




Fairhaven

Caring for Generations

2025 Year in Review





From the Desk of Nancy Rooney our Executive Director

This past year has been one of excitement, growth, and meaningful moments for our Fairhaven community. We welcomed many new residents and said farewell to those we lost. Each day with our residents is a privilege, and we remain committed to bringing meaning, joy, and fullness to the lives entrusted to our care. While challenges inevitably arise, our dedication to providing a warm, supportive home—and an inspiring workplace—remains unwavering.

One of the highlights of our year was participating in the Walk and Roll Foundation Fundraiser. The event was exceptionally well attended and filled with energy, fun, and community spirit. We also celebrated the incredible commitment of our staff in our Service Awards Ceremony. A particularly heartfelt farewell was extended to Dr. Spink, who concluded more than 30 years of outstanding service as Fairhaven's Medical Director. We are deeply grateful for his leadership, dedication, and compassionate care. We also honoured several retiring staff members with best wishes and thanks, as well as many milestone recipients that we sincerely thank for their years of service!

Summer brought sunshine, beautiful grounds to enjoy, ice cream trucks, and popular summer sale. As the vibrant fall colours arrived, we celebrated our annual Carnival and welcomed residents, families, and friends to share in the fun.

Throughout the year, our team navigated ongoing infection control measures and shifts in outbreak status. Your resilience, teamwork, and dedication have not gone unnoticed. The ability of our staff to respond quickly and effectively has made a tremendous difference in managing each situation.

We also continued to experience increased Ministry of Long-Term Care oversight, with over 60 days spent on-site. While their goal is to help strengthen our practices, we acknowledge the stress this can bring to both staff and residents. Thank you for your professionalism and perseverance during these periods.

As we close the chapter on 2025, I want to express my sincere appreciation for your hard work, compassion, and commitment. Together, we have achieved so much, and I look forward to a prosperous, healthy, and exciting 2026.

Warmest wishes,

Nancy



Nursing Highlights

This year, care quality was strengthened through the implementation of RAO Clinical Pathways, supporting consistent resident- and family-centred care and standardized admission screening, including delirium screening for all new residents. Falls were reduced through weekly huddles, and the home remained below benchmark for restraint use. We launched interRAI,* enhanced dementia-care preparedness with RSSC room decals, and continued to see improvements in IPAC outcomes, with Outbreak Days reduced from 226 (2024) to 164 (2025) and Resident Isolations reduced from 227 to 171. Occupational illness also improved, decreasing from 111 cases in 2024 to 71 in 2025. The home established a Living Classroom with Fleming College and continued preparations for the Accreditation Canada 2027 survey, positioning us for continued excellence.

interRAI

The benefits of the integrated interRAI reporting system (IRRIS) is that it simplifies data collection by using standardized, comprehensive health information. It supports real-time data submission, improves data standardization, enhances continuity of care by integrating health information across settings, and promotes person-centered care. It also notes that the IRRS Secure Reporting tool strengthens data security and privacy for Canadian health.



Programs and Support Services

The Programs and Support Services team encompass Resident Programs, Volunteer Resources, Admissions, Social Services, and Spiritual Care. All areas adopt a resident-centred approach, ensuring programs and services reflect residents' interests, abilities, needs, and preferences.

New residents programs introduced during the year included Wellness Walks, Snacks and Series Nights, an Outdoor Summer Market, Seasonal Photo Shoots, Fitness Fridays, and Halloween Trick-or-Treating. Investments were also made in resident technology, including two Abby Machines, a Pixie Projector, and new computers for resident lounges.

Volunteer Resources focused on improving efficiency in volunteer orientation and onboarding by streamlining registration, training, and orientation processes. As a result, volunteer engagement remained strong, with volunteers contributing 5,610 hours in 2025. Volunteer recruitment is an on-going priority with 52 new volunteers registering this year.

Admissions and Social Services collaborated with the nursing team to implement the RNAO Admissions Pathway. In total, 95 long-stay residents and 12 respite residents were admitted, meeting our target of a 97% occupancy rate. Social Services supported residents and caregivers during the transition to long-term care and provided on-going psychosocial and well-being support. The Social Services Worker facilitated Family Council and introduced a monthly drop-in support group for family members and caregivers. Social Services and Volunteer Resources coordinated to offer 5 educational opportunities for residents, caregivers, volunteers and staff.

Spiritual Care programs at Fairhaven support residents' diverse traditions and personal preferences and are an integral part of holistic care. The program is supported by dedicated community volunteers and, in 2025, delivered 355 services, including worship services, hymn sings, Bible study, and meditation. Volunteers also provide one-to-one support and end-of-life visits. Additional offerings include Services of Remembrance and "My Wishes" end-of-life planning.



