

April 25, 2025

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

Re: Pioneer Manor Information Letter #283

Reminder – Federal Election – Monday, April 28, 2025

A polling station will be set up in Winter Park on Monday, April 28, 2025, from 9 a.m. to 6 p.m., exclusively for Pioneer Manor residents. Elections Canada has registered all current residents. Staff will be available on election day to assist residents to and from the polling station. For more information, email pmcommunications@greatersudbury.ca or call 705-566-4282, extension 3225.

Outdoor Spaces

Pioneer Manor is dedicated to providing residents with an inviting and enjoyable outdoor environment. With spring's arrival, we're pleased to share that our team is currently working to clean and prepare the grounds and balconies for use in the coming weeks. Winter Park is now open for residents and their families to enjoy. Weather permitting, the balconies are expected to reopen within the next week.

CareRx Paper Statement Fee Update – Effective May 1, 2025

To help offset the administrative costs of processing paper statements, and streamline pre-authorized payments, the monthly paper statement fee will increase to \$3, beginning May 1, 2025. This change reinforces our commitment to reducing paper usage and encourages the transition to free electronic statements.

Benefits of Pre-Authorized Payments:

- Convenience: Automatic payments eliminate the need for manual bill handling.
- Cost Savings: Avoid paper statement fees by enrolling in Brightsquid electronic billing and pre-authorized payments.
- Efficiency: Streamlined payments ensure timely transactions and reduce administrative effort.

As part of the April billing cycle, CareRx will attach a one-page insert with instructions on registering for Brightsquid Secure-Mail and setting up pre-authorized payments. For residents who prefer paper statements, this option remains available, with the updated fee applying. For any questions or assistance, please refer to the contact information for CareRx included in the provided instructions.

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

Sincerely,



Aaron Archibald
Director, Long-Term Care Services

c.c.: Councillor René Lapierre, Chair, Community & Emergency Services Committee
Shari Lichterman, Chief Administrative Officer
Brendan Adair, Acting General Manager, Community Development
Dr. Maurice St. Martin, Medical Director
Managers of Resident Care
Dianna Foster, Family Council
Residents' Council Leadership Team