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May 7, 2020

The COVID-19 pandemic continues to have a devastating impact on seniors' residences in Canada. Despite the many safeguards and measures in place, some residences have been particularly hard hit, including at Sienna.

I am deeply grateful for the dedication of our team who are doing heroic work providing care and services to residents under extraordinary circumstances.

It is with a heavy heart that I share with you that a team member from Madonna Care Community has passed away from COVID-19. He was a long-serving personal support worker whose care and compassion for residents was exemplary. My deepest condolences to his family, friends, and his fellow team members at Madonna. A beloved colleague, he will be dearly missed.

Our highest priority is protecting the safety of our residents and team. We continue to implement stringent infection prevention and control protocols and have appropriate supplies of Personal Protective Equipment (PPE) to safeguard our team. We're grateful for government and local health authorities for continuing to ensure our sector is a priority for the receipt of PPE.

Staying in touch and connected with loved ones is a priority for all of us. With so much happening so quickly, it's more important than ever to have reliable, trusted sources of information. We will continue to share frequent updates through our website and by phone, letters and email. If at any time you have questions, please reach out; we're committed to share the facts.

I am grateful for the dedication, heart and compassion of our team. We thank you for your support. Together, we will get through this very difficult time.

Sincerely,

Lois Cormack
President and CEO