



June 16, 2020

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

Re: COVID-19 Update #11

Pioneer Manor is committed to ensuring residents remain connected to friends and family during the COVID-19 pandemic. As you are aware, the Ontario government recently announced the gradual resumption of visits by family and friends to long-term care homes. Beginning Thursday, June 18, 2020, loved ones will be able to schedule outdoor visits at Pioneer Manor. Outdoor visits will begin on **Monday, June 22, 2020** once the Home is prepared to accept visitors.

These visits will be subject to strict health and safety protocols. Visitors must:

- Undergo active screening every time they are on the premises; this involves being asked a series of questions by staff.
- Have tested negative for COVID-19 in the previous two weeks and subsequently not tested positive.

Visitors are required to maintain social distancing of 2 meters at all times, practice good hand hygiene, and wear a face covering. Due to the size of the Home and the volume of requests, all outdoor visits will last thirty (30) minutes and must be prescheduled (**minimum 24 hour notice**). There can be only one (1) visitor at a time per resident and a maximum of one (1) visit per week.

Outdoor visits for First Floor Lodge residents will take place in their Therapeutic Garden. To ensure the Home is able to maintain social distancing, the resident will be assisted to sit two (2) meters from the gate. For the remainder of the Home, outdoor visits will occur on the patio outside of the Winter Park. Eight (8) stations will be established with clear partitions in order to maintain social distancing of two (2) meters between visitors and residents.

Please note that visits will not be permitted if Pioneer Manor is experiencing a COVID-19 outbreak or the resident is self-isolating or symptomatic. Further, in order to participate in outdoor visiting, the resident must be able to follow instructions, such as staying within an allocated station during the visit and not embracing the visitor. Additionally, scheduled appointments may be cancelled due to inclement weather.

Family and friends will be able to continue to schedule fifteen (15) minute social window or virtual visits with loved ones. These visits (window, virtual, and outdoor), must be prescheduled by emailing pmcommunications@greatersudbury.ca.

For the continued well-being of residents and to ensure we're able to continue with social visits, it is our hope that the guidelines outlined will be respected.

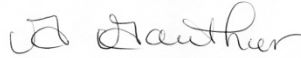
Once again, thank you for your understanding and patience while we navigate the ever-changing government directives related to COVID-19. We are looking forward to slowly welcoming loved ones back.

Should you have any questions, or require additional information, please do not hesitate to contact us 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