



April 3, 2020

To: All Pioneer Manor Residents, Families and Substitute Decision Makers

Re: COVID-19 Update

We know you are concerned for yourself and for your family members, and we want to do everything we can to reassure you that Pioneer Manor is 100 per cent committed to protecting the health and safety of our residents, employees, suppliers, service providers and their families. While difficult, communicating with you throughout these challenging times is a priority for us. It's very important to remain calm and remember that prevention remains our best strategy.

There are currently no confirmed positive cases of COVID-19 at Pioneer Manor and we continue to test all residents with symptoms consistent with COVID-19 while we monitor the situation closely. Currently, all COVID-19 tests have been negative (meaning no detection of the virus). The health and safety of our residents and staff members who care for them remains our highest priority. We are experienced at taking the necessary preventive precautions while continuing to provide compassionate, high-quality care.

Pioneer Manor is currently operating under respiratory outbreak protocols in the Killarney, Lilac/Mallard and Ramsey Scenic Home Areas. We are prepared for respiratory outbreaks and have implemented our infection control processes and protocols to fight seasonal cold and flu outbreaks.

What is important for you to know is that if a resident does display respiratory symptoms, we immediately follow strict protocols around that resident's care as if they were COVID-19 positive. In this way, we are doing our very best to keep everyone safe and provide them with appropriate medical care as soon as possible.

While all of this is happening around us, we also understand the importance of keeping our emotional and mental health in check; we know that anxiety can be a natural by-product during stressful times. To that end, Pioneer Manor is committed to ensuring life within our Home carries on as close to normal as possible with our recreational and nutritional programs. Activity staff continue to enrich residents lives by engaging in one-to-one activities that focus on individual interests such as: individual ball toss, memory/reminiscence activities, cognitive quizzes, aromatherapy, reading to Residents, providing reading materials for independent activities, setting up individual craft programs, puzzles, spa (hand massage), mobile Snoezelen cart (sensory stimulation), individual music therapy and card games.

There are several iPad/Tablets available for use for residents for activities such as: **virtual tours** (famous museums, zoos, art galleries), **Google maps** (finding famous landmarks (Travelogue)), and **games** (matching, cards, word search).

In addition, Residents and their loved ones are able to keep in touch with each other by phone or other technologies (Skype, FaceTime, etc.), as available to keep them connected through this challenging time. Please be assured that all electronic communications technology used within the Home can be cleaned with our cleaning and disinfection products. We are committed to doing everything we can to minimize the risk of exposure to COVID-19.

Understandably, we have received many questions from both residents and family members about what Pioneer Manor is doing to prevent the spread of COVID-19, and we want to reassure you that we are doing everything in our power. Please find attached document that was circulated on Friday, April 3, 2020 to assist staff with answering questions from Residents.

The following proactive measures have been taken thus far and we continue to review all possible courses of action to minimize the risk of exposure to COVID-19:

1. Active Screening for COVID-19

- Active screening of everyone who enters the Home is being done at two entrance points: main doors at 960 Notre Dame Ave. and the Mallard entrance located near the Bistro. Trained staff members wearing Personal Protective Equipment (PPE) are asking questions about potential symptoms of COVID-19 (new onset cough, difficulty breathing, fever), travel history, and potential contact with a person confirmed or suspected of having COVID-19 and if they work at another health care facility. Additionally, the following directives have been implemented:
 - Temperature checks twice daily for everyone entering the Home (employees, visitors and contractors) and all residents to identify possible fever.
 - Enhanced active screening of all new admissions, and re-admissions. All newly admitted residents are placed on self-isolation for 14 days.
 - Screening on all deliveries (including food delivery) as well as an identified area for deliveries to be dropped off.

2. Visitor Restrictions

- All non-essential visits to Pioneer Manor have been suspended until further notice. Restrictions are intended to ensure a safe and secure environment and to minimize the risk of exposure to COVID-19. Essential visitors are identified as persons visiting residents who are very ill or require end-of-life-care. Please note that essential visitors also include, doctors, employees, health care service providers, suppliers and contractors who are also actively screened before entry is permitted into the Home.
- Additional measures have been implemented including:
 - Visitors are limited to visiting one resident only
 - Visitors are required to wear a mask while in the Home

3. Enhanced Infection Prevention & Control Program and Cleaning

- Enhanced Infection, Prevention & Control (IPAC) and cleaning measures are in effect in all departments. The frequency of surface cleaning for high-touch areas in the Home areas as well as common areas has been enhanced. Pioneer Manor also has procedures in place for cleaning and disinfecting supplies, devices, equipment and assistive aids.
- In addition to the enhanced cleaning, the following actions have been taken within the Home:
 - Ensuring resident and visitors signage on hand hygiene and cough etiquette is posted
 - Ensuring availability and accessibility of hand sanitizer throughout the Home.
 - Reminding staff about COVID-19 symptoms, self-monitoring for illness and staying home when they are sick.
 - Managing staff who may have been exposed to a case of COVID-19 and ensuring adequate staffing coverage.

