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June 4, 2020

To the Families of Woodbridge Vista,

I am writing today to address the comments made by Joanne Dykeman last night on the video conference town hall.

These comments were brought to my attention late yesterday evening after the conclusion of the video conference. In correspondence with several families who alerted us to this matter, we have been working to ascertain what transpired.

Effective immediately, 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 Sienna Senior Living. Each resident and all of their loved ones are deserving of our respect at all times.

It was in that spirit of universal respect, care and empathy that we launched our six-point action plan yesterday. The full details of that plan can be found on [our website](#). As detailed in the plan, a key component of our renewed efforts is an emphasis on improving communications with you, the families of our residents, and reiterating the importance of treating all parties with dignity and respect. Under the action plan, our staff will be undergoing sensitivity training with a special lens to address the extenuating circumstances faced by our residences and our zero-tolerance policy for inappropriate behaviour

I offer our sincerest apologies for this incident

Yours sincerely,

A handwritten signature in blue ink, appearing to read "Olga Giovanniello", with a stylized flourish at the end.

Olga Giovanniello
Executive Vice President, People and Culture