

October 19, 2026

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

Update on Telephone and Television Services

We understand how important these services are for our residents and the ongoing service issues have been frustrating. We continue to work to resolve these issues as quickly as possible and thank you for your patience.

Telephone Services – Bell

All resident telephone lines are now connected, though some residents may still be experiencing issues with call quality or connectivity. If you or a loved one is experiencing difficulties, please let our team know. We will work directly with Bell to troubleshoot and address the issue.

Television Services – Eastlink

The equipment Eastlink needs to complete installation of cable services is on backorder. We are following up regularly with Eastlink and will update you when we know more. In the meantime, televisions and streaming services are available in the common areas on all five floors for residents to enjoy.

Questions or Concerns

If you are experiencing telephone difficulties or have questions about either service, please contact the ward clerk's office, 705-674-4455 ext. 3204, near the front entrance. We know these services are an important part of making Pioneer Manor feel like home. Thank you for your continued patience and understanding as we work to get everything in place.

Medication Safety Reminder

To keep residents safe, nurses must stay focused during medication passes. Even small interruptions can cause errors. Every medication cart includes a communication book where non-urgent questions or concerns can be noted. Nurses will review these once the medication pass is complete. Thank you for helping us keep safety our top priority.

Outbreak Status

Public Health Sudbury & Districts declared the respiratory outbreak in the Lodge 2 home area over as of October 18, 2026.

Summary of Outbreak Status			
Home Area	Date Initiated	Date Declared Over	Type
Lodge 2	October 9, 2026	October 18, 2026	Respiratory

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Decisions About Care

Any changes in treatment require consent from either the resident or their substitute decision maker. Regulated professionals, including nurses, occupational therapists and dietitians have ethical and professional responsibilities to ensure the resident, or if the resident is incapable, their substitute decision maker, is informed and capable of providing consent for each treatment.

For consent to be legally valid, the person providing it must be able to understand the information given and appreciate the reasonably foreseeable consequences of their decision or lack thereof. The capacity to consent is decision-specific; a resident may be capable of consenting to one treatment but not another. Factors such as the complexity of the decision, the resident's current condition, pain, fatigue and other variables can affect capacity. According to the Health Care Consent Act (1996), it is the responsibility of the care provider to assess the resident's capacity.

If the provider proposing treatment and verifying consent believes the resident is not capable to make that decision, they advise the resident of their finding and turn to the substitute decision maker in keeping with the *Substitute Decisions Act* (1992). The substitute makes the decision in keeping with the resident's personal wishes and beliefs. For more information, visit <https://www.ancelaw.ca/legal-topic/health-care-consent-advance-care-planning/>.

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, appearing to read 'Nicole Leclair'.

Nicole Leclair

Director, Long-Term Care Services

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