

December 11, 2020

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

Re: COVID-19 Update #29

We thank everyone for their continued support, and we would like to share the following updates:

COVID-19 Vaccine

As you may be aware, the Ontario government announced that a COVID-19 vaccine is going to be available in the near future. We are waiting on government direction on the vaccine roll-out plan. Pioneer Manor agrees wholeheartedly with expert recommendations to prioritize vaccinations for long-term care residents and staff, and we will continue to advocate for this approach, with government and health authorities. We will keep you updated, and further information will be shared as it becomes available.

Universal Masking

All staff and visitors must comply with universal masking as outlined in Directive #3 for LTC Homes, by wearing a surgical mask for the entire duration of their shift/visit. This is required whether the Home is in an outbreak or not. When staff are not in contact with residents or in resident areas during their breaks, staff may remove their surgical mask but must remain two metres away from other staff. To further enhance resident and staff safety, Pioneer Manor will be encouraging residents to wear a mask (if tolerated) in common indoor areas within the Home.

Visiting Loved Ones

We have received questions regarding scheduling visitation times over the holidays. There can be only two (2) visitors (caregiver or general) at a time per resident room. General visitors are required to schedule an appointment between the hours of 10 - 11:30 a.m., 2 - 4:30 p.m., or 6:30 - 8 p.m. by contacting the Home at 705-566-4282, extension 3225, or by emailing pmcommunications@greatersudbury.ca. Due to the volume of requests, all general visits will be scheduled for thirty (30) minutes. To clarify, designated caregivers are not required to schedule an appointment to visit but are encouraged to communicate with their family members who will be coming to visit as a general visitor so that we do not exceed capacity and have to turn visitors away.

Retrieving Your COVID-19 Test Results

Long-term care homes must ensure that support workers, caregivers and general visitors show proof of a negative COVID-19 test result and verbally attest to not subsequently having tested positive as required under the Minister's Directive: COVID-19: Long-Term Care Home Surveillance Testing And Access to Homes, effective November 23, 2020.



COVID-19 testing is available by contacting an assessment centre at 705-671-7373. The following are the steps you can take to retrieve your test result:

- Access results online: <https://covid-19.ontario.ca/index.html>
- You will need your green Ontario health card, with its number (on the front) and 9-character code (on the back)
- Click “Check Your Results” - include your health card information and click “Verify Patient”
- You can then Show your results on your handheld device as you enter the building (you can take a picture of the screen from your mobile phone, present the results from your mobile phone browser, or use an iPad available at the screening table as you enter the Home)

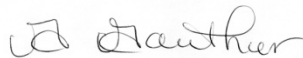
If you have a red and white health card, or if you do not have a health card, you will not be able to access results online. In this case, we recommend you ask the assessment centre or clinic that conducted your test for a printed copy as proof of the results.

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

