From: **Bay Haven Care Community** administrator@bayhaven.com
Subject: Inportant Safety Update
Date: November 24, 2026 at 4:30 PM
To: drmsgandhi@mac.com

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Bay Haven
CARE COMMUNITY

Dear Residents and Families,

We would like to inform you of an important fire safety requirement following new guidelines issued by the Office of the Fire Marshal regarding combustible materials in the hallways and corridors of Long-Term Care and Retirement Homes.

At Bay Haven, we recognize the importance of creating a warm, welcoming, and homelike environment for our residents. Personal decorations, family photographs, seasonal wreaths and other treasured belongings are meaningful to our residents and provide a sense of comfort, familiarity, and individuality.

Unfortunately, to ensure compliance with the Ontario Fire Code and maintain a safe environment for everyone, we are required to remove combustible materials and decorative items from the exterior of resident doors.

Items affected by these requirements include, but are not limited to:

- Seasonal and decorative wreaths
- Banners and hanging decorations
- Shoes
- Shoe mats and welcome mats
- Decorative signs

- Furniture located in corridors
- Photographs and paintings displayed outside resident rooms

These requirements are intended to reduce potential fire hazards and ensure that hallways and emergency evacuation routes always remain safe and accessible.

What This Means for Residents and Families

Staff will begin removing affected items as soon as possible. We will make every effort to approach this process with sensitivity, kindness and respect for our residents and their personal belongings.

Where appropriate, residents will be encouraged and assisted in relocating their treasured decorations and photographs to a suitable location within their rooms, where they can continue to enjoy them.

We kindly ask families to support us during this transition and to refrain from placing new decorations or combustible materials on the exterior of resident doors or in the corridors.

We sincerely understand that these changes may be disappointing, particularly for residents and families who have enjoyed decorating their entrances for many years. Please understand that these changes are necessary to meet fire safety requirements and are not intended to diminish the individuality or homelike atmosphere of our community.

The safety and well-being of our residents remain our highest priority, and we are committed to maintaining a comfortable, welcoming, and safe environment for everyone who calls Bay Haven home.

Should you have any questions or concerns regarding these changes, please feel free to speak with a member of our management team.

Thank you for your patience, understanding and continued cooperation as we implement these important fire safety requirements.

Warm regards,

Scott Strandholt
Bay Haven

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