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April 21, 2020

Dear Team Members,

The negative effects of COVID-19 are being felt around the world in every sector, but few places have been impacted as much as long term care and retirement residences. We are at the centre of this crisis in Canada, and I want to thank you for your incredible work in safeguarding residents and yourselves. The work you are doing is truly heroic, and for that, I offer my sincerest thanks and deepest gratitude.

Despite those superhuman efforts, we are a community in mourning right now. A valued team member Christine Mandegarian – a selfless, empathetic, kind Personal Support Worker who dedicated her career of 31 years to the residents and team members at Altamont – tragically passed away last week after falling ill with the virus. We mourn her passing and express deepest condolences to all of her colleagues.

We are committed to your health and safety and I want to assure you that Sienna has always had adequate supplies of personal protective equipment (PPE) in every residence, to be used in accordance with provincial directives. We will continue to focus on procuring PPE as a top priority in the days and weeks ahead to ensure we have adequate supply for the duration of the pandemic and beyond.

We are also focused on bolstering our staffing levels and are very concerned about the critical staffing shortage in the sector at this time. Please know we are doing everything we can to secure more team members – in particular, for the residences that are directly impacted by COVID-19 – and are seeking staffing resources for all shifts as soon as possible. I want to thank each of you who have committed to Sienna as your primary employer during this crisis. You are making a significant impact on society, delivering essential services to seniors.

Thank you again for your hard work, commitment and all that you are doing to support each other and care for residents through this unprecedented crisis.

With gratitude,

Lois Cormack
President & CEO