

The Sienna Commitment

April 3rd, 2020



Dear valued partners, team members and stakeholders,

It has now been three weeks since we were thrust into this extraordinary time; a time that was hard to imagine we could ever face. No one is exempt from the challenges and stresses of COVID-19— families, residents, team members, and all of our stakeholders. What unites all of us is the health and safety of residents, team members and families.

Our amazing team is working day and night to tackle the spread of COVID-19 and provide residents with the services and care they need. Their new reality is one of wearing a mask at all times, having their temperature taken twice a day, making sure vigilant measures are in place to monitor the health of residents, and finding new innovative ways to provide programs with physical distance. All of this while continuing to deliver of the warmth of human connection and help residents and families stay connected at this very difficult time. I cannot be prouder of the entire Sienna team for the tremendous work they are doing every day to manage through this situation.

Our residents and families are faced with the reality of not being able to visit in person but rather can only connect virtually at a time when residents need them most. We understand how difficult this is and appreciate the understanding, support and encouragement of all families. **We will do everything we can to make sure you can connect with your loved one in any way possible -- window visits, technology and pictures we will share through videos and other means, while at the same time providing the best possible care and service to your loved ones.** We will also continue to help keep you well informed through calls, letters, [our website](#), and our [COVID-19 email](#) where you can submit questions.



We also know that there are seniors living alone in communities trying to manage in this uncertain time – a time when they should not be leaving their homes. We have put helpful resources on [our website](#) about how to get groceries and do other activities safely as a senior. **Our commitment is to help seniors in any way we can.** We are here to provide information, support, respite care or anything else that we can do during this difficult time.

We are grateful for the overwhelming support and acts of kindness of our many stakeholders and the communities we serve – we will come out of this stronger together with long standing relationships and different ways of working.

With the deepest gratitude,

Lois Cormack
President & CEO