, BBY



Dr. Lauren Sharma,  
VAN

## Finance & IT Support Services



Erin Betts-Youdan  
Dir of Finance



Amy Shum  
Bus Services  
Manager



Ahmad Basaidu  
IT Support Services



Chloe Choi  
Payroll & Benefits  
Administrator



Yvonne Du  
Accounting Clerk



Freya Huang  
Housing Acct

## Property & Support Services



Sonja McMahon  
Dir, Property & Enviro  
Services



Lisa Murphy  
Support Services  
Manager - BBY



Sanam Attaran  
Support Services  
Manager - VAN



Lara Rintoul  
Housing  
Manager



Jesse Noakes  
Housing  
Coordinator



# Thank You to Our Staff

The staff at Fair Haven are truly exceptional, embodying the essence of compassionate care and professionalism. Each team member is dedicated to creating a warm, welcoming environment where residents feel valued and respected. The staff's commitment to excellence is evident in their daily interactions, fostering a sense of trust and security among residents and their families. This genuine care and attention to detail not only enhances the quality of life for residents but also create a nurturing community where everyone feels at home.





## Meet Mina, Recreation Aide at Vancouver Lodge

At Fair Haven, Mina's dedication as a recreation worker shines brightly. After 10 years working as a care aide, Mina decided to go back to school and train in recreation therapy. She did her student practicum at Fair Haven and decided this was where she wanted to work.

"I felt that it was such a good place with good team work and a focus on patient-centred care," Mina shares. "We have a great team here, and we support each other."

Mina enjoys the opportunity for spending time one-on-one with residents. "I love the interactions with the residents. They become like family to me. The smiles from residents and the appreciation from families really motivates me."

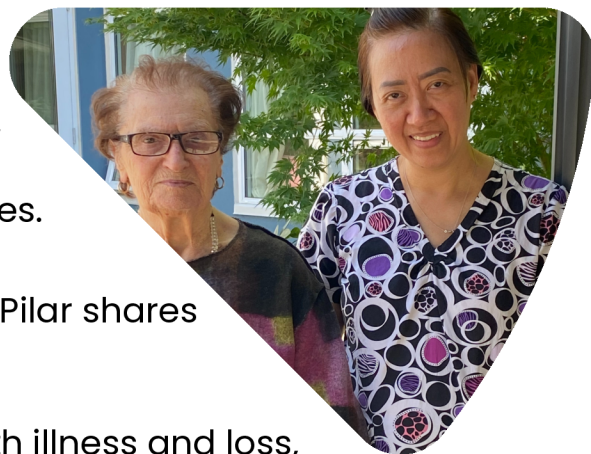
Mina believes the sense of community at Fair Haven is special. "Everyone here, from the staff to the residents, is supportive and caring."

Mina's story highlights the profound impact that compassionate care can have in a long-term care facility. For Mina, it is not just a profession—it's a way to bring comfort and joy to those she serves, making Fair Haven a true home for its residents.

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## Meet Pilar, Nurse at Burnaby Lodge

Pilar, a registered nurse, stands out for her compassion and dedication. Having been with the team for two years, Pilar's role goes beyond clinical care—it's about forming meaningful relationships with residents and her colleagues.



"I became a nurse because my mother told me I should," Pilar shares with a shy smile. "But it's a job I've grown to enjoy!"

Pilar acknowledges the challenges, especially dealing with illness and loss, but emphasizes the support from her team. "The management team listens to our suggestions. We brainstorm together and find the best solution."

Pilar believes Fair Haven's prioritizing of daily teams huddles is crucial to successful care. "I really enjoy the daily huddles, which encourages open communication across teams. Even housekeeping attends—it's so important we all hear the same message and are able to provide feedback."

Working in long-term care, staff have time to form genuine connections with residents. She says, "We develop a bond with the residents, it becomes like taking care of your own family."

Pilar's story is a testament to the profound impact of communication and teamwork in supporting compassionate care at Fair Haven!

# What Staff are Saying

We asked our staff why they liked working at Fair Haven and here's what they had to say!



We are family here at Fair Haven. Because we are a smaller organization, we really get to know each other well. People are willing to help each other and we trust each other.

