

Important updates from Sienna on COVID-19

Update as of March 24, 2020

Thank you for your ongoing support as we continue to do everything possible to protect residents, team members and families .

We have no COVID-19 cases in any Sienna residence.

Please help us protect our residents and team:

- Residents should not leave a residence even for short visits with family and friends. This is now a directive from Ontario's Chief Medical Officer of Health to help ensure residents do not inadvertently contract COVID-19 while outside the residence and spread the virus upon their return.
- In order to protect residents and team members, family members are asked to not drop off non-essential items at residences.

Every residence also has the following protections currently in place:

- **No non-essential visitors to residences.** The definition of non-essential visitors now includes service providers such as hairdressers, fitness, yoga instructors, entertainers, and any other external parties who provide services to residents.
- As part of active screening, we are taking the temperatures of anyone who is allowed to enter.
- Social distancing of residents is in place in every residence.
- Residents are restricted from leaving the residence other than for emergency/essential appointments as approved by the management team.
- Anyone being admitted from hospital or the community to either a Long-Term Care or Retirement residence will be in isolation for 14 days.
- Only virtual tours are to be provided. No in-person tours will occur. Please visit our website for more information.

If you have any questions about the updates or Sienna's response to COVID-19, Please contact us at COVID-19questions@siennialiving.ca.

Thank you for your understanding and support in our shared effort to ensure the health and safety of residents, families and team members.