



July 24, 2020

Welcome Back, We've Missed You!

We are very excited to welcome families back to Fair Haven next week. We have limited capacity during Phase 1; therefore, visits are limited to one per week. We will monitor the visiting program and expand the number of visits when appropriate.

Designated Visitors will be required to adhere to the Family Visitor Agreement, which includes:

- Identify **one person** who will be the primary, in-person visitor.
- **Limit visits to once a week.**
- Schedule visits in advance.
- Wear Personal Protective Equipment provided by Fair Haven at the time of the visit.
- 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.

To schedule your visit, please use our online scheduling tool or contact our Recreation team via telephone:

<http://www.fairhaven.bc.ca>

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

Burnaby: (604) 435-0525, EXT 351

Safe Care BC, in partnership with Family Caregivers of BC, has created Free online education "COVID-19: Social Visitation Essentials" for family members. Fair Haven Strongly recommends families review this information.

To enroll in the one hour COVID-19: Social Visitation Essentials course, families can create a FREE account now at safecarebclearningspace.ca.

We are also excited to support the return of the salon services. We have worked with the Salon staff to create a thorough infection control plan. The plan minimized the number of services provided and increases infection control practices. To support this, the fees for services will be slightly increased, and please see the attached price list.

Joy Parsons
CEO, Fair Haven Homes Society.

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