

July 30, 2020

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

Re: COVID-19 Update #16

We have received confirmation of a positive COVID-19 test result for a staff member at Pioneer Manor. Public Health Sudbury & Districts declared Pioneer Manor to be in a facility-wide outbreak on July 29, 2020. As per the most recent provincial directives, Public Health assesses each individual situation in determining if an outbreak should be declared.

All residents are being tested today as directed by Public Health, and surveillance testing continues for staff until further notice. Results are expected within 3-5 days and will be shared with you. Should you have any questions, contact the registered staff for your loved one's Home Area.

Effective immediately, all non-essential indoor and outdoor visits have been suspended until further notice. Only essential visitors are permitted at this time. Virtual and window visits will continue during this period and can be scheduled by emailing pmcommunications@greatersudbury.ca or by calling 705-566-4282. Fifteen-minute window visits can be scheduled between the hours of 9:30 a.m. – 12 p.m. and 1 - 4:30 p.m beginning Wednesday, August 5. Visitors must wear a face covering and maintain social distancing of two (2) metres.

In addition, foot care services, staff-provided haircuts, and internal transfers are on hold until further notice. Re-admissions to the Home will be reviewed on a case-by-case basis.

We continue to work closely with Public Health Sudbury & Districts to ensure every possible step is being taken to protect residents and staff members. Active screening continues for all staff, residents and essential visitors entering the home, including having temperatures taken twice per day. We continue to practise physical distancing and continue our enhanced infection prevention, control and cleaning measures.

An update regarding Long-term Care Home Accommodation Rate Changes: The new rates that were scheduled to be applied on July 1, 2020 have now been deferred to January 1, 2021, regardless of accommodation type. The Ministry will provide further updates in November 2020. Previous communication indicated there would be a deferral only for the private room rates. The Home proceeded to change the rate charged for all residents residing in basic rooms for the month of July. These rates will be reversed in August and will be reflected as a small credit on your invoice.

We will continue to do our very best to keep you informed, and updates are posted on our website at <https://www.greatersudbury.ca/pioneermanor>. 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