



June 24, 2020

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

Re: COVID-19 Update #12

We thank everyone for their ongoing support and are grateful Pioneer Manor is currently stable and continues to have no positive COVID-19 cases. We are writing to share the following updates:

Surveillance Testing

Surveillance testing is an important part of the ongoing strategy to keep residents safe. It is being done as directed by the Ministry of Health and the Ministry of Long-Term Care. All staff at Pioneer Manor underwent COVID-19 testing on June 10th and 11th, 2020, and all 497 test results were negative. A second round of surveillance testing will be conducted on June 24th and 25th, and the results will be shared with you when they become available.

Outdoor Visiting

We have received guidance from the Ministry of Long-Term Care (LTC) to resume a gradual and safe approach to the reopening of Pioneer Manor to visitors. On June 22nd we were excited to welcome loved ones back for outdoor patio visits. We appreciate the critical role families, visitors and loved ones play in the ongoing physical and mental well-being of the residents in addition to the support that is essential for the quality of life. While virtual and window visits have certainly been positive and essential, we know they are not a substitute for in-person visiting.

We understand this has been a very difficult time for everyone, but it is important to remain vigilant and respect the precautions in place as gradual visitation increases. We must keep the safety and emotional well-being of residents and staff at the forefront. Please find a document attached which explains the different types of visiting options available (window, virtual, or outdoor) at Pioneer Manor. To schedule a window, virtual, or outdoor visit, or for further information, please email pmcommunications@greatersudbury.ca. Alternatively, you may contact the Home at 705-566-4282, extension 3225.

Admission Process

The Ministry of Long-Term Care has introduced new directives and guidelines in regard to resident admissions and readmissions. Pioneer Manor will be accepting new admissions from both the community and hospital and readmissions from hospital (as long as not in a COVID-19 outbreak). All residents being admitted into Pioneer Manor must have a negative COVID-19 test prior to admission and will be placed on isolation for 14 days. A second negative test is required following their 14 days of isolation.

Essential Visitor Process

Active screening continues at Pioneer Manor; everyone who enters the Home is asked questions and has their temperature taken when they arrive and when they leave. All residents are being screened twice a day as well. At this time, only essential visitors are permitted entry inside the Home. Essential visitors include a person performing essential support services (e.g., food delivery, phlebotomy, maintenance, family or health care services required to maintain good health) or a person visiting a very ill or palliative resident. We certainly look forward to a time where restrictions can be further lifted.

Celebrating Father’s Day

Lastly, this year’s celebration of Father’s Day at Pioneer Manor was highlighted with each male resident receiving a card from the Home and a hand crafted paper airplane card compliments of one of our volunteer groups. With the support of Magical Paws Pet Therapy, 175 cards were delivered to celebrate this wonderful occasion.

Once again, thank you for your understanding and cooperation as we navigate this unprecedented time together and work through logistics to provide a safe environment for all. 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

Which Visit is Best for Me?

Pioneer Manor recognizes that being able to connect with friends and family is essential to residents’ emotional health and well-being. We are committed to ensuring visits happen, while maintaining a safe environment and following the direction of the Ministries of Health and Long-Term Care.

Loved ones may schedule any of the following: virtual visit, window visit or outdoor visit. Due to demand and the need to support equity, one visit per week will be scheduled at this time for Virtual and Outdoor Visits. Window visits are scheduled once every two weeks.

To help you decide which type of visit will best meet your needs and the needs of the loved one you are visiting, expectations for each of these visits are listed below. Please note that if these expectations are not followed by a visitor, the Home has been directed by the Ministry of Health to remove that person’s visiting privileges. If you have any questions about this information or would like to schedule a visit, please contact the Home at pmcommunications@greatersudbury.ca or 705-566-4282, ext 3225.

Virtual Visit (e.g. video call)	Window Visit	Outdoor Visit
Can include an unlimited number of people (demand has limited the number of calls per resident each week).	Can include a maximum of 5 people, as long as they are from the same household or “social circle” and maintain physical distance.	Limited to one person as per the Ministry of Long-Term Care.
Visits will take place in the location that best suits the resident (e.g., in their room). A staff member will use a tablet and provide assistance to the resident as needed during the call. Should assistance not be needed, the staff member will move away to provide privacy but will keep the resident in sight should they need assistance.	Residents will be inside Pioneer Manor in front of a large window or balcony. Staff will provide assistance to the resident as needed (e.g., assisting with holding the phone for residents to talk with their visitor). Should assistance not be needed, the staff member will move away to provide privacy, but will keep the resident in sight should they need assistance.	First Floor Lodge visits 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 remainder of the Home, outdoor visits will occur in the Winter Park Courtyard. Tables are placed ensuring the Home maintains social distancing of two (2) meters between all visitors and all residents. Physical contact with the resident will not be permitted at any time. Staff will provide assistance to the resident as needed. Should assistance not be needed, the staff member will move away to provide privacy, but will keep the resident in sight should they need assistance.

Virtual Visit (e.g. video call)	Window Visit	Outdoor Visit
No screening required.	No screening required.	The visitor will need to answer a series of questions and have their temperature taken. Additionally, the visitor will need to be tested for COVID-19 and will need to attest to a negative result 14 days prior to the visit date. If the visitor does not pass the screening, the visit will not be permitted.
Visit will be 15 minutes in length (depending on the preferences of the resident).	Visit will be 15 minutes in length (depending on the preferences of the resident).	Visits will be 30 minutes in length (depending on the preferences of the resident).
No face coverings (i.e. masks) are required.	Face coverings (i.e. masks) are recommended but not required.	The visitor must bring their own face covering (i.e. mask). If a visitor is unable to obtain a face covering, a mask will be provided.
All residents may participate. Should resident be on isolation, flexibility will be required for call times.	All residents may participate as long as they are not on isolation.	Residents may participate if they are not on isolation and are able to understand that physical contact with their visitor is not permitted.
Pets are permitted.	Leashed pets are permitted.	Pets are not permitted.
<p>Visits are not weather dependent.</p> <p>We will do our best not to cancel any scheduled visits, however, there may be times when it is necessary as staffing may impact scheduling. We will work with you to reschedule as soon as possible.</p>	<p>Visits are not weather dependent – they will happen regardless of what the weather is that day.</p> <p>We will do our best not to cancel any scheduled visits, however, there may be times when it is necessary as staffing may impact scheduling. We will work with you to reschedule as soon as possible.</p>	<p>Visits will be permitted only if it is safe for the resident to be outside.</p> <p>We will do our best not to cancel any scheduled visits, however, there may be times when it is necessary (i.e. weather conditions or staffing may impact scheduling). If an outdoor visit is cancelled, a window visit will be offered or we will work with you to reschedule as soon as possible.</p>