



Important updates from Sienna on COVID-19

Update as of March 23, 2020

Thank you for your ongoing support. 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.

We have no COVID-19 cases in any Sienna residence.

New Information:

The need to help you stay connected with residents is very important and we will support this in every way possible. **In order to protect residents and team members, family members are asked to not drop off non-essential items at residences.**

Every residence also has the following protections in place:

- **No non-essential visitors to residences.** The definition of non-essential visitors now includes service providers such as hairdressers, fitness, yoga instructors, entertainers, and any other external parties who provide services to residents.
- As part of active screening, we are taking the temperatures of anyone who is allowed to enter.
- Social distancing of residents is in place in every residence.
- Residents are restricted from leaving the residence other than for emergency/essential appointments as approved by the management team.
- Anyone being admitted from hospital or the community to either a Long-Term Care or Retirement residence will be in isolation for 14 days.
- Only virtual tours are to be provided. No in-person tours will occur. Please visit our website for more information.

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.