

December 18, 2020

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

Re: COVID-19 Update #30

As we prepare for the holiday season, please accept our gratitude for your continued support and patience during these challenging times and best wishes for a safe and healthy 2021. A reminder that restrictions related to COVID-19 remain in place. They are based on the Public Health region's level under the *COVID-19 Response Framework: Keeping Ontario Safe and Open*. These include rules for visitor access and testing.

Pioneer Manor continues to follow the requirements as per the Ministry's COVID-19 Visiting Policy and Directive #3. Surveillance testing, active screening, infection prevention and control (IPAC) practices, hand hygiene, physical distancing and use of personal protective equipment (PPE) are important measures that will help keep residents, staff and visitors safe during this holiday season.

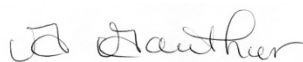
The holidays are an important time and, although celebrations will be different this year, protecting our loved ones from COVID-19 is paramount. We remind everyone that we are here to support you in visiting and staying connected with loved ones. In line with Ministry direction, all visitors must provide proof of a negative COVID-19 test result within the past 14 days, and 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. In order to be fair to all residents and families wishing to celebrate the season together, please consider your preferred time when booking a visit. To accommodate the high volume requests for December 24, 25 and 26, general visits may be limited to 30 minutes. Also, we continue to emphasize that strict adherence to infection control measures, such as wearing a mask, hand washing and social distancing is the best defence against spreading illnesses and protecting your health.

In 2020, we learned new ways to provide services and keep residents and families connected, and despite the challenges we faced this year, we maintained quality of care to residents. We will continue to work closely with health system partners to ensure every possible step is taken to keep everyone safe and healthy. Once again, we would like to express our sincerest appreciation for your ongoing support and understanding and wish you a wonderful holiday season and safe New Year.

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

