



BLOOMING TOGETHER



2025-26 Annual Community Report

Fair Haven Homes Society

Fair Haven Homes Burnaby Apartments Society

Fair Haven Homes McKay Apartments Society

Fair Haven Homes Vivian Apartments Society

Table of Contents

- 2** Message from Our Board
- 3** Our Mission, Vision & Values
- 4** Message from Our CEO
- 6** Overnight Respite
- 7** Our Impact
- 8** Our Financials
- 9** Walking Together: The Grand Parade
- 10** Thank You to Our Donors
- 12** Together, We Can Create Safer Nights
- 14** Long-term Care Day Open Houses
- 16** Heartfelt Service: Our Volunteers & Community Partners
- 17** Leadership & Administration Team
- 18** Governance & Oversight



Message from Our Board

As President of Fair Haven's Board of Directors, I am pleased to reflect on a year marked by steady leadership, thoughtful governance, and deep collaboration across our organization. Over the past year, the Board remained focused on our core responsibilities: providing strong oversight, planning for the future, and ensuring that Fair Haven continues to deliver high-quality care and services in a complex and evolving environment. Through regular meetings, committee work, and strategic discussions, the Board addressed financial stewardship, risk management, policy renewal, and long-term sustainability—always guided by Fair Haven's mission, values, and commitment to person-centred care.

The past year also required careful navigation through increasing financial uncertainty and funding pressures, which have created challenges across the long-term care and seniors' housing sector. In response, the Board focused on prudent financial stewardship—closely monitoring our financial position, strengthening governance oversight, and working in partnership with management to plan for multiple future scenarios. While uncertainty lies ahead, the Board remains committed to stewarding Fair Haven responsibly, protecting the organization's stability, and ensuring that care, safety, and dignity for residents and tenants remain at the forefront of every decision.

The Board's work this year was deeply grounded in partnership. Directors worked closely with Fair Haven's executive leadership team to understand operational realities, review priorities, and support sound decision-making. Board and committee members contributed diverse perspectives, professional expertise, and thoughtful questions that strengthened governance and accountability. This collaborative approach ensures Fair Haven is well positioned to respond not only to today's challenges, but also to the opportunities that lie ahead.

None of this work would be meaningful without the extraordinary people who bring Fair Haven's mission to life every day. The Board extends its deepest appreciation to Fair Haven's staff for their professionalism, compassion, and resilience, often demonstrated under demanding circumstances. We are equally grateful to our volunteers, whose generosity of time and spirit enriches our community in countless ways.

On behalf of the Board of Directors, thank you to our staff, volunteers, donors, partners, and families. Together, we continue to uphold Fair Haven as a place of care, dignity, and community—even in uncertain times.



A handwritten signature in black ink, appearing to read 'Alishah Dahya'.

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

A few days ago, a resident shared with me that what she appreciated most about Fair Haven was not just the care, but the sense that “life keeps happening here.” Over the past year, moments like these—laughter during rounds of bingo, quiet conversations over tea in the Cozy Café, music filling our homes during celebrations and programs—have reflected what makes Fair Haven so special. Fair Haven has continued to grow as a place where residents and tenants feel connected, supported, and part of a vibrant community where relationships, belonging, and quality of life remain at the centre of all we do.

This year was marked by meaningful growth and renewed community connection across our organization. Events such as The Grand Parade brought together residents, tenants, families, staff, volunteers, sponsors, and community partners in a shared celebration of community and purpose. Seasonal celebrations, intergenerational programs, family gatherings, and recreation initiatives continued to create opportunities for joy, engagement, and connection in everyday life. These experiences remind us that Fair Haven is far more than a provider of care and housing — it is a community where people continue to live fully, build relationships, and create meaningful moments together.

In January 2026, we proudly opened Fair Haven’s Overnight Respite, an important addition to the continuum of services we provide to seniors and families. The Overnight Respite reflects Fair Haven’s commitment to innovation and responsiveness, offering compassionate short-term support for older adults while providing much-needed relief for caregivers.

