

Important updates from Sienna on COVID-19

Update for 03/19/2020

The health and wellbeing of residents and team members is the top priority for Sienna and we will continue to keep you informed as we monitor the evolving situation with COVID-19. Please continue to check our website for updates and other related information.

We have no COVID-19 in any Sienna residence.

Effective immediately, the following measures are in place for Retirement and Long-Term Care in BC and Ontario:

- Active screening is occurring at every residence including taking of temperature. This includes for team members and those who are considered essential visitors.
- Essential visitors are those allowed for compassionate reasons related to the health of the resident.
- Physical access to a residence is limited to a single point of entry.
- Contractors such as hairdressers, fitness, yoga instructors, entertainers and any other external parties who provide services to residents are no longer permitted to enter any residence.
- Within the residence we have implemented social distancing, including in dining rooms and for programming of any kind.
- We are asking that Retirement residents only leave the residence for essential reasons such as medical appointments. When they return they will be screened.
- There will be no tours of any kind within our residences. All tours are now done virtually.
- We also have strict protocols in place for team members including self-isolation for 14 days after travel outside of Canada.

If you have any questions about the updates or Sienna's response to COVID-19, Please contact us at COVID-19questions@siennialiving.ca.

Thank you for your understanding and support in our shared effort to ensure the health and safety of residents, families and team members.

Others ways to protect yourself, your loved ones and other around you include:

- Cover your nose and mouth when you sneeze or cough; or sneezing or coughing into your sleeve/arm;
- Avoid touching your eyes, nose and mouth with unwashed hands; and
- Avoid close contact with people who are ill.