

July 16, 2020

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

Re: COVID-19 Update #14

We are writing to provide you with updates regarding the announcement from the Province yesterday related to visiting policy changes in long-term care homes as well as continued employee surveillance testing.

Pioneer Manor continues to conduct COVID-19 surveillance testing on all staff through July (15/16 and 29/30) and August (12/13 and 26/27). As in the past, results will be shared with residents and families. Ongoing testing of staff is an important part of the strategy to keep long-term care residents safe. We also continue to monitor and test residents with symptoms consistent with COVID-19.

**Outdoor Visits** - Effective immediately, up to two (2) people can visit a loved one during an outdoor visit, and visitors no longer need to attest to having a negative COVID-19 test in the previous two (2) weeks. Visitors are still required to pass active screening, provide their own face covering and maintain social distancing of two (2) metres during visits.

**Indoor Visits** - Effective July 22, 2020, residents will be able to have indoor visits, subject to the following criteria:

- Home must not be in outbreak
- Visitor(s) must have tested negative for COVID-19 within the previous two (2) weeks and subsequently not tested positive (Pioneer Manor is not responsible for providing the testing) and pass active screening
- Visits will be scheduled for a minimum of thirty (30) minutes between the hours of 10 and 11:30 a.m., 2 - 4:30 p.m., and 6:30 - 8 p.m.
- The frequency of visits per resident will be based on the number of requests submitted and below criteria:
  - Maximum of two (2) visitors per room at one time
  - Maximum of four (4) residents per Home Area at a time
- In the event there are more requests than appointments available, priority will be given to residents experiencing a clinical or emotional decline

All visits (indoor, outdoor, window, or virtual) must be prescheduled by emailing [pmcommunications@greatersudbury.ca](mailto:pmcommunications@greatersudbury.ca) or by contacting the Home at 705-566-4282, ext 3225. In order to be fair to all residents and their families, please consider your preferred method of visiting (indoor, outdoor, window, or virtual) when booking visits.

As the COVID situation in Ontario changes, the direction regarding visits at long-term care homes will be adjusted, keeping the safety and emotional wellbeing of residents and staff at the forefront.

We look forward to welcoming you back to Pioneer Manor and sincerely appreciate your ongoing support and patience as we take a careful, phased approach to helping residents and their loved ones reconnect. As always, should you have any questions, please do not hesitate to contact us.

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