This initiative was made possible through collaboration, thoughtful planning, and the shared belief that supporting caregivers is essential to strengthening the well-being of seniors and our wider community.

None of these accomplishments would be possible without the dedication, skill, and heart of Fair Haven’s staff and volunteers.

Throughout the year, staff teams continued to deliver high-quality care, adapt to change, and support one another with professionalism and compassion. Volunteers enriched daily life across our sites, from events and programs to governance and community engagement. I am deeply grateful for the trust and support of the Board of Directors, whose steady governance enables innovation and progress, and for the collective commitment that allows Fair Haven to look ahead with optimism and confidence—even in uncertain times.

As we look ahead, Fair Haven remains committed to creating environments where older adults experience dignity, connection, purpose, and belonging. While the year ahead will undoubtedly bring challenges, it also brings opportunities to continue innovating, strengthening partnerships, and building communities where life continues to happen every day.



A stylized, handwritten signature in blue ink, reading "Joy Parson".

Joy Parson
Chief Executive Officer



Overnight Respite

Since opening in January 2026, **Fair Haven Homes Overnight Respite** has already made a meaningful difference for seniors and caregivers in our community. Designed to provide compassionate short-term overnight support for older adults, the program offers caregivers an opportunity to rest and recharge with the peace of mind that their loved ones are safe, supported, and cared for in a warm and welcoming environment.



Located in the lower level at Fair Haven Vancouver Lodge, the Overnight Respite reflects Fair Haven's commitment to innovation, responsiveness, and person-centred care. Guests benefit from professional overnight support in a comfortable setting where dignity, connection, and quality of life remain at the forefront of every interaction. For many families, the service has provided reassurance during times of stress, transition, or caregiver fatigue.

The impact of the program is perhaps best captured through the voices of families themselves. One family member reflected on her father's experience, saying, "My dad says it is a 'correct' place, meaning that the service was excellent. He keeps talking about how he enjoyed being served by the care aides and nurses, and how they were ready to meet his needs ... he has been asking to return to this 'correct' place."

As Fair Haven continues to expand services that support seniors and caregivers, the Overnight Respite represents an important step forward in strengthening the continuum of care within our community. More than simply providing overnight accommodation, the program offers comfort, reassurance, and meaningful support to families navigating the challenges of caregiving. It is another example of how Fair Haven continues to create homes and services that nurture community and quality of life for seniors.



"My mom enjoyed her stay at FH Overnight Respite. She was well cared for by the friendly and supportive staff, which was a pleasant surprise for us since she is very nervous about being anywhere other than home ... the positive experience gives us much more confidence in booking respite service for my mom again when needed."

Our Impact 2025–26

Fair Haven Homes Society continued to deliver safe, compassionate, and high-quality care throughout 2025–2026, maintaining strong regulatory standing while supporting residents through significant challenges without disruption to care. The organization enhanced quality of life through expanded programs, family engagement, and a new respite service, while strengthening its workforce and financial stability. As one resident shared, “It feels like home here —I’m cared for, and I’m not alone,” reflecting the meaningful impact of Fair Haven’s work each day



Served more than 241 seniors in long-term care with various care needs



More than 220,000 meals served, tailored to each resident's specific dietary requirement