- Monitoring residents for new respiratory symptoms or fever. All samples for standard respiratory testing will automatically be tested for COVID-19.
- Quickly identifying and isolating any resident with acute respiratory illness or fever.

At Pioneer Manor, we all remain vigilant in our efforts and are doing everything we can to protect the health and safety of our residents, families, employees, suppliers, service providers and all other visitors.

Regular hand washing is the best defence against spreading illnesses and protecting your health. Wash your hands often with soap and water or alcohol-based hand sanitizer, sneeze and cough into your sleeve, avoid touching your mouth, nose and eyes, and stay home if you are sick.

It is also important to ensure the information you're receiving is accurate and from a credible source. For the most up-to-date local information, please visit the **Public Health Sudbury & Districts** website at: www.phsd.ca/health-topics-programs/diseases-infections/coronavirus.

Here are some additional sources of information:

Public Health Agency of Canada

<https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection.html>

Ontario Ministry of Health

<https://www.ontario.ca/page/2019-novel-coronavirus>

Pioneer Manor is closely monitoring the ever-changing COVID-19 situation, and the Home will provide ongoing updates to residents and families outlining any new information or changes to operations that may impact them.

Again, we understand that this is a very anxious time for you, and we sympathize completely. We care deeply about our residents and are committed to doing everything we can to protect the health and safety of our residents, employees, suppliers, service providers and their families. We also care about you and encourage you to take this time for rest as well as self-care and self-monitoring.

We would like to express our gratitude to the families of our residents for their much appreciated support and understanding. We also want to commend the spirit and commitment of the staff who are caring for our residents in this difficult time.

As always, should you have any questions, please do not hesitate to reach out to myself at aaron.archibald@greatersudbury or by calling 705-566-4270, ext. 3201.

Sincerely yours,



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

This document has been created to assist staff with answering questions from Residents.

1 What is the Home doing to prevent COVID-19 from entering the Home?

- ✍ Pioneer Manor is working closely with Public Health Sudbury & Districts and other community partners to ensure the continued safety and well-being of residents, families and staff. We have taken the following proactive measures and will continue to review all possible courses of action on a daily basis to minimize the risk of exposure to COVID-19.
- ✍ Active Screening for COVID-19
 - Active screening of everyone who enters the Home is being done at two entrance points: main doors at 960 Notre Dame Ave. and the Mallard entrance located near the Bistro. Trained staff members wearing PPE are asking questions about potential symptoms of COVID-19 (new onset cough, difficulty breathing, fever), travel history, and potential contact with a person confirmed or suspected of having COVID-19 and if they work at another health care facility. Additionally, the following directives have been implemented:
 - Temperature checks twice daily for everyone entering the Home (employees, visitors and contractors) and all residents to identify possible fever.
 - Enhanced active screening of all new admissions, re-admissions or return admissions. All newly admitted residents are placed on self-isolation for 14 days.
 - Screening on all deliveries (including food delivery) as well as an identified area for deliveries to be dropped off.
- ✍ Visitor Restrictions
 - All non-essential visits to Pioneer Manor have been suspended until further notice. Restrictions are intended to ensure a safe and secure environment and to minimize the risk of exposure to COVID-19. Essential visitors are identified as persons visiting residents who are very ill or require end-of-life-care. Please note that essential visitors also include, doctors, employees, health care service providers, suppliers and contractors who are also actively screened before entry is permitted into the Home.
 - Additional measures have been implemented including:
 - Visitors are limited to visiting one resident only
 - Visitors are required to wear a mask while in the Home
- ✍ Enhanced Infection Prevention & Control Program and Cleaning
 - Enhanced Infection, Prevention & Control (IPAC) and cleaning measures are in effect in all departments. The frequency of surface cleaning for high-touch areas in the Home areas as well as common areas has been enhanced. Pioneer Manor also has procedures in place for cleaning and disinfecting supplies, devices, equipment and assistive aids.
 - In addition to the enhanced cleaning, the following actions have been taken within the Home:
 - Ensuring resident and visitors signage on hand hygiene and cough etiquette is posted
 - Ensuring availability and accessibility of hand sanitizer throughout the Home.
 - Reminding staff about COVID-19 symptoms, to self-monitor for illness and to stay at home when they are sick.
 - Managing staff who may have been exposed to a case of COVID-19 and ensuring adequate staffing coverage.

