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September 18, 2020

Elizabeth Buller
President & CEO
Scarborough Health Network
3050 Lawrence Avenue East
Scarborough, ON M1P 2V5

Dear Elizabeth:

I want to personally thank and acknowledge Scarborough Health Network (SHN) for the tremendous support we received during the COVID-19 outbreak at Altamont Care Community and your partnership throughout this challenging time for the entire sector. While the Voluntary Management Contract has ended between SHN and Altamont Care Community, we are pleased to continue the strong partnership for the care and wellbeing of Altamont residents. The team at Altamont has made and sustained many marked improvements through the support, guidance and training from the SHN team, for which we will be forever grateful.

Scarborough Health Network's [Final Report on the Management of Altamont Care Community](#) will help guide the work we are already undertaking to improve our operations, both at Altamont and in our many residences across the country. This report provides a number of helpful recommendations and as part of our commitment to excellence and enhancing the resident and family experience, we are pleased to have implemented and communicated many of these improvements.

Your expertise and operational oversight have been invaluable and we are thankful to have had your team working alongside ours to keep residents safe. We are deeply appreciative for the many hours of work and tireless efforts of the team at SHN as they supported both the residents and team members at Altamont.

Thank you again for your many contributions and thoughtfully delivered Final Report. We know that residents, team members and families will all stand to benefit from the tremendous time and effort that went into developing the recommendations.

With gratitude,

Nitin Jain
President and Chief Executive Officer
Sienna Senior Living Inc.