

Pioneer Manor
City of Greater Sudbury

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Manoir des pionniers
Ville du Grand Sudbury

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April 9, 2026

To: All Pioneer Manor residents, families, substitute decision-makers and staff

Resident and Family Engagement Sessions with the Director

As part of our ongoing commitment to open communication and collaboration, I will be offering dedicated 20-minute “director open office” sessions for residents and family members.

These sessions are an opportunity to:

- Share questions or concerns
- Offer ideas or suggestions
- Discuss opportunities for improvement
- Seek clarification on home processes or initiatives

My goal is to ensure everyone has access to a dedicated, focused time to connect directly and constructively. Sessions will be scheduled on April 14 and 17, 2026, and held in 20-minute blocks to allow for meaningful discussion while ensuring access for multiple families and residents.

If you would like to book a session, please contact Helene Desputeau, at extension 3201 or helene.desputeau@greatersudbury.ca

While urgent clinical matters should continue to be directed to the appropriate care team or manager, these sessions are intended to support dialogue, partnership, and continuous improvement at the home level. I look forward to connecting with you.

We remain committed to keeping residents and families informed. Regular updates are also available at www.greatersudbury.ca/pioneermanor.

As always, please do not hesitate to contact us, should you have any questions.

Sincerely,

A handwritten signature in black ink that reads 'Nicole Leclair'.

Nicole Leclair
Director, Long-Term Care Services

c.c.: Councillor René Lapierre, Chair, Community & Emergency Services Committee
Tyler Campbell, General Manager, Community Well-Being
Dr. Maurice St. Martin, Medical Director
Dianna Foster, Family Council
Residents' Council Leadership Team

