



October 15, 2021

**Dear residents, families, team members and stakeholders,**

October always inspires feelings of gratitude. I am grateful to see residents and team members enjoying the beautiful changes that fall brings. A new season also signals a sense of renewal, and at Sienna, we continue to usher in more progress as we redevelop and invest in our care communities and retirement residences. Our focus is on maintaining and creating warm and inviting spaces that residents can be proud to call home.

**Mandatory vaccines**

Sienna's mandatory vaccine policy is now in effect. First, I want to thank everyone who has stepped up to get vaccinated. And second, let residents and their families know we have been preparing for this deadline and are ready to address any staffing vacancies as a result of the policy. We continue to work closely to assist any team members who wish to get vaccinated, so they can safely provide care in our homes. It is with a 100 percent vaccination rate among team members that we can provide the safest environment for everyone.

**Resident and family satisfaction survey**

Resident and family feedback is essential to creating exceptional resident experiences. The annual resident and family satisfaction surveys are critical ways to understand better what makes life in our care communities great and how we can improve.

One of the most important aspects of the survey is making sure it is accessible. Team members receive education and resources to support residents experiencing cognitive impairment to participate in the survey. As part of our efforts to ensure everyone's voice is heard, this year the survey for our long-term care communities was available in 16 languages in addition to English.

Thank you to residents and families for taking the time to participate in the surveys. We use all the insights gained from the responses to help us guide our action plans and goals for the year ahead.

**Sienna Advisory Groups**

Building on our commitment to partner with residents and families, we recently formed the Sienna Family Advisory Group, consisting of residents' family members. We are now establishing a Resident Advisory Group. The groups are comprised of individuals who regularly advocate for positive changes at our care communities and are interested in sharing their ideas to support the resident and family experience. Both groups add the family and resident lens to inform decisions and improve our processes across Sienna. For example, the Sienna Advisory Group is currently providing input on our updated long-term care move-in guide and resident handbook, which will support the transition process for new residents and their families.

The formation and work of these groups is an exciting step in our engagement journey. We are so appreciative of their energy and enthusiasm, but most of all, their knowledge and expertise.

Sincerely,

Nitin

**The warmth of human connection**