More than 300,000 pounds of laundry processed



Hosted 73 community, family and volunteer events at the Lodges



More than 2,000 participants in religious services



1,235 hours of music therapy provided



339 rental units providing housing to more than 400 senior tenants



18 new tenants



84 garden plots tended by tenants



54 shopping trips & scenic drives on the shuttle bus



Number of staff = 372

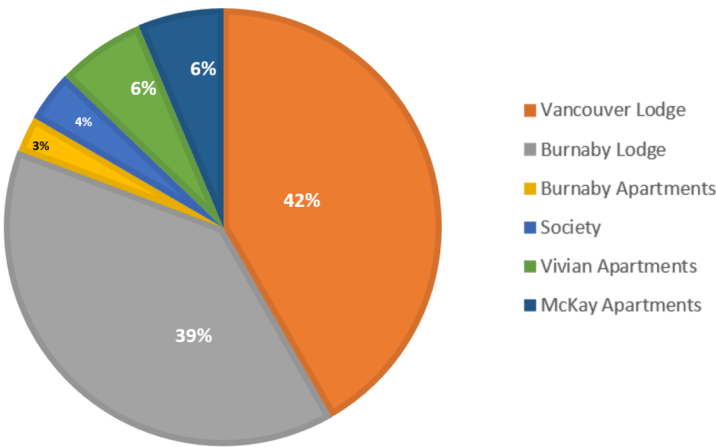


Number of new staff = 82

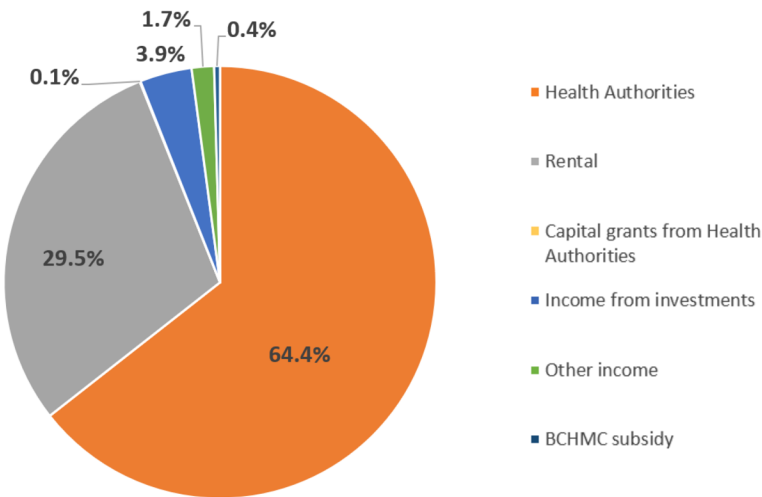
Our Financials

Based on Statement of Operations for the Year Ended March 31, 2026

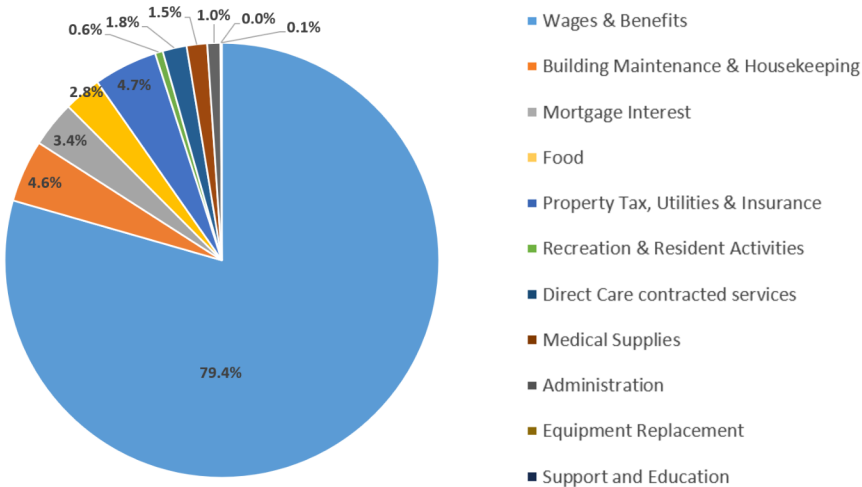
Revenue by Facility (\$31,719,331)



Revenue by Funding Source (\$31,719,331)



Expenses (\$29,155,891)



*Amortization is not included in expenses.

