

December 3, 2020

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

Re: COVID-19 Update #28

The festive season is upon us, and staff at Pioneer Manor are committed to helping the residents stay connected with their loved ones. We would like to share the following updates:

Visiting Loved Ones

Family and friends wishing to visit over the holidays are encouraged to book early to secure visitation times. Providing the Home is not in an outbreak, a maximum of two (2) people (including caregivers) can visit at a time. Visits requested for December 25, 26, 27 and 28, must be booked by noon on December 24. Furthermore, visits requested for December 31, January 1, 2 and 3, must be booked by 5 p.m. on December 30. All general visits must be prescheduled between the hours of 10 - 11:30 a.m., 2 - 4:30 p.m., and 6:30 - 8 p.m. by contacting the Home at 705-566-4282, extension 3225 or by emailing pmcommunications@greatersudbury.ca. At this time, all visits are to be held in the resident's room. Please note that we are unable to book any private dining rooms, leisure rooms or solariums for visitation. All caregivers/general visitors must show **proof** of a negative COVID-19 test within fourteen (14) days and verbally attest that they have not subsequently tested positive prior to visiting. Proof of a negative COVID-19 test includes a hard copy (i.e. printout) or a digital copy (mobile device showing the individual's name, test date and result). Pioneer Manor will not collect and retain essential caregivers' medical information, it is the responsibility of each caregiver to demonstrate proof of a negative test result. Please share this information with other family members and friends who are planning to visit over the holidays.

Mail and Video Messages

Family and friends wishing to send cards and/or parcels to residents may do so by sending to the following address:

Resident's Name
Room Number
Pioneer Manor
960 Notre Dame Ave., Unit A
Sudbury, ON P3A 2T4

Virtual cards and video messages are always welcome and can be sent to pmcommunications@greatersudbury.ca. Written messages will be printed and delivered to your loved one and video messages will be shown via iPads. The deadline for submission is December 23 at 5:00 p.m. to ensure your family member receives the message before Christmas.

Hairdressing Services

Hairdressing services are available throughout the holiday season. To schedule an appointment, please contact the Hairdressing Salon at 705-566-4282, ext. 3207.



Food Services Holiday Offerings

This year we are unable to offer families the opportunity to purchase tickets to share a Christmas dinner with loved ones. The Bistro continues to be available on a take-out only basis for residents and staff. The menu over the holiday season will include many festive favourites, including tortiere, perogies, cabbage rolls, and a traditional Christmas dinner with all of the fixings. Residents will be able to enjoy our popular Chinese buffet-themed menu on New Year's Eve!

Visitors attending the Home in person may bring in food and beverages for the resident they are visiting. Please ensure the food/beverages do not require reheating as microwaves are not available at this time. Residents or family members may also order food to be delivered to the Home. All take-out/delivery services must be prepaid as the exchange of cash or the use of debit or credit at the front doors is not permitted. Prepaid orders will be accepted at the front door by screening staff and delivered to the resident's Home Area. Visitors are not permitted to remove their mask while visiting, therefore visitors are not permitted to eat or drink while visiting in Pioneer Manor.

Life Enrichment

The Life Enrichment team is planning a number of programs and activities to brighten the lives of our residents. All programs will adhere to COVID-19 guidelines including social distancing and Infection and Prevention and Control (IPAC) practices. Special Christmas Eve and New Year's Eve socials will feature festive drinks and food along with opportunities to reminisce about family traditions and the holiday season.

Throughout the month of December, Christmas music will be playing in the Winter Park. Also, school children and community groups are preparing cards and holiday messages for residents. Through the generosity of individuals in the Community, Pioneer Manor is participating in the "Be A Santa To A Senior" program for residents without families.

Accommodation Charges

Last week, the Ministry of Long-Term Care provided an update regarding accommodation charges. The annual long-term care home resident co-payment rate increase will be suspended for the entire 2020-21 program cycle (July 1, 2020- June 30, 2021). Please see the attached bulletin for additional information.

Thank you for your ongoing support, and should you have any questions, please do not hesitate to contact us.

Sincerely,



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
Denise Burke – Resident Council



