



June 1, 2020

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

Re: COVID-19 Update #8

We are writing to provide you with several updates and comment on the recent military report on five (5) long-term care homes in Ontario. The report highlighted serious concerns related to infection prevention, safety, staffing and levels of care. Like you, we find the specifics of these stories to be extremely disturbing and upsetting. We are heartbroken for the individuals who have had to deal with these horrible circumstances.

At Pioneer Manor, we continue to work tirelessly to ensure your family member has access to the highest level of care possible as we all navigate the ongoing pandemic situation to the best of our abilities. We are grateful to report that currently, there are no positive cases of the COVID-19 virus in the Home, and staffing levels in all Home Areas are being monitored daily and remain consistent.

Further to previous communication from the Home regarding non-essential items that can be dropped off for residents, the list has been expanded to include all non-perishable items. Unfortunately, we are unable to accept perishable items such as fresh food, baked goods, or flowers as these items cannot be wiped down. All items that are dropped off will remain in the bins for a period of 72 hours and will be wiped down prior to being delivered to residents. Any new unlabeled clothing items will be stored for 72 hours, sent to be labeled, and washed prior to delivery to the residents.

Please note that we are unable to relax the restriction on food being ordered and delivered to the front entrance of the Home by residents and staff at this time. We will continue to assess the food delivery option and advise when this restriction may be lifted.

We are pleased to share that starting June 6th, family and friends will be able to schedule a 15 minute social window-visit with loved ones. All visits must be pre-scheduled in advance by emailing pmcommunications@greatersudbury.ca. To ensure availability, any request for a weekend visit must be received one week in advance. If the resident has a safely accessible window within their ground-floor room, the visit will happen there. For other residents, a common area with a window (ie. balcony) will be used for the window-visit. To facilitate better communication between residents on the ground floor and their window visitor(s), the window will be left open. For the protection of these residents, visitors must wear a mask if the window is open. All other visitors are encouraged to wear a mask and will be permitted within two (2) meters of the building. A two (2) meter line will be marked around the property near the rooms on the first floor, and windows may be kept open if the physical distancing guidelines as directed through public health agencies are respected. Unfortunately, we are unable to accommodate any requests for window-visits at the front lobby, at gates to the Lodge, in any of courtyards, or in the smoking shelter area. In line with the Chief Medical Officer of Health direction, we are unable to accommodate any social visits in any of the Home's parking lots. For the continued well-being of residents and the ability to continue with social visits, it is our hope that the guidelines outlined will be respected.

Life Enrichment staff continue to facilitate 15 minute virtual visits using tablets to connect residents with families. A reminder that calls must be prescheduled and coordinated through Lydia Shea-Allard by emailing pmcommunications@greatersudbury.ca. We kindly ask that you refrain from asking personal health questions during virtual or social window visits as these staff members are not authorized to provide this information. Should you have any questions regarding your loved one, please contact the registered staff member for the Home Area.

With Pioneer Manor's regular hairdressers unable to provide their services due to visitor restrictions, an interim solution has been coordinated. The Home has several staff skilled and willing to provide simple haircuts to residents who are requesting them. Starting June 8th, complimentary haircuts will be available in the Home Area, either in the resident's room or in a common area on the unit. This service will include only a water spritz to wet the hair and a basic scissor cut (clippers can be used if requested). Additional services, including colours, perms, wash and set services, or blow drying are not available at this time. If you would like your loved one to have their hair cut, please provide the Home with your written consent for this service via email to pmcommunications@greatersudbury.ca. As per the Infection Prevention and Control program, we are unable to accommodate this request for any resident who is symptomatic or on droplet isolation.

Please note that in the event the Home is experiencing an outbreak, window visits, haircutting services, and non-essential item drop-offs will be suspended in order to protect the health and safety of residents and staff. The above information is in accordance with current Ministry guidance documents and subject to change as provincial guidance is updated to reflect the ever-changing situation.

We would like to thank our staff members and health system partners for their continued dedication and hard work under challenging circumstances over the past several months. Furthermore, we appreciate the continued support and respect from families regarding the precautionary measures that are in place. The safety and well-being of residents and staff remains our most important priority and we assure you that we will continue to do everything we can to deliver the best care possible for your loved one.

Thank you once more for your patience, and if you have any questions, we encourage you to contact us directly 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