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Dear Stakeholder,

I am writing today as we close out a difficult week for Sienna.

COVID-19 has been a challenge for everyone in the long-term care sector. Of the 83 owned and managed residences we have across Canada, six long-term care homes are currently facing significant challenges from COVID-19. There has been a severe impact on residents and staff in these homes.

You will know that the Canadian Armed Forces (CAF) submitted their report earlier this week. That report was written during a crisis situation and does not reflect the current reality at Altamont or at any Sienna residence. Accordingly, the CAF will provide an updated assessment before they depart from Altamont in mid-June.

We are grateful to the Scarborough Health Network and Trillium Health Partners who will be providing temporary management support at Altamont and Camilla. We are working with them and the Government of Ontario to ensure this time-limited partnership works effectively. We welcome their continued assistance in building on the significant progress that has already been made at these residences.

This collaborative approach is in keeping with Sienna's history: a proud history of leadership in quality long-term care, of consistently outperforming provincial quality indicators, exemplary accreditation status, and high levels of resident satisfaction. Last month Sienna received a three-year accreditation by the Commission on Accreditation of Rehabilitation Facilities (CARF) for our long-term care portfolio in Ontario with an exemplary 99.5% conformance to the extensive accreditation standards. In addition, out of the quality indicators published by Canadian Institute for Health Information, Sienna has and continues to outperform the provincial average in at seven out of eight indicators.

As we draw on that history to ensure we continue to deliver on our commitment to our team, residents and families, we know there will be some setbacks along the way. Regrettably, yesterday evening was one of those times.

Last night, we were all devastated to learn of the loss of a member of our team at the Madonna Care Community. She was a caring, dedicated PSW who will be sadly missed by her colleagues, residents and families at Madonna. This is an exceptionally difficult time to hear this devastating news and is a tremendous loss for the Madonna team who have been through so much during the pandemic.

In closing, let me say we know well that this is a challenging time for families who have loved ones living in senior living residences. Our commitment is to always provide the best care and service to our residents, while respecting the restrictions imposed by the pandemic that are required to keep everyone safe.

The warmth of human connection

Looking forward, we welcome the important public conversation on long-term care that is underway and intend to participate fully all discussions to create a better system.

I want to thank our entire team for their resilience, compassion, and commitment which has been nothing short of heroic. I have been humbled by their dedication to our residents, to each other, and their resolve in fighting COVID-19. They are making a remarkable difference in people's lives each and every day in the midst of this crisis. They are an inspiration to all of us.

Thank you for your support.

Lois Cormack, MHSc. ICD.D
President & Chief Executive Officer