

Dear Residents and Families,

It has been seven days since we implemented the restricted visitor mandate and I know this is a very difficult and stressful time for all residents and families. I want to thank you again for your support in safeguarding residents and team members at this challenging time. I know we all share concern over the spread of COVID-19 and I want you to know we are doing everything we can to support the health and safety of residents, families, and team members.



**At this time, we do not have any COVID-19 cases at a Sienna residence.**

As the COVID-19 pandemic escalates across Canada, over the past few days we have implemented additional steps to protect residents and team members. Here is an update on what we have in place in all residences in BC and Ontario:

- ✓ Only essential visitors – which is defined by the Ministry of Health as someone with a resident who is dying or very ill, may enter residences.
- ✓ There is active screening, including temperature checks, at the entrance for anyone who is considered an essential visitor and for all team members.
- ✓ External providers (such as hairdressers, fitness, yoga instructors, entertainers and external parties) who provide services to residents are **not** permitted to enter any residence.
- ✓ We have implemented social distancing within residences.
- ✓ Residents moving in from hospitals or moving in from the community will be isolated for 14 days.
- ✓ Residents should not leave the residence except for absolutely essential medically-necessary appointments and these appointments must be approved in advance.
- ✓ All tours will be done virtually.
- ✓ All team members who have travelled outside of Canada will be in self-isolation for 14 days after returning to Canada.

We are committed to keeping everyone informed through frequent communication and invite you to submit any questions you have to [COVID-19questions@siennialiving.ca](mailto:COVID-19questions@siennialiving.ca). We also invite you to check our [COVID-19 website](#) regularly for further updates.

We have seen some wonderful support from families including children outside a residence holding up messages for their loved ones, and we have been touched by the wonderful messages people are posting on [LinkedIn](#), [Instagram](#), or [Facebook](#). We are also touched by the initiative taken by the Registered Nurses' Association of Ontario (RNAO) who is taking the lead and asking everyone – from the doorsteps of their homes or keeping a safe distance –to cheer on the millions of health providers, social service and other essential front-line workers across Canada, and around the world tackling #COVID-19. We hope you can join the effort to cheer on health-care providers at 7:30pm local time every evening in your communities. Visit [this link](#) for more information.

We truly appreciate your support and want to emphasize that our top priority is the health and safety of residents, families, and team members and we will continue doing everything possible to keep everyone protected. Again, thank you for support and understanding while we navigate the evolving situation together.

Sincerely,

Lois Cormack  
President and CEO