

August 21, 2020

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

Re: COVID-19 Update #19

We thank everyone for their ongoing support and would like to share the following updates:

Employee Surveillance Testing

As you may be aware, all staff at Pioneer Manor were tested for COVID-19 on August 12 and 13, 2020. We are pleased to advise that all 508 staff tested negative. Pioneer Manor continues to conduct COVID-19 surveillance testing on a bi-monthly basis, and results will be shared with residents and families. Ongoing surveillance testing is an important part of the strategy to keep long-term care residents safe, and we continue to monitor and test residents with symptoms consistent with COVID-19.

Delivery of Food and Personal Items to Residents

Effective Monday, August 24, 2020, Pioneer Manor will no longer require items dropped off for residents be isolated for 72 hours. All items (including food items/perishables) may be placed in the drop-off bins located at the front entrance to the building. Please note that flowers are to be wrapped in cellophane. The screener at the front entrance will gather the items, wipe them down with disinfectant, and notify Home Area staff that there is a package for pick up. Home Area staff will deliver to the resident. For health and safety reasons, please ensure you are not dropping off items that can spoil. The item(s) placed in the bin may not be delivered until later in the day.

In addition, residents and staff may resume the ordering of food to the Home. Anyone who orders food from take-out/delivery services must prepay for their order. The exchange of cash, the use of debit or credit at the front doors is not permitted. These prepaid orders will be accepted at the front door by a screener and delivered to the resident in their Home Area. Furthermore, visitors who are attending the Home for indoor visits may bring in food/drinks for the resident they are coming into the Home to visit.

Visiting with Loved Ones

In line with Ministry directives, up to two (2) people can visit at a time. If you wish to bring a child, the child is considered one of these two visitors and must be able to comply with all IPAC requirements (wearing a face covering, COVID-19 testing) for visitors as outlined below. All visitors must pass active screening, maintain social distancing of two (2) metres, practise proper hand hygiene regularly and the wear specified face covering. Visitors are to go directly to the resident's room/assigned table and remain there during the entire visit.

Providing the Home is not in an outbreak, all visits are scheduled for a minimum of thirty (30) minutes. **Outdoor visits** are scheduled between the hours of 9:30 – 12 p.m. and 1 - 4:30 p.m. and take place in the Winter Park Courtyard. **Indoor visits** are scheduled between the hours of 10 - 11:30 a.m., 2 - 4:30 p.m., and 6:30 - 8 p.m. 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).

Visitors should consider their personal health and susceptibility to the virus in determining whether visiting the Home is appropriate. All visits must be prescheduled by emailing pmcommunications@greatersudbury.ca or by contacting the Home at 705-566-4282, extension 3225.

All visitors must adhere to the directives issued by the Ministry of Health in order to continue to be permitted to visit the resident. Failure to do so may result in discontinuation of visits.

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