Walking Together: The Grand Parade

In September 2025, Fair Haven hosted The Grand Parade community fundraising walk in Burnaby, bringing together residents, families, staff, volunteers, board members, apartment tenants, community partners, and friends in support of seniors.

The event was a celebration of community, connection, and shared purpose. Participants gathered at Burnaby's Central Park to walk, cheer one another on, and demonstrate their commitment to enhancing the lives of the seniors who call Fair Haven home.

Thanks to the incredible generosity of our community, Fair Haven raised more than \$37,000, surpassing our fundraising goal and helping to support programs and services that enrich the lives of residents across our organization.

The day was filled with energy, laughter, and community spirit. Walkers of all ages completed the route, volunteers kept everything running smoothly, sponsors demonstrated their commitment to seniors through their generous support, and donors helped turn every step into meaningful impact.

This achievement would not have been possible without the many people who contributed their time, talents, and generosity.

-  **To our walkers and team captains**—thank you for lacing up your shoes, rallying friends and family, and helping spread the word throughout the community.
-  **To our donors**—thank you for your generous gifts and belief in Fair Haven's mission. Your support helped purchase new flooring at both Burnaby and Vancouver Lodges.
-  **To our sponsors**—thank you for investing in our community and helping make this event a success. Your partnership played an important role in ensuring the day was both memorable and impactful.
-  **To our volunteers**—thank you for your enthusiasm, dedication, and countless hours of support before, during, and after the event. Your efforts helped create a welcoming and enjoyable experience for everyone involved.

Most importantly, thank you to everyone who joined us in supporting seniors and strengthening our community. The success of The Grand Parade reflects the generosity, compassion, and commitment of those who believe in creating meaningful opportunities for connection, dignity, and quality of life for older adults.

Together, we demonstrated the remarkable impact that can be achieved when a community comes together for a common purpose.



Thank You to Our Donors

**Donations received between April 1, 2025 and March 31, 2026*

The generosity of our donors helps turn good care into exceptional experiences. From recreation programs and special celebrations to enhanced amenities and meaningful opportunities for connection, your support enriches the lives of those we serve. On behalf of Fair Haven residents, tenants, families, volunteers, staff, and Board members, thank you for investing in our mission and helping us build communities where seniors feel valued, supported, and at home.



INDIVIDUAL DONORS

- Anonymous
- Mohamedali Amarsi
- John Beach
- Erin Betts-Youdan
- Patricia Carr
- Norah Wai Kuen Chan
- Dzung Chong
- Daniel Chung
- Anna Cuomo
- Alishah Dahya
- Elaine De Roche
- Brian Willam Garlick
- Trevor Glave
- Gordon Harding
- Raymomd Kam
- Oleksandra Khlabatyn
- Sharon Kirk
- Angela Lee
- Sheri Lee
- Shirley Lee
- Jan Lermite
- Eric Li
- Jamie Li
- Jo Li
- Sandra Liu
- Edward Lui
- Winnie Yin Ling Lui
- Michael Man
- Yan Yan Grace Man
- Robert Mitchell
- Gloria Morris
- Carol Mothershill
- Ronald Pajala
- Joy Parsons
- Jeanette Perry
- Ursula Quiring
- Doug Rathie
- Jonn Regan
- Diana Reichert
- Elizabeth Robertson
- Werner Schmidt
- Anne Shatkin
- Amy Shum
- Anjana Singh
- Lynn Sloan
- Jennette Stark
- Rebecca Sun
- Kenneth Tanaka
- Wen Tang
- Reena Taviss
- Drenda Troy
- Palmer Ulvid
- William (Bill) Walters
- Donna Whitehead
- Louisa Kar Hing Wong
- Harry Yee

FOUNDATION & GROUPS

- CanadaHelps.org
- Canadian Online Giving Foundation
- CHIMP - Charitable Impact Foundation
- Connolly Foundation at the Strategic Charitable Giving Foundation
- Jubilee United Church
- Saint Mary's Health Foundation of New Westminster
- Vancouver Foundation





Together, We Can Create Safer Nights

At 2:00 a.m., our homes are quiet—but for many residents, this is one of the most vulnerable times of day.

