



May 1, 2020

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

Re: COVID-19 Update #5

As you are aware, we proactively tested all residents and staff at Pioneer Manor. We can report that, as of today, we received 100% of all resident test results and are waiting on one (1) staff test result.

There has been no change with the test results. Three (3) asymptomatic residents and four (4) asymptomatic staff have been identified; all continue to be asymptomatic. The three (3) residents remain on full isolation and the four staff remain at home on self-isolation.

Pioneer Manor continues our aggressive surveillance and testing of all residents with any symptom(s) consistent with COVID-19. The three asymptomatic residents were retested yesterday. We want to reassure everyone that the four asymptomatic staff will remain at home on self-isolation for 14 days. These employees must then have two negative tests before returning to work.

We are thankful for our team's efforts to test everyone as quickly as possible and, as always, for their dedication and commitment to the well-being of the residents we care for. We continue to work closely with our Public Health partners to ensure the safety of residents and staff.

We understand this is concerning for families and want to reassure you we have a comprehensive pandemic plan in place, including lessons learned from other homes that have already experienced outbreaks.

We would like to update you on the process for dropping off essential items for Residents at Pioneer Manor. A "Resident Items Drop-off" document has been posted on the wall between the two front doors. It provides instructions on filling out an essential item drop-off form and information on who to contact when there are items to be picked up.

To facilitate this process, a phone has been installed at the main entrance between the sets of doors, and containers are there to hold residents' items. The following items are considered essential: hearing aids, dentures, medical devices, personal care items (i.e. clothing, toothbrushes, toothpaste, soap/body wash, hand cream, shampoo, deodorant, laundry detergent, or nail polish), cigarettes (2-week supply), alcohol (with Physician's Rx), or brief/pads supplied by family.

Mother's Day is a time to show our gratitude to the many wonderful women in our lives. The sending and receiving of flowers and plants to acknowledge this special day is something we have all come to look forward to. Unfortunately, at this time, our Home is not able to receive flowers and/or plants for our residents. Please know that Pioneer Manor is looking at other ways to acknowledge this special day for our ladies.

Families and friends are welcome to share virtual cards, emails and pictures at pmcommunications@greatersudbury.ca. Your love and well wishes will be printed and given to your family member. Please share this information with other members of your family. We appreciate your understanding, and to all Mothers, a Happy Mother's Day.

We will continue to do our very best to keep you informed through phone calls and letters. Updates are posted on our website at <https://www.greatersudbury.ca/pioneermanor>. Should you wish to receive correspondence from the Home electronically, please contact us to update your information at pmcommunications@greatersudbury.ca.

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
Patricia Martyn – Resident Council