- Monitoring residents for new respiratory symptoms or fever. A nasal swab is being taken on all residents who have an acute respiratory illness and are automatically being tested for COVID-19.
 - Quickly identifying and isolating any resident with acute respiratory illness or fever.
- ✍ Keeping residents and families informed
- Pioneer Manor is closely monitoring the ever-changing COVID-19 situation, and the Home will provide ongoing updates to residents and families outlining any new information or changes to operations that may impact them.

2 How are staff shortages being managed?

- ✍ Staffing is being monitored on a daily basis and to this point, there have not been any departments in the Home working critically short. To assist with last minute sick calls, extra float PSWs and Nutritional Aides have been booked for each shift. Additionally, starting this week we have booked agency staff for all three shifts as extra PSWs. We have been able to recruit approximately 25 new PSWs, and they will be starting later this month.

3 The news is reporting that other Homes are bringing in Volunteers to provide care. Is that being considered?

- ✍ Orientation and training for new volunteers is suspended during the COVID-19 pandemic. In order to minimize the risk of exposure, volunteers are not permitted in the Home at this time. To support the residents' needs and interests, staff members are coordinating one-to-one activities and assisting with the following services:
- Mobile tuck cart (operated by Food Services and Activity staff members)
 - Delivery of mail and newspaper (being done by Activity staff members)
 - Mealtime assistance (Pioneer Manor staff have volunteered to assist when they are off duty)
 - Redeployment of CGS staff (options currently being reviewed to assist with screening, one-to-ones, housekeeping, laundry, food receiving, etc.)

4 Should residents be distancing themselves from other residents?

- ✍ In accordance with Public Health recommendations, it is important that all staff as well as residents practise social distancing and maintain 2 metres distance between each other where feasible. As you can imagine, working in a LTC Home such as ours presents some very unique challenges when it comes to interacting with other staff members and residents.

5 What types of leisure activities can be done safely?

- ✍ To support the resident's needs and interests, Activity staff members will continue to enrich residents lives by engaging in one-to-one activities that focus on individual interests such as: individual ball toss, memory/reminiscence activities, cognitive quizzes, aromatherapy, reading to residents, providing reading materials for independent activities, setting up individual craft programs, puzzles, spa (hand massage), mobile Snoezelen Cart (sensory stimulation), individual music therapy and card games.
- ✍ There are several Ipad/Tablets available for use for residents for activities such as:
- **Virtual tours** (famous museums, zoos, art galleries)
 - **Google Maps** (find famous landmarks (Travelogue))
 - **Games** (matching, cards, word search)

6 How can I connect with my loved ones?

✍ Residents and families are encouraged to keep in touch with loved ones by phone or other technologies (Skype, Face Time, etc.), as available to let them know you are thinking about them through this challenging time. Please be assured that all electronic communications technology used within the Home is cleaned with our cleaning and disinfection products. We are committed to doing everything we can to minimize the risk of exposure to COVID-19.

7 Should we be spaced or staggered in the dining rooms?

✍ We continue to practice safe food handling practices in the dining rooms and have initiated additional disinfecting of frequent touch surfaces to maintain the safety of our dining rooms. If a resident is exhibiting any respiratory symptoms including common cold symptoms, they are placed in isolation and receive tray service in their room. In the event that there was a positive COVID-19 result, the resident Home Area would be converted to tray service for all residents in the unit to reduce the risk of transmission.

8 What can I as a resident do to help keep myself and others stay safe?

✍ Regular hand washing is the best defence against spreading illnesses, including Coronavirus. It is also important to practice good cough etiquette; sneeze and cough into your sleeve and avoid touching your mouth, nose and eyes. Residents and staff are reminded to practice social distancing by maintaining a 2 metre distance from another person when possible.

9 Do residents have access to the outdoors?

✍ The Winter Park courtyard is open daily from 1100 to 1700 hours (depending upon weather) for residents to go out and enjoy fresh air. Residents are not permitted to leave the Home for short-stay absences to visit family and friends. Residents are required to remain on the Home's property and maintain safe social distancing from any family and friends who visit them. Balconies and solariums are currently being cleaned in preparation to open as soon as possible.