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Dear residents, families, team members and stakeholders,

I want to take a moment to acknowledge the incredible commitment of our team members. The second wave of the pandemic is impacting communities across Ontario and BC with varying levels of severity. One constant, however, has been the tireless dedication of our team members to infection prevention and control, and to the health and safety of our residents and each other. It inspires all of us at Sienna – every day.

All of us at Sienna are motivated by the belief that Canada's seniors, a generation that has given so much for all of us, deserve no less than to age with dignity. I believe this mission holds particularly special meaning in November, a month where we remember the heroes who built this nation and sacrificed so much to ensure our freedom. It is an honour for all of us to serve and care for so many of Canada's veterans.

To ensure we uphold our commitment to our residents, we continue to collaborate closely with local public health authorities, LHINs and health authorities, and hospital partners, as well as utilize the expertise of Dr. Andrea Moser, Sienna's Chief Medical Officer, and Dr. Allison McGeer, Chief Infection Prevention and Control Consultant, to address the new challenges that the pandemic is presenting across the system. I want to also acknowledge the BC government for its ongoing support and the Ontario government for its recent announcements that strengthen the long-term care and retirement sectors.

I want to conclude by saying thank you to all of you for your continued support. There is no clear end and we don't necessarily know how circumstances might change, but I want to assure you that we are all working incredibly hard and will continue to do so to meet the challenge posed by COVID-19.

With gratitude,

Nitin