

April 15, 2020

To: All Pioneer Manor Residents, Families and Substitute Decision Makers

Re: COVID-19 Update #2

We continue to face unprecedented times and appreciate your continued support and understanding as we work together to safeguard the health and safety of our residents, families, employees, suppliers, service providers and all other visitors to Pioneer Manor.

Every member of the Pioneer Manor team is doing extraordinary work; putting residents, families and their colleagues first to fight the COVID-19 pandemic. We continue to monitor the situation closely and at this time, there are no confirmed positive cases of COVID-19 in the Home. Residents exhibiting any symptoms consistent with the virus are being tested and placed on isolation immediately. As a further safety measure, residents who may have been in close contact with the resident (i.e. shared a room) are also being tested and placed on isolation immediately. Pioneer Manor continues to operate under respiratory outbreak protocols in the Killarney and Lilac/Mallard Home Areas. Infection control processes and protocols are in place to fight this seasonal cold and flu outbreak.

We continue to review all possible courses of action to minimize the risk of exposure to COVID-19 in addition to the many safety measures that have already been implemented, including:

- Active screening of staff, residents and visitors including temperature checks twice daily
- Physical distancing of residents and staff members to the extent possible
- Enhanced cleaning of all surfaces in Home Areas and common areas
- Restricting non-essential visitors
- All new residents and residents readmitted in the Home being placed in self-isolation for 14 days upon admission/readmission
- Testing for COVID-19 of all residents prior to admission or readmission into the Home

We are working closely with health authorities and have implemented additional precautionary measures under the direction of the Province's Chief Medical Officer of Health to ensure we are following all protocols regarding personal protective equipment usage. Effective April 10th, all employees will be wearing masks while working in the Home. Inventory will be reviewed daily, and we will be working with the Province to ensure adequate stock is on hand. In the event we are unable to maintain an inventory of masks for this directive, allocating masks to staff members providing care to residents on respiratory isolation will be the highest priority.

Another unprecedented precautionary measure has been implemented in an effort to limit further community transmission of COVID-19 into the Home. Effective April 11th, Pioneer Manor employees will no longer be working at multiple health care facilities. Any employee who was unable to commit solely to Pioneer Manor was granted an approved unpaid leave of absence until the end of this pandemic.

Given there has been documented evidence of community spread over the weekend, Pioneer Manor has reviewed the process of accepting non-essential items being dropped off at the front entrance of the Home. In an effort to maintain social distancing and reduce the risk of spreading germs to residents and staff, we have implemented new precautionary measures. Until further notice, only **essential** or **personal** and **medical belongings** can be dropped off for residents. The following belongings may be dropped off at the main

entrance of Pioneer Manor; hearing aids, dentures, medical devices, personal care items or cigarettes (2-week supply). Unfortunately, other items that are not essential, including food and baked goods, will not be accepted.

We understand the above noted measures are difficult; however, by reducing unnecessary traffic in the Home, we can ensure physical distancing and further protect the health and well-being of residents and staff. Attached to this letter is a document prepared by the Province to help answer any further questions you may have.

We want to reassure you that the Home is generally staffing to typical levels, with either overtime or other staff who have been redeployed from the City of Greater Sudbury into various roles.

Life Enrichment staff continue to help residents live fully every day. Staff have been adapting programming with physical distancing wherever possible and implementing creative ways to help residents and families connect at this difficult time. We will continue to try to do all we can while balancing the reality of this challenging situation.

Now more than ever, we understand the importance of receiving information about your loved one. We will continue to keep you informed through calls and letters as we manage the evolving COVID-19 situation. Additionally, in an effort to ensure you are receiving information in a timely manner, we will now be providing COVID-19 updates on our website at <https://www.greatersudbury.ca/pioneermanor>.

We are grateful for the tremendous team work, long hours, commitment, and compassion Pioneer Manor staff members bring to work with them every day. Also, we are extremely thankful for the outpouring of support and appreciation from residents, families and community members. Your gestures and acts of kindness are helping to fuel staff as they deal with the magnitude of this ever-changing situation.

We continue to emphasize that regular hand washing is the best defence against spreading illnesses and protecting your health. Wash your hands often, sneeze and cough into your sleeve, avoid touching your mouth, nose and eyes, and please stay home if you are sick.

As always, should you have any questions, please do not hesitate to contact us at pmcommunications@greatersudbury.ca or by calling 705-566-4270, ext. 3201.

With gratitude,



Aaron Archibald
Director



Glenda Gauthier
Manager of Resident Care



Dr. Maurice St. Martin
Medical Director, Pioneer Manor

c.c.: Councillor René Lapierre, Chair, Community Services Committee
Ed Archer, Chief Administrative Officer
Steve Jacques, General Manager, Community Development
Dianna Foster and Terry Martyn – Family Council
Patricia Martyn – Resident Council

**Ontario Enhancing COVID-19 Protections for Long-Term Care
Residents, Families and Staff
Top Q&As
April 10, 2020**

QUESTIONS AND ANSWERS:

- 1. Can you provide more information on the process for filling staffing shortages? What are the requirements for filling these shortages?**

The Ontario government has launched a new [Health Workforce Matching Tool](#) to help match skilled frontline care givers with employers. All long-term care homes are encouraged to input job postings so they can fill critical roles.

