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March 14, 2020

Dear Residents and Families,

I want to thank you for your ongoing support. We are very grateful for your understanding during this challenging time as we work together to keep our residents and team members safe and healthy. I know we all share concern over the spread of COVID-19 and, in particular, how it may impact people living in Long-Term Care Residences and the team members that care for those individuals. Please be assured that it is our top priority to protect the health and safety of residents and our team members.

As part of our commitment to helping you understand this ever-evolving situation, we will continue to provide you with timely information on new directives we are implementing and the status of our residences.

At this time, we do not have any cases at a Sienna residence.

Today, the Ontario Government directed additional steps to help reduce the potential spread of COVID-19. **Sienna will be immediately implementing these government issued directions across all of our Long-Term Care Residences in Ontario and BC to help protect residents and team members. They include:**

- ✓ **Visiting is restricted to “essential visitors”, which is defined by the Ministry of Health as someone with a resident who is dying or very ill;**
- ✓ **Healthcare workers and private companions who are actively involved in the care of a resident will also be permitted entry; and**
- ✓ **All visitors who meet this criteria will continue to be screened upon entry based on their health and travel history.**

We understand that connecting with your loved ones is incredibly important, and there are a variety of other ways you might consider communicating with them. These may include telephone, email, text, video chat or social media. Our team is committed to ensuring you are updated regularly on the status and well-being of your loved ones, so please make sure we have your most updated contact information.

For those of you who qualify to enter a residence, please take note of the following guidelines:

- ✓ Do not come to the residence when feeling ill or experiencing respiratory symptoms;
- ✓ Each time you enter the residence, please go through the active screening process and answer all of the questions carefully; If you have travelled anywhere outside of Canada, you are expected to self-isolate for at least 14 days to ensure you have not been in contact with COVID-19 prior to visiting; If you fail the active screening process, you will not be permitted to enter the residence;
- ✓ Wash your hands frequently and thoroughly with soap and water; and
- ✓ Use an alcohol-based hand sanitizer upon entry and frequently throughout your stay.

The warmth of human connection

We are committed to providing you timely information through letters and online. Please check our website at www.siennaliving.ca.

I want to thank you for your understanding and dedication to the health and safety of all residents. Let's continue to work together to keep our communities safe.

Sincerely,

Lois Cormack
President & CEO