

Subject: RE: RM Alexander concerns re Sunnywood Manor Pine Falls

Good morning Don,

Acknowledging receipt of this request.

Please rest assured that the PCH meets all provincial PCH guidelines. We are also following all infection prevention and controls guidelines. It is true that there were two residents who retained visitors for compassionate reasons.

Due to staff and visitor concerns for their personal safety based on strong threats from community members, we sadly made the decision to suspend all visitors and will need to bring in 2 additional staff to look after two residents with significant needs. Should this result in resident care concerns, we will consider activating the compassion clause again.

let me know if you find this response sufficient or if you are still looking for more detail.

These are as you can imagine, very busy times.

Thanks for reaching out and hope all on this e-mail are well

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Interlake-Eastern Regional Health Authority delivers health-care services on First Nation Treaty Territories 1, 2, 3 and 5 and on the homeland of the Métis Nation. We respect that First Nations treaties were made on these territories, acknowledge harms and mistakes, and we dedicate ourselves to collaborate in partnership with First Nations, Inuit and Métis peoples in the spirit of reconciliation.

As a commitment to our [email charter](#), we would appreciate a phone call for urgent replies required within 24 hours.