Josefina M., Care Aide

I'm comfortable working here with our friendly staff. I enjoy seeing and serving the residents. I like having the opportunity to provide nutritious and tasty meals for the residents.



Teresa F., Cook



I've been with Fair Haven now for 40 years, so I must like it! I love seeing the residents when I deliver their clothing. They're happy to have clean clothes and linens and I'm happy to play a part in their comfort.

Teresa T., Laundry Aide

I enjoy the sense of community at Fair Haven. I like chatting with residents as I'm doing work around the building and hearing their stories—in fact, we're encouraged to chat on the job! My supervisor is a great support, and the staff as a whole works together to ensure the residents have a comfortable place to live.



Clark C., Maintenance

# What Our Families Tell Us ...



To all the staff of Carnation Way,

Thank you so very much for all the amazing work that you do for all the residents each and every day!

Your tireless care and endless compassion made all the difference in our Mom's time spent at Fair Haven! You also make a huge difference in our lives as family!

Knowing that you are all there—giving your best to our mom when we couldn't be—takes an enormous worry off our minds.

Our hearts are filled with gratitude & love for you all!

We will not forget the role you played in our Mother's journey!

- From the family of a resident

“ To the Marigold “Earth Angels,”

You're a great example of everything that's right with the world.

With the deepest gratitude for all that you do!

A special “thank you” for your care of my father.

~Teresa T.. daughter of a resident

“ You guys are an amazing group of people. Every time I come into the building people say hello, everybody's friendly. It's an amazing atmosphere and I just wanted to tell you that I can't say it enough—this Care Home is an amazing place.

~Tim, son of a resident

“ The whole family is happy with the care that our dad is getting here in Fair Haven Burnaby. We love the staff!

~Lorna, daughter of a resident



# Student Practicums & HCAP

Having students undertake practicums in long-term care facilities is crucial for their professional development and the future of healthcare. These placements provide invaluable hands-on experience, allowing students to apply their theoretical knowledge in real-world settings. By interacting with residents and working alongside seasoned professionals, students develop essential skills such as empathy, communication, and critical thinking.

Practicums in long-term care facilities also expose students to the unique challenges and rewards of working with an elderly population, fostering a deep understanding of geriatric care. This experience not only enhances their competence and confidence but also inspires a commitment to compassionate, patient-centered care, ultimately benefiting the entire healthcare system. We are so honoured at Fair Haven to be a part of this wonderful learning experience!

DISCIPLINE	2023	2024 (Jan-Jun)
Nursing	44	28
Care Aides	41	66
Nutrition & Food Services Management	0	1
Recreation	3	4
Music Therapy	4	1
Recreation – Student Volunteers	15	15

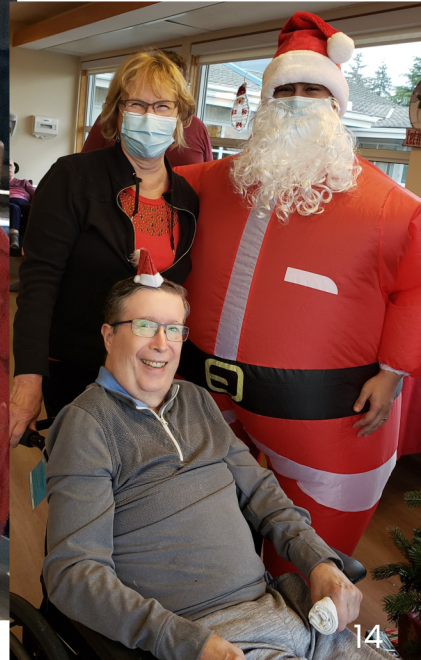
## Health Career Access Program (HCAP)

In 2020, the BC Government launched the Health Career Access Program (HCAP) to increase the supply of Health Care Assistants (HCAs) in BC. This program provides a path for applicants with little to no experience in the health care sector to get hired and receive paid training as part of their employment.

Since the program launched, we've hosted 24 HCAP students.

Sam L. is an HCAP success story. While working at Vancouver Lodge as a Cook, Sam learned of the HCAP program and decided to start a new career as a HCA. Sam shares, "It was such a great opportunity to enter a new field. My tuition was paid for, I received great training, and I was able to continue working at Fair Haven. My advisor at VCC is encouraging me to continue my education and become a Licensed Practical Nurse (LPN)."