In addition, the Ontario Long-Term Care Association has a tool for Ontario's Health students who are uniquely qualified to support long-term care homes. Learn more here: <http://ltc.tazwiz.com/>

All new workers hired to help long-term care homes cope with COVID-19 should be screened to ensure they are qualified and present no risk to long-term care home residents.

- 2. What do I do if our long-term care home has a shortage of personal protective equipment (PPE)?**

Ontario is responding to long-term care homes personal protective equipment (PPE) inventory needs daily. We are tracking where critical issues are (outbreaks, for example) and how to best distribute new PPE in real-time.

If a long-term care home has a shortage of PPE, they should take the following steps:

1. Work with their regular supplier to see when they will get regular shipments of PPE and equipment.
2. Work with other local health care providers to see if they have supplies that they can share.
3. Complete the Regional Table template to send the request for PPE and equipment to the Regional Table Lead for their region.

4. Notify their ministry inspector that they have escalated the issue to the Regional Table Lead.
 5. If additional assistance is required, long-term care homes can contact the Ministry's Emergency Operations Centre through a designated email: EOCLogistics.MOH@ontario.ca, and they will do their best to help support these requests.
3. **How do we know when our long-term care home will get more Personal Protective Equipment (PPE)?**

Ontario is continuing to ensure that there are adequate supplies for those homes in critical need. The Ministry Emergency Operations Centre (MEOC) defines 'critical need' as a 2-day supply remaining.

4. **What happens if a resident's family removes them from a home during an outbreak?**

Residents who leave a long-term care home temporarily during an outbreak at that home are not permitted to return to the home for their safety and protection.

During an outbreak, all admissions and re-admissions are stopped. Once the home is cleared from an outbreak, and it is safe for the resident to return, their re-admission into the home would be expedited due to the recent amendments to Ontario Regulation 79/10 (Regulation) under the Long-Term Care Homes Act, 2007 (LTCHA).

5. **What are the requirements for a resident to be re-admitted to a long-term care home from a hospital visit?**

Based on direction from Ontario's Chief Medical Officer of Health, long-term care homes must screen new admissions and re-admissions for symptoms and potential exposure to COVID-19. All new residents must be placed in self-isolation upon admission to the home and tested within 14 days of admission. If test results are negative, they must remain in isolation for 14 days from arrival. If test results are positive, then report as a confirmed case and follow case management protocol.

Please note that during an outbreak, all admissions and re-admissions are stopped. Once the home is cleared from an outbreak, and it is safe for the

resident to return, their re-admission into the home would be expedited due to the recent amendments to Ontario Regulation 79/10 (Regulation) under the Long-Term Care Homes Act, 2007 (LTCHA).

6. Are lab and imaging personal considered essential visitors?

Based on direction from Ontario's Chief Medical Officer of Health from April 8, 2020, essential visitors include a person performing essential support services (e.g. food delivery, phlebotomy testing, maintenance, and other health care services required to maintain good health).

A copy of the directive can be found at:

http://www.health.gov.on.ca/en/pro/programs/publichealth/coronavirus/dir_mem_res.aspx

If an essential visitor is admitted to the home, the following steps must be taken:

1. The essential visitor must be screened on entry for symptoms of COVID-19, including temperature checks and not admitted if they show any symptoms of COVID-19.
2. The essential visitor must also attest to not be experiencing any of the typical and atypical symptoms. The essential visitor must only visit the one resident they are intending to visit, and no other resident.
3. The essential visitor must wear a mask while visiting a resident that does not have COVID-19.
4. For any essential visitor in contact with a resident who has COVID-19, appropriate PPE should be worn in accordance with Directive #1.

7. How will congregate dining be affected by the announcement prohibiting gatherings of five people?

Where possible, homes are asked to limit the number of people who are gathered in one setting. Homes are asked to use strategies such as having people eat at different times and practicing physical distancing in shared spaces. If this is not feasible, homes are asked to take all necessary precautions to ensure all residents are safe while they eat or complete other activities as a group.

8. Is COVID-19 related hospital admission still a decision to be made by the resident's doctor, or is their guidance from the province to treat the seniors where they are?

Long-term care homes should be communicating with the local acute care hospital regarding a COVID-19 outbreak, including how many residents are in the facility, and how many may potentially be transferred to hospital if ill, based on advanced care directives.

All referrals to hospital should be made through emergency department triage.

If a resident is referred to a hospital, the home should coordinate with the hospital, local public health unit, paramedic services and the resident to ensure safe arrangements for travel that maintain the resident in appropriate isolation precautions.

Residents with severe illness should be transferred to hospital by ambulance. Patient transfer services should not be used to transfer a resident from the home with confirmed COVID-19.

In addition, Ontario's Chief Medical Officer of Health issued a Directive on March 30, which includes information for long-term care homes with COVID-19 cases and outbreaks
(http://www.health.gov.on.ca/en/pro/programs/publichealth/coronavirus/dir_mem_res.aspx)