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Statement from Sienna Senior Living Regarding Virtual Town Hall Comments

We can confirm that as of earlier this afternoon, Joanne Dykeman is no longer with Sienna Senior Living. While she is deeply regretful of the comments she made yesterday evening, she also understands that they do not meet either her expectations, nor those of our organization. Our residents and their loved ones are deserving of our respect at all times and as a company we will ensure this respect guides our every action.

To be clear, these remarks are not consistent with the real and substantive changes that we announced yesterday as part of a six-point plan to protect our residents.

A key component of our renewed efforts is an emphasis on improving communications with our team members and the families of our residents. This includes reiterating the importance of treating all parties with dignity and respect. Under our action plan, our staff will be undergoing sensitivity training that emphasizes our zero-tolerance policy for inappropriate behaviour. It is clear that Joanne Dykeman's comments yesterday evening fell far short of our expectations for our team members, and the consequences under our zero-tolerance policy are well understood.

We have already been in contact with the families of Woodbridge Vista and are deeply apologetic for any pain these comments caused.