A resident wakes, a little unsure. They begin to get out of bed on their own. There is no call bell, no warning—just a moment where a fall could happen.

At Fair Haven, we see these moments every day—and we are always looking for better ways to respond.



Recently, we began piloting a new technology in our Overnight Respite called **Toch Sleepsense**, a smart monitoring system that helps staff know when a resident is beginning to move—even before they are fully out of bed.

The difference has been **remarkable**.

One Overnight Respite guest, who frequently tried to get up during the night, was supported much sooner. Instead of arriving after the risk has already escalated, staff receive an alert early and were able to assist gently and safely. She began sleeping more peacefully, and staff felt more confident knowing they can respond in time.

This technology works quietly in the background—tracking movement, sleep patterns, and changes—so that our care teams can focus their attention where it's needed most. It helps prevent falls, reduces unnecessary nighttime disruptions, and supports more personalized care.

In other care settings, this approach has been shown to reduce falls and improve sleep quality—two of the most important factors in a resident's overall well-being.

Because of the success we've seen, we are working toward introducing 200 of these systems across our Burnaby and Vancouver Lodge homes.

Help Us Reach Our Goal

\$100,000 • 200 beds • \$500 per bed



Please let us know if you'd like to support this initiative or learn more. **Together, we can create safer nights for the people who call Fair Haven home.**

Reach out and discover ways to give!
Anne Shatkin, Fundraising Coordinator
ashatkin@fairhaven.bc.ca
778-900-7338 x5006

UNITS AVAILABLE
NOW!



FAIR HAVEN HOMES SOCIETY
APARTMENT FOR RENT

McKay Apartments at 4341 Rumble Street, Burnaby
Vivian Apartments at 6465 Vivian Street, Vancouver

Discover independent and accessible living for adults 55+. Fair Haven’s below-market rental apartments blend comfort with community, creating a vibrant place where you can connect, thrive, and enjoy life at your own pace.



UNITS AVAILABLE

- Studio
- 1 Bedroom
- Accessible Units

CONTACT

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



Our vision is simple: to create homes that nurture community. Every aspect—from the design of the suites to the shared gardens and multipurpose rooms—is all about fostering connection, dignity and a sense of belonging.



Providing Homes that Nurture Community
www.fairhaven.bc.ca/apartments



Long-term Care Day Open Houses

Fair Haven was proud to celebrate Long-term Care Day with Open Houses at both Vancouver Lodge and Burnaby Lodge, bringing together residents, families, staff, volunteers, donors, and community partners. This year's theme, "Blooming Together," reflected the heart of our community and the many relationships that help our homes flourish.

Just as a garden grows through care, attention, and many helping hands, Fair Haven thrives because of the people who come together every day to support one another. Throughout the Open Houses, guests enjoyed opportunities to connect, learn more about our programs and services, and celebrate the dedication of those who provide compassionate care and enrich the lives of our residents.

The events were a meaningful reminder that long-term care is about more than services—it is about creating a community where people feel valued, connected, and supported. We are grateful to everyone who joined us in celebrating the spirit of Long-Term Care Day and the many ways we continue to bloom together.





Heartfelt Service: Fair Haven's Volunteers & Community Partners

Volunteers and community partners play a vital role in bringing Fair Haven's mission to life. Through their generosity, compassion, and dedication, volunteers create meaningful moments of connection, companionship, and joy for residents and tenants. Whether sharing a talent, lending a helping hand, or simply spending time with others, they help foster the sense of community and belonging that makes Fair Haven feel like home.

We are equally grateful for the many organizations, businesses, schools, faith communities, and donors who partner with us throughout the year. Their support strengthens our programs, enhances the quality of life of those we serve, and helps us respond to emerging needs with creativity and care. Together, our volunteers and community partners enrich lives, strengthen relationships, and help ensure Fair Haven remains a vibrant and welcoming community for all.



Visit from CNIB: *Empowering Connections for Seniors Through Technology* is an initiative that supports seniors experiencing vision loss by helping them reconnect with the digital world and access media using assistive technology.



Burnaby Lodge hosted an intergenerational event called *Paint and Pass*, facilitated by Daniella and Chris Revitt from "Elders in the Community" and Grade 3 students from South Slope Elementary School.

OUR COMMUNITY PARTNERS:

- BC Care Providers Association
- BC Non-Profit Housing Association
- Burnaby Board of Trade
- Burnaby Continuing Care College
- Burnaby School Board
- CNIB (Canadian National Institute for the Blind)
- Capilano University
- Catholic Volunteers
- City of Burnaby
- Douglas College
- Edmonds Community Centre
- Fair Haven Children's Centre
- Fraser Health Authority
- Girl Guide's of Canada
- International Acts of Kindness / Elders in the Community
- London Drugs
- Okanagan College
- Pet and Friends Pet Therapy
- Royal Bank of Canada
- SafeCare BC
- St. John's Ambulance Pet Therapy
- Simon Fraser University
- South Slope Elementary School
- SUCCESS College
- The Giving Truck
- Tzu Chi Foundation Canada
- University of British Columbia
- Vancouver Christian School
- Vancouver Coastal Health Authority
- Vancouver Community College
- Vancouver Northern Stars Lions Club
- Vancouver School Board

Leadership & Administration Team

Behind every Fair Haven program, service, and success is a dedicated team of leaders and professionals working together to make a difference. Combining diverse expertise with a passion for serving seniors, our leadership and administrative team guides the organization through an ever-changing healthcare and housing landscape while staying focused on what matters most: creating welcoming communities where people feel valued, supported, and cared for. Their collaboration, vision, and commitment help shape the exceptional experience that defines Fair Haven.

Executive Office



Joy Parsons
Chief Executive
Officer



Anne Shatkin
Executive
Assistant



Dana LeMoine
Director of Ther
Recreation &
Volunteer Serv



Dawn Purdy Karkut
Director of
Spiritual Care



Sarah Delgaco
Human Resources
& Admin Asst

Resident & People 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



Dr. Yuchen
Thomas Wu - BBY



Dr. Lauren Sharma -
VAN

Medical Coordinators

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
(On Leave)



Andrea Stathos
Support Services
Manager (Interim)



Lara Rintoul
Housing
Manager



Jesse Noakes
Housing
Coordinator

Governance & Oversight

Fair Haven is guided by a dedicated volunteer Board of Directors and Committee Members (Finance & Facility and Governance & Planning Committees) who provide leadership, oversight, and accountability for the organization. Together, they are responsible for setting strategic direction, ensuring effective governance and regulatory compliance, providing financial stewardship, supporting the CEO and leadership team, and overseeing organizational risk. Drawing on diverse expertise across healthcare, finance, hospitality, and public service, board and committee members strengthen Fair Haven's mission and help advance our impact in the community.

Board of Directors



Alishah Dahya
President



Sheldon Lau
Vice President



Michael Chen
Vice President



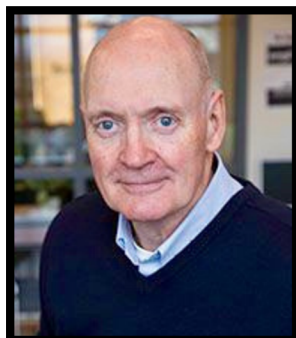
Jeff Geng
Secretary Treasurer



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

Committee Members



Billy Cheung
FFC & GPC



Bal Gill
GPC



Wendy Redhead
GPC



Bill Walters
GPC



Fair Haven Locations

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 1K3
t. 604-336 1544

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

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

info@fairhaven.bc.ca
fairhaven.bc.ca