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To all Sienna team members,

I want to express my deepest gratitude and admiration for all that you are doing to provide care and services to residents during this extraordinary and very challenging COVID-19 pandemic. I am so thankful for the work that you are doing to safeguard residents, families and your fellow team members.



At a time when everyone is being told to stay at home, you are showing up every day to provide the essential services residents need. Many of you are picking up extra shifts and juggling responsibilities at home with the incredible demands of an already challenging job. In the face of all of this, I want you to know that you are making a remarkable difference and have the deepest respect of everyone I speak to.

Family members are sharing heartwarming stories of your hard work, creativity, patience and devotion to help ease their anxiety and allow them to stay connected to their loved ones despite the current visiting restrictions. Here are a couple examples:

"Thank you so much for your support and compassion. This situation is causing anxiety and frustration for everyone, but I always appreciate the life shown to my mom. Please extend my gratitude to all the staff, nurses and PSWs." – a family member, Woodbridge Vista in Ontario

"You guys are the best! Thank you so much for all you do... I understand the emotional effects of the current situation and I truly want to express my gratitude for all the care given... Thank you again!" – a family member, Nicola Lodge in BC

They are so very grateful for all that you do; as am I.

The situation is changing constantly and we are likely to face greater challenges and demands in the days and weeks ahead. Your health and safety is our top priority and I urge you to take every precaution for your physical and mental well-being. We are committed to creating the safest possible environment for you, so please speak to your manager if you have any questions or suggestions.

On behalf of everyone at Sienna, I want to express my heartfelt thanks and appreciation for all you are doing for residents and families. I am always extremely proud of how you dedicate your lives to helping seniors live more fully and create a sense of family in our residences. I am even more in awe of your heroic efforts right now during these extraordinary times.

With gratitude,

Lois Cormack
President & CEO

The warmth of human connection