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Dear Families,

I want to thank you for your ongoing support during this challenging time. We are very grateful for your understanding as we work together to keep our residents and team members safe and healthy. I know we all share concern over the spread of COVID-19. Please be assured that it is our top priority to protect the health and safety of your loved ones and our team members.

At this time, we do not have any COVID-19 cases at a Sienna residence.

As part of our commitment to keeping you informed of this rapidly changing situation, we will provide you with timely information on new directives from the regulatory authorities.

Today the Ontario government issued a directive instructing senior living providers—both Retirement and Long Term Care – to move to **essential visiting only, effective immediately**. This is an important step in the protection of all residents and our team members and, as such, we are implementing this directive immediately in all Sienna residences.

Essential visiting, as defined by the government directive, is that which is necessary for compassionate reasons because of a serious health situation of a resident. Our team is fully briefed on this and will help to ensure this is implemented appropriately. For everyone's protection, we continue to actively screen anyone who enters the residence, including team members, visiting physicians, physiotherapists, private companions, and those who qualifies under this new directive to visit.

We understand that connecting with your loved ones is incredibly important, and there are a variety of other ways you might consider communicating with them. These may include telephone, email, text, video chat or social media. Our team is committed to ensuring you are updated regularly on the status and well-being of your loved ones, so please make sure we have your current information, including an email address.

Thank you again for your understanding and dedication to the health and safety of all residents. We will continue to keep you informed as we manage the evolving situation with COVID-19. Please check our website, www.siennialiving.ca, for updates or email us at COVID-19questions@siennialiving.ca if you have questions or suggestions.

Sincerely,

Lois Cormack
President & CEO

The warmth of human connection