Nutrition Services

The Nutrition Services team advanced several quality improvements in 2025, including the purchase of new equipment and dining room furnishings to enhance the resident dining experience. Technology and equipment upgrade also enabled the department to surpass ministry standards for food service delivery.

Staff development remained a priority, with expanded education, enhanced training, and adjusted staffing hours to better support resident dining needs. Ongoing food committee meetings, menu reviews, and monthly satisfaction surveys continued to ensure residents play an active role in shaping menu development and service improvements.



Information Technology

The IT department plays a vital role in supporting the organization by ensuring that all mission-critical systems remain stable, secure, and fully operational. Throughout 2025, the department successfully maintained essential infrastructure—including the nurse call system, phone system, networking systems, battery backup units, servers, and the computers relied upon daily by staff. By continuously monitoring, updating, and troubleshooting these systems, IT safeguarded business continuity and minimized operational disruptions.

In addition, the department provided consistent support for both staff and resident technology needs, ensuring timely assistance with devices, resolving technical issues, and managing access to digital services.

Moving into 2026, the IT department remains committed to delivering the same high standard of reliability, responsiveness, and technical expertise to ensure the organization continues to operate smoothly and effectively.



Human Resources

In 2025, the Human Resources department continued to strengthen Fairhaven LTC's workforce and work environment by supporting, developing, and recognizing staff across the organization. A major initiative this year was the implementation of the new Human Resources Information System, Payroll, and Scheduling platform—Project UKG. System development has been underway since the fall, with testing currently in progress and a targeted go-live in Spring 2026.

To maintain compliance, HR policies and procedures were reviewed and updated. Notably, the revised HR Call-In Policy has clarified processes that previously caused confusion. Our Attendance Support Program remains active, helping ensure employees are present, punctual, and ready to provide high-quality resident care.

Labour and employee relations continued to grow through meetings, committee work, and staff engagement activities. We celebrated long-service employees during a well-received summer Service Awards Ceremony. In addition, the inaugural Diversity, Equity & Inclusion (DEI) Committee began its work, advancing initiatives that promote an inclusive workplace culture.

Throughout the year, HR continued to support all stages of the employee lifecycle, including recruiting, retaining, releasing, and managing organizational risk.



Financial Management

The long-term care sector operates within a highly regulated environment that requires the delivery of comprehensive care and services across multiple departments. At Fairhaven, wages and benefits represent more than 80% of the organization's total budget, and annual wage increases continue to outpace the Ministry of Long-Term Care's per diem funding. Fairhaven greatly appreciates the ongoing operation and capital support provided by both the County and the City, which remains essential as the aging facility generates additional operational pressures.

Mandatory and non-mandatory financial and statistical reporting requirements continue to increase sector wide. While this level of accountability to residents, families, and the public is critical, it also brings significant administrative demands that require dedicated time and resources.

The Finance Department provides timely monthly financial reports and budget tracking tools to department managers to support informed oversight of departmental expenditures. A preliminary budget is developed annually with input from managers and is presented to the Board of Directors prior to the start of each fiscal year. The budget is then revised once the Ministry of Long-Term Care releases its annual funding allocation, typically in April.

Fairhaven remains committed to sound financial stewardship while navigating increasing regulatory, staffing, and operational pressures. Through diligent reporting, transparent budget processes, and ongoing collaboration with municipal partners, the organization continues to ensure resources are used effectively to support high-quality care for all residents.



Fairhaven's Board of Directors

Environmental Services

Emergency Preparedness

This year, the Environmental Services team advanced resident safety by implementing a more consistent and forward-looking emergency preparedness training schedule. Staff participated in enhanced drills and scenario-based practice, strengthening confidence and response times in real situations. These improvements ensure residents receive calm, coordinated, and efficient support during any unforeseen event.

Housekeeping & Laundry Services

The housekeeping and laundry team increased productivity and improved IPAC efficiency by assigning dedicated housekeepers to each Resident Home Area, allowing for more consistent routines and greater accountability. This approach strengthened infection control practices, helped maintain a cleaner and safer environment, and supported residents' comfort throughout daily living. These improvements promote dignity, reduce health risks, and enhance the overall quality of each resident's home environment.



Building Maintenance

The maintenance team made significant upgrades this year to support resident safety, comfort, and therapeutic care. The addition of bariatric ceiling lifts and specialized therapeutic surfaces—such as advanced mattresses for skin integrity, wound care, and end-of-life comfort—ensured residents received appropriate support tailored to their individual needs. Retrofit lighting upgrades to modern LED systems improved visibility, safety, and energy efficiency, while the ongoing installation of new heat pumps enhanced climate control and comfort across the building. Through proactive inspections, timely repairs, and infrastructure modernization, the maintenance team continued to create a dependable, accessible environment where residents can live safely and with improved quality of life.