# Housing & Property Services

Fair Haven's Housing & Property Services manages 339 below market rental units in our three apartment buildings —Burnaby, McKay and Vivian.

Our dedicated property management team is committed to providing exceptional service and fostering a community where residents feel valued and at home. With a focus on quality, affordability, and customer satisfaction, Fair Haven is the ideal choice for those seeking reliable and welcoming rental accommodations.

One ongoing project we're excited to see completed is the creation and set up of the Fair Haven Homes Burnaby Apartment Society. The transfer of assets—the final step—was completed on July 1, 2024.

## Housing Highlights

- Housing team presented at BC Non-Profit Housing Association's RENT Conference
- Engaging with new community partners to provide more services to our tenants—tax clinics, social worker, estate planning
- Super Senior activities—yoga classes, dance classes, coffee time
- Community gardening raised beds



# Thank You to Our Family Council

## Thank you to Family Council Co-chairs Shirley Lee and Susan Schuurman for your leadership!

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 our loved ones in the facility.

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.

This past year, Family Council has hosted many education sessions on a wide range of topics:

- End of Life and End of Life Care
- Tax and Estate Planning
- Caring for Ourselves as Dementia Caregivers
- What is Person-centred Care?
- Caregiver Burnout
- The Importance of Family Advocacy for Quality of Care in Long-term Care
- Mapping Your Journey: Stages & Progression of Dementia

We welcome all new families and friends of residents to become involved with Family Council. Send an email to

[fairhavenfc@gmail.com](mailto:fairhavenfc@gmail.com) to learn more!



# Thank You to Our Volunteers & Community Partners

Volunteers are instrumental in improving the overall well-being and quality of life for our residents and tenants. Their generous sharing of time, skills, and creativity is vital to the health of our community. Through their dedicated efforts, our volunteers bring joy, companionship, and a sense of belonging to our residents, making Fair Haven a truly special place. Their selfless contributions not only enhance our programs and services but also create meaningful connections that enrich the lives of everyone involved. We are deeply grateful for their unwavering support and the positive impact they make every day. Thank you to our volunteers for being an essential part of our Fair Haven family.



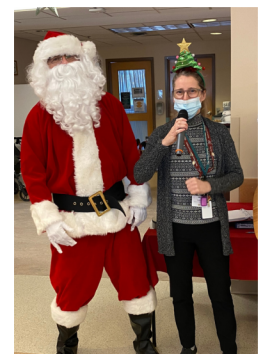
Marisa McGarry  
Committee Member



Bill Walters  
Committee Member

Thank you to our community partners:

- Burnaby Continuing Care College
- Burnaby School Board
- Capilano University
- Catholic Volunteers
- City of Burnaby
- Fair Haven Children's Centre
- London Drugs
- Okanagan College
- Simon Fraser University
- SUCCESS College
- University of British Columbia
- Vancouver Northern Stars Lion's Club
- Vancouver School Board





# Thank You to Our Donors

We extend our deepest gratitude to our donors. Your generous contributions profoundly impact our residents, enabling us to provide exceptional care and a nurturing environment. Thank you for helping us create a true haven for our residents!

## **INDIVIDUAL DONORS:**

Valerie Jean Anover  
Basilio Bagnato  
Roger Barany  
Sharon Bauer  
John Beach  
Erin Betts-Youdan  
Marilyn Buckley  
Bob Cameron  
Irene Cantas  
Margaret Carpenter  
Kar Li Claire Chan  
Norah Chan  
Norah Wai Kuen Chan  
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Raymond Kam  
Sharon Kirk  
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Rick Lam  
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Hao Jun Li  
Hugo Li  
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Winnie Lui  
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Louisa Kar Hing Wong  
Sam Zeitoun

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Canada Helps  
Canadian Online Giving  
Foundation  
CHIMP - Charitable Impact  
Foundation  
Connolly Foundation at the  
Strategic Charitable Giving  
Foundation  
Jubilee United Church Women  
Rick's Heart Foundation



# 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](mailto:housing@fairhaven.bc.ca)  
t. 604-255-9937

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[fairhaven.bc.ca](http://fairhaven.bc.ca)