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April 5, 2020

Dear Residents and Families,

Thank you for your continued support during this extraordinary time. We are grateful for your understanding as we work together to safeguard the health and safety of all residents and team members.

Our team is doing an incredible job and we have implemented many measures and are working closely with Public Health agencies to keep COVID-19 out of our residences and to reduce the risk of spread from anyone who develops COVID-19 symptoms or is asymptomatic. I wanted to share some of the additional safeguards we are putting in place.

Team members will be wearing facemasks when providing care for any resident with respiratory symptoms/ illness, or in situations where physical distancing of 2 metres cannot be maintained. We also continue with the safeguards put in place over the past several weeks:

- Physical distancing of residents and team members.
- Residents are restricted from leaving the residence other than for medically essential appointments and are screened upon return.
- Active screening of any essential visitor, including temperature checks.
- Twice daily screening of team members and residents.
- Anyone moving into the residence will be in isolation for 14 days.
- Anyone who is suspected to have been exposed to COVID-19 will be quarantined.
- Rigorous frequent cleaning of all surfaces.
- Only virtual tours are being done.
- No non-essential visitors.

For those residents receiving third party care services, private caregivers or Local Health Integration Network providers may have different guidelines regarding protective equipment, and this should not alarm you. Despite these differences, I want to assure you that all third party care providers must meet our standards and will be subject to all screening protocols.

We are concerned about the recent media, which can be very misleading, causing fear and anxiety and we will do everything we can so that you can connect with your loved ones regularly. Now more than ever, retirement living is a good option for seniors who are living alone in isolation and unable to access food/services they need.

We will continue to keep you informed as we manage the evolving situation with COVID-19. Our website has helpful resources (<https://www.siennaliving.ca/covid-19-update>), and you can send questions to us at COVID-19questions@siennaliving.ca.

Thank you for the support you continue to provide as we navigate this difficult time.

Lois Cormack
President & CEO