

July 17, 2020



Family visits will begin on July 27, 2020

Thank you all for your patience as we complete our planning. We are very excited to report that we will be submitting our plans to the Health Authorities early next week for consideration. If all goes as scheduled, we will welcome families back to Fair Haven on July 27.

Our plan includes a phased approach to re-entry, with Phase 1 being very restrictive. We hope you will support our abundance of caution as we enter this phase. We will be limiting the total number of visits and closely monitoring the effectiveness of the practices that we have in place. We will continue to modify practices and increase total visit numbers as we move through Phase 1.

As previously mentioned, both Fair Haven and family members will have responsibilities to ensure the safety and support of the ongoing visits. Families will need to agree to several conditions; please see the attached agreement. Additionally, Fair Haven requests that families:

- Identify **one person** who will be the primary, in-person visitor.
- Limit visits to once a week, to ensure that many residents can receive visits from family and loved ones.
- Schedule visits in advance, we will not be able to accommodate surprise visits in this first phase.
- Stay in the designated visiting locations; there will be both indoor and outdoor locations defined by the Fair Haven Team.
- Limit your exposure to other community settings before the visit.
- Use infection prevention and control practices defined by the care team.

We also acknowledge that some family members may not be able to be present in-person. Therefore, we will continue to provide virtual visits, as we have been for the past few months. Contact our recreation team if you would like to give this a try:

Vancouver: (604) 433-2939, EXT 115,

Burnaby: (604) 435-0525, EXT 351

Thank you again for your patience and support. We look forward to seeing you all again.

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

Joy Parsons
CEO Fair Haven Homes Society

Refer to the Fair Haven Website for more information: www.fairhaven.bc.ca