



June 12, 2020

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

Re: COVID-19 Update #10

We are writing to share some positive news regarding announcements from the Province this week.

The Province announced that Phase 2 reopenings in various regions, including Greater Sudbury, would begin today, however, long-term care homes remain under heightened levels of restriction. We have received many questions from residents and families about the hair salon, for example, but at this time, the Ministry has not lifted the restriction for non-essential services. On a positive note, staff currently providing hairdressing services in the absence of our regular hairdressers, were able to provide hair cuts to 54 residents in the first week. We look forward to the time when restrictions can be loosened, and we will share this information as it becomes available.

The Province announced a directive and outlined the requirements for the gradual re-opening of long-term care homes to visitors. Although the restriction on visitors to Homes was tough on residents and loved ones, it was necessary to protect residents and staff during this pandemic. Pioneer Manor recognizes that the role families, visitors, and loved ones play in providing care and emotional supports is important to the quality of life of our residents.

Phase 1 of the directive requires the Home to initiate a plan for outdoor visits only. We ask that you please continue to be patient a little longer and refrain from contacting the Home with questions while we prepare for this phase. We are working on finalizing a plan to implement, and further detailed communication is forthcoming. We will be providing you with specific information regarding visitor requirements and how visits will be rolled out next week. We want to reassure you that all planned window and virtual visits will continue as scheduled.

Once again, thank you for your understanding and support as we work to pull this communication together. We look forward to slowly welcoming loved ones back. Please do not hesitate to contact us at pmcommunications@greatersudbury.ca should you have any questions. We will do our best to respond as quickly as possible.

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