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October 15, 2020

Dear families and friends of Sienna Care Communities,

As COVID-19 cases continue to increase across Ontario, now, more than ever, we must be extra vigilant in our pandemic management practices to stop the spread of the virus and protect residents, team members and you. And with that mindset, we have decided to apply more rigorous precautions in all of our care communities across Ontario, regardless of their region.

Following is an outline of the guidelines we are implementing across all of our residences effective today and which we will review periodically.

- **Visitors**
 - No general visitors will be permitted at this time. Only one designated essential caregiver per resident will be permitted in Sienna long term care communities at a time, with a maximum of 2 designated essential caregivers. Please see the attached summary of visitor definitions for further clarity.
 - **Visitor Testing Attestations** – As part of the screening process, essential visitors will be required to provide the date of their last test and date of the negative response.
 - **PPE Provisions** – Surgical masks and other PPE as required (gowns, gloves or eye protection) will be provided and worn at all times. No visitors are allowed to wander within the care community. Proper training will also be provided.
- **Absences/Outings** – Only absences for medical or compassionate reasons will be allowed. If a resident does choose to leave, upon their return the team may implement any precautions that would be necessary to protect everyone at that residence, including 14-day isolation.
- **Package Drop-offs** – We appreciate how important it is to bring packages like food, clothing, treasured personal or cultural items to your loved ones, especially when in-person visits are restricted. We have guidelines in place to help you do that safely. Please reach out to your care community for details.

A summary of these changes is outlined below.

Ontario Long Term Care – Visiting Protocol Effective October 15, 2020		
	All Sienna Long-Term Care Communities	Remarks
General Visitors	X	
Essential Caregiver	✓	1 designated essential caregiver permitted at a time, with a maximum of 2 designated essential caregivers per resident
Package drop-off	✓	Please reach out to the community for details on how to safely provide packages to your loved one
Resident absences/outings	X	Only absences for medical or compassionate reasons will be allowed

The warmth of human connection

After consulting our medical and infection control experts, we feel it is prudent to restrict visits both inside and outside of our care communities as we manage the second Wave of COVID-19. These enhanced guidelines will be reviewed at least every two weeks to ensure we are doing everything possible to protect our residents and team members.

We thank you for your ongoing support as we do everything in our power to manage the pandemic and keep our residents and team members safe. We also encourage you to visit our website regularly to review our updated policies and our most current [outbreak updates](#). If you have any questions, please feel free to send them to us at: COVID-19questions@siennialiving.ca and we will do our best to respond within 48 hours.

Sincerely,

Stephen Foster
Executive Vice President,
Long-Term Care Operations

Philippa Welch
Vice President,
Clinical Operations

LONG-TERM CARE VISITOR DEFINITIONS

Type of Visitor	Definition	Essential / Non-Essential
Essential Visitor	Performs essential support service to a resident Personal food delivery, phlebotomy, maintenance, Family member or volunteer providing care services and other healthcare services required to maintain good health	Essential
Support Worker	Performs essential support service for a resident or the home overall <ul style="list-style-type: none"> • Consulting healthcare practitioner – specialist, physician/NP, maintenance worker, food or other supplies <p>*NOTE: Attending Physicians, Medical Directors, NP in contractual agreement with care community are considered staff and do not fall into this category*</p>	Essential
Essential Caregiver	Designated by resident/SDM to provide caregiving support to a resident <ul style="list-style-type: none"> • Assistance with meals, mobility, personal hygiene, social support, meaningful connections, expression and decision-making • Must be at least 18 years of age • Can be a family member, private caregiver/companion, translator 	Essential
General Visitor	Person visiting for social reason or providing non- essential service <ul style="list-style-type: none"> • If under the age of 14, must be accompanied by an adult 	Non-Essential
Support Person	If required to support an essential or general visitor with their own needs <ul style="list-style-type: none"> • For accessibility reasons only • Assists the visitor with a disability such as mobility, vision, etc. • Visitors who require a support person should inform the care community in advance of the visit 	May assist Essential and Non-Essential Visitors