

July 9, 2020



## Family Visiting Planning Update

**We are targeting the First Visits to start the week of July 27, 2020**

Fair Haven believes that family care partners are essential members of the care team. Families provide assistance significant emotional support, and personal comfort essential to residents' well-being. Because of this, the Fair Haven team is working very hard to confirm a safe and effective plan to welcome family members back into our homes.

The plan underway will include several items that Fair Haven is responsible for, as well as many conditions that Family must support.

For example, Fair Haven will:

- Follow the guidelines provided by the BC Ministry of Health and the BCCDC regarding infection prevention and control measures.
- Define specific locations for visiting to occur that will decrease the risk of interactions with a large number of residents and care team members at any given time.
- Create a "Visiting Schedule" that will ensure fair and equitable access for all residents to spend time with specifically identified family members
- Fair Haven will provide full training for the care team members who support the visits, ensuring that all family members feel supported to ask questions and have any unanswered questions or concerns forwarded to the appropriate team leader.

An example of Family responsibilities includes:

- Family will identify **one person** who will be the primary, in-person visitor
- Family will visit in the locations defined by Fair Haven.
- Family will limit community activity (shopping, transit use) before coming to Fair Haven on the visit day.
- Family will agree to use the infection prevention and control practices defined by the care team.

The Pandemic has been challenging in many ways, but we have learned that a careful and methodical "phased" approach to change can be very helpful. The initial visiting plan may seem restrictive at first. We will monitor effectiveness and impact of the plan and will modify and adjust as needed to maximize opportunities for families and residents of Fair Haven to reconnect in person.

**Stay tuned; we will share more details of the plan in the coming weeks.**

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

**Should you prefer to receive updates electronically, please email the following to provide us with your information: [info@fairhaven.bc.ca](mailto:info@fairhaven.bc.ca)**