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February 22, 2021

Dear residents, families, team members and stakeholders,

Thanks to our collective fight against COVID-19, we are turning a corner in this pandemic. There is a promising decline in the number of COVID-19 outbreaks in both BC and Ontario, and the number of vaccinations for residents and team members in long-term care (LTC) and retirement continue to increase.

Within our LTC communities, 92% of residents have received their first vaccine dose, and second doses are well underway. First doses have also made their way to almost half of our residents in our retirement communities. The high response from team members and essential caregivers who have also had the opportunity to receive the vaccine has set a tremendous example in their communities. These vaccine confidence levels are supported by [education](#) from our physician experts Dr. Andrea Moser, Chief Medical Officer, and Dr. Allison McGeer, Infection Prevention and Control Consultant.

In any conversation about the vaccine, you will also hear us talking about the need to remain vigilant with our infection prevention and control practices for the foreseeable future. More than ever, we need to safeguard each other's health and well-being as variant strains of COVID-19 pick-up speed. We will keep communication with residents and families strong and provide much-needed [wellness support](#) to ensure we are here for each other.

As part of our focus on protecting the health and safety of our residents and team members, we are moving forward with plans to redevelop our older care communities, what the government designates as "Class C homes", as well doing immediate changes in the interim, to enhance the resident and team member experience. We recently welcomed Stephen Roy to our leadership team as Senior Vice President, Real Estate Development and Construction, to support this critical work. Leveraging his incredible expertise, Stephen will be leading our work to grow and enhance the quality of our residences.

To close, I am proud to share Sienna's inaugural [Environmental, Social & Governance \(ESG\) Report 2020](#). We have captured how team members provide high-quality care for seniors while respecting the environment and being good neighbours in our communities. This report is one of the ways we will demonstrate our accountability and yearly progress around our ESG journey.

Thank you for your ongoing support. Together, we are making a difference in the lives of seniors.

Sincerely,

Nitin

The